#### Service Request Detail BRC Type PAR Ref No. Goodwill No Goodwill Offered SR No. 71-1101855903 GW SubType Bus, Unit BRC Account PAR First Name Approvat Not Initiated Area Last Name **ESIS** Escalation UCC Electrical - Power Window Motor / Sub-Area Evening # Daytime # Taylor Chevrolet, Inc. Safety Yes Involved Dir Address City Allen Park 9/4/2012 02:40:35 PM Updated State Μĺ ZipCd Con Acct Source Phone JACKSOFA Priority Medium License # Owner Model Year 2007 Serial #/VIN 1GNDS135772 Status Open Opened 8/28/2012 11:00:28 AM Make Chevrolet Warr. Start 11/30/2006 TrailBlazer Sub-Status Dissatisfied Closed Model 89000 Mileage Abstract Door module was burned and melted. ESIS Customer This is a BRC PAR File. Please do not Assume. Description Forward all inquiries to Faith Jackson @

D	~	٨	
Pre-	_	м	к

Pre-PAR									Defea	0
PAR Notilier			Other Veh	#Peo	ple in Veh Ro		Road ( Dry	Cond. Fire Report# wasn't contacted.		Report# contacted
Owner	8/27/2012 05:15:33 PM	N	0		1 Asj	ohall Dos			Hasiit	COLKBOIGG
Industriact Na	ima :	Onver M	irst Name		5'5"		DO	india .		
			æ Agent Firs	- Mame		tt .	Insurance	Agenty		
u/a inensuserase	TR Last Name	n/a	CE AGEIR ( II	or traditio	THOUG	11	n/a			
						11-11		work, door wouldn't open, I	went through back seat o	nened door that way, got in.
Incident Loc	at home, 9868 Ruth/ Allenpark r	mi 48101				incident Desc	driving, none	e of buttons on door panels v k apart when got home, was	vorked, heard noise in doc	or, then all dashlights flashing
Component	thermal					_		•		
Vehicle	currently driving					Damage Desc	door module			
Loc						Add'i info	)			
	none							and dealer		
Names				_		Maint Lo	c Taylor Chevi	ciet dealer.		
PAR De	tail									
Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	no		
Vehicle Speed	0		Weather Condition	SUN	ny		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 Equi	p n/a			Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	Them	nal Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	melted door module on driver	side.	y-				Explain Other			

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on 9/5/2012

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### **Activities**

oatod 4/2012 02:40:46 PM	Created By KINZERTH	Assigned To ESISEIQU	Activity Type Escalation	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed -	Description ESIS - Thermal Event
inlact Last Name	MAZEMIN	Contact Firs		Account		BAC Code	
ustomer claims thermal	event originati	ng from control :	module in drivers door				
onfidential Comments						•	
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description check to see if ESIS has assumed
1/2012 09:11:58 AM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Scheduled Alan		Check to see it ESIS has assumed
entact Last Name		Contact Fire	st Name	Account		BAC Code	1
onlidential Comments							1
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Dascription
/4/2012 09:11:42 AM	JACKSOFA	KINZERTH	Notify CRM		Dan <del>a</del>	9/4/2012 02:41:18 PM	review to send case to ESIS
onlact Last Name		Contact Fir	st Name	Account		BAC Cede	
ounterns							<b>I</b>

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### **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
9/4/2012 09:09:10 AM	JACKSOFA	JACKSOFA	Outbound Email	DVMCAMField	Done	9/4/2012 09:10:20 AM	doug.1.campbel@gm.com
Contact Last Name		Contact Firs	t Name	Account		BAC Code	•

A product allegation daim has been made in your region. The customer is alleging thermal event occurred in the driver side door module. This case is being escalated to ESIS because CAC escalated file to PAR when it was a smoke only event, PAR agent will treat like a thermal event and escalate to ESIS.

2007 Chevrolet 1GND\$13\$772

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

Best wishes, Faith Jackson | CRS

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone 866-790-5600 x31243 | Fax 866-852-1526 | www.minacs.adityabirla.com

Cornidernial Comments							
Created	Created By	Assland To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/4/2012 09:00:15 AM	JACKSOFA	JACKSOFA	Ownership Changed	Ownership Escalated to BRC	Done	9/4/2012 09:00:15 AM	Ownership Escalated to BRC
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
Comments					•		_
Conlidential Comments			***				<b>T</b>

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### **Activities**

8/31/2012 10:02:09 AM MERCADTO JACKSOFA Ownership Changed Done 8/31/2012 10:02:09 AM Service Request Ownership has changed FROM: MUYRONFE T JACKSOFA	Created	Created By	· Assigned To	Activity Type	Activity Sub-Type	Status	Completed	75 Description (**)
JACKSOFA	8/31/2012 10:02:09 AM	MERCADTO	JACKSOFA	Ownership Changed	,	Done	8/31/2012 10:02:09 AM	
	Cantact Last Mama		Contact Lor	i Mansa	Account		BAC Code	
Comments								
	Comments							
Confidential Comments								_

Created Creat	ed By Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/31/2012 10:01:56 AM MERC	CADTO JACKSOFA	BRC PAR	Initial Contact - Field	Done	9/4/2012 09:09:09 AM	doug.1.campbell@gm.com
Contact Last Name	Contact Firs	t Name	Account		BAC Code	1

Subject: 71-1101855903 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging thermal event occured in the driver side door module. This case is being escalated to ESIS because CAC escalated file to PAR when it was a smoke only event, PAR agent will treat like a thermal event and escalate to ESIS.

2007 Chevrolet 1GNDS13S772

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

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Loscription
8/31/2012 10:01:46 AM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact- Dealer	Done	9/4/2012 08:43:41 AM	No Initial Contact required. Vehicle has
Contact Last Name		Contact Firs	l Name	Account		BAC Code	not been to dealer in two years
							_
Comments							
No Initial Contact require	d. Vehicle has r	not been to deal	er in two years.				
Faith Jackson/PAR/ATX							
Confidential Comments							<b>!</b>

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#### **Activities**

Croated 8/31/2012 10:01:36 AM	Created By MERCADTO	Assigned To JACKSOFA	Activity Typo BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed 9/4/2012 09:02:13 AM	Doscription Called	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	İ	
0				100				

#### Comments

Crs verified customer contact Information.

Cust. states: driving veh now, happened at work, door wouldn't open, I want through back seal, opened door that way, got in, driving, none of buttons on door panels worked, heard noise in door, then all dashlights flashing, husband took apart when got home, was melting and plastic was melted.

Crs sts how long had veh been driven that day?

Cust sis drove veh a half hour total.

Crs sts was veh acting off or strange earlier in the day?

Cust sts was not acting weird or different, did not see flames,

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\_1075534

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.

Faith Jackson/PAR/ATX Confidential Comments

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### **Activities**

Contact Last Name

Confidential Comments

Comments

Contact First Name

Activities							
Greated 8/31/2012 10:01:25 AM	Created By MERCADTO	Assigned To JACKSOFA	Activity Typo	Activity Sub-Type Acknowledgement	Status Done	9/4/2012 09:00:33 AM	Description Called
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	
					_		
Crs Adv: This is Faith ca	Mar Grana tha						
GM Product Allegation D	ept. I have reci jurther informati	on.					
Do you have a moment t	to speak to me	•					
Cust sts: Yes							
Continued in Initial							•
Confidential Comments							
							Description
Created	Created By	Assigned To		Activity Sub-Type	Status	9/4/2012 08:42:14 AM	Description Research VIN
8/31/2012 10:01:16 AM	MERCADTO	JACKSOFA Contact Fire	Research	Account	Dung	BAC Code	1
Contact Last Name		Contact Fire	st Name	Account			_
Comments							l
CASE SCAN							
S/R's: 71-1044748363							
Recalls: none							
Branded: no							
Warranty Block: none							
Repairs: 01/16/2009 20	2928 ZREG-	-Regular Vehicle	Transaction C0182 - Fr	ont Side Door Window Regulate	or Replacement 2	9,496 MI	
Faith Jackson/PAR/ATX	<						_
Confidential Comments	·						
Created	Created By	Assigned T		Activity Sub-Type	Status	Completed 9/4/2012 08:28:35 AM	Doscription File assigned
8/31/2012 10:01:06 AM	MERCADTO	JACKSOFA	Notify CRM		Done	SAF2012 00,28,33 FM	, 44 and 3.10 a

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BAC Code

# Activities

reated /31/2012 10:00:47 AM	Greated By MERCADTO	JACKSOFA	Activity Type  BRC PAR	Case Assigned	Status Done	9/4/2012 08:28:30 AM	Description Assigned to Faith x31243
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
Faith 156-790-5600 x 31243. Confidential Comments							I
Greated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
//31/2012 10:00:38 AM	MERCADTO		SR Opened	_	Done	8/31/2012 10:00:38 AM BAC Code	SR in Status of Closed has been Re Opened by MERCADTO
Contact Last Name		Contact First	Name	Account		DAC Code	
Comments							i
Confidential Comments	•						l
		,					
Created	Created By	Assignad To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/31/2012 10:00:36 AM	MERCADTO	MUYRONFE	SR Closed - Satisfied		Done	8/31/2012 10:00:36 AM	Service Request has been Closed Satisfied.
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Confidential Comments							I
Som de mar Good e							
Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/30/2012 04:38:54 PM			Scheduled Outbound Call	Follow-up Attempt	Done	8/31/2012 10:00:34 AM	follow up cust
Contact Last Name		Contact Fire	Cust	Account		BAC Code	
							•
Comments							_
Confidential Comments							

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#### **Activities**

Croated	Created By	Assigned To		Activity Sub-Type	Status Done	Completed 8/31/2012 10:00:31 AM	Description Forward the case to PAR
8/30/2012 04:37:17 PM	MUYRONFE	KINZERTH Contact First	Notify CRM	Account	Colle	BAC Code	
HARM I SET ICHTE		1 Jilliar I Pilot	- dante	Account			•
Southering						,	
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Deceription

8/30/2012 04:36:22 PM Made Contact Done 8/30/2012 04:18:53 PM MUYRONFE MUYRONFE Outbound Call Customer BAC Code Account Contact First Name

comments

crs adv:

>Intro self
>I need to know what heppened to the door when the door module falled to work
>I see let me call PAR regarding your concer

- cust was put on hold—
>advise customer that PAR are busy assisting other customers
>someone from PAR will call you back in 2 bus days
>provided sr #

cust sts:

cust sts:
>i got off from work, and when I opened the drive's side door it work open, I cannot open it from the outside. I jump up from the rear passeger side door and pop open the passenger front door so that I can go to the driver side
>when I was driving the veh I turned of the radio and was driving along and then suddenly I heard a poping sound and saw smoke comming out the the driver side door and I assumed something burned and when my husband checked on it the plastic module was melted
>it happened monday agust 27

Ferdie/CACT1/MAN/Emp\_Lvl\_0

Confidential Comments

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### **Activities**

Created By	Assigned To Activity Type	Activity Sub-Typo	Status	Completed	Description
8/29/2012 05:20:38 PM MUYRONF			Done	8/30/2012 03:12:30 PM	follow up cust
0120120 12 00.20.30 F (II III I I I I I I I I I I	Cust				
Contact Last Name	Contact First Name	Account		BAC Code	ļ

Comments AP:

let the cust describe the the incident when the door module went out

call par to inquire if this case would fall under their department

Ferdie/CACT1/MAN/Emp\_Lvl\_0 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/29/2012 01:37:56 PM	MUYRONFE		Outbound Call Customer	Left Message	Done	8/29/2012 05:20:36 PM	follow up questions
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							1
Comments							•
message >intro self >need to make a follow u >pis call me at 86679056							
Ferdie/CACT1/MAN/Emp	_Lvl_0						
Confidential Comments							i

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#### **Activities**

Croated 8/29/2012 12:55:36 PM	Greated By Assigned To MUYRONFE MUYRONFE	Activity Type Outbound Call Customer	Activity Sub-Typo Made Contact	Status Done	Completed 8/29/2012 01:37:52 PM	Description	
Contact Last Name	Contact Firs	Name	Account		BAC Code		

crs adv:

>intro self

>called your dealer and dealer advised me that the door module already melted and might get caught fire

>he also advised you that the can replace the parts and you need to pay the deductible for \$100 since your veh has an ext warmty

>we did agreed that you have 2 options that you can do

1st option:

>Advise the cust to wait for the recall for the veh to be fix

2nd option
>have the veh fix and pay the \$100 deductible and file for reimbursement later as soon as she receives a letter from gm regarding the RC
>explained to the cust why the recall has not come out yet. GM is waiting for the supplier to make the upgraded parts before gm camn release the re notices, it would not be proper for gm to release the recall and no parts are available

cust sts:

>Im afraid that it might caught fire and I have 3 children
>I dont want to be driving this veh with this condition
>wait thank you for your help
>i'll just make a constant follow up regarding the upcomming recall

Ferdie/CACT1/MAN/Emp\_Lvl\_0

Confidential Comments

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### Activities

Ven Aires							
Created	Created By		Activity Type	Activity Sub-Typo	Status	8/29/2012 11:57:31 AM	Description follow up call
3/28/2012 05:06:07 PM	MUYRONFE	MUYRONFE	Scheduled Outbound Call Cust	Follow-up Attempt	Done		TOROW OF CALL
		~ · · · · ·	** ime	Account		BAC Code	
							1
Comments							•
ipdate cust							
AP:							
cust has 2 options:							
1st option: >Advise the cust to wait	for the recall for	the veh to be fi	×				
2nd option >have the veh fix and p	ay the \$100 ded	uctible and file fo	or reimbursement later as soo	on as she receives a letter	from gm regarding	the RC	
Ferdie/CACT1/MAN/Em	p_Lvi_0						
Confidential Comments							Ī
Consulertial Comments						<del></del>	
Crnated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/28/2012 04:33:57 PM		MUYRONFE		Left Message	Done	8/28/2012 05:06:02 PM	
Contact Last Name		Contact Fire	-t Name	Account		BAC Code	
Comments			- -	_			-
message							
>intro self	•						
>making a follow up call >pls call me at 8687903							
•							
Ferdie/CACT1/MAN/En	np_Lvi_0						

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Confidential Comments

on 9/5/2012

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### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
8/28/2012 04:00:26 PM	MUYRONFE	MUYRONFE	Outbound Call Dealer	Made Contact	Done	8/28/2012 04:08:53 PM	TAYLOR CHEVROLET, INC.13801 S TELEGRAPH RD
Contact Last Name		Contact Firs	Name	Account		BAC Code	TAYLOR, MI 48180-4640
							Phone: (734) 287-2600

Dealer Diagnosis:reginald

Concam:

>switch for the door module was melted and she was afraid that the veh might get caught fire
>she has an extended warranty but has a deductible of \$100
>1 told her that we can replace it with the same part and will walt for the updated part when the recall comes out but she will pay for the deductible and file for reimbursement once the recall comes out
>that's the best thing we can do

Ferdie/CACT1/MAN/Emp\_Lvl\_0

Confidential Comments

Created 8/28/2012 11:17:09 AM	Greated By MUYRONFE	Assigned To MUYRONFE	Activity Typo Scheduled Outbound Cell Cust	Activity Sub-Type Initial Attempt	Status Done	Completed 8/28/2012 04:33:50 PM	Description update cust
Comments		Contact First	Name	Account		BAC Code	  -
NAME: TELEPHONE:							
updale cust							
4-6 pm							
Confidential Comments							

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# Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/28/2012 11:16:43 AM	MUYRONFE	MUYRONFE	Scheduled Outbound Call Dir		Done	8/28/2012 04:00:56 PM	follow up dealer
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	
TAYLOR CHEVROLET, TAYLOR, MI 48180-4640 Phone: (734) 287-2600 Confidential Comments		ELEGRAPH RD					•
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/28/2012 11:00:53 AM	MUYRONFE			Made Contact	Done	8/28/2012 11:15:03 AM	TAYLOR CHEVROLET, INC.13801
Contact Last Name		Contact Firs	t Name	Account		BAC Code	TELEGRAPH RD TAYLOR, MI 48180-4640
							Phone: (734) 287-2600
Соищено							
spoke with bob							

dir sts: >reginald is out for lunch

Ferdie/CACT1/MAN/Emp\_Lvl\_0

Confidential Comments

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# **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
8/28/2012 11:00:42 AM		MUYRONFE	Inbound Call Customer	Campaign/Special Policy	Done	8/28/2012 11:14:56 AM	RiRC
Contact Last Nama		Contact Fire	Name	Account		BAC Code	
							1
Comments							
Cust States: >i have a 2007 trailblaze	ır						
>switch on my done done		1					
vin: 1gnds13s772							
>purchase it used with 3 >news on ty about the		numbt on Eco					
>! took it to the dealer.	ewirai AcimiA c	andrit out 184					
TAYLOR CHEVROLET,		ELEGRAPH RD					
TAYLOR, MI 48180-464 Phone: (734) 287-2600	0						
Show eald that there's a	n upcomming re	ecall and it's not	out yet				
>they said I can have it	repaired and i w	ill need to pay fo	or the \$100 deductible but if	t will still be the same part that t	hey will put in my	veh	
>so i was advise that I n >i have my children in s							
>i dont have a \$100 to p			ic ton might caught me				
>thank you for trying	•						
Cust Seeks:							
>Rfi RC							
CRS Advise:							
>RC are vin specific							
>accg to the vin the vhe >apologetic gesture	has no RC/SC						
>apologeat gesture >advised the cust to wa	it for the RC						
>i cannot tell the dealer			for the deductible				
>no RC/sc on the veh a >we have no update on		warranty					
>we have no uposite on		olify you through	n mali				
>took note of cust curre	ent address	• • •					
>let me call the dealer: -cust was put on hold-		in come up with	a solution/option, cust agra	90			
>your adv is not availab		iler, cust agreed	1				
>provided sr#		•					
Ferdie/CACT1/MAN/Er	np_Lvl_0						
						4	_
Confidential Comments							-

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# **UCC Information**

UCC Code Symptom N40 Inoperative

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

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**L**ogout

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

INTERFACE WITH CUSTOMER

## View Vehicle Summary

1

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

Vehicle Information

VIN 1GNDS13S772 Service Contract: No

Model, CS15506-2007 TRAILBLAZER SUV 2WD

September 5, 2012

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

Order Type 50 - FLEET Field Actions: D 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 warrantly 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

Vohicle 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	11/30/2006	10 MI	11/30/2012	100,010 MI
	Emission Select Component Ltd Wty	08/05/2011	11/30/2006	10 MI	11/30/2014	80,010 MI
	Special Coverage 10054	08/05/2011	11/30/2006	10 MI	11/30/2016	120,010 MI
	Powertrain Limited Warranty	08/05/2011	11/30/2006	10 Mi	11/30/2011	100,010 MI
	Bumper to Bumper Limited Warranty	08/05/2011	11/30/2006	10 MI	11/30/2009	36,010 MI

For this vehicle:

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

### **Service Contract**

Vehicle has no current record of service contracts.

Transaction History						
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading	
01/16/2009	202928	ZREG—Regular Vehicle Transaction		C0182 - Front Side Door Window Regulator Replacement	29,496 Mi	
01/16/2009	202928	ZREGRegular Vehicle Transaction		Z7903 - 3-DAY COURTESY TRANSPORTATION	29,496 MI	

Global Warranty Management Site Map

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ල්ල්ල් Warranty

E Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

3

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

Vehicle Information

VIN 1GNDS13S772

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No

Branded Title: No

Warranty Block, No.

PDI Status: No

Order Type 50 - FLEET Field Actions 0 Open

September 5, 2012

Vehicle Build

Model CS15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number, KNSXX0 Build Date. 11/29/2006

Build Plant 2

For this vehicle:

→ View Vehicle Summary

Service Contract

-- Branded Title

Warranty Block

-- <u>View Vehicle Build</u>

View Vehicle

Component Summary

View Vehicle Transaction History

Detail. View Vehicle Delivery

Information

#### Option Codes

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

16U - GRAYSTONE

METALLIC

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

DETERRENT SYSTEM 28H - LIGHT GRAY 1SZ - PREFERRED

**EQUIPMENT SAVINGS** 

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

6AC - SUSPENSION

**8UY - COMPONENT RR LH COMPUTER SEL** 7AB - FRONT SPRING

**9UX - COMPONENT RR** AJ1 - GLASS, DEEP TINTED

RH COMPUTER SEL

ALO - SENSOR INF RESTR, CHILD DETECT AK5 - DUAL STAGE

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

AR9 - FRT BUCKET SEAT, DELUXE

AT8 - RESTRAINT PROVISIONS CHILD, RR

AU0 - REMOTE KEYLESS ENTRY

SEAT, RR FACING

AXP - MPV VIN IDENT **B30 - FULL CARPET-COLOR KEYED** POSITION

832 - FLOOR MATS,

**B33 - REAR COLOR KEYED FLOOR MATS** 

FRONT/REAR 886 - MOLDING B/S

B8X - GM PRODUCTION WEEK #48

COLOR

C4D - GVW RATING - 5550 LBS C49 - REAR WINDOW

DEFROSTER

DAY - ASSEMBLY PLANT MORAINE, OHIO

CJ3 - CLIMATE CONTROL

DT4 - ASHTRAY AND LIGHTER

**DP2 - POWER OSRV MIRRORS** 

EVA - EVAP EMISSION

FCH - HERTZ RENT A CAR

REQUIREMENT FEO - FEDERAL

FLT - FLEET PROCESSING OPTION

**EMISSIONS** GU8 - REAR AXLE 3.42 JF8 - BRAKE VAC POWER, 4 WHL DISC

RATIO

K18 - ELECTRIC AIR INJECTION SYSTEM JJB - PT DRESS

**SUBASSY NOT** INSTALLED

K34 · CRUISE CONTROL KG4 · GENERATOR 150 AMP

LL8 - ENGINE, VORTEC M30 - TRANSMISSION, 4 SPD AUTOMATIC

4.2L SFI 16

N40 - POWER N75 - 17" ALUMINUM WHEELS

STEERING

NZ3 - 16\* FULL SIZE SPARE WHEEL

NT7 - EMISSION SYS FED - TIER 2

OTM - ALL-SEASON TIRES PDC - PWR SEAT

ADJUST-DRIVER, 8 WAY

R6F - IDENTIFY B CODE R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

USERS

RSP - SPECIAL PAINT

**R7M - ONSTAR DELETE** 

R9N - LEATHER SEAT TRIM

**T61 - DAYTIME RUNNING LIGHTS** 

T98 - STAMPING TB4 - LIFTGATE VEHICLE IDENT

NUMBER

TFD - RETAIL AMENITY U73 - FIXED MAST ANTENNA DELETE

UA6 - THEFT

**DETERRENT ALARM** 

UBO - AM/FM STEREO W/CD

SYSTEM

MONITOR

UJ6 - TIRE PRESSURE UY7 - TRAILER WIRING HARNESS

V1K - LUGGAGE RACK V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA

CROSS-BARS

VK3 - FRONT LICENSE VN9 - DAILY RENTAL REPURCHASE PROGRAM

PLATE BRACKET

X88 - CHEVROLET CONVERSION

VXS - COMPLETE VEHICLE LABEL

**YD5 - BASE FRONT SPRING** 

YD3 - BASE AXLE YD6 - BASE REAR

ZNF - SPARE, ALL-SEASON TIRE

SPRING

ZW7 - PREMIUM RIDE ZY1 - SOLID PAINT

SUSPENSION

#### **Added Option Codes**

-8Q ·

Global Warranty Management Site Map

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OL CobelWarranty

E Logout

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

3

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

Vehicle information

VIN 1GNDS13S772
Service Contract: No

Branded Title: No

Model: CS15506-2007 TRAILBLAZER SUV 2WD

September 5, 2012

Warrenty Block. No

PDI Status: No

Order Type 50 - FLEET Field Actions: <u>0 Open</u>

Vehicle Component

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

Date Scanned: 11/29/2006

Traceability, 511200493
Part / Number Broadcast, NAX

Time Scanned: 12:26:00 Scan Stallon, 01

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

Date Scannod 11/29/2006

Traceability 002193256
Part / Number Broadcast. A1Z

Time Scanned: 13:14:00 Scan Station 05

Component Code 61-TRANSMISSION
Source Plant Y-HYDRAMATIC TOLEDO, OH!O

Date Scanned: 11/29/2006

Traceability 44973770
Part / Number Broadcast: 7SDD

Time Scanned 12:34:00 Scan Station: 02

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

Date Scanned: 11/29/2008

Traceability: 318140536
Part / Number Broadcest: CN8

Time Scanned: 12:47:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Source Fight R-NELSET-INVIES (MSPER, INDINIAR

Date Scanned, 11/29/2006

Traceability: 00054538

Part / Number Broadcast 3172

Time Scanned: 14:23:00 Scan Station.

21

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

Date Scanned: 11/29/2006

Traceability, 1G06XS8
Part / Number Broadcastr 2395

Time Scanned: 17:10:00 Scan Station: 06

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

Date Scanned. 11/29/2006

Traceability: 5ABQO21 Part / Number Broadcast: 5521

Time Scanned: 13:05:00 Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant: •

Date Scanned 11/18/2006

Traceability: 1010732
Part / Number Broadcast: 12Z

Time Scanned: 03:01:00 Scan Station:

Component Code CD-SEQ NUM (FLEX) BODY ASM

Source Plant: -

Date Scanned. 11/22/2006

Traceability: 3095468 Part / Number Broadcast 1WW

Time Scanned: 22:14:00 Scan Station:

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 11/27/2006

Traceability: 3095338
Part / Number Broadcast: 1PT

Time Scanned 20:12:00 Scan Station.

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant •

Oate Sconned 11/28/2006

Traceability 3095351
Part / Number Broadcast 1PH

Time Scanned: 18:59:00 Scan Station:

For this vehicle:

→ View Vehicle Summary

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

→ View Vehicle Build

View Vehicle

Component Summary
View Vehicle

 Transaction History Detail

View Vehicle Delivery

Information

Component Code. CP-SEQ NUM (FLEX) GEN ASM Source Plant -	Traceability: 3095629 Part / Number Broadcast: 1GB		
Date Scanned. 11/29/2006	Time Scanned: 08:00:00	Scan Station:	
			<del>-</del>
Service Agent installed Component			-
Vehicle has no current record of vehicle component.			
Global Warranty Management Sile Map			<del></del>
Drivery Onliny   Terms of Use			D 2005 General Motors. All rights reserved

For this vehicle:

-- View Vehicle Summary

View Vehicle Build
 View Vehicle
 Component Summary
 View Vehicle
 Transaction History

View Vehicle Delivery

Detail

Information

- Service Contract

-- Branded Title

→ Warranty Block

CLI Global Warranty

Logout

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 1GNDS13S772 Branded Title. N

Model CS15506-2007 TRAILBLAZER SUV 2WD

Branded Titte. No Warranty Block: No

PDI Status, No.

@

Order Type 50 - FLEET Field Actions 0 Open

Field Actions <u>9 Open</u>

Job Card Date: 01/16/2009

Repair Service Agent: 164427 TAYLOR CHEVROLET, INC. 13801 S TELEGRAPH RD TAYLOR MI 48180-4640 7342872600 Job Card Number: 202928

Odometer Reading: 29,498 MI Authorization Code

Process Date 01/27/2009

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 C0182-Front Side Door Window Regulator Replacement

Causal Part Number

·See other Parts and/or Net Items

Job Card Date: 01/16/2009

Repair Servico Agent 164427 TAYLOR CHEVROLET, INC. 13801 S TELEGRAPH RD TAYLOR MI 48180-4840 7342872600 Job Card Number: 202928

Odometer Reading 29,498 MI Authorization Code.

Process Date 01/27/2009

Transaction Type.

ZREG-Regular Vehicle Transaction

Transaction Expense Category

Customer Enthusiasn

Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op 27903-3-DAY COURTESY TRANSPORTATION

Causal Part Number

-See other Parts and/or Net Items

Global Warranty Management Site Map

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E Logout

**Collination** 4.1 September 5, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER 3 View Vehicle Delivery Information This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and For this vehicle: the ultimate customer. Not all sections will be populated for all VINs. Contract Vehicle Information VIN 1GNDS135772 Model: C\$15506-2007 TRAILBLAZER SUV 2WD PDI Status No → Warranty Block Service Contract: No Branded Title: No Warranty Block No Order Type 50 - FLEET View Vehicle Build Field Actions: 0\_Open View Vehicle View Vehicle Invoice Information Detail Invoicing Service Agent 112243 JAMES WOOD CHEVROLET BUICK GMC 2111 S HWY 287 Invoice Date: 11/29/2006 information DECATUR TX 76234-2722 9406272177 Ship to Information Ship to Date: N/A Ship to Service Agent 141748 HERTZ CORPORATION PALM BEACH ARPT BLDG S-115 WEST PALM BEACH FL 33406-0000 **Delivery Information** Delivery Date: 11/30/2006 Delivery Type. 020—DAILY RENTAL Delivery Service Agent 112243 JAMES WOOD CHEVROLET BUICK GMC 2111 S HWY 287 Delivery Odometer: 10 DECATUR TX 76234-2722 9406272177 In Service Information In Service Date. N/A Invoicing Service Agent In Service Type 0000 In Service Odometer. D Registration information Registration Date: N/A Registration Service Agent N/A Registration Number N/A

→ View Vehicle Summary

Service

→ Branded Title

Component Summary

Transaction History

View Vehicle Delivery

Global Warranty Management, Site Map

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Registration Odometer D



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

September 13, 2012

Via Email ·

RE:

Claimant:

Our File No.:

Our Client:

Date/Event:

General Motors LLC 8/27/12

747103

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDS13S772

Dear

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

Sincerely,

Yvette Young

Claims Administrator

Yvette Young

No.	71-1103894644	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
ccount		Site		GW SubType		Bus, Unit	BRC
ast Name		First Name	· · ·	Approval	Not Initiated	Area	PAR
aytime #		Evening #		UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
ddress	82 Spring Church Rd	City Tro	ру	Involved Dir	Jim Trenary Of Troy, Inc.	Safety	Yes
tate	MO ZipCd	Con Acct		Source	Phone	Updated	9/4/2012 08:12:06 PM
erial #/ViN	1GNDT13S572	Model Year	2007	Priority	Medium License #	Owner	BABBSKE
lake	Chevrolet	Warr. Start	03/23/2007	Status	Open	Opened	9/4/2012 02:03:23 PM
fodel	TrailBlazer	Mileage	92000	Sub-Status	Dissatisfied	Closed	
bstract	power windows - thermal event						

### Pre-PAR

PAR Notifier	Incident Date/Time		# Other Veh	#Peo	ple in Veh Ro				Police Report#
Owner	9/2/2012 10:30:00 AM	N	0			ncrete	Dry	na	ла
Oriver Last Na	ime	Driver	First Name		Height	DO		lities	
neuranca Aga	int Last Name			-	5'10 Phone		none	A	
unk	THE COST NAME	unk	nce Agent Fir	st Name		55-7828	Insurance Alistate	e Agency	
incident Loc	82 Spring Church Rd Troy MO				(000) 2	Incident Desc		ot inside vehicle to find out	window console was up in flames
	power window control consule					5630			
Component	porter mindom control consule					Damage	rinned out th	a boy it is burnt a little bit	on my door and white stuff on inside has bums
Vehicle	82 Spring Church Rd Troy MO	63379				- Desc	ppea out a	SOA IL IS BUILT. A III. O DIL	on my soon and write stall on maide has burns
Loc						Add'l Inf	nspec date	time; unk	***************************************
Emgcy Svc Names	na						last svc date	: unk	
						Maint Lo	c Independant	<u> </u>	
PAR Det	tail								
Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none	- 118 - 118
Vehicle Speed	0		Weather Condition	dou	dy		Prop Owner	na	Property na Type
Last Service Date		-	Loc Last Service				Property Location	na	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost	\$450.00		Spec Equi	sn qi			Prop Damage Description	na	
Primary Veh Use	Personal		Inspection Type	Them	al Event		Inspected By	Inspection Not Performed	i Inspection Date/Time

Report Generated for toporowm

on 9/6/2012

Page 1 of 13

# Activities

reated 5/2012 02:33:35 PM	Created By KINZERTH	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
	event origination	ng from power w	indow control module in dri	vers door			<u>.</u>
infidential Comments							
eated 4/2012 06:12:39 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Ala	Completed Im	Description esis - thermal
ontact Last Name		Contact Fire	st Name	Account		BAC Code	
omments	t they get into t	pois vehicle and	had the serve-viedourend	lack control consels as un la	Samon		
ustomer is alleging tha	t they got into t	heir vehicle and	had the power window and	lock control console go up in	flames.		
ustomer is alleging tha sis - thermal	t they got into t	heir vehicle and	had the power window and	lack control console go up in	flames.		
ustomer is alleging tha sis - thermal sllinbabbs/par/abx	t they got into ti	heir vehicle and	had the power window and	lack control console go up in	flames.		•
ustomer is alleging that is - thermal ullinbabbs/par/atx onfidential Comments reated	Created By	heir vehicle and		lock control console go up in  Activity Sub-Type	flames.	Completed	Description
ustomer is alleging that is - thermal illinbabbs/par/atx onfidential Comments reated 4/2012 06:12:26 PM		Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type		9/5/2012 02:34:08 PM	Description esls - thermal
ustomer is alleging tha	Created By	Assigned To	Activity Type Notify CRM		Status		
ustomer is alleging that is - thermal ellinbabbs/par/atx onlidential Comments reated 4/2012 06:12:26 PM onliast Last Name comments	Created By BABBSKE	Assigned To KINZERTH Contact Fire	Activity Type Notify CRM of Name	Activity Sub-Type Account	Status Done	9/5/2012 02:34:08 PM	
ustomer is alleging that is - thermal ellinbabbs/par/atx onfidential Comments reated 4/2012 06:12:26 PM ontact Last Name comments ustomer is alleging that	Created By BABBSKE	Assigned To KINZERTH Contact Fire	Activity Type Notify CRM of Name	Activity Sub-Type	Status Done	9/5/2012 02:34:08 PM	
ustomer is alleging that is - thermal illinbabbs/par/atx confidential Comments reated 4/2012 06:12:26 PM contact Last Name comments ustomer is alleging that is - thermal	Created By BABBSKE	Assigned To KINZERTH Contact Fire	Activity Type Notify CRM of Name	Activity Sub-Type Account	Status Done	9/5/2012 02:34:08 PM	
ustomer is alleging that is - thermal sis - thermal silinbabbs/par/abx onfidential Comments reated 4/2012 06:12:26 PM ontact Last Name comments ustomer is alleging that	Created By BABBSKE	Assigned To KINZERTH Contact Fire	Activity Type Notify CRM of Name	Activity Sub-Type Account	Status Done	9/5/2012 02:34:08 PM	

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on 9/6/2012

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### **Activities**

Created Created By Assigned To Activity	ty Type Activity Sub-Type Status	Completed	Description
9/4/2012 06:07:44 PM BABBSKE BABBSKE Outbook	und Email DVM/CAM/Field Done	9/4/2012 06:08:19 PM	scott.w.herberts@gm.com
Contact Last Name Control First Name	Account	BAC Code	

A product allegation claim has been made in your region. The customer is alleging that they got into their vehicle when they had their power window control console go up in flames. This case is being escalated to ESIS because of a thermal event.

2007 Chevrolet TrailBlazer

1GNDT13S572

Jim Trenary Of Troy, Inc. Troy MO 168543

(636) 462-3332

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5700 41026 I Fax: 886-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

Confidential Comments

Preated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 06:00:25 PM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	9/4/2012 06:00:25 PM	Ownership Escalated to BRC
Contact Lact Mama		C Firs	t Name	Account		BAC Code	
							_
Comments						1	
							_
Confidential Comments							

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on 9/6/2012

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### **Activities**

Greated 9/4/2012 05:50:51 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type Inbound Call Customer	Activity Sub-Type Voice Mail Received	Status Done	Completed 9/4/2012 05:51:28 PM	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
see initial							l
kellinbabbs/par/atx Confidential Comments							Ī
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 05:47:10 PM	BABBSKE	BABBSKE	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	9/4/2012 05:50:37 PM	2nd attempt
Contact Last Name		Contact Eirs	st Name	Account		BAC Code	<b>I</b>
Ind attempt							1
ellinbabbs/par/atx Confidential Comments							1
rested /4/2012 05:29:25 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Type Business Case	Status Done	Completed 9/4/2012 06:04:13 PM	Description business case
Contact Last Name		Contact Fire		Account		BAC Code	1
Customer is alleging that esis - thermal	t they got into t	heir vehicle and	had the power window and loo	ck control console go up in fl	ames.		I
kellinbabbs/par/abx Confidential Comments							1
Communication Comments							I

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on 9/6/2012

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### **Activities**

Preated 9/4/2012 05:29:15 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type Other	Activity Sub-Type	Status Done	Completed 9/4/2012 06:03:33 PM	Description vehicle incident location
Sandania I and Klassia	D1 10001 0C		t Name	Account	Done	BAC Code	Vernice tricident location
							•
omments 2 Spring Church Rd Tro	y MO 63379				<u></u>		
ellinbabbs/par/atx							
onfidential Comments							1
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	Created By MERCADTO	Assigned To BABBSKE	Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 9/4/2012 02:26:29 PM	Service Request Ownership has
/4/2012 02:26:29 PM			Ownership Changed	Activity Sub-Type  Account			Service Request Ownership has changed FROM: BRONJO TO:
/4/2012 02:26:29 PM ontact Last Name		BABBSKE	Ownership Changed			9/4/2012 02:26:29 PM	Service Request Ownership has
/4/2012 02:26:29 PM contact Last Name		BABBSKE	Ownership Changed			9/4/2012 02:26:29 PM	Service Request Ownership has changed FROM: BRONJO TO:
Created W4/2012 02:26:29 PM Contact Last Name Confinents Confidential Comments	MERCADTO	BABBSKE	Ownership Changed			9/4/2012 02:26:29 PM	Service Request Ownership has changed FROM: BRONJO TO:
/4/2012 02:26:29 PM Contact Last Name	MERCADTO	BABBSKE	Ownership Changed			9/4/2012 02:26:29 PM	Service Request Ownership has changed FROM: BRONJO TO:

Report Generated for toporowm

on 9/6/2012

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#### **Activities**

Created	Created By Assigned	To Activity Type	Activity Sub-Type	Status	Completed	Description	
9/4/2012 02:26:16 PM	MERCADTO BABBSKE	BRC PAR	Initial Contact - Field	Done	9/4/2012 06:07:42 PM	scott.w.herberts@gm.com	
Contact Last Name	Contact i	iret Marge	Account		BAC Code	•	

A product allegation claim has been made in your region. The customer is alleging that they got into their vehicle when they had their power window control console go up in flames. This case is being escalated to ESIS because of a thermal event.

2007 Chevrolet TrailBlazer

1GNDT13S572

Jim Trenary Of Troy, Inc. Troy MO 168543

(636) 462-3332

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

Respectfully, Kellin Babbs I CRS

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 02:26:05 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Dealer	Done	9/4/2012 05:50:31 PM	Jim Trenary Of Troy, Inc. (636) 462
Contact Last Name		Contact Fire	st Name	Account		BAC Code	3332
/							_
COmments	i A de la la comp						
CRS spoke with: David	VVIIIUCOITID						
advised of cust product	allegation.						
crs adv: 72251825							
dir sts: vehicle is not co	ming up.						
kellinbabbs/par/atx							
Confidential Comments							<b>T</b>

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on 9/6/2012

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
9/4/2012 02:25:55 PM	MERCADTO	BABBSKE	BRÇ PAR	Initial Contact- Phone	Done	9/4/2012 06:02:59 PM		
Contact Lact Maria		Contact First	Name	Account		BAC Code		

crs spoke w/:

crs verified customer contact information, crs verified customer address

troy mo

Cust. states: Main control switch for window and locks were not working. My dad saw a recall and I guess my vin was not under the recall. I got in my vehicle and smelled an electrical smell. I ripped my door panel open and it was on fire.

Original owner? n

rental? n

medical attn? n

par form notes: inspec date time: unk last svc date: unk loc last svc date: unk clalm not made with insurance company

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

kellinbabbs/par/atx Confidential Comments

Report Generated for toporowm

on 9/6/2012

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#### **Activities**

Created By Assigned To Activity Type
MERCADTO BABBSKE BRC PAR Activity Sub-Type Status Completed 9/4/2012 02:25:46 PM BRC PAR 9/4/2012 05:47:04 PM Acknowledgement Done Contact Last Name BAC Code Crs adv: This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information regarding your veh and the incident. You can contact me at 1-866-790-5600 x31460, SR# 71-1103894644 pls return my call, if I am not available pls leave a good contact number and a time that works best for you

kellinbabbs/par/atx Confidential Comments

Created By Assigned To Activity Type
MERCADTO BABBSKE Research Activity Sub-Type Status Completed Description 9/4/2012 02:25:35 PM 9/4/2012 05:37:30 PM Done Research VIN Contact Last Name Contact First Name BAC Code

S/R's: 71-1103894644 - thermal

Recalls: Special Coverage 10054 10/30/2011 03/23/2007 10 MI 03/23/2017 120,010 MI

Branded; n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/atx

Confidential Comments

Report Generated for toporowm

on 9/6/2012

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### **Activities**

reated /4/2012 02:25:25 PM	Created By MERCADTO	Assigned To BABBSKE	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 9/4/2012 05:37:22 PM	Description File assigned
ontact Last Name		Contact First	Name	Account		BAC Code	
omments							
le received.							
ellinbabbs/par/atx onfidential Comments							
onidential Confinents	·						
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
/4/2012 02:24:56 PM	MERCADTO	BABBSKE	BRC PAR	Case Assigned	Done	9/4/2012 05:37:13 PM	Assigned to Kellin x31460
onfact Last Name		Contact First	t Name	Account		BAC Code	
formments le received.							
· · · · · · · · · · · · · · · ·							
ellinbabbs/par/atx confidential Comments							İ
		-			· · · · · · · · · · · · · · · · · · ·		
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
/4/2012 02:24:47 PM	MERCADTO	BRONJO Contact Fire	SR Opened		Done	9/4/2012 02:24:47 PM	SR in Status of Closed has been Re Opened by MERCADTO
Administration Name		Contact Elec	· Name	Account		BAC Code	Opened by MICKOAD TO
						1	
Confidential Comments							
							•
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/4/2012 02:24:46 PM	MERCADTO		SR Closed - Satisfied	Activity Sub-Type	Done	9/4/2012 02:24:46 PM	Service Request has been Closed
Contact Last Name		Contact Fire	t Name	Account		EAC Code	Satisfied.
							1
zomments							
comments							

Report Generated for toporowm

on 9/6/2012

Page 10 of 13

# **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 02:10:17 PM	BRONJO	KINZERTH	Notify CRM		Done	9/4/2012 02:24:42 PM	over the weekend, cust smells
Contact Last Name		Contact First	Name	Account		BAC Code	electrical burning, main switch on the passenger side caught on file
Comments							passonger side caught on hie
Seriments							

Report Generated for toporowm

on 9/6/2012

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#### Activities

Activities							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 02:03:26 PM	BRONJO	BRONJO	Inbound Call Customer	Complex Request	Done	9/4/2012 02:10:01 PM	main switch on the passenger side not
Contact Last Name		Contact Fire	Name	Account		BAC Code	working
Name: BNTC/BTTC: 63629022 VIN: 1GNDT 13S572 Mileage: 92K Adt Dir Involved: JIM TREN 200 PROFESSIONAL P TROY, MO 63379-2833 Phone: (636) 462-3332	Froy MC ARY CHEVRO ARKWAY	LET UF TROY					
Cust sts: *has been recalld the m *over the weekend , I so	ain switch on ti nell electrical fi	ne passenger re , driver side do	or it caught fire				
crs adv: *purchased brand new of *has it been taken at the				,			
cust sts: "used had 67K at car di "it hasnt work since sev "I called the dir, but the "its like \$300 piece to pi "should I take it in to the	eral months VIN is not part rogram, I have	no money to fix i	4				

Cust Seeks: \*get it fix - options

CRS advised:
"will forward the case to PAR someone will call you back after 1-2 business days
"gave sr#, advisd they can bring the veh in to the dir but repairs will be out of pocket

cust sts: \*ok, thank you \*I will wait for the call

JOCELYN /CAC /MAN/ TIER 1/ LVL 1 Confidential Comments

Report Generated for toporowm

on 9/6/2012

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#### **UCC Information**

UCC Code Symptom
N42 Inoperative
N01 Thermal Event

Description
Electrical - Power Door Lock Motor / Switch / Wiring
Electrical - General

Report Generated for toporowm

on 9/6/2012

Page 13 of 13



■ Logout

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

INTERFACE WITH CUSTOMER

#### View Vehicle Summary

3

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

#### Vehicle Information

VIN: 1GNDT13S572

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET Field Actions: 0 Open

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### **Branded Title**

\*The VIN information contained herein and information derived therefrom is the proprietary 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

alid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	10/30/2011	03/23/2007	10 MI	03/23/2010	36,010 MI
	Emission Select State Component Lty Wity	10/30/2011	03/23/2007	10 MI	03/23/2014	70,010 MI
	Certified Used Limited Warranty	10/30/2011	03/23/2007	10 MI	06/23/2010	39,010 MI
	Powertrain Limited Warranty	10/30/2011	03/23/2007	10 MI	03/23/2012	100,010 MI
	Special Coverage 10054	10/30/2011	03/23/2007	10 MI	03/23/2017	120,010 MI
	Emission Limited Warranty	10/30/2011	03/23/2007	10 MI	03/23/2010	50,010 MI
	Corrosion Limited Warranty	10/30/2011	03/23/2007	10 MI	03/23/2013	100,010 MI

#### For this vehicle:

- → View Vehicle Summary
  - Service Contract

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

Company of the second	Emission Sel Component Ltd		1 03/23/2007	10 MI 03	1/23/2015	80,010 MI
Service C	ontract					
Vehicle has	no current r	ecord of service cont	racts.			
				a meno o a un calculada dependento. Apparent unit	MAN MANAGEMENT OF THE PROPERTY	· · neggynegen stat : The AND : MARK
THE PERSON NAMED IN THE PARTY OF THE PARTY O	MATERIAL CALL DOLLARS	eydenkiris tayataddilini, massiri : fadaleas shars der a scinas fin	(7) byld I Make a			
Transactio	on History	erdenktris tanda nutokrinus. Aziziris 📖 2 Siandaria 2007 prof 2 Sicilias Pri	(4)			<u>View Detail</u>
Transaction  Job Card  Date	on History Job Card Number	Transaction Type	Transaction Adjustment	Labour Operatio	n	View Detail Odometer Reading
Job Card	Job Card			Labour Operatio L1020 - Fuel Tan Cap Replacen	k Filler	Odometer

Global Warranty Management: Sile Map

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Logout

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

(7)

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: 1GNDT13S572 Service Contract: No

Branded Title: No

Warranty Block: No

Model: CT15506-2007 TRAILBLAZER 4WD

PDI Status: No

Order Type: 50 - FLEET Field Actions: 0 Open

1.79EF (118-1)

#### Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: KSTJRF Build Date: 03/22/2007 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

28H - LIGHT GRAY

**67U - SILVERSTONE METALLIC** 

7FB - COMP FRT RH COMPUTER SEL SUSP

9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

**B32 - FLOOR MATS, FRONT/REAR** 

886 - MOLDING B/S COLOR

**BZ3 - GM PRODUCTION WEEK #12** 

C5N - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER

**FLT - FLEET PROCESSING OPTION** 

JF8 - BRAKE VAC POWER, 4 WHL DISC

1SZ - PREFERRED **EQUIPMENT SAVINGS** 

28I - INT TRIM LT **GRAY/DK GRAY** 6FB - COMP FRT LH COMPUTER SEL SUSP **8UY - COMPONENT RR** LH COMPUTER SEL AJ1 - GLASS, DEEP TINTED ALO - SENSOR INF

RESTR, CHILD DETECT AR9 - FRT BUCKET SEAT, DELUXE AU0 - REMOTE **KEYLESS ENTRY** 

**B30 - FULL CARPET-COLOR KEYED B33 - REAR COLOR KEYED FLOOR MATS** BQ2 - AVIS RENT A

CAR

C49 - REAR WINDOW DEFROSTER

CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV MIRRORS

**EVA - EVAP EMISSION** REQUIREMENT GU6 - REAR AXLE 3.42

**RATIO** JJB - PT DRESS

SUBASSY NOT

#### For this vehicle:

- → View Vehicle Summary
  - Service → Contract

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

**INSTALLED** K18 - ELECTRIC AIR INJECTION SYSTEM K34 - CRUISE CONTROL LL8 - ENGINE, VORTEC KG4 - GENERATOR 150 AMP 4.2L SFI 16 N40 - POWER M30 - TRANSMISSION, 4 SPD AUTOMATIC STEERING NP8 - 2-SPEED ACTIVE N75 - 17" ALUMINUM WHEELS TRANSFER CASE NZ3 - 16" FULL SIZE NU5 - EMISSION SYSTEM CALIFORNIA SPARE WHEEL QTM - ALL-SEASON PDC - PWR SEAT ADJUST-DRIVER, 8 WAY TIRES **R6K - ONSTAR TURN-R6F - IDENTIFY B CODE USERS** BY-TURN NAVIG AVAIL R7M - ONSTAR **R6P - SPECIAL PAINT** DELETE R9X - XM RADIO **R9N - LEATHER SEAT TRIM** STANDARD IDENTIFER T98 - STAMPING T61 - DAYTIME RUNNING LIGHTS VEHICLE IDENT NUMBER TFD - RETAIL AMENITY TB4 - LIFTGATE DELETE U2J - DELETE XM SATELLITE RADIO U73 - FIXED MAST **ANTENNA** UB0 - AM/FM STEREO **UA6 - THEFT DETERRENT ALARM SYSTEM** W/CD **UY7 - TRAILER WIRING UJ6 - TIRE PRESSURE MONITOR HARNESS** V73 - STATEMENT OF VEHICLE CERT.-V1K - LUGGAGE RACK CROSS-BARS U.S. /CANADA VK3 - FRONT LICENSE PLATE BRACKET VN9 - DAILY RENTAL REPURCHASE PROGRAM X88 - CHEVROLET VXS - COMPLETE VEHICLE LABEL CONVERSION YD3 - BASE AXLE YA7 - CALIF. ASSY, LINE EMISSION TEST

Added Option Codes

**ZY1 - SOLID PAINT** 

YD5 - BASE FRONT SPRING

YF5 - 50-STATE EMISSIONS

ZNF - SPARE, ALL-SEASON TIRE

~BO -

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YD6 - BASE REAR

SUSPENSION

YT1 - DAILY RENTAL FLAT RATE DEPREC. ZW7 - PREMIUM RIDE

SPRING



Logout

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

INTERFACE WITH CUSTOMER

#### View Vehicle Component Summary

2

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

Vehicle Information

VIN: 1GNDT13S572 Model: CT15506-2007 TRAILBLAZER 4WD Service Contract: No Branded Title: No Warranty Block: No PDI Status: No

Order Type: 50 - FLEET Field Actions: 0 Open

September 6, 2012

**Vehicle Component** 

Traceability: 703140377 Component Code: 10-ENGINE ASSEMBLY Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NAX

Dale Scanned: 03/21/2007 Time Scanned: 22:58:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 002750787 Source Plant: S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast: F9A

Time Scanned: 07:29:00 Scan Station: 05 Date Scanned: 03/22/2007

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

Source Plant: N-Part / Number Broadcast: JN

Date Scanned: 03/21/2007 Time Scanned: 23:19:00 Scan Station: 03

Traceability: 45533808 Component Code: 61-TRANSMISSION Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 7TDD

Time Scanned: 23:12:00 Scan Station: 02 Oate Scanned: 03/21/2007

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT Traceability: 3FJ10267

**HUB ASSEMBLIES** 

Source Plant: G-Part / Number Broadcast: UM<sub>1</sub>

Part / Number Broadcast: ZM4

Traceability: 00118689

Traceability: 0BN342337

Time Scanned: 23:58:00 Scan Station: Date Scanned: 03/21/2007

Traceability: 068094036 Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK Date Scanned: 03/21/2007 Time Scanned: 23:55:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast

3172

Date Scanned: 03/22/2007 Time Scanned: 08:30:00 Scan Station:

Traceability: 1H377VN Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395

Date Scanned: 03/22/2007 Time Scanned: 10:52:00 Scan Station: 06

Traceability: 4BAHL39 Component Code: AL-IR-MODULE ASM-I/P Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 8435

Time Scanned: 07:21:00 Scan Station: 04 Date Scanned: 03/22/2007

Component Code: CC-SEQ NUM (FLEX) BODY ASM Traceability: 1690465 Part / Number Broadcast: 1ZZ Source Plant: -

Time Scanned: 03:02:00 Date Scanned: 03/15/2007 Scan Station:

Traceability: 3157355 Component Code: CD-SEQ NUM (FLEX) BODY ASM

For this vehicle:

→ View Vehicle Summary

→ Service Contract

→ Branded Title

Warranty

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History Delail

View Vehicle Delivery Information

Source Plant: -

Date Scanned: 03/20/2007

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

Source Plant: -

Date Scanned: 03/21/2007

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

Source Plant: -

Date Scanned: 03/21/2007

Source Plant: -

Date Scanned: 03/21/2007

Part / Number Broadcast: 1WW

Time Scanned: 08:31:00 Scan Station:

Traceability: 3157312

Part / Number Broadcast: 1PT

Time Scanned: 06:14:00 Scan Station:

Traceability: 3156808

Part / Number Broadcast: 1PH

Time Scanned: 22:08:00 Scan Station:

Traceability: 3157004

Part / Number Broadcast: 1GB

Time Scanned: 22:40:00 Scan Station:

#### Service Agent Installed Component

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

Vehicle has no current record of vehicle component.

Global Warranty Management: Sile Map

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Logout

EW Glass Wattable

September 6, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Transaction History Detail

②

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

Vehicle Information

VIN: 1GNDT13S572 Service Contract: No

Order Type: 50 - FLEET Field Actions: 0 Open

Branded Title: No

Model: CT15506-2007 TRAILBLAZER 4WD

Warranty Block: No

PDI Status: No

DESCRIPTE ARE OTHER MOCE.

Odometer Reading: 17,778 MI

Authorization Code:

Job Card Number: 522830

Job Card Date: 04/08/2008

Repair Service Agent: 119584 LOU FUSZ CHEVROLET 5120 N I70 SERVICE RD SAINT PETERS MO 63376-0000

6363972000

Process Date: 04/15/2008

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op L1020-Fuel Tank Filler Cap Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/08/2008

Repair Service Agent: 119584 LOU FUSZ CHEVROLET 5120 N I70 SERVICE RD SAINT PETERS MO 63376-0000

6363972000

Job Card Number: 522830

Odometer Reading: 17,778 MI

Authorization Code:

Process Date: 04/15/2008

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

0000-Converted Ciain

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B1792-Hose, Rear Window Wiper (Washer Pump To Rear) - Replace

Causal Part Number

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For this vehicle:

→ View Vehicle Summary

 $\overset{}{\rightarrow} \underset{\text{Contract}}{\text{Service}}$ 

→ Branded Title

→ Warranty Block

→ View Vehicle Build

→ <u>View Vehicle</u> <u>Component Summary</u>

<u>View Vahicle</u>
→ <u>Transaction History</u>
<u>Detail</u>

View Vehicle Delivery

Information

For this vehicle:

→ View Vehicle Summary  $\overset{\textstyle \rightarrow}{\rightarrow} \overset{\textstyle \text{Service}}{\textstyle \text{Contract}}$ 

→ Branded Title

→ Warranty Block

View Vehicle Delivery

→ View Vehicle Build

View Vehicle Component Summary View Vehicle Transaction History

Information

Seplember 6, 2012

**B** Logout

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

INTERFACE WITH **CUSTOMER** 

#### View Vehicle Delivery Information

3

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

Vehicle Information

VIN: 1GNDT13S572 Service Contract: No

Branded Title: No

Model: CT15506-2007 TRAILBLAZER 4WD Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET Field Actions: 0 Open

Invoice Information

Invoicing Service Agent: 119587 MORENO VALLEY CHEVROLET 12625 AUTO MALL DR

MORENO VALLEY CA 92555-4408 9514853500

Ship to Information

Ship to Service Agent: 139472 AVIS RENT A CAR 9217 AIRPORT BLVD LOS ANGELES CA 90045-4598 Ship to Date: N/A

Invoice Date: 03/22/2007

**Delivery Information** 

Delivery Service Agent: 119587 MORENO VALLEY CHEVROLET 12825 AUTO MALL DR

MORENO VALLEY CA 92555-4408 9514853500

, Delivery Date: 03/23/2007 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

Sasha Henson Claims Administrator

September 7, 2012

Troy, MO

RE:

Claimant:

Our File No.:

747153

Our Client:

General Motors LLC

Date/Event:

9/2/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S572:

Dear

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

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

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

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

# C

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

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position. If we do not receive the requested information within thirty days (30) from the date of this letter, we will assume that you are not pursuing this matter and will be closing our file.

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

Sincerely,

Sasha Henson

sasha.henson@gm.com Claims Administrator

Gasha Henson

No.	71-1103870689	Ref No.		Goodwill	No Goodwi	ill Offered	BRC Type	PAR
count		Site		GW SubType	)		Bus. Unit	BRC
st Name		First Name		Approval	Not Initiate	ď	Area	PAR
aytime #		Evening #		UCC	Electrical -	Power Window Motor /	Sub-Area	ESIS Escalation
ddress		City Lir	na	Involved Dir			Safety	Yes
tate	OH ZipCd	Con Acct		Source	Phone		Updated	9/4/2012 03:19:07 PM
erial #/VIN	1GKDT13S972	Model Year	2007	Priority	Medium	License #	Owner	BABBSKE
ake	GMC	Warr. Start	03/21/2007	Status	Open		Opened	9/4/2012 02:02:00 PM
lodel	Envoy	Mileage	171000	Sub-Status	Satisfied		Closed	
bstract	thermal event							

#### Pre-PAR

LIG-LWI	i e											
PAR Notifier			Other Veh	#Per	ople in Veh Ro		ce	Road				Report#
)wner	9/4/2012 11:45:00 AM	N	0		1 Ası	phalt		Dry	na		na	
?river Last Na	me	Driver Fi	ret Name		Height	n	IOR	Disabi	lities			
					6'6			none		\$		
nsurance Age	nt Last Name	Insurane	e Agent Fir	at Name	e Phone	#		Insurance	Agency			
Nard		Christine	)		(419) 2	29-1216		Kesner	•			
Incident Loc	Allan Nott Honda: 3500 Elida Ro					Incide Desc			as backing out of a sp a spark and then flar		vent to use their	window console and they
Component	window console/ power window											
						Dama	ge	melted wind	ow console on the ins	side of the door		
Vehicle	3500 Elida Rd					- Desc						
Loc						Add'l I	nfo	last svc date	a: unk			
Emgcy Svc	na							loc last svc	date: unk			
Names						Maint		independant				
						Mann	LUC		·			
PAR Det	ail											
Collision	Non Collision		Property Damage	N	Thermal Evt	Y	Spe	ec Equip	none			
Vehicle Speed	0		Weather Condition	nor	mal		Pro	op Owner	ла		Property Type	na
Last Service Date			Loc Last Service					perty cation	na		Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$390.00		Spec Equi Installer	p na				op Damag <del>e</del> scription	na			
Primary Veh Use	Personal	· ·· <del>-</del> -	Inspection Type	Therr	nal Event		ins	pected By	Inspection Not Per	ormed	Inspection Date/Time	
Veh Damage Description	Inside of the door and plastic a	round the	switches a	re melte	ed. Entire vehicl	e smells	Ex	plain Other	case is being sent	to esis for therma	il event	

Report Generated for toporowm

on 9/6/2012

Page 1 of 10

#### **Activities**

eated 5/2012 02:31:34 PM	Created By KINZERTH	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
ntact Last Name		Contact First	Name	Account		BAC Code	l
stomer daims thermal	event originatin	g from control m	odule in drivers door panel				
ontidential Comments							
eated 5/2012 08:37:03 AM	Created By MERCADTO	Assigned To KINZERTH	Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 9/5/2012 08:37:16 AM	Description PAR V/M
entact Lact Nama		^ F		Account		BAC Code	1
-1103870689 stomer						1	1
or panel thermal even	it.						
p 4 2:07pm onfidential Comments							1
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
4/2012 03:39:09 PM	BABBSKE	BABBSKE Control Sig	Scheduled Follow-up	Account	Scheduled Ala	m BAC Code	esis - thermal
ustomer is alleging tha	at their window o	consule showed	a spark and pop melted the i	inside of it making the vehicl	a not driveable.		_
sis - thermal							
ellinbabbs/par/atx							_
onfidential Comments							

Report Generated for toporowm

on 9/6/2012

Page 2 of 10

# Activities

	Contact Lest Name Account BAC Code  Customer is alleging that their window consule showed a spark and pop melted the inside of it making the vehicle not driveable.	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	Customer is alleging that their window consule showed a spark and pop melted the inside of it making the vehicle not driveable.	9/4/2012 03:38:42 PM	BABBSKE	KINZERTH	Notify CRM		Done	9/5/2012 02:32:05 PM	esis - thermal
	Customer is alleging that their window consule showed a spark and pop melted the inside of it making the vehicle not driveable.	Contact Last Name		Contact Firs	t Name	Account		BAC Code	I
	Customer is alleging that their window consule showed a spark and pop melted the inside of it making the vehicle not driveable.								_
		O O THITTEE TO							
		Customer is alleging the	at their window	consule showed	a spark and pop melted	the inside of it making the vehic	ie not driveable.		_
esis - thermal		esis - thermal	at their window (	consule showed	a spark and pop melted	the inside of it making the vehic	ie not driveable.		-
esis - thermal kellinbabbs/par/atx	kelinbabbs/par/atx	esis - thermal	at their window (	consule showed	a spark and pop melted	the inside of it making the vehic	ie not driveable.		-

Report Generated for toporowm

on 9/6/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 03:36:58 PM	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Field	Done	9/4/2012 03:37:32 PM	rlck.1.martinez@gm.com
Contact Last Name		Contact First	t Name	Account		BAC Code	

A product allegation claim has been made in your region. The customer is alleging that they used their window console and had a spark causing open flame melting the inside. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKDT13S97

Lima OH

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
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Phone: 866-790-5700 41026 I Fax: 866-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

onfidential Comments					•		
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/4/2012 03:19:08 PM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	9/4/2012 03:19:08 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	t Name	Account		BAC Code	J
amments							1
Confidential Comments							•

Report Generated for toporowm

on 9/6/2012

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#### **Activities**

4/2012 02:59:07 PM	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2012 02.38.01 FW	BABBSKE	BABBSKE	BRC PAR	Business Case	Done	9/4/2012 03:32:00 PM	business case
anull fue I foet		Contact Fire	* Name	Account		BAC Code	
nments							ł
	t their window co	onsule showed	a spark and pop melted the	inside of it making the vehicle	not driveable.		
s - thermal							
linbabbs/par/atx							
onfidential Comments							
				Activity Sub-Type	Status	Completed	Description
rested 4/2012 02:59:00 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type Other	Activity Sub-Type	Done	9/4/2012 03:30:23 PM	vehicle incident location
11001001111	5,1555,15		st Name	Account		EAC Code	
							•
ORIMONIS				(1)			
500 Elida Rd							
ima, OH (411,com gav	e 9 zipcode resu	ults)					
	e 9 zipcode resu	ults)					
ima, OH (411.com gav ellinbabbs/par/abx confidential Comments	·	ults)					ı
ellinbabbs/par/atx	·	ults)					<b>I</b>
allinbabbs/par/abx onfidential Comments reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Campleted	Description
allinbabbs/par/abx onfidential Comments reated /4/2012 02:24:08 PM		Assigned To BABBSKE	Ownership Changed		Status Done	9/4/2012 02:24:08 PM	Service Request Ownership has
ellinbabbs/par/atx confidential Comments treated /4/2012 02:24:08 PM	Created By	Assigned To	Ownership Changed	Activity Sub-Type			
ellinbabbs/par/atx confidential Comments created i/4/2012 02:24:08 PM contact Last Name	Created By	Assigned To BABBSKE	Ownership Changed			9/4/2012 02:24:08 PM	Service Request Ownership has changed FROM: MCDANITA TO:
ellinbabbs/par/abx confidential Comments created /4/2012 02:24:08 PM contact Last Name	Created By MERCADTO	Assigned To BABBSKE	Ownership Changed			9/4/2012 02:24:08 PM	Service Request Ownership has changed FROM: MCDANITA TO:
ellinbabbs/par/abx confidential Comments created /4/2012 02:24:08 PM contact Last Name	Created By MERCADTO	Assigned To BABBSKE	Ownership Changed			9/4/2012 02:24:08 PM	Service Request Ownership has changed FROM: MCDANITA TO:
ellinbabbs/par/atx confidential Comments created i/4/2012 02:24:08 PM contact Last Name	Created By MERCADTO	Assigned To BABBSKE	Ownership Changed			9/4/2012 02:24:08 PM	Service Request Ownership has changed FROM: MCDANITA TO:

Report Generated for toporowm

on 9/6/2012

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#### **Activities**

Created 9/4/2012 02:23:56 PM	Created By MERCADTO	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Type Initial Contact - Field	Status Done	Completed 9/4/2012 03:36:56 PM	Description rick.1.martinez@gm.com
Contact Last Name		Contact Firs	Name	Account		BAC.Code	

A product allegation claim has been made in your region. The customer is alleging that they used their window console and had a spark causing open flame melting the inside. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKDT13S972

Lima QH

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

Respectfully, Kellin Babbs I CRS

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Phone: 866-790-5700 41026 I Fax: 866-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

Confidential Comments

		·					
Created C	reated By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 02:23:46 PM N	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Dealer	Done	9/4/2012 03:02:28 PM	no prvs dir hist in last 2 years
Costact Lact Name		Control Earl	Nome	Account		BAC Code	
							_
no prvs dir hist in last 2 year	rs		· · · · ·				

kellinbabbs/par/atx Confidential Comments

Report Generated for toporowm

on 9/6/2012

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#### **Activities**

Created Created By Assigned To Activity Type Activity Sub-Type Status Completed 9/4/2012 03:19:56 PM 9/4/2012 02:23:37 PM MERCADTO BABBSKE Initial Contact- Phone Done Contact Last Name

Comments

crs spoke w/:

crs verified customer contact information. crs verified address

Lima OH

Cust. states: Boyfriend went to hit the window switch on the driver door and heard a spark and saw sparks of fire and poured water down there to find it was melted.

Original owner? n

rental? n

par form notes: last svc date: unk loc last svc date: unk inspec date time: unk

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

kellinbabbs/par/abx Confidential Comments

#### **Activities**

Created Created By Assigned To Activity Type
MERCADTO BABBSKE BRC PAR Activity Sub-Type Status Completed 9/4/2012 02:23:29 PM 9/4/2012 03:20:26 PM Acknowledgement Done 8AC Code ontact Last Name

Account Contact First Name

crs adv. This is Kellin 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)

kellinbabbs/par/atx

Confidential Comment

Created Created By Assigned To Activity Type 9/4/2012 02:23:21 PM MERCADTO BABBSKE Research Status Completed Description 9/4/2012 03:04:32 PM Done Research VIN BAC Code

S/R's: SP-9983309 - tac 71-1103870689 - thermal

Recalls: Special Coverage 10054 08/05/2011 03/21/2007 250 MI 03/21/2017 120,250 MI

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/atx Confidential Commer

Report Generated for toporowm

on 9/6/2012

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#### **Activities**

Created 0/4/2012 02:23:11 PM Contact Last Name	Created By MERCADTO	Assigned To BABBSKE Contact First	Activity Type Notify CRM Name	Activity Sub-Type Account	Status Done	Completed 9/4/2012 03:01:27 PM BAC Code	Description File assigned
le received. ellinbabbs/par/atx confidential Comments	-						[
Dreated 9/4/2012 02:22:54 PM Contact Last Name	Created By MERCADTO		Activity Type BRC PAR I Name	Activity Sub-Type Case Assigned Account	Status Done	Completed 9/4/2012 03:01:13 PM EAC Code	Description Assigned to Kellin x31460
eceived. kellinbabbs/par/atx Confidential Comments							•
Created N4/2012 02:22:39 PM Contact Last Name	Greated RV MERCADTO		Activity Type SR Opened It Name	Activity Sub-Type Account	Status Done	Completed 9/4/2012 02:22:39 PM BAC Code	Description SR in Status of Closed has been Re- Cpened by MERCADTO
Confidential Comments  Created 6/4/2012 02:22:38 PM	Created By MERCADTO	MCDANITA	Activity Type SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 9/4/2012 02:22:38 PM	Description Service Request has been Closed Satisfied.
Contact Last Name  Confidential Comments		Contact Fire	Name	Account		BAC Code	Gaustico.

Report Generated for toporowm

on 9/6/2012

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#### **Activities**

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description	
9/4/2012 02:09:07 PM	MCDANITA	KINZERTH	Notify CRM	Need to Assume SR	Done	9/4/2012 02:22:34 PM	New PAR case	
Contact Last Name		0	ie ie	Account		BAC Code		
			_					

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 02:04:11 PM	MCDANITA	MCDANITA	Inbound Call Customer	Complex Request	Done	9/4/2012 02:09:03 PM	thermal event
Contact Last Name		Olivery Fills	K1	Account		BAC Code	I

Comments

Cust sts: My fiance drove it to work, started the car and sparked fiames on window switch on drivers door. He sued his water bottle to put them out. The veh does start, none of the locks or windows work now.

CRS adv: Taken it to a dir?

Cust: He works for a honda dir and they popped the door panel and its all meited. I called a GM Dir and the lady said to call you guys.

CRS: Okay let me see if someone from our PAR team is available to take the case.

CRS called PAR

CRS: The PAR team isnt available right now, they have 48 BH to contact you.

Cust: Okay I'll wait for them to call.

Taylor McDaniel/ATX/CAC/T1/L0

Confidential Comments

#### **UCC Information**

UCC Code	Symptom	Description
N40		
1170	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm

on 9/6/2012

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Logout

September 6, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Summary

2

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

Vehicle Information

VIN: 1GKDT13S972 Service Contract: No

Branded Title: No

Warranty Block: No

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### **Branded Title**

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

# OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y XM Equipped: N

XM Radio ID:

OnStar Status: Inactive

XM Status: NA

DMN Enabled: N

**Applicable Warranties** 

OnStar Vehicle Diagnostics: N

Valid warranties are highlighled

4ppiic	ADIC MAIITINGS					
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	03/21/2007	250 MI	03/21/2017	120,250 MI
	Bumper to Bumper Limited Warranty	08/05/201 <b>1</b>	03/21/2007	250 MI	03/21/2010	36,250 MI
	Emission Select Component Ltd Wity	08/05/2011	03/21/2007	250 MI	03/21/2015	80,250 MI
	Powertrain Limited Warranty	08/05/2011	03/21/2007	250 MI	03/21/2012	100,250 MI

For this vehicle:

- → View Vehicle Summary
  - → Service Contract

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

Corrosion Limited 08/05/2011 03/21/2007 250 MI 03/21/2013 100,250 MI Warranty

Service Contract

Vehicle has no current record of service contracts.

Transactio	on History	7			View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/11/2008	050498	ZREGRegular Vehicle Transaction		C9816 - Reposition Liftgate Lock Cylinder Wave Washer And Adjust Lock Rod	35,123 MI
11/12/2007	049601	ZREGRegular Vehicle Transaction		K4290 - Drain Plug Replacement	26,072 MI
11/12/2007	049601	ZREGRegular Vehicle Transaction		N1720 - Fuse Replacement	26,072 MI
11/06/2006	A80674	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	o Mi

Global Warranty Management: Site Map

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September 6, 2012

Logout

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

13

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

#### Vehicle Information

VIN: 1GKDT13S972

Branded Title: No

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

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

Field Actions: 0 Open

STORID HIRES

#### Vehicle Build

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

Gross Vehicle Weight: 2.611

Order Number: KMVW7M Build Date: 11/06/2006

Build Plant: 2

#### For this vehicle:

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

#### 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

48H - EBONY

50U - SUMMIT WHITE

7FB - COMP FRT RH COMPUTER SEL SUSP

9UY - COMP RR RH COMPUTER SEL SUSP

AJ1 - DEEP TINTED GLASS

ALO - SENSOR INDICATOR, INFLATABLE

RESTRAINT

AT8 - RESTRAINT PROVISIONS CHILD, RR

SEAT, RR FACING

AXP - MPV VIN IDENTIFICATION

832 - FLOOR MATS, FRONT/REAR

C49 - REAR WINDOW DEFROSTER

CJ3 - DUAL ZONE CLIMATE CONTROL

DP2 - POWER DUAL OUTSIDE MIRRORS

**EVA - EVAP EMISSION REQUIREMENT** 

GU6 - REAR AXLE - 3.42 RATIO

JJB - SUBASSEMBLY

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI 16

N40 - POWER STEERING

NP5 - LEATHER WRAP STEERING WHEEL

NT7 - FEDERAL EMISSION SYSTEM

QTM - ALL-SEASON TIRES

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

**R9N - LEATHER SEAT TRIM** 

**T61 - DAYTIME RUNNING LAMPS** 

**T98 - VIN IDENTIFICATION NUMBER** 

TFE - SALES INCENTIVE-COMMITMENT PLUS

UB0 - AM/FM STEREO W/CD

**UJ6 - TIRE PRESSURE MONITORING SYSTEM** 

V73 - STATEMENT OF CERT. U.S.

3SA - SLE-1 PACKAGE

48 - EBONY

6FB - COMP FRT LH COMPUTER SEL SUSP

**8UZ - COMP RR LH COMPUTER SEL SUSP** 

A50 - DELUXE CLOTH RECLINING BUCKETS

AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER

SENSING SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

AU0 - REMOTE KEYLESS ENTRY

**B30 - COLORED - KEYED CARPETING** 

833 - FLOOR MATS, FRONT/REAR

C5N - GVW RATING - 5,750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS

JF8 - 4-WHEEL POWER DISC BRAKES

K18 - ELEC AIR INJECTION SYSTEM

KG4 - 150 AMP GENERATOR

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N80 - 17" POLISHED ALUMINUM WHEELS

NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE

NZ3 - 16" FULL-SIZE SPARE WHEEL

R6J - CUSTOMER DIALOG NETWORK

R6P - SPECIAL PAINT

SLM - STOCK ORDERS

**T96 - FRONT FOG LAMPS** 

TB4 - LIFTGATE/LIFTGLASS BODY

U73 - FIXED MAST ANTENNA

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE &

SOUND PLAN

UY7 - HD 7-LEAD TRAIL. WIRING HARNESS

VK3 - FRONT LICENSE PLATE BRACKET

VXS - COMPLETE VEHICLE LABEL

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PLATE

YD5 - FRONT SPRING - BASE EQUIPMENT

ZNF - SPARE TIRE, ALL SEASON

ZY1 - SOLID PAINT

YC5 - SLE DECOR

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#### **Added Option Codes**

~BQ -

Global Warranty Management: Sile Map

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Logout



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

INTERFACE WITH CUSTOMER

# View Vehicle Component Summary

(7)

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

Vehicle Information

VIN: 1GKDT13S972

Service Contract: No Branded Title: No

Warranty Block: No

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Vehicle Component

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

Date Scanned: 11/06/2006

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

Date Scanned: 11/08/2006

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

Source Plant: N-

Date Scanned: 11/06/2006

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

Date Scanned: 11/06/2006

Traceability: 610260699

Part / Number Broadcast: NAX

Scan Station: 01 Time Scanned: 07:12:00

Traceability: 000602996 Part / Number Broadcast: A1Z

Time Scanned: 07:41:00 Scan Station: 05

Traceability: 0BM207799

Part / Number Broadcast: FK

Time Scanned: 07:24:00 Scan Station: 03

Traceability: 44992412

Part / Number Broadcast: 7TDD

Time Scanned: 07:21:00 Scan Station: 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT Traceability: F5L58356

**HUB ASSEMBLIES** 

Source Plant: G-

Part / Number Broadcast UK2

Time Scanned: 08:03:00 Scan Station: Date Scanned: 11/06/2006

Traceability: 298093145 Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 11/06/2006

Part / Number Broadcast: CN8

Time Scanned: 07:43:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

**ASSEMBLY** 

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00051107

Part / Number Broadcast:

Time Scanned: 09:00:00 Scan Stallon: Date Scanned: 11/06/2006

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 11/06/2006

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

Date Scanned: 11/06/2006

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

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

Source Plant: -

Date Scanned: 10/26/2006

Traceability: 1GZCKEU

Part / Number Broadcast: 2397

Time Scanned: 11:00:00 Scan Station: 06

Traceability: 5AAVE91

Part / Number Broadcast: 5520

Scan Station: 04 Time Scanned: 07:31:00

Traceability: 0880648

Part / Number Broadcast: 1ZZ

Time Scanned: 03:02:00 Scan Stallon:

Traceability: 3084068

For this vehicle:

→ View Vehicle Summary

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

→ View Vehicle Build

View Vehicle

Component Summary View Vehicle

Transaction History

View Vehicle Delivery

Information

Source Plant: -

Date Scanned: 11/02/2006

Part / Number Broadcast: 1WW

Time Scanned: 16:10:00 Scan Station:

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

Source Plant: -

Date Scanned: 11/03/2006

Traceability: 3083940 Part / Number Broadcast: 1PT

Time Scanned: 13:11:00 Scan Station:

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

Source Plant: -

Date Scanned: 11/03/2006

Traceability: 3083582 Part / Number Broadcast: 1PH

Time Scanned: 20:55:00 Scan Station:

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

Source Plant: -

Dale Scanned: 11/03/2006

Traceability: 3083592 Part / Number Broadcast: 1GB

Time Scanned: 21:27:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Giobal Warranty Management: Sile Map

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E Logout

September 6, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail

INTERFACE WITH CUSTOMER

#### View Vehicle Transaction History Detail

3

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

**Vehicle Information** 

VIN: 1GKDT13S972

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

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Odometer Reading: 35,123 MI

Authorization Code:

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

ORDINARIA MIR VIE

Job Card Number: 050498

Job Card Date: 02/11/2008

Repair Service Agent: 115902 DICK WILSON BUICK-GMC, INC. 1099 N MAIN

BOWLING GREEN OH 43402-1302

4193535151

Process Date: 02/15/2008

Transaction Type: ZREG----Regular Vehicle Transaction

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

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C9816-Reposition Liftgate Lock Cylinder Wave Washer And Adjust Lock Rod

Causal Part Number

Job Card Date: 11/12/2007

Job Card Number: 049601

Repair Service Agent: 115902 DICK WILSON BUICK-GMC, INC. 1099 N MAIN

BOWLING GREEN OH 43402-1302

4193535151

Odometer Reading: 26,072 MI Authorization Code: E

Process Date: 11/16/2007 Transaction Type:

ZREG---Regular Vehicle Transaction

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

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op K4290-Drain Plug Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/12/2007

Repair Service Agent: 115902

DICK WILSON BUICK-GMC, INC.

Job Card Number: 049601

Odometer Reading: 26,072 MI

Authorization Code:

For this vehicle:

→ View Vehicle Summary

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

1099 N MAIN BOWLING GREEN OH 43402-1302 4193535151

Process Date: 11/16/2007 Transaction Type:

ZREG---Regular Vehicle Transaction Transaction Expense Category:

**Customer Complaint Code:** 0000-Converted Claim

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Job Card Line #: 2 Labour Op N1720-Fuse Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/06/2006

Repair Service Agent: 118522 SCHEPEL BUICK-GMC, INC. 3209 W LINCOLN HWY MERRILLVILLE IN 46410-5150 2197696381

Job Card Number: A80674

Odometer Reading: 0 MI Authorization Code:

Process Date: 11/10/2006

Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Parl Number

Global Warranty Management: Site Map

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For this vehicle:

→ View Vehicle Summary → Service Contract

→ Branded Title

→ Warranty Block

View Vehicle Delivery

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

<u>Detail</u>

Information



Logout

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

INTERFACE WITH CUSTOMER

# View Vehicle Delivery Information

3

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

#### Vehicle Information

VIN: 1GKDT13S97 Service Contract: No

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

Warranty Block: No

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

September 6, 2012

Field Actions: 0 Open

Invoice Information

Invoicing Service Agent: 118522 SCHEPEL BUICK-GMC, INC.

3209 W LINCOLN HWY

MERRILLVILLE IN 46410-5150 2197696381

Invoice Date: 11/06/2006

Ship to Information

Ship to Service Agent: 118522 SCHEPEL BUICK-GMC, INC. 3209 W LINCOLN HWY

MERRILLVILLE IN 46410-5150 2197696381

Ship to Date: N/A

**Delivery Information** 

Delivery Service Agent: 207254 HARE PONTIAC-BUICK-GMC 5336 W PIKE PLAZA RD

INDIANAPOLIS IN 46254-3007 3172995555

. Delivery Date: 03/21/2007 Delivery Type: 018---BUSINESS/ORGANIZATION

Delivery Odometer: 250

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

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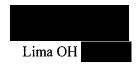
9/6/2012



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

Yvette Young
Claims Administrator

9/10/12



RE: Claimant:

Our File No.: 747160

Our Client: General Motors LLC

Date/Event: 9/4/12

Subject vehicle: 2007 GMC Envov

VIN: 1GKDT13S972

Dear

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

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

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

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

# 5

- 6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
- 7. If vehicle is repairable, please send a copy of the repair estimate.
- 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. Advise of any injuries.
- 11. Advise if there is any property damage other then the subject vehicle.
- 12. Advise the mileage for the subject vehicle.

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

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

Sincerely,

Yvette Young

Claims Administrator

Yvette Young

Service Request Detail SR No. 71-1104161147 Ref No. No Goodwill Offered BRC Type PAR Goodwill Account Site GW SubType Bus, Unit BRC Last Name Not initiated PAR First Name Approval Area Daytime # ESIS Escalation Evening # ucc Engine - General Sub-Area Address Collinsville involved Dir Safety Yes City State IL ZipCd Updated 9/6/2012 12:38:30 PM Con Acct Source Phone Serial #/VIN 1GKDT13S772 Model Year 2007 Priority Medium License # GMC Owner BABBSKE Make GMC Status Open 9/5/2012 09:59:53 AM Warr. Start 07/06/2007 Opened Model Envoy Mileage 100000 Sub-Status Satisfied Closed Abstract engine compartment thermal event This is a BRC PAR File. Please do not Assume. Forward all inquiries to Kellin Babbs @ ext. 41026 Customer Description

Pre-PAR

Pre-PAR											
PAR Notifier				Other Veh	#Peq		ad Surface		Cond. Fire Report#	Police Report#	
Owner Driver Last Na		012 11:02:00 AM	N	0 in:/ Nong			phalt	Dry Disale	12-0002182	CD122221	_
JIIO-II ASIII.			THOSPE	er manage		Height 5'10	- 11111	27,001	sanéa, diasaea	_	
Insurance Age	ent Last Na	me	Insuran	ce Agent Firs	t Name		#		e Agency		
Rawlsky			Jim				69-0519	Alistale			
Incident Loc	571 Carl S	it Collinsville IL 62234	4				incident Desc	Customer g	ot a call from son and police stat	ing that their vehicle had burnt up in flam	les
Component	engine										
Vehicle	unk						Damage Desc	totaled			
Loc							Add'i info				
	unk							est repair c	ost of house: unk		
Names							Maint Lo	c independar	ıt		
PAR De	tail										
Collision		Non Collision	Y	Property Damage	Y	Thermal Evt	Y	Spec Equip	none		
Vehicle Speed	0			Weather Condition	mon	nai ·		Prop Owner	Marsha Duncan	Property house Type	
Last Service Date				Loc Last Service				Property Location	571 Carl St Collinsville IL 622	34 Prop Est Repair Cost	
Veh Est Repair Cost				Spec Equip	о па			Prop Damage Description	siding melted/ gutters		
Primary Veh Use	Personal			inspection Type	Thema	al Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	totaled			•				Explain Other	case being sent to ests - them	nal	

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on 9/7/2012

Page 1 of 14

# Activities

5/2012 12:38:39 PM	Created By KINZERTH	Assigned To ESISEIQU	Activity Typo Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event / Property Damage
intant Last Nama		F	Name	Account		BAC Code	Dainage
immenis							ſ
istomer claims engine	compartment (	hermal event				0.1.1	•
aim includes property	damage						
infidential Comments							
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2012 11:52:59 AM	BABBSKE	BABBSKE	Scheduled Follow-up		Scheduled Ala	m	esis - thermal
amel/fee I the lan		Contout Free	Name	Account		BAC Code	I
							_
oniments					The fire deat is est		i
ratomos in allonias tha	a abalassablada sa						
istomer is alleging the armal event.	t their vehicle w	as parked outsid	le of their house when part	t of their house caught allame	i ne iire dept is noi	sure what caused the	
armal event.	t their vehicle w	as parked outsid	le of their house when part	t of their house caught allame.	ine lire dept is not	sure what caused the	
istomer is alleging the armal event. is - thermal	t their vehicle w	as parked outsid	le of their house when par	t of their house caught affame.	. The life dept is not	sure what caused the	
armal event. is - thermal Ilinbabbs/par/aix	it their vehicle w	as parked outsid	le of their house when par	t of their house caught aflame	The life dept is not	sure what caused the	
ermal event. is - thermal	t their vehicle w	as parked outsid	e of their house when par	t of their house caught affame	The life dept is not	sure what caused the	
ermal event. is - thermal filobabbs/par/etx onlidential Comments							
armal event. is - thermal ilinbabbs/par/atx onlidential Comments cated	Crealed By	Assigned To	Activity Typo	t of their house caught affame  Activity Sub-Typo	Status	Completed	Description
armal event. is - thermal tlinbabbs/par/abx solidential Comments colod 5/2012 11:52:49 AM		Assigned To KINZERTH	Activity Typo Notify CRM	Activity Sub-Typo		Completed 9/6/2012 12:39:19 PM	Description eals - thermal
armal event. is - thermal ilinbabbs/par/stx infidential Comments color 5/2012 11:52:49 AM	Crealed By	Assigned To	Activity Typo Notify CRM		Status	Completed	
is - thermal dinbabbs/par/aix onlidential Comments cated 6/2012 11:52:49 AM onlact Last Name	Created By BABBSKE	Assigned To KINZERTH Contact Firs	Activity Typo Notify CRM t Name	Activity Sub-Typo Account	Status Done	Completed 9/6/2012 12:39:19 PM BAC Code	
is - thermal dinbabbs/par/aix onlidential Comments cated 6/2012 11:52:49 AM onlact Last Name	Created By BABBSKE	Assigned To KINZERTH Contact Firs	Activity Typo Notify CRM t Name	Activity Sub-Typo	Status Done	Completed 9/6/2012 12:39:19 PM BAC Code	
armal event.  is - thermal  tlinbabbs/par/abx  policiental Comments  cated  6/2012 11:52:49 AM  ponact Last Name	Created By BABBSKE	Assigned To KINZERTH Contact Firs	Activity Typo Notify CRM t Name	Activity Sub-Typo Account	Status Done	Completed 9/6/2012 12:39:19 PM BAC Code	
armal event.  Is - thermal Ilinbabbs/par/atx confidential Comments coated 5/2012 11:52:49 AM contact Last Name	Created By BABBSKE	Assigned To KINZERTH Contact Firs	Activity Typo Notify CRM t Name	Activity Sub-Typo Account	Status Done	Completed 9/6/2012 12:39:19 PM BAC Code	

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# Activities

Greated 9/6/2012 11:51:43 AM Contact Last Name	Created By BABBSKE	Assigned To BABBSKE Contact First	Activity Typo Ownership Changed Name	Activity Sub-Type Ownership Escalated to BRC Account	Status Done	Completed 9/6/2012 11:51:43 AM BAC Code	Doscription Ownership Escalated to BRC
Comments -							•
Confidential Comments							· [
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/6/2012 11:37:50 AM	BABBSKE	BABBSKE	Outbound Call Customer	Made Contact	Done	9/6/2012 11:38:06 AM	2nd attempt on joitial
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments see initial							1
keliinbabbs/par/atx							
Confidential Comments							i
Created	Created By		Activity Typo	Activity Sub-Typo	Status	Completed	Description
9/6/2012 11:36:59 AM	BABBSKE	BABBSKE	Inbound Call Customer	Voice Mail Received	Done	9/6/2012 11:37:17 AM	update from customer
Comact Fast Game		I aniact Fire	Nome	Account		BAC Code	_
		_					
cust sts: sorry I missed y		Best time to call	із пооп істопож.				
kellinbabbs/par/atx 5:42 Confidential Comments	PM 9/5/12						•
Somiser Mar Comments						•	•
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Doscription
9/5/2012 05:09:32 PM	BABBSKE	BABBSKE	Inbound Call Customer	Voice Mail Received	Done	9/5/2012 05:09:44 PM	update from customer
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
cust sts:	illing about 200	7 Envoy			•		
	_	~ шиоу.					
kellinbabbs/par/atx 2:10	om 9/5/12						

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on 9/7/2012

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# Activities

	Created By BABBSKE	BABBSKE	Activity Typo Scheduled Oulbound Call Cust Name	Activity Sub-Type Follow-up Attempt Account	Status Done	Completed 9/6/2012 11:36:56 AM BAC Code	Description 2nd attempt on Initial
kellinbabbs/par/atx		or modicitions					
Confidential Comments			•				
	Created By BABBSKE	Assigned To BABBSKE Contact First	Activity Typo Outbound Call Customer	Activity Sub-Type Left Message Account	Status Done	Completed 9/5/2012 05:04:52 PM BAC Code	Ooscription 1st attempt on initial since last
1st attempt since voicema	v	Contact First	Manie	Account		and time	
crs spoke w/:		-					
crs left contact information kellinbabbs/par/stx	1						
Confidential Comments							I
Groatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
Contact Last Name	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received Account	Done	9/5/2012 01:49:00 PM BAC Code	PAR VIM
71-110416-1147 customers phone 2007 GMC Envoy thermal event							
Sep 5 10:11am Confidential Comments							I

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/5/2012 11:52:34 AM	BABBSKE	BABBSKE	Outbound Email	DVM/CAMFleld	Done	9/5/2012 11:56:46 AM	timothy.turek@gm.com
Contact Last Name		Contact Firs	l Name	Account		BAC Code	ī

#### Comments

A product allegation claim has been made in your region. The customer is alieging that they were out of town with their vehicle parked at their house when they got a call saying the fire department had mentioned that their vehicle had a thermal event having had their house go up in flames from the vehicle. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKDT13S772

Collinsville IL

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Bivd, Bidg. F, Auslin, TX 78741
Phone: 866-790-5700 41026 | Fax: 866-311-2784 | www.minacs.adityabirla.com Follow us on Twitter

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#### Activities

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 11:35:34 AM	BABBSKE	BABBSKE	Scheduled Outbound Call Cust	Follow-up Attempt	Done	9/5/2012 05:03:28 PM	2nd attempt on initial
Contact Last Name		Contact Fir	st Name	Account		BAC Code	
Comments							
2nd attempt on initial							
kellinbabbs/par/atx							•
Confidential Comments							•
Created	Created By	Assigned To	o Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 11:28:19 AM	BABBSKE	BABBSKE	BRC PAR	Business Case	Done	9/6/2012 11:52:47 AM	business case
Contact Last Name		Contact Fir	rst Name	Account		BAC Code	
Comments	t their rebide w				The fire deat is		! !
comments Customer is alleging tha thermal event.	t lheir vehicle v		st Name ide of their house when part o		. The fire dept is n		•
Comments Customer is alleging tha thermal event. esis - thermal	i their vehicle v				. The fire dept is n		
comments Customer is alleging tha thermal event.					. The fire dept is n		
Continents Customer is alleging that thermal event. esis - thermal kellinbabbs/par/atx Confidential Comments					. The fire dept is n		
Comments Customer is alleging tha thermal event. esis - thermal kellinbabbs/par/atx Confidential Comments Croated	Created By	vas parked culs Assigned M	ide of their house when part o		Status	tot sure what caused the Completed	Description
Customer is alleging that thermal event. asis - thermal kellinbabbs/par/atx Confidential Comments Croatod 9/5/2012 11:28:11 AM		Assignor M BABBSKE	ide of their house when part of o Activity Type Other	their house caught aflame		completed 9/6/2012 11:53:37 AM	Description vehicle incident location
Comments Customer is alleging tha thermal event. esis - thermal kellinbabbs/par/atx Confidential Comments Croated	Created By	vas parked culs Assigned M	ide of their house when part of o Activity Type Other	f their house caught aflame	Status	tot sure what caused the Completed	
Customer is alleging that thermal event. asis - thermal kellinbabbs/par/atx Confidential Comments Croatod 9/5/2012 11:28:11 AM	Created By BABBSKE	Assignor M BABBSKE	ide of their house when part of o Activity Type Other	their house caught aflame	Status	completed 9/6/2012 11:53:37 AM	
Continents Customer is alleging that thermal event. esis - thermal kellinbabbs/par/atx Confidential Comments Groated 9/5/2012 11:28:11 AM Contact Last Name	Created By BABBSKE	Assignor M BABBSKE	ide of their house when part of o Activity Type Other	their house caught aflame	Status	completed 9/6/2012 11:53:37 AM	

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on 9/7/2012

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#### **Activities**

1/5/2012 10:48:09 AM MEI	DOARTO					
	RCADTO BABBSK	E Ownership Changed		Done	9/5/2012 10:48:09 AM	Service Request Ownership has
Iontact Last Name	Contar	+ First Name	Account		BAC Code	changed FROM: BASAHA TO: BABBSKE
						DADBORE
comments						

Created	Crealed By	Assigned To	Activity Type	Activity Sub-Type	Status	Campleted	Description
9/5/2012 10:47:53 AM	MERCADTO	BABBSKE	BRC PAR	Initial Contact - Field	Done	9/5/2012 11:52:33 AM	timothy.turek@gm.com
Contact Last Name	***************************************	Contact Figs	Name	Account		BAC Code	i

A product allegation claim has been made in your region. The customer is alleging that they were out of town with their vehicle parked at their house when they got a call saying the fire department had mentioned that their vehicle had a thermal event having had their house go up in flames from the vehicle. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKDT13\$772

Collinsville IL

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

Respectfully, Kellin Babbs I CRS

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Phone: 866-790-5700 41026 I Pax: 856-311-2784 | www.minacs.adityabirla.com Follow us on Twitter

Confidential Comments

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#### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 10:47:43 AM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Dealer	Done	9/5/2012 11:33:04 AM	no prvs dir hist in the last 2 years
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							-
Comments							
no prvs dir hist in the las	t 2 years						_
keliinbabbs/par/atx							
							_
Confidential Comments							

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on 9/7/2012

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#### **Activities**

,								
Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description	
9/5/2012 10:47:35 AM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Phone	Done	9/6/2012 11:53:54 AM		
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
							•	
crs spoke w/:								
crs verified address crs verified customer co	ntact information	1.						

Collinsville 1L

Cust, states: We are not sure how it occurred and fire dept does not know. We were out for a fam reunion. On sunday we got a phone call from my son and police. They mentioned there was a fire. One of our neighbors said they saw smoke and fiame. They heard a few explosions probably alrhags and windows. He said fiames just went up. He heard the fire dept and truck by then. It was parked under a tree next to our house and burn marks on the tree. Melted siding and reinspection of the roof.

Original owner? n

rental? y

medical attn? n

par form notes: est repair cost: unk est repair cost of house: unk inspect date time: unk last svc date: unk loc last svc date: unk

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

kellinbabbs/parlatx Confidential Comments

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#### **Activities**

Created Created By Assigned To Activity Type 9/5/2012 10:47:27 AM MERCADTO BABBSKE BRC PAR Activity Sub-Type Completed Description Acknowledgement Done 9/5/2012 11:35:31 AM Contact Last Name BAC Code Account

Comments

crs adv. This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information regarding your veh and the incident. You can contact me at 1-865-790-5600 x31460, SR# 71-1104161147 pls return my call, if I am not available pls leave a good contact number and a time that works best for you.

kellinbabbs/par/atx

Confidential Comments

Groated Created By Assigned To Activity Type 9/5/2012 10:47:18 AM MERCADTO BABBSKE Research Status Completed Description 9/5/2012 11:32:28 AM Research Done Research VIN Contact Last Name BAC Code

Comments

S/R's: 71-1104161147 - thermal

Recalls:

Special Coverage 10054 08/05/2011 07/06/2007 236 MI 07/06/2017 120,236 MI

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/atx

Confidential Comments

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on 9/7/2012

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#### Activities

1/5/2012 10:47:11 AM	Created By MERCADTO	BABBSKE	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 9/5/2012 11:30:13 AM	Bescription File assigned
Contact Last Name		Contact First	Name	Account	-	BAC Code	Ī
ile received.							Ī
ellinbabbs/par/atx						•	
Confidential Comments						•	
reated 05/2012 10:48:54 AM	Created By MERCADTO	Assigned To BABBSKE		Activity Sub-Type	Status	Completed	Description
Contact Last Name	MERCADIO	Contact First	BRC PAR	Case Assigned Account	Done	9/5/2012 11:30:19 AM BAC Code	Assigned to Kellin x31460
							ı
le received.							
kellinbabbs/par/atx							
Confidential Comments	<u> </u>						
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
Presided 9/5/2012 10:48:21 AM	Created By MERCADTO		Activity Typo SR Opened	Activity Sub-Type	Status Done	Completed 9/5/2012 10:46:22 AM	SR in Status of Closed has been Re
9/5/2012 10:48:21 AM			SR Opened	Activity Sub-Type Account			
		BASAHA	SR Opened	, , , , , , , , , , , , , , , , , , ,		9/5/2012 10:46:22 AM	SR in Status of Closed has been Re
9/5/2012 10:48:21 AM	MERCADTO	BASAHA	SR Opened	, , , , , , , , , , , , , , , , , , ,		9/5/2012 10:46:22 AM	SR in Status of Closed has been Re
V5/2012 10:48:21 AM Contact Last Name Comments Confidential Comments	MERCADTO	BASAHA	SR Opened Name	Account	Done	9/5/2012 10:46:22 AM BAC Code	SR in Status of Closed has been Re Opened by MERCADTO
V5/2012 10:48:21 AM Contact Last Name Comments Confidential Comments	MERCADTO  Created By	BASAHA Control Final Assigned To	SR Opened Name Activity Typo	, , , , , , , , , , , , , , , , , , ,	Don <b>a</b> Status	9/5/2012 10:46:22 AM BAG Code  Completed	SR in Status of Closed has been Re Opened by MERCADTO  Description
V5/2012 10:48:21 AM Contact Last Name Comments Confidential Comments	MERCADTO	BASAHA	SR Opened Name Activity Typo SR Closed - Satisfied	Account	Done	9/5/2012 10:46:22 AM BAC Code	SR in Status of Closed has been R Opened by MERCADTO
//5/2012 10:48:21 AM Contact Last Name Confidential Comments Cropled //5/2012 10:48:20 AM	MERCADTO  Created By	Assigned To BASAHA	SR Opened Name Activity Typo SR Closed - Satisfied	Account  Activity Sub-Type	Don <b>a</b> Status	9/5/2012 10:48:22 AM BAG Code Completed 9/5/2012 10:48:20 AM	SR in Status of Closed has been R Opened by MERCADTO  Description Service Request has been Closed

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on 9/7/2012

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#### **Activities**

Greated 9/5/2012 10:13:37 AM	Created By BASAHA	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 9/5/2012 10:46:16 AM	Doscription PAR - thermal event
Control Lact Nama		Panent	· ···ne	Account		BAC Code	I
Phone:  Allemate Phone:  BTTC: anytime	ome obone celipho	nê					1
Hana/CAC T1/MAN/Lev							
Confidential Comments							!

Report Generated for toporowm

on 9/7/2012

Page 12 of 14

#### **Activities**

Croatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 10:00:04 AM	BASAHA	BASAHA	Inbound Call Customer	Complex Request	Done	9/5/2012 10:15:18 AM	PAR - thermal event
Contact Last Name		Contact Fire	l Name	Account		BAC Code	Ť

Name: Phone: home phone cellphone Alternate Phone: BTTC: anytime Address: Collinsville IL. VIN: 1GKDT13S772

Cust States: -2007 GMC Envoy

-100000mi approx -purchased from a GM dir sometime in 2009

-we we're out of lown since Friday, Aug. 31st
 -we got a call from the police station that our veh was caught on fire all of a audden on Sunday morning
 -It even burnt some part of the house
 -I don't know where the veh was towed to but my husband know all of that

-the insurance company couldn't do anything about this although they provided us a rental -we saw that there's a recall online about this but according to the report, it is still not being released yet

-wondering if there is anything that GM can help them about about getting it fixed -claims that the Issue is due to a manufacturer's defect

**Cust Seeks:** 

CRS Advised:

CRS ADVISED:
-upon review of the ViN, at this time there is NO receil/SP/SC about the issue
-about these types of issues though, we will have to refer you to special department who could assist you further

-unable to get a hold of anyone from their department but we sent them a notification about this -please be advised that someone will be in touch with you in 2 business days -NO guarantees yet -provided SR number

Hana/CAC T1/MAN/Level 1 Empowered

Report Generated for toporowm

on 9/7/2012

Page 13 of 14

#### **UCC** Information

 UCC Code
 Symptom
 Description

 J01
 Thermal Event
 Engine - General

Report Generated for toporowm

on 9/7/2012

Page 14 of 14



#### Duncan (747212) - 2007 GMC Envoy

Sean Z Kelly to: gduncan1

09/10/2012 12:55 PM

From:

Sean Z Kelly/C/US/GM/GMC

To: gduncan1@charter.net

ESIS investigates the product claims for General Motors, LLC (GM). Thank you for discussing this matter with me on Sept. 10, 2012.

I understand you are seeking compensation for your vehicle and homeowner deductibles, which you said were \$500 each. I will have an investigator work with your insurer Allstate to inspect the subject 2007 Envoy. In the meantime, please provide the following:

- 1) Copies of the Fire and Police Reports;
- 2) Documentation to show your \$500 deductibles applied to this loss (this can be from your auto or home insurance declaration page or total loss/repair estimates from your insurer showing your deductible, etc.);
- 3) Correct number for Allstate representative. The number on the Customer Service paperwork was 800.869.0519. This is a non-working number. Also, if you can provide your Allstate claim numbers (for auto and home) that would be helpful.

If you have any questions please feel free to call me at 313.665.3500.

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

For this vehicle:

- View Vehicle Summary Service Contract

→ Branded Title

Warranty

Block

View Vehicle Delivery Information

→ View Vehicle Build

View Vehicle Component Summary View Vehicle Transaction History

Detail

Logout

**@bbalWarranty** September 7, 2012 Global Warranty Management: Main > Interface With Customer > View Vohicle Summary INTERFACE WITH CUSTOMER View Vehicle Summary 3 This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable) **Vehicle Information** VIN 1GKDT13S772 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 <u>0 Open</u> Required Field Actions Open field actions are highlighted Vehicle has no current record of required field actions. **Branded Title** "The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty 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

OnStar and XM	Satellite Radio	Information

Vehicle has no current record of outstanding service information.

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

OnStar Equipped Y

XM Equipped N

OnStar Vehicle Diagnostics N

XM Radio ID

OnStar Status Inactive XM Status: NA

DMN Enabled: N

Valid warranties are highlighted **Applicable Warranties** Start Effective End End Warranty Add Valid Description Date Date Odometer Date Odometer Special Coverage 10054 08/05/2011 07/06/2007 236 MI 07/06/2017 120,236 MI 08/05/2011 **Bumper to Bumper** 07/08/2007 236 MI 07/06/2010 36,236 MI **Limited Warranty** Corrosion Limited 08/05/2011 07/06/2007 236 MI 07/08/2013 100,236 MI Warranty **Emission Select** 08/05/2011 07/06/2007 07/06/2015 236 MI 80.236 MI Component Ltd Wty

P	owertrain Limi Warranty	ded 08/05/2011	07/06/2007	236 MI 07/06/201	2 100,235 MI
Service Co	ontract_				
Vehicle has	no current ri	ecord of service contra	cts.		
Transactio	n History			•	View Detail
<b>Fransactic</b> Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	View Detail Odometer Reading
Job Card	Job Card	Transaction Type ZREGRegular Vehicle Transaction		Labour Operation E9740 - Gear Assembly Power Steering - Replace	Reading

Global Warranty Management: Site Map

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**⊞ ලිට්ටෝWarranty** 

September 7, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

1

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 1GKDT13S772 Service Contract: No

Branded Title: No

Warrenty Block No.

Model. 7T15506-2007 ENVOY 4WD (4-DOOR)

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions <u>0 Open</u>

→ Block → View Vehicle Build

For this vehicle:

 View Vehicle Summary Service

Contract

Warranty

· · Branded Title

View Vehicle Component Summary

View Vehicle Transaction History Detail

View Vehicle Delivery

Information

#### Vehicle Build

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

Gross Vehicle Weight: 2,611

Order Number KHXR5D Build Date: 09/20/2006 **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** 

281 - LIGHT GRAY

49U - CRANBERRY RED METALLIC

7FB - COMP FRT RH COMPUTER SEL SUSP

**9UY - COMP RR RH COMPUTER SEL SUSP** 

AJ1 - DEEP TINTED GLASS

ALO - SENSOR INDICATOR, INFLATABLE

RESTRAINT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT,

RR FACING

**AXP - MPV VIN IDENTIFICATION** 

**B32 - FLOOR MATS, FRONT/REAR** C49 - REAR WINDOW DEFROSTER

CJ3 - DUAL ZONE CLIMATE CONTROL

DP2 - POWER DUAL OUTSIDE MIRRORS

FE9 - FEDERAL EMISSIONS

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

**KG4 - 150 AMP GENERATOR** 

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N77 - 17" ALUMINUM WHEELS

NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER

CASE

NZ3 - 16" FULL-SIZE SPARE WHEEL

R6J · CUSTOMER DIALOG NETWORK

R6P - SPECIAL PAINT

SLM - STOCK ORDERS

**T96 - FRONT FOG LAMPS** 

TB4 - LIFTGATE/LIFTGLASS BODY

U73 - FIXED MAST ANTENNA

28H - LIGHT GRAY

3SA - SLE-1 PACKAGE

B30 - COLORED - KEYED CARPETING

833 - FLOOR MATS, FRONT/REAR

C5N - GVW RATING - 5,750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

6FB - COMP FRT LH COMPUTER SEL SUSP

**8UZ - COMP RR LH COMPUTER SEL SUSP** A50 - DELUXE CLOTH RECLINING BUCKETS

AK5 - DUAL STAGE FRONT AIR BAGS

WIPASSENGER SENSING SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

**AUG - REMOTE KEYLESS ENTRY** 

**EVA - EVAP EMISSION REQUIREMENT** 

GU6 - REAR AXLE - 3.42 RATIO

JJB - SUBASSEMBLY

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI I6

N40 - POWER STEERING

NPS - LEATHER WRAP STEERING WHEEL

NT7 - FEDERAL EMISSION SYSTEM

**OTM - ALL-SEASON TIRES** 

**R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL** 

**R9N - LEATHER SEAT TRIM** 

**T61 - DAYTIME RUNNING LAMPS** 

**198 - VIN IDENTIFICATION NUMBER** 

TFE - SALES INCENTIVE-COMMITMENT PLUS

**UBO - AM/FM STEREO W/CD** 

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

**SOUND PLAN** 

UY7 - HD 7-LEAD TRAIL. WIRING HARNESS

V73 - STATEMENT OF CERT. U.S.

VK3 - FRONT LICENSE PLATE BRACKET

YC5 - SLE DEÇOR

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**

-8Q -

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**Global Warranty** 

September 7, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

②

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

Vehicle Information

Order Type 70 - RETAIL - STOCK

VIN 1GKDT13S772 Service Contract No

Branded Title No.

Warranty Block No.

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

PDI Status No

Field Actions 0 Open

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned: 09/19/2006

Traceability, 609070304 Part / Number Broadcast: NAX

> Time Scanned 14:36:00 Scan Station 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 09/19/2008

Traceability 002312566

Part / Number Broadcast A1Z

Time Scanned: 16:24:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant: N-

Date Scanned 09/19/2008

Traceability 0BL785258 Part / Number Broadcast: FK

Time Scanned 14:47:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 09/19/2006

Traceability 44836100

Part / Number Broadcast 7TDD

Time Scanned, 14:44:00 Scan Station 02

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

**HUB ASSEMBLIES** 

Source Plant G-

Traceability CHN45326

Part / Number Broadcast UK2

Date Scanned 09/19/2006

Time Scanned 16:27:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned 09/19/2006

Traceability: 250111646

Part / Number Broadcast CN8

Time Scanned: 16:24:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability 00013148

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast

Time Scanned 17:50:00 Scan Station

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

Date Scanned 09/19/2006

Date Scanned 09/19/2006

Traceability 1GXVGG2

Part / Number Broadcast. 2397

Time Scanned 20:04:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 09/19/2008

Traceability 5ABER20 Part / Number Broadcast: 6521

Time Scanned 16:16:00

Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant. -

Date Scanned 09/12/2006

Traceability 0560613 Part / Number Broadcast: 1ZZ

Time Scanned, 03:01:00 Scan Station:

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability 3053537

For this vehicle:

→ View Vehicle Summary

- Service
- Contract
- elhT bebnar8 --Warranty
- Block

View Vehicle Build

View Vehicle Component Summery

View Vehicle Transaction History

<u>Detail</u> View Vehicle Delivery

Information

Source Plant: •

Date Scanned: 09/15/2006

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

Source Plant: -

Date Scanned: 09/18/2006

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

Source Plant: -

Date Scanned: 09/19/2006

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

Source Plant: -

Date Scanned: 09/19/2006

Part / Number Broadcast: 1VWV

Time Scanned: 22:56:00 Scan Station:

Traceability: 3053417

Part / Number Broadcast: 1PT

Time Scanned: 19:51:00 Scan Station:

Traceability 3053229

Part / Number Brosdcast: 1PH

Time Scanned: 10:08:00 Scan Station:

Traceability: 3053196

Part / Number Broadcast: 1G8

Time Scanned: 10:50:00 Scan Station:

#### Service Agent installed Component

Vehicle has no current record of vehicle component.

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For this vehicle:

- View Vehicle Summary

Service Contract

→ Warranty Block

→ View Vehicle Build
View Vehicle
Component Summary
View Vehicle

Transaction History

View Vehicle Delivery

Detail

Information

- Branded Title

**■**Lonout

ල්ල්ල්ල් Warranty September 7, 2012 Global Warranty Management: Man > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER 3 View Vehicle Transaction History Detail This screen allows IVH users to view the available information on individual transaction for the VIN selected. Vehicle Information VIN 1GKDT13S772 Model: TT15506-2007 ENVOY 4WD (4-DOOR) PDI Status No Service Contract. No Branded Title. No Warranty Block No. Order Type. 70 - RETAIL - STOCK Freid Actions: O Open Job Card Date: 07/29/2008 Job Card Number: 232389 Odometer Reading 35,703 MI Repair Service Agent: 205368 MCMAHON PONTIAC-GMC, INC. Authorization Code. 3295 S KINGSHIGHWAY SAINT LOUIS MO 63139-1113 3143528900 **Process Date** 08/05/2008 Transaction Type: ZREG-Regular Vehicle Transaction **Transaction Expense Category** Customer Complaint Code 0000-Converted Claim Cause Code: 0000-Converted Claims Job Card Line # 1 Transaction Adjustment: Labour Op E9740-Gear Assembly, Power Steering - Replace Causal Part Number See other Parts and/or Net Items Job Card Number: A51366 Job Card Date: 09/20/2006 Odometer Reading: 0 Ml Repair Service Agent 119407 JIM RAYSIK, INC. 210 S SECOND ST Authorization Code: **CLINTON MD 64735-2104** 6608853355 **Process Date** 09/26/2006 Transaction Type: ZPDI-Pre-Delivery Inspection Transaction Expense Category Customer Complaint Code: 0000-Converted Claim Transaction Adjustment. Cause Code: 0000-Converted Claims Job Card Line # 1 Labour Op Z7000-Pre-Delivery Inspection - Base Time

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Causal Part Number

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**ඔට්ව!Warranty** September 7, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER 3 View Vehicle Delivery Information This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs. For this vehicle: - View Vehicle Summary Service Contract Vehicle Information VIN 1GKDT13S772 Model: TT15506-2007 ENVOY 4WD (4-DOOR) → Branded Title Warranty Block No PDI Status No Service Contract No Branded Title No Warranty Block Order Type: 70 - RETAIL - STOCK Field Actions 0 Open - View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Invoice information <u>Detail</u> Invoice Date: 09/20/2006 Invoicing Service Agent. 119407 View Vehicle Delivery JIM RAYSIK, INC. Information 210 S SECOND ST CLINTON MO 64735-2104 6608853355 Ship to Information Ship to Service Agent 119407 Ship to Date. N/A JIM RAYSIK, INC. 210 S SECOND ST CLINTON MO 64735-2104 6608853355 **Delivery Information** Delivery Date: 07/06/2007 BUSINESS/ORGANIZATION Delivery Service Agent 205358 MCMAHON PONTIAC-GMC, INC. Delivery Type: 018-Delivery Odometer 236 3295 S KINGSHIGHWAY SAINT LOUIS MO 63139-1113 3143528900 In Service Information In Service Date: N/A Invoicing Service Agent In Service Type 0000 In Service Odometer. 0 Registration Information Registration Service Agent N/A Registration Date: N/A Registration Number N/A

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Registration Odometer 0

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### GM, Isuzu recall 258,000 SUVs to fix power windows

By Tom Krisher of The Associated Press Saturday, August 18, 2012 - 6:45 pm

DETROIT — General Motors and Isuzu are recalling more than 258,000 SUVs in the U.S. and Canada to fix short-circuits in power-window and door-lock switches that can cause fires

The recall covers Chevrolet TrailBlazer, GMC Envoy, Buick Rainier, Isuzu Ascender and Saab 97-X SUVs from the 2006 and 2007 model years. The SUVs were sold or registered in 20 U.S. states, Washington, D.C., and Canada, where salt and other chemicals are used to clear roads in the winter.

GM has reports of 28 fires. It doesn't know of any injuries caused by the problem.

Fluid containing the road-clearing chemicals can get inside the driver's door and cause corrosion in the power-window and door-switch circuit boards, according to documents posted on the U.S. National Highway Traffic Safety Administration website. The corrosion can cause short-circuits, knocking out the switches and causing fires.

The recall affects SUVs sold or registered in the following states: Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin.

Dealers will replace the power-window switch for free, according to NHTSA documents posted Saturday. Owners will get letters telling them when to schedule appointments. GM also will make repairs at no cost to owners living in states not covered by the recall, spokesman Alan Adler said in an e-mail.

NHTSA started investigating the SUVs in February after getting a dozen complaints of fires.

In one complaint filed with NHTSA, from Oct. 29, 2008, a woman reported that the alarm sounded while her 2006 TrailBlazer was parked in her driveway. When she looked outside, she saw the SUV in flames. Firefighters put out the blaze and told her it started in the driver's door.

"The fire burned the entire driver's side of the vehicle, a portion of the front passenger seat and the roof," she wrote.

The TrailBlazer was the biggest seller among the SUVs, which helped to make the truck-based sport utility vehicle popular in the U.S. The SUVs were phased out in 2009 and replaced by more efficient car-based crossovers such as the Chevrolet Traverse, Buick Enclave and GMC Acadia.

GM manufactured the Ascender for Isuzu, and Saab was part of GM back when the SUVs were built.



## Re: (747212) - 2007 GMC Envoy to: sean.z.kelly

09/17/2012 09:21 PM

From:

sean.z.kelly@gm.com

On 9/10/2012 11:55 AM, Sean.z.kellv@gm.com wrote:

SEAN KELLY,I found the correct number for Jim Rawlsky at Allstate insurance. it is 1-800-869-0510. ext. 9753080. I called Jim today and passed your number on to him as well. Jim will give you the information that you may need for your own investigation into our GMC envoy fire. Attached you'll find a few pictures of the Envoy and the melted siding on our house. Allstate has copies of the fire and police reports, but if you need them from me I can email them at a later date as well.

Jim informed us of the recall of the vehicle and my wife made contact with GMC to simply obtain further information regarding the recall of the 2007 Envoy and that's when the GMC case file was open regarding our total loss of our vehicle, personal property within the car, and damages to our house.

Regarding the \$500 dollar deductible, Allstate has informed us that due to the special circumstances our deductible has been waived.

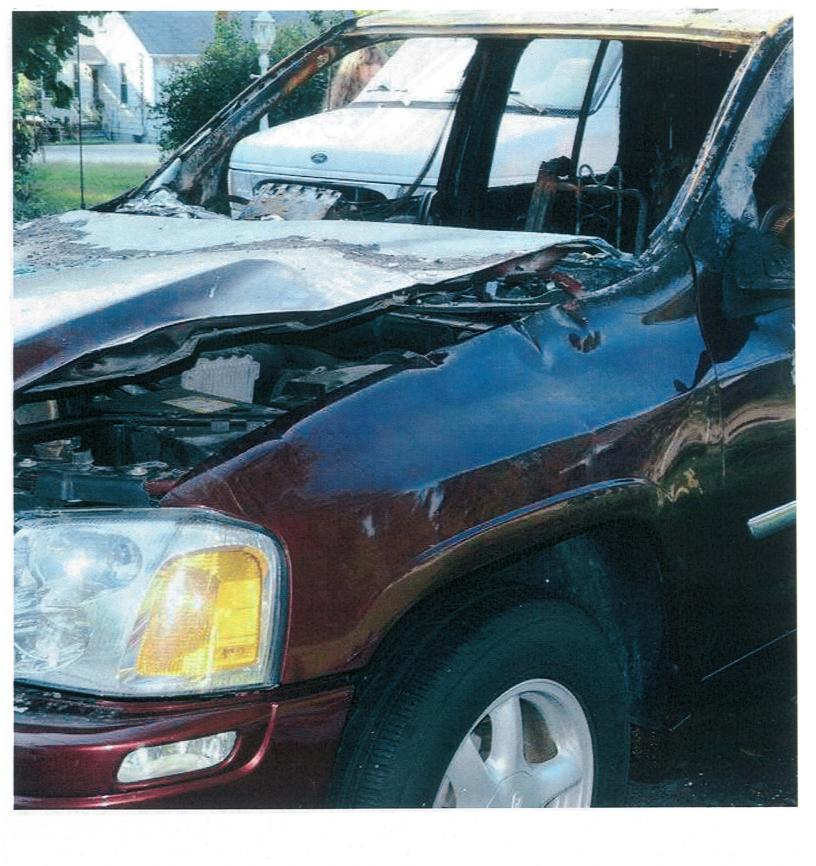
I currently have a rental van from Allstate, but that will only be for a couple more weeks so my primary task at this time is finding a replacement vehicle for the loss of my Envoy along with the repairs on my house. I'm working with my insurance company and weighing my options.

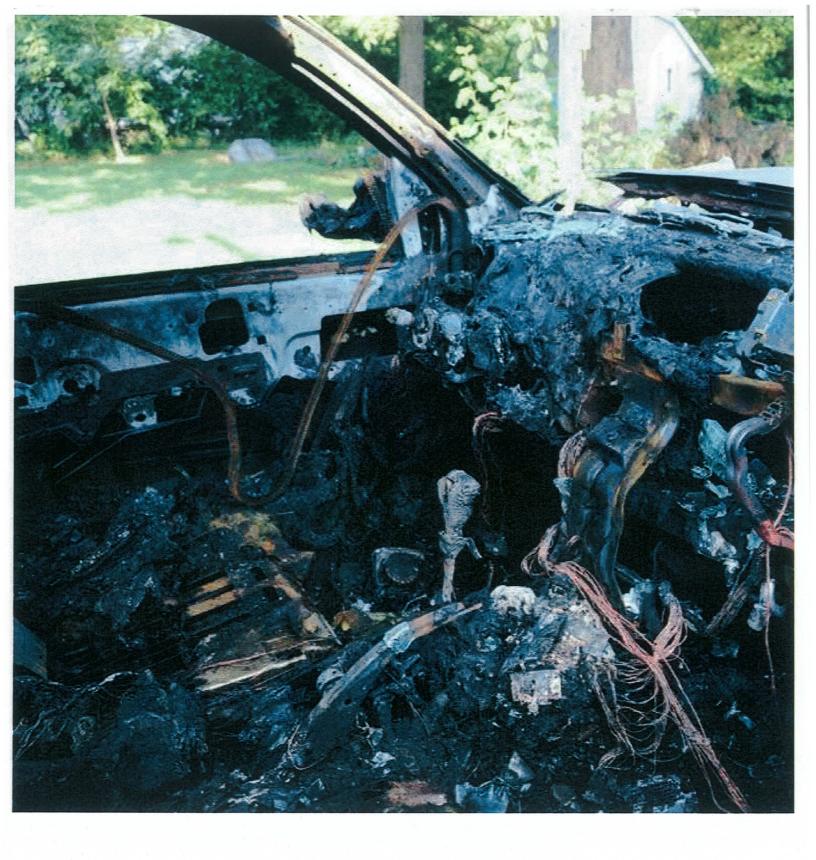
If you need to call me for anything my cell # is the best option this week because I'm off work on vacation time.

Other contact numbers are my home number which you already have or my number at KFUO Radio. It is

Thank you.





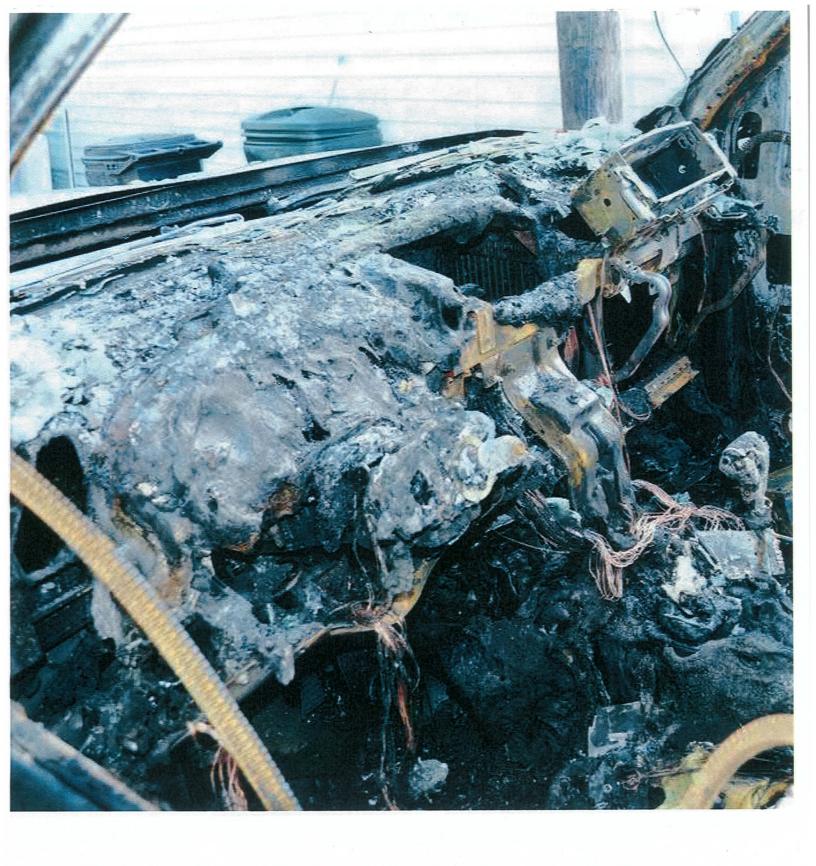




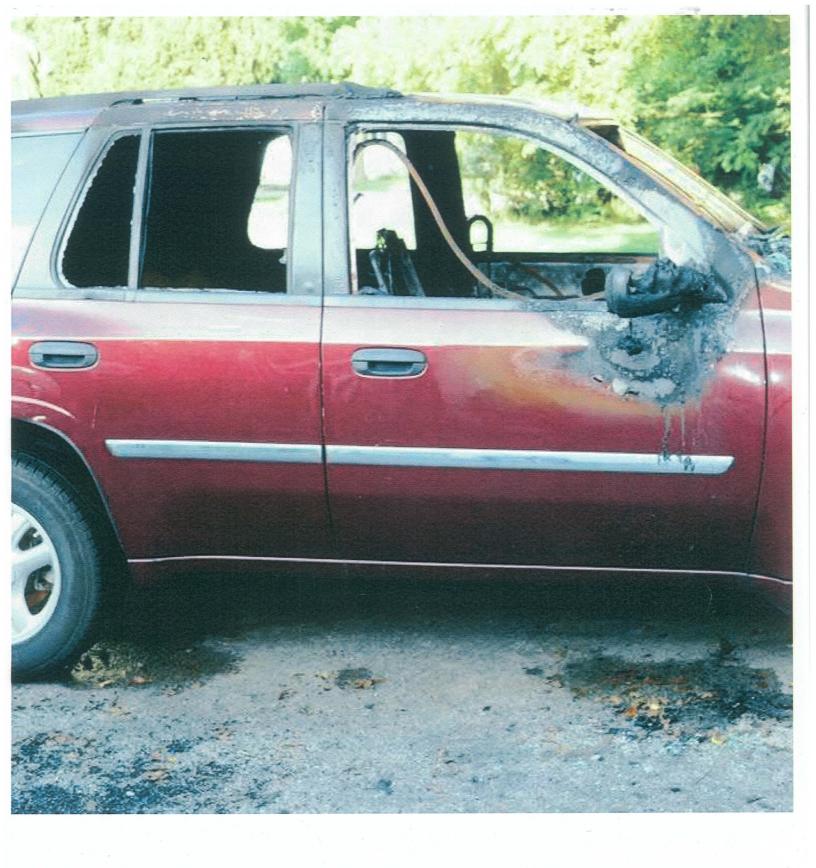














Allstate Claim:

- GM File 747212 -

Sean Z Kelly to: jim.rawlsy

09/19/2012 12:55 PM

From:

Sean Z Kelly/C/US/GM/GMC

To:

jim.rawlsy@allstate.com

Jim,

As you know ESIS investigates the product claims on behalf of General Motors, LLC (GM). Thank you for discussing this matter with me on Sept. 18, 2012.

I will assign this to a local investigator who will contact your expert, Ted Hutchinson of Schaeffer Engineering, to arrange the vehicle inspection. I'm also going to have our investigator contact Mr. to get photos of the residence.

I know Allstate has not decided if it will pursue a subrogation claim against GM, but it appears your insureds, the will be pursuing a product claim.

Therefore, since Allstate is in possession of the subject vehicle, you must ensure that the vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as this claim is active.

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



Fw: Allstate Claim:

- GM File 747212 -

Sean Z Kelly to: jim.rawlsky

09/19/2012 12:57 PM

From:

Sean Z Kelly/C/US/GM/GMC

To:

jim.rawlsky@allstate.com

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

---- Forwarded by Sean Z Kelly/C/US/GM/GMC on 09/19/2012 12:57 PM -----

From:

Sean Z Kelly/C/US/GM/GMC

To:

jim.rawlsy@allstate.com

Date:

09/19/2012 12:<u>55 PM</u>

Subject:

Allstate Claim:

- GM File 747212

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



Re: (747212) - 2007 GMC Envoy to: sean.z.kelly

09/20/2012 02:36 AM

From: To:

sean.z.kelly@gm.com

Sean,

No repairs have begun yet. Just have your investigator call and we'll set up a time for the inspection on the house.

Thank you, Gary

On 9/19/2012 11:39 AM, <u>sean.z.kelly@gm.com</u> wrote: Thanks

I'm assigning this matter to a local investigator who will be inspecting the 2007 Envoy along with an Allstate representative.

Have the repairs begun on your house? Can I have my investigator arrange to take photos of the house damage (at your convenience, of course)?

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

From:

To: <u>sean.z.kelly@gm.com</u>
Date: 09/17/2012 09:21 PM

Subject: Re (747212) - 2007 GMC Envoy

On 9/10/2012 11:55 AM, Sean.z.kelly@gm.comwrote:

SEAN KELLY,I found the correct number for Jim Rawlsky at Allstate insurance. it is 1-800-869-0510. ext. 9753080. I called Jim today and passed your number on to him as well. Jim will give you the information that you may need for your own investigation into our GMC envoy fire. Attached you'll find a few pictures of the Envoy and the melted siding on our house. Allstate has copies of the fire and police reports, but if you need them from me I can email them at a later date as well.

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our house.

Regarding the \$500 dollar deductible, Allstate has informed us that due to the special circumstances our deductible has been waived.

I currently have a rental van from Allstate, but that will only be for a couple more weeks so my primary task at this time is finding a replacement vehicle for the loss of my Envoy along with the repairs on my house. I'm working with my insurance company and weighing my options.

If you need to call me for anything my cell # is the best option this week because I'm off work on vacation time.

Other contact numbers are my home number which you already have or my number at KFUO Radio. It is

Thank you,

[attachment "2012-09-029511-31-3795192-001.jpg" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "DSC\_7558-001.JPG" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "DSC\_7559.JPG" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "DSC\_7562.JPG" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "DSC\_7564.JPG" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "DSC\_7570.JPG" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "DSC\_7571.JPG" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "DSC\_7574.JPG" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "ResizedImage951346603643072.jpg" deleted by Sean Z Kelly/C/US/GM/GMC]

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MM DD  MC261 IL 09 02  FDID * State * Incident Date *	YYYY  2012 1 12-0002182 000 Change Basic  Station Incident Number * Exposure * No Activity
	ndicate that the address for this incident is provided on the Wildland Fire Census Tract
X Street address Intersection In front of Rear of Adjacent to Directions	ST Street or Highway Street Type Suffix  Collinsville  State Zip Code  ections, as applicable
C Incident Type *  131   Passenger vehicle fire Incident Type	E1 Date & Times    Check boxes if
D Aid Given or Received★  1	Date. Alarm * 09 02 2012 11:01:00  ARRIVAL required, unless canceled or did not arrive  X Arrival * 09 02 2012 11:04:00  CONTROLLED Optional, Except for wildland fires  Last Unit  Cleared 09 02 2012 11:34:00  Cleared 09 02 2012 11:34:00  Cleared 109 02 2012 11:34:00
F Actions Taken *  11   Extinguishment by fire Primary Action Taken (1)  Additional Action Taken (2)	G1 Resources *    X   Check this box and skip this section if an Apparatus or Personnel form is used.   LOSSES: Required for all fires if known. Optional None
Additional Action Taken (3)  Completed Modules H1*Casualties  XFire-2 Deaths In	juries N None NN Not Mixed 10 Assembly use
Structure-3 Civil Fire Cas4 Fire Serv. Cas5 EMS-6 HazMat-7 Wildland Fire-8 X Apparatus-9 X Personnel-10 Arson-11 Fire Service Service Civilian Civilian Lipetector Required for Confine 1 Detector alerted of 2 Detector did not a	6 Household solvents: home/office spill, cleanup only 7 Motor oil: from angine or portable container 8 Paint: from paint cans totaling < 55 gallons 0 Other: Special HasHat actions required or spill > 55gal., Please complete the HasHat form
J Property Use* Structures  131 Church, place of worship 161 Restaurant or cafeteria 162 Bar/Tavern or nightclub 213 Elementary school or kindergarte 215 High school or junior high 241 College, adult aducation 311 Care facility for the aged 331 Hospital Outside 124 Playground or park 655 Crops or orchard 669 Forest (timberland)	341 Clinic,clinic type infirmary 539 Household goods,sales,repairs 342 Doctor/dentist office 579 Motor vehicle/boat sales/repair 361 Prison or jail, not juvenile 571 Gas or service station 419 1-or 2-family dwelling 599 Business office 429 Multi-family dwelling 615 Electric generating plant 439 Rooming/boarding house 629 Laboratory/science lab 449 Commercial hotel or motel 700 Manufacturing plant 459 Residential, board and care 819 Livestock/poultry storage(barn) 464 Dormitory/barracks 882 Non-residential parking garage 519 Food and beverage sales 891 Warehouse  936 Vacant lot 981 Construction site 938 Graded/care for plot of land 946 Lake, river, stream 951 Railroad right of way Lookup and enter a Property Use code only if you have NOT checked a Property Use box:
807 Outdoor storage area 919 Dump or sanitary landfill 931 Open land or field	960 Other street  961 Highway/divided highway  962 Residential street/driveway  962 NFIRS-1 Revision 03/11/99

K1 Person/Entit	y Involved	Business name (if applicable) Area	Code Phone Number
incident location. Then skip the three duplicate address lines.	Mr., Mrs. First Number Post Office Box State Zip Code Dived? Check th:		Suffix  Street Type Suffix
Then chec	person involved? k this box and skip of this section.	Business name (if Applicable) Area	Code Phone Number
same address as incident location. Then skip the three duplicate address lines.	Mr., Ms., Mrs. First  Number  Post Office Box  State Zip Code	Name MI Last Name  Prefix Street or Highway  Apt./Suite/Room City	Suffix Street Type Suffix
	tment fully	a vehicle fire close to a structure. Arrive involved. Used pre-connected handline to ex	
			·
•			
L Authorization			
98-01 Officer in charge		dmond, Robert D 02 Position or rank Assignment	Month Day Year
Check Box if X 198-01 same as Officer Hember making rep in charge.		dmond, Robert D 02   Position or rank Assignment	

00111110111				•			,		nr	1 40 40	400
COLLINSVII	LLE IL	•							PL	)-12-19 <sup>,</sup>	160
Administrativ			Paperless	Offi	cer: <u>JAS</u>	SON I	MICHAEL HAR	RISON -	<u>289</u>	09/02/	2012
☐ Investigation ☐ Suspects	h	or DA / Pros	Arrests Made secutor				Incid	dent l	Repo	ort Fo	rm
1. Log Number PD-12-19160	1a. Incident Num		e Number 12-2221	1c. C	ase Numb	er	2. UCR			<u></u>	
	1070 RE CALL			4. Dis	spatcher 18		5. Source 911	6. Dis	trict	7. Status NEW	
8. Date Received	8a. Rcvd	8b. Disp	8c. Arrv 1105	<u> </u>	8d. Clrd 1158	·	9. Disposition NO REPORT	NRN	<del>, , , , , , , , , , , , , , , , , , , </del>		
09/02/2012	1101		Earliest Date ar	nd Time		) 	8f. Latest Date an				
INCIDENT OCCURRE	D AT OR BETWE	EN									
10 Location			10a.	Cross	Street				10b. lr	ntersection	
COLLINSVILLE											
10c. GPS Coordinates	Y 0		10d.	Gang					10e. A	rson Value	
11. Premise Code				12. Bu	usiness Na	ame					
13. Modus Operandi C	oding				VIC.	TIM:		<del>}~~~</del>			
ENTRY:					PROPE						
EXIT:					AR	EA:					
METHOD:					TIME OF D	DAY:					
	WEAPOI	N USED:									
14. Caller / Complaina	nt Type Norm	nal 🗷	Anonymous	<u>—</u>	Hangı	ир П	Refused	П			
INVOLVEMENT NO			•				rchive record with n			+**	•
Name // set First Middle) -		ber			Juvenile E			Race Se	4 1	Social Security	Number
						Velght	Height	Hair	Eyes	Phone Number	
COLLINSVILLE	IL					Oriver Lic	ense Number	<u></u>	State	Later Name edit	П
Link Convents							<u></u>				اسا
Involvement Not	Entered	Type (A=	Auto/Truck) Pla	le Numb	er	Plate S	State PlateType Code	Tag Year 1 2012	Date Linked 09/02/20	12	
Vehicle Year Make	Model	Color	Vehicle Identific		mher (VIN)	1	USDOT Number	1 20.2 1	ICC Num		
2007 GMC Insurance Company Policy	Number	1	1GKDT13	3//2	Insurance C	ompany	Policy Number				
Involvement Comments						<del></del>	<del> </del>				
Involvement Not	Entered	Type (A≖	Auto/Trück)	ta Numb		Plate S	State PlateType Code PC	Tag Year 1	Date Linked 09/02/20	12	
Vehicle Year Make 2007 GMC	Model	Color	Vehicle Identific				USDOT Number		ICC Numi	ber	
Insurance Company Policy	Number		TORDITO	~	Insurance C	ompany	Policy Number		l		
Involvement Comments											
RESPONDING / IN					046			Di			
	Vehici Unit 1 289	e <u>Officer 1</u> 289	Officer 2 Of	iicer 3	Officer	4		<u>יוט</u>	<u>rision</u>	Supervisor	
	Unit 2	203									
	Unit 3										
	Unit 4						•				
Agency Numbers		<u>Units &amp;</u>	Times								
								•			
PD-12-191	60 09/0	2/2012	☐ APPRO							PAGE	1
IRF 1.4			APPRO	ved C	JN:						

COLLINSVILLE IL			F	D-12-19160
	ated Paperless	Officer: JASON MIC	CHAEL HARRISON - 289	09/02/2012
☐ Investigation ☐ Accident☐ Suspects ☐ Ready for	☐ Arrests Made  DA / Prosecutor	•	Incident Rep	ort Form
				·
COMMENTS / NARRATIVES				Locked
Fire Created By / On		Updated By / On		N
ALAN R LACQUEMENT Approve By / On		09/02/2012		
Input: 629 00/02/2042 44.00	00 = 411 + 000 004	20/0040 44 00 00		
Input: 638 09/02/2012 11:02:0 VEH ON FIRE PARKED NE	)9	)2/2012 11:02:09 CALLERS SON BANG	GED ON DOOR / NO ANS	SWER
Input: 302 09/02/2012 11:18:				
VEH FIRE OUT - CLEANIN	G UP			
Input: 638 09/02/2012 11:21:	50 Edited: 638 09/0	02/2012 11:21:50		
MADE CONTACT WITH RE- HE IS OUT OF TOWN AND I	WILL NOT BE RESF	RA` PONDING BACK UN'	I PER 289 TIL TOMORROW	REQUEST /
				·
			•	
PD-12-19160 09/02/2	012 - APPROVE	ED BV:		
PD-12-19160 09/02/20	APPROVE			PAGE 2

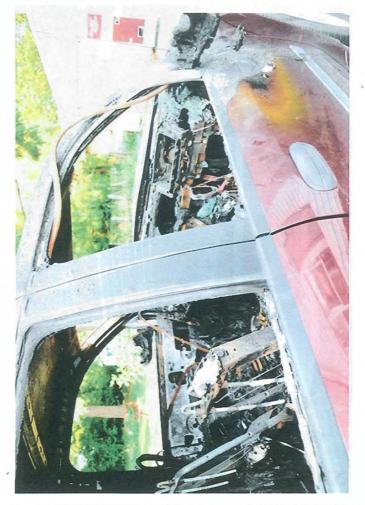


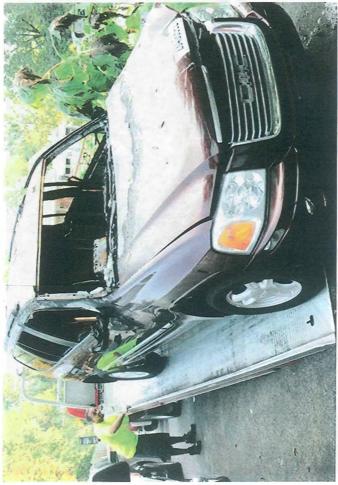


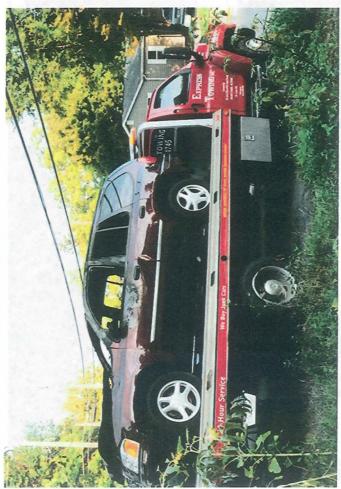














# (747212) - 2007 GMC Envoy

Sean Z Kelly to: gduncan1

10/09/2012 01:34 PM

From:

Sean Z Kelly/C/US/GM/GMC

To:

Gary,

I was glad to hear that your deductibles were waived by Allstate.

Just to clarify - Did you have any out of pocket expenses for which you were seeking compensation? If so, please provide whatever documents you have to support the losses.

I'll then send this file for a technical review and go over your claim with GM once that review has been completed.

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



Claimant: GM File #747212
Robert Beck to: sean.z.kelly

10/11/2012 05:29 PM

From:

"Robert Beck" <robert.beck@charter.net>

To:

<sean.z.kelly@gm.com>

Sean,

Hope your are doing well.

Attached is the vehicle documentation photographs with the photo log. They are forwarded to you in 4 separate messages. The first set of photos are labeled Vehicle #1 with the log.

Sincerely,

Robert Beck

P.O. Box 8100

Saint Louis, MO 63156-8100

314-535-1920

robert.beck@charter.net





(747212) - 2007 GMC Envoy 🖺 Sean Z Kelly to:

10/15/2012 09:03 AM

From:

Sean Z Kelly/C/US/GM/GMC

To:

Thank you

Please send receipts or other documentation to support...

- 1) The rental van charge of \$296.12;
- 2) Sales tax charge of \$235;
- 3) License fee charge of \$194;
- 4) Photos of the personal items damaged in the fire.

I'm sorry about the damage to your residence, but isn't your insurance company covering this?

#### **Thanks**

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

Sean, Thank you for your concern and professio...

10/15/2012 01:15:47 AM

From:

To: Date: sean.z.kelly@gm.com 10/<u>15/2012 0</u>1:15 AM

Subject:

747212) - 2007 GMC Envoy

#### Sean,

Thank you for your concern and professionalism in the mater of the fire that caused a total loss of our GMC Envoy and fire damage to our house.

We are still waiting to hear back from our insurance appraiser and investigating team regarding our 2007 GMC Envoy fire, but wanted to go ahead and answer your question regarding our out of pocket expense.

Yes we do have many out of pocket expenses.

The cost for the van rental above what Allstate paid was \$296.12.

We have traveled 1,072 miles over a period of 4 weeks searching for a replacement vehicle. Using

the 2012 Standard IRS Deductible Mileage Rates of 55.5 cents per mile as a guideline for our out of pocket expenses the total would be \$594

We had a charge of \$235. for Illinois sales tax on our replacement vehicle.

We had a \$ 194.00 License fee for the replacement vehicle

I had approximately 28 CD's, small toolbox, first aid kit and 4 vinyl maps in the Car not covered by car insurance. Value est \$290.00

# Still to be determined expenses include, but are not limited to the following.

We do not have an estimation yet for the fire damage to the house. Even though the damage is not extensive it does affect the front and one side of our house because the damage is on the corner. Patching in new siding to the damage area is not an option because matching texture and color shading would be nearly impossible.

Thank you,

This email is intended to answer your question regarding out of pocket expenses and is for informational purposes only and nothing in this message is intended to constitute an agreement or an electronic signature.

On 10/9/2012 12:34 PM, <u>Sean.z.kelly@gm.com</u> wrote:

I was glad to hear that your deductibles were waived by Allstate.

Just to clarify - Did you have any out of pocket expenses for which you were seeking compensation? If so, please provide whatever documents you have to support the losses.

I'll then send this file for a technical review and go over your claim with GM once that review has been completed.

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

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**Re:** 47212) - 2007 GMC Envoy Sean Z Kelly to:

10/17/2012 01:42 PM

From:

Sean Z Kellv/C/US/GM/GMC

To:

Thanks I understand your auto insurer might not pay for the damage to your house, but I was told early on that your homeowner's insurer was involved and it would be covering the repairs.

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

Sean, Attached you'll find the documents that yo...

10/17/2012 12:11:41 AM

From:

To:

sean.z.kelly@gm.com

Date:

10/17/2012 12:11 AM

Subject:

Re 747212) - 2007 GMC Envoy

Sean,

Attached you'll find the documents that you requested. I did discover that I have paid an additional \$25 to Enterprise. You will see it on the receipt. Also I dropped a digit in my last email. The sales tax to IL was \$1,235. not \$235.

I do not have any photos of the personal items lost in the Envoy fire. The interior was too damaged to retrieve anything. You could probably ask your investigator if he saw signs that these items were indeed in the car. My auto insurance will not cover the personal items in the car or the damage to my house.

Thank you,

On 10/15/2012 8:03 AM, Sean.z.kelly@GM.COM wrote:

Thank you

Please send receipts or other documentation to support...

1) The rental van charge of \$296.12;

- 2) Sales tax charge of \$235;
- 3) License fee charge of \$194;
- 4) Photos of the personal items damaged in the fire.

I'm sorry about the damage to your residence, but isn't your insurance company covering this?

#### **Thanks**

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

From:

To: <u>sean.z.kelly@gm.com</u>
Date: 10/15/2012 01:15 AM

Date: 10/15/2012 01:15 At

Subject: Re: (747212) - 2007 GMC Envoy

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

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\$0.00

#### ENTERPRISE LEASING COMPANY OF ST. LOUIS, 901 N BLUFF RD, COLLINSVILLE, IL 622345900 (618) 343-6573

RENTAL AGREEMENT

19583

REF# 3KNRT0

DENTED

**DATE & TIME OUT** 09/04/2012 11:02 AM **DATE & TIME IN** 10/05/2012 03:30 PM

BILLING CYCLE CALENDAR DAY

VEH #1 2013 DODG GCAP SXT1
VIN# 2C4RDGCGXDR
LIC#
MILES DRIVEN 2139

BİLL TO ACCOUNT
ALLSTATE INS-CHICAGOLAND
AUTO\*\*
ATTN: LAST, DAY
9022 HERITAGE PKWY
WOODRIDGE, IL 60517

**CLAIM INFO** 

INSURED: LOSS DATE: 09/02/2012 INSURED

SHOP: TOTAL LOSS\*\* PHONE: (999) 999-9999 ATTN: LAST DAY 10/3

#### **SUMMARY OF CHARGES**

Charge Description	Date	Quantity	y Per	Rate	Totai
TIME & DISTANCE	09/04 - 10/05	32	DAY	<b>\$</b> 34,75	\$1,112.00
REFUELING CHARGE	09/04 - 10/05				\$0.00
YOUNG DRIVER FEE (18-99)	09/04 - 10/05			WAIVED	
			Subtotal:		\$1,112.00
Taxes & Surcharges					
IL VEHICLE LICENSE COST RECOV FEE	09/04 - 10/05	32	DAY	\$1.25	\$40.00
ILLINOIS ART SALES TAX	09/04 - 10/05			6%	\$69.12
		Total	Charges:		\$1,221.12
Bill-To / Deposits					
ALLSTATE INS-CHICAGOLAN	ID AUTO**				
TIME & DISTANCE	09/04 - 10/03	30	DAY		
IL VEHICLE LICENSE COST RECOV FEE	09/04 - 10/03	30	DAY		
ILLINOIS ART SALES TAX	09/04 - 10/03	1	PERCENT Subtotal:	6%	(\$900.00)
DEPOSITS					(\$25.00)

**Total Amount Due** 

PAYMENT INFORMATION AMOUNT PAID TYPE \$296.12 Visa \$25.00 Visa

CREDIT CARD NUMBER
PENDING

# Illinois Department of Revenue

# Sales Tax Transaction Return (For Vehicles, Watercraft, Aircraft, Trailers,

(R-9/10)

and Mobile Homes)

i nan i		777
Tax return	no.:	
Account II		
Taxable io	cation no.: 074-000 l	~2 00
Taxable lo	cation name: MUNITCEL	16
Dealer's li	cense no.: DL 208	
Rev: 05	in the second of	
Form: 011	ki - 1 - 요리는 160kg 150kg 1	

Do not write above this line.

RICK RIDINGS FORD MEXCURY INC 1-72 6811 166 20 80x 530 MONITCELLO IL

12171 762-2521

1	Write	the	buy	er's	name	and	addr	ess

Street City  Describe the item sold	Collinsville State    ZIP    6 Write the price, and figure the tax (Round to neares
☐ A Vehicle ☐ B Watercraft ☐ C Aircraft	You must complete Lines 1 and 2 even if no tax is due.
☐ D Trailer ☐ E Mobile Home ☐ F	1 Total price (include accessories, federal excise taxes,
	freight and labor, dealer preparation, documentary fees.
LI New	and dealer-reimbursed rebates or incentives). 2016
	2 Total trade-in credit or value.
Identification no 2FMEK62Q5 96	3 Amount subject to tax [Line 1 - Line 2] 2011
Year 2009 Make Ford	4 Tax [Line 3 X , D625 ] (If you made this sale
Year ZUW Make tord	from a temporary sales location, see the instructions.)128
Body style and model	5 Use tax for certain districts - (see instructions)
생활이 있다면 하면 하는 사람이 보고 있다면 모양하는 생활이	Do not report home rule use tax below.
Write the date of delivery 10 / 06/ 2012	a. County
(This return is due no later than 20 days after the date of delivery.)	O. CRY
Describe the trade-in, if any	c, Township
현기 이렇게 점심 문장, 이름빛, 나들어 아이트에 나가 아니까? 보고 하지 않아 사랑 맛있습니다.	6 Total tax [Line 4 + Line 5]
Item traded in NVA	7 Retailer's allowance if filed on time
	[Line 6 X
Identification no N/A	8 Net tax due [Line 6 - Line 7]
Year NA Make NA	9 Prior overpayment (see instructions)
Walto	
Body style and model	10 Credit for previously paid tax
	By signing this return, I affirm that I meet all
Exempt or sale to a nonresident	requirements to claim this credit. (see instructions)
If so, check the correct box below, and see instructions for Section 6.	Tax return no.:
A Nonresident buyer (NOT an out-of-state dealer)See instructions.	
drive-away permit no./lic. plate nostatestate	11 Excess tax collected
(Write either the Illinois dealer's Account ID or "Out-of-state dealer")	12 Total tax due
C Exempt organization (government, school, religious, or charitable)	[Line 8 - Line 9 - Line 10 + Line 11]
tax-exempt no. E-	(2)
☐ D Sold to an interstate carrier for hire for use as rolling stock	13 Credit memorandum (see instructions)
Certificate of authority no.	
☐ E Sold for rental use	14 Amount due [Line 12 - Line 13]
buyer's account ID no.	
F Other (describe)	Dealer's check no.
nder penalties of perjury, we state that we have examined this return cluding any schedules and statements, and to the best of our knowledge, it true, correct, and complete. If the seller has taken a qualified trade-in, we so state that the buver has properly assigned and surrendered the title of	보이 있는 것이 하는 것을 바꾸게 하는 것이 있는 것이 되었다. 그 사람들은 것이 되었다. 하는 것이 되는 것을 모든 것을 보고 있는 것이 되었다. 그 것은 것이 되었다.
ciuding any schedules and statements, and to the best of our knowledge, it	Do not write below this line.

# Illinois Department of Revenue

(R-9/10)

Sales Tax Transaction Return

(For Vehicles, Watercraft, Aircraft, Trailers, and Mobile Homes)

Tax return no.:

Account ID:

Taxable location no.:

074-0001-2 001

Taxable location name: Dealer's license no.: 00 200

MUNTICELLO

Rev: 05

Form: 016

Do not write above this line.

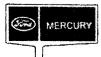
4 72 EXII 166 20 80x 530 MUNITERIES IN -67656-0530

1217) 762-2521

1	Write	the	buyer's	name and	address

A Vehicle  B Watercraft  C Aircraft  Total price (include accessories, federal excise taxes. Freight and labor, dealer preparation, documentary fees and dealer-reimbursed rebates or incentives). 20  22  23  24  25  24  25  26  25  26  24  25  26	StreetCity	Colinsville State II Z	IP
D Trailer	Describe the item sold	6 Write the price, and figure the tax (Rour	nd to nea
D Trailer	☐ A Vehicle ☐ B Watercraft ☐ C Aircraft	You must complete Lines 1 and 2 even if no tax	is due
New	□ D Trailer □ E Mobile Home □ F		
and dealer-reimbursed rebates or incentives). 22  Total trade-in-credit or value. 23  Amount subject to tax. [Line 1 - Line 2]. 25  Amount subject to tax. [Line 1 - Line 2]. 26  Tax. [Line 3 X x 0.6.2.5.3.3.3.3.3.3.3.3.3.3.3.3.3.3.3.3.3.3		하는 이 그들이 하게 되는 것이 하는 것이 없다는 것이 없었다. 이 집에 되어 되어 되었다면 하는 것이 되었다. 그 그는 그 것이 없는 것이 없는 것이 없는 것이 없다면 하다면 하다면 하는 것이다.	
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# RETAIL BUYERS ORDER





DATE OF	ORDER	10/06	20	1
DATE OF	DELIVERY	10/00	20	

1-72. Exit 166. - P.O. Box 530 Monucello, Illinois 61856

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Re (747212) - 2007 GMC Envoy to: sean.z.kelly

10/17/2012 10:09 PM

From: To:

sean.z.kelly@gm.com

**SEAN** 

We have not filed a claim for the fire damage yet with our homeowner, we were waiting for more information regarding the auto claim and investigation to determine how to proceed.

Thank you,

On 10/17/2012 12:42 PM, sean.z.kelly@gm.com wrote:

Thanks I understand your auto insurer might not pay for the damage to your house, but I was told early on that your homeowner's insurer was involved and it would be covering the repairs.

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

From:

gduncan1@charter.net>

To: sean.z.kelly@gm.com

10/17/<u>2012 12:11</u> AM

Date: Subject:

47212) - 2007 GMC Envoy

Sean,

Attached you'll find the documents that you requested. I did discover that I have paid an additional \$25 to Enterprise. You will see it on the receipt. Also I dropped a digit in my last email. The sales tax to IL was \$1,235. not \$235.

I do not have any photos of the personal items lost in the Envoy fire. The interior was too damaged to retrieve anything. You could probably ask your investigator if he saw signs that these items were indeed in the car. My auto insurance will not cover the personal items in the car or the damage to my house.

Thank you.

On 10/15/2012 8:03 AM, Sean.z.kelly@GM.COMwrote: Thank you

Please send receipts or other documentation to support...

- 1) The rental van charge of \$296.12;
- 2) Sales tax charge of \$235;
- 3) License fee charge of \$194;
- 4) Photos of the personal items damaged in the fire.

I'm sorry about the damage to your residence, but isn't your insurance company covering this?

#### Thanks

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

From:

To: Date: sean.z.kelly@gm.com 10/15/2012 01:15 AM

Subject:

: Re

'47212) - 2007 GMC Envoy

## Sean,

Thank you for your concern and professionalism in the mater of the fire that caused a total loss of our GMC Envoy and fire damage to our house.

We are still waiting to hear back from our insurance appraiser and investigating team regarding our 2007 GMC Envoy fire, but wanted to go ahead and answer your question regarding our out of pocket expense.

Yes we do have many out of pocket expenses.

The cost for the van rental above what Allstate paid was \$296.12.

We have traveled 1,072 miles over a period of 4 weeks searching for a replacement vehicle. Using the 2012 Standard IRS Deductible Mileage Rates of 55.5 cents per mile as a guideline for our out of

pocket expenses the total would be \$594

We had a charge of \$235. for Illinois sales tax on our replacement vehicle.

We had a \$ 194.00 License fee for the replacement vehicle

I had approximately 28 CD's, small toolbox, first aid kit and 4 vinyl maps in the Car not covered by car insurance. Value est \$290.00

#### Still to be determined expenses include, but are not limited to the following.

We do not have an estimation yet for the fire damage to the house. Even though the damage is not extensive it does affect the front and one side of our house because the damage is on the corner. Patching in new siding to the damage area is not an option because matching texture and color shading would be nearly impossible.

Thank you,

This email is intended to answer your question regarding out of pocket expenses and is for informational purposes only and nothing in this message is intended to constitute an agreement or an electronic signature.

On 10/9/2012 12:34 PM, Sean.z.kelly@gm.comwrote:

I was glad to hear that your deductibles were waived by Allstate.

Just to clarify - Did you have any out of pocket expenses for which you were seeking compensation? If so, please provide whatever documents you have to support the losses.

I'll then send this file for a technical review and go over your claim with GM once that review has been completed.

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

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contact the sender and delete it from your computer.

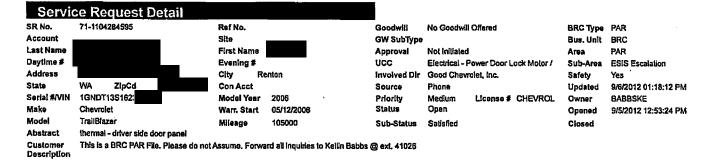
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[attachment "DSC\_7571.JPG" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "Enterprise rcpt.pdf" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "ILL sle Tax rcpt1.pdf" deleted by Sean Z Kelly/C/US/GM/GMC] [attachment "RRiding rcpt.pdf" deleted by Sean Z Kelly/C/US/GM/GMC]

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Pre-PAR

Lie-LWL	`								
PAR Notifier	Incident Date/Time	Injuries # Othe	rVeh #Pe	ople in Veh Ro	ad Surface	Road	Cond. Fire Report#	Police	Report#
Owner	2/26/2012 04:30:00 AM	N (	3		phalt	lcy	па	na	
Driver Last Na	ame	Driver First N	ame	Height	DO	Distibi			
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	ent Last Name	Insurance Ag	ent First Nan	e Phone	#	Insurance	Agency		
ınk		Kirk/ Julie				Grange			
incident Loc	22235 198th ave se #21 Rente	n WA 98058			Incident Desc			to work when they went outside side from the window panel cons	
Component	window panel								
/ehicle	22235 196th ave se #21 Rente	n WA 98058			Damage Desc		ich was melted. The and frame. Finish as	vehicle had to be detailed inside well.	. Sheet metal was broken.
Loc					Add'i Info	loc last svc	date: unk		
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Collision	Non Collision	Y Prop		Thermal Evt	Y	Spec Equip	none		
fehicle Speed	D	Weat Cond	ther icy dition			Prop Owner	us	Property Type	na .
.ast Service Date	7/6/2012	Loc I Serv				Property Location	na	Prop Est Repair Cost	\$0.00
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	the door switch was melted. I broken. Electronics and frame		lo be detailed	inside. Sheet m	etal was	Explain Other	case being sent to	esis for thermal event.	•

Report Generated for toporowm

on 9/7/2012

Page 1 of 13

#### Activities

esis – thermai

kellinbabbs/par/atx Confidential Comments

reatod	Created By	Assigned To	Activity Typs	Activity Sub-Type	Status	Completed	Description
/6/2012 03:25:33 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
							<u></u>
Comments							
		ng from power v	vindow switch in drivers do	or panel			
Confidential Comments							
Prested	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/6/2012 01:24:43 PM	Babbske	BABBSKE	Scheduled Follow-up		Scheduled Ala	m	esis - thermal driver side window pane
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
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comments Customer alleging that t aused the whole vehich isis - thermal	le to have smok	e of their aparin			inside window pan	el cluster was melted and	had .
Comments  Dustomer alleging that it aused the whole vehicle is - thermal cellinbabbs/par/abx  Confidential Comments	le to have smok	e of their aparin e inside.	nent to take their boyfriend (	to work when they noticed the			·
comments  Sustomer alleging that to assed the whole vehicle is a thermal cellinbabbs/par/atx  Confidential Comments  Crostod	e to have smoke	e of their aparin e inside. Assigned To	nent to take their boyfriend (		Status	Completed	Doscription
comments  Sustomer alleging that to assed the whole vehicle is a thermal settinbabbs/par/atx  conficential Comments  Frostod  W6/2012 01:24:26 PM	le to have smok	e of their sparing inside.  Assigned To KINZERTH	nent to take their boyfriend (  Activity Typo Notify CRM	to work when they noticed the  Activity Sub-Type		Completed 9/6/2012 03:28:06 PM	Dascription
comments  Sustomer alleging that to assed the whole vehicle is a thermal cellinbabbs/par/atx  Confidential Comments  Crostod	e to have smoke	e of their aparin e inside. Assigned To	nent to take their boyfriend (  Activity Typo Notify CRM	to work when they noticed the	Status	Completed	Description ests - thermal event - driver skde
Comments Customer alleging that it aused the whole vehicles - thermal settinoabs/par/abx Confidential Comments Crostod V6/2012 01:24:26 PM Contact Last Namo	e to have smoke	e of their sparing inside.  Assigned To KINZERTH	nent to take their boyfriend (  Activity Typo Notify CRM	to work when they noticed the  Activity Sub-Type	Status	Completed 9/6/2012 03:28:06 PM	Description ests - thermal event - driver skde
Comments Sustamer alleging that is aused the whole vehicle is is - thermal selfinbabbs/par/abx Confidential Comments Croated M8/2012 01:24:26 PM Contact Last Name	Greated By BABBSKE	e of their sparing inside.  Assigned to Kinzerth Contact Fire	nent to take their boyfriend (  Activity Typo Notify CRM st Name	to work when they noticed the  Activity Sub-Type	Status Done	Completed 9/6/2012 03:26:06 PM BAC Code	Description ests - thermal event - driver side window panel

Report Generated for toporowm

on 9/7/2012

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### **Activities**

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
9/6/2012 01:23:31 PM	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Field	Done	9/6/2012 01:23:51 PM	roy.wright@gm.com
Centant Lart Name		Conton Limi	<sup>x1</sup> ame	Account		BAC Code	I

A product ellegation claim has been made in your region. The customer is alleging that they were parked in front of their house getting ready to take their boyfriend to work when they noticed that the windows were full of smoke and a bad electrical smell. The customer is alleging a thermal event happened melting the window panel console on the driver side door. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer

1GNDT13S162

Good Chevrolet, Inc. Renton WA

(425) 235-2000 Les Coleman - service advisor

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

Respectfully. Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5700 41026 | Fax: 866-311-2784 | www.minacs.adityabirla.com Follow us on Twitter

#### Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
9/6/2012 01:17:28 PM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	9/6/2012 01:17:29 PM	Ownership Escalated to BRC
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Comments							1
Comments							•
Confidential Comments			***************************************				

Report Generated for toporowm

on 9/7/2012

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# **Activities**

Created 9/6/2012 01:02:33 PM Contact Last Name	Greated By BABBSKE	Assigned To BABBSKE Contact Firs	Activity Type Outbound Call Customer t Name	Account	Status Done	Completed 9/6/2012 01:02:57 PM BAC Code	Description
see Initial kellinbabbs/par/atx Confidential Comments							' I
Greated 9/6/2012 01:01:05 PM	Created By BABBSKE	Assigned To BABBSKE	Inbound Call Customer	Activity Sub-Typo Voice Mail Received Account	Status Done	Completed 9/6/2012 01:02:29 PM BAC Code	Description
Comments cust sts: calling in regard kellinbabbs/psr/atx 1:00 Confidential Comments		zer that caught c	on fire back in march or feb. I	have everything you need	here.		! !
<u>Pronted</u> 9/6/2012 12:53:35 PM	Greated By BABBSKE	Assigned To BABBSKE	BRC PAR	Activity Sub-Typo Business Case	Status Done	Completed 9/6/2012 01:19:10 PM	Description business case
Contact Last Name		Contact Firs		Account		BAC Code	! !
caused the whole vehicl esis - thermal	ney went outsid e to have smok	e di meir apartm e inside.	ent to take their boyfnend to	work when they holiced the	inside window pa	nel duster was melted and had	1
kelinbabbs/par/atx Confidential Comments							1

Report Generated for toporowm

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# Activities

Proated 9/6/2012 12:53:28 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Typo Other	Activity Sub-Type	Status Done	Completed 9/6/2012 01:19:45 PM	Description vehicle incident location
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Comments	Renton WA						
kellinbabbs/par/atx							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/6/2012 12:48:18 PM	BABBSKE	BABBSKE	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	9/6/2012 01:01:04 PM	2nd attempt on interview
Castast Last Name		C Tirs		Account		BAC Code	
Comments							
2nd attempt							
kellinbabbs/par/atx							
Confidential Comments			***************************************				
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/6/2012 12:45:44 PM	BABBSKE	BABBSKE	Outbound Call Customer	Left Message	Done	9/6/2012 12:48:16 PM	
Contact Last Name		Contact Fifs	t Name	Account		BAC Code	
			alion Dept. I have received yo ), SR#71-1104284595 pls reli			rding your veh and the od contact number and a time	
kellinbabbs/par/atx							
Confidential Comments							1

Report Generated for toporowm

on 9/7/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/5/2012 02:07:46 PM	MERCADTO	BABBSKE	Ownership Changed		Done	9/5/2012 02:07:46 PM	Service Request Ownership has
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: GARCIAFR TO: BABBSKE
							-
Comments							3

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 02:07:30 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact - Field	Done	9/6/2012 01:23:29 PM	roy.wright@gm.com
Contact Last Name		Contact First	Name	Account		BAC Code	

A product ellegation claim has been made in your region. The customer is alleging that they were parked in front of their house getting ready to take their boyfriend to work when they noticed that the windows were full of smoke and a bad electrical smell. The customer is alleging a thermal event happened melling the window panel console on the driver side door. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer

1GNDT13S162

Good Chevrolet, Inc. Renton WA

(425) 235-2000 Les Coleman - service advisor

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

Respectfully, Kellin Babbs I CRS

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Phone: 866-790-5700 41026 I Fax: 866-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

Confidential Comments

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 02:07:21 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Dealer	Done	9/6/2012 01:00:55 PM	Good Chevrolet, Inc. (425) 235-2000
Contact Last Name		Contact Fire	t Name	Account		BAC Code	

cRS spoke with: front desk -> transferred to Les

crs adv: 342928

dir sts: les is handling that, i will get you over to him.

crs spoke w/: Les Coleman.

dir sts; I waited on them the last time it was in.
They requested a reprogramming with the door panet. The DDM was still non-functional. Reprogramming and function was restored. That was march 13th.

advised of cust product allegation.

kellinbabbs/par/abx Confidential Comments

Page 7 of 13

#### **Activities**

Groated Created By Assigned To Activity Typo 9/5/2012 02:07:12 PM MERCADTO BABBSKE BRC PAR Completed 9/6/2012 01:19:24 PM Status Activity Sub-Type Initial Contact- Phone Done BAC Code Contact Last Name Contact First Name Comments ers spoke wi: crs verified address crs verified customer contact information. crs verified email

Renton WA

email: brittjolene@q.com

Cust, states: Got up to take boyfriend down to bus stop. Feb 26 4:30 am. Car was sitting parked and window panel was melted.

Original owner? n

rental? n

medical attn? n

par form notes: foc last svo date: unk Inspec date time: unk Insurance phone: unk Insurance dalm made

Crs gathered prePAR and PAR Detail info. CRS advised customer of required verblage as stated in d\_1075834

Cust requested the file to be referred to the Central Claims dept.

Crs advised cust someone from our Central Claims department will follow up with you within 7-10 business days.

Crs provided contact information and the case number

kellinbabbs/par/atx Confidential Comments

Report Generated for toporowm

on 9/7/2012

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#### **Activities**

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/5/2012 02:07:03 PM	MERCADTO	BABBSKE	BRC PAR	Acknowledgement	Done	9/6/2012 12:45:40 PM	CalledBNTC: Anytime
Contact Last Name		Contact First	Name	Account		BAC Code	
t							

Comments

crs adv. This is Kellin calling from the GM Product Allegation Dept. I have received your fife and do require further information regarding your veh and the incident. You can contact me at 1-866-790-5600 x31460, SR# 71-1104284595 pls return my call, if I am not available pis leave a good contact number and a time that works best for you.

kellinbabbs/par/aix Confidential Comments

Greated 9/5/2012 02:06:56 PM	Created By MERCADTO	Assigned To BABBSKE	Activity Typ Research	e Activity Sub-Typo	Status Done	Completed 9/6/2012 12:53:16 PM	Description Research VIN	
Contact Last Name		Contact First	t Name	Account		BAC Code		

S/R's: 71-1104284595 - thermal event involved side door.

Recalls: Special Coverage 10054 08/05/2011 05/12/2006 10 MI 05/12/2016 120,010 MI

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/parlatx Confidential Comments

Report Generated for toporowm

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# Activities

realed 5/2012 02:06:48 PM	Created By MERCADTO	ASSIGNED TO BABBSKE	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 9/6/2012 12:44:23 PM	Description File assigned
ontact Last Name		Contact Firs	•	Account		BAC Code	
omments				Ti and the second secon			
e received.							
llinbabbs/par/atx							
ontidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
5/2012 02:06:32 PM	MERCADTO	BABBSKE	BRC PAR	Case Assigned	Done	9/6/2012 12:44:07 PM	Assigned to Kellin x31460
ontact Last Name		Contact Firs	1 Name	Account		BAC Code	
omments							1
e received.							
IInbabbs/par/alx							•
onfidential Comments							l .
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/2012 02:06:15 PM	MERCADTO	GARCIAFR	SR Opened		Done	9/5/2012 02:05:15 PM	SR in Status of Closed has been R
				Account		DAG C. J.	Opened by MERCADTO
ontact Last Name		Contact Fire	it Name	Account		BAC Code	
		Contact Fire	t Name	Account		BAC Gode	1
omments		Contact Fire	t Name	Account		BAC Code	
		Contact Fire	t Name	Account		BAC Gods	
omments		Contact Fire	it Name	Account		BAC Code	1
omments antidential Comments roated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doseriptian
omments onlidential Comments roated /5/2012 02:06:14 PM		Assigned To GARCIAFR	Activity Typo SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 9/5/2012 02:05:14 PM	
omments antidential Comments roated	Created By	Assigned To	Activity Typo SR Closed - Satisfied			Completed	Doscription Service Request has been Closed
omments onlidential Comments roated /5/2012 02:06:14 PM	Created By	Assigned To GARCIAFR	Activity Typo SR Closed - Satisfied	Activity Sub-Type		Completed 9/5/2012 02:05:14 PM	Doscription Service Request has been Closed

Report Generated for toporowm

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# **Activities**

Greated 9/5/2012 02:05:53 PM	Created By MERCADTO		Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 9/5/2012 02:06:07 PM	Description PAR V/M
Si5/2012 02:05:53 PM Contact Last Name	MERCADIO	Contact First		Account	Done	BAC Code	[
Comments							<b>!</b>
71-1104284595							
customer 2006 Chevrolet TrailBla:	er .						
thermal event - Feb 26 - phone (206) 850-9760 c		ır					
Sep 5 1:02pm	1 (420) 432-033						_
Confidential Comments							
Created	Crealed By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 01:09:32 PM	GARCIAFR	KINZERTH	Notify CRM	Customer Called	Done	9/5/2012 02:05:42 PM	cust claims therman event on the veh
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	l
Comments							1
							•
Confidential Comments							
Created	Crealed By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 01:06:47 PM	GARCIAFR	GARCIAFR	Outbound Call Third Party	Left Message	Done	9/5/2012 01:09:00 PM	PAR
Contact Last Name		Contact Firs	Name	Account		BAC Code	J
Comments							
left vm -SR #							
-cust name							
-cust contact # -YMM							
~* Francis/CAC/Manila/ 866 -790-5700 ext - 430		owered *~					
Confidential Comments							1
Commental Comments							

Report Generated for toporowm

on 9/7/2012

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#### **Activities**

Activities							
Greated 9/5/2012 12:55:49 PM	Created By GARCIAFR	Assigned To GARCIAFR	Activity Type Inbound Call Customer	Activity Sub-Typo Complex Request	Status Done	Completed 9/5/2012 01:08:56 PM	Description burnt driver side door switch
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Comments name:							I
phone no: Alternate phone # :							
add:				,			
vin: 1GNDT13S162 2006 TRAILBLAZER 05/12/2006							
mileage: 105,000 miles							
-veh was done indepsho	ne yard, said this e veh    er side door  ic, its 4am whe  p did the detall  DD CHEVROLE  ell  hsurance cove	en we check the ing I, INC., and the	ing on the veh, veh the part burnt already ry were rude, no cust sivo. a	and opted not have the repa	ir done @ the dir		
cust sks: reimbursement	for \$100 deduc	ctibles					
crs adv: -adv cust that will contac	t PAR abl the c	ase so we can f	ave the case reviewed				
-called PAR routed to VM	i, left VM						
Adv SR 71-1104284595							
GOOD CHEVROLET, IN 325 SW 12TH ST RENTON WA 98057-31 4252352000							

Report Generated for toporowm

Source : CAC PAR Procedures Document ID: d\_108767

on 9/7/2012

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# **UCC Information**

UCC Code N42

Symptom thermal

Description
Electrical - Power Door Lock Motor / Switch / Wining

Report Generated for toporowm

on 9/7/2012

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Loquut

<u>യ</u> രിരാഖിWarranty

September 7, 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 Tille information and OnStar and XM Radio information (if applicable)

Vehicle Information

VIN 1GNDT13S162

Branded Title: No

Model CT15506-2006 TRAILBLAZER 4WD Warranty Block No. PDI Status No

Service Contract: No Order Type 50 - FLEET Field Actions 0 Open

#### Required Field Actions

Open field actions are highlighted

Турв	Number	Original Nor	Description	Release Date	Status
Service Update Bulletins	N070132	07132	SERVICE UPDATE-INV/CUST-OBD SYS IMPROVE-REPROG PCM-EXP W/8YR/80K MILE ECM WARR	06/27/2007	Closed

#### **Branded Title**

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio information

Vehicle has no current record of OnStar / XM Radio information.

Appli	cable 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	05/12/2006	10 MI	05/12/2013	70,010 MI
	Special Coverage 10054	08/05/2011	05/12/2006	10 Mi	05/12/2018	120,010 MI
	Emission Limited Warranty	08/05/2011	05/12/2006	10 MI	05/12/2009	50,010 MI
	Corrosion Limited Warranty	08/05/2011	05/12/2006	10 MI	05/12/2012	100,010 MI
	Emission Select Component Ltd Wty	08/05/2011	05/12/2006	10 MI	05/12/2014	80,010 MI

#### For this vehicle:

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

Bu	nper to Bumper Lir Warranty	mitted 08/05/2011 (	25/12/2006	18 MI 0	5/12/2009	36,010 MI
Service (	ontract			<del>-</del>		
Vehicle h	s no current reco	ord of service contracts.				
Transact	on History					View Detail
Transact Job Card Date	on History  Job Card  Number	Transaction Type	Transaction Adjustment	Labour Operati		<u>View Detail</u> Odomater Reading

Global Warranty Management Site Map

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1 Logout

**@ @lobelWarranty** 

September 7, 2012

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

CUSTOMER

## View Vehicle Build

**②** 

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

#### Vehicle Information

VIN 1GNDT13S162

Model CT15508-2006 TRAILBLAZER 4WD

Service Contract No

Branded Title. No

Warranty Block No.

PDI Status No

Order Type: 50 - FLEET

Field Actions 0 Open

#### Vehicle Build

Model, CT15508-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,811

Order Number JZFK1M Build Date: 05/11/2006

**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

16U - GRAYSTONE METALLIC

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

**ISZ - PREFERRED** 

**EQUIPMENT SAVINGS** 

**6AA - FRONT SPRING** 281 - INT TRIM LT

**GRAY/DK GRAY** 

7AA - FRONT SPRING 8NS - SUSPENSION

9NR - SUSPENSION AJ1 - TINTED GLASS

AK5 - DRIVER & RIGHT ALO - SENSOR INF RESTR, CHILD DETECT

28H - LIGHT GRAY

FRONT PASSENGER

AIR BAG

AM9 - SPLIT FOLDING AR9 - FRT BUCKET SEAT, DELUXE

REAR SEAT BACK

AUO · KEYLESS

AXP - MPV VIN IDENT POSITION

REMOTE DOOR LOCK

BOB - GM PRODUCTION WEEK B30 - CARPETING, COLOR-KEYED

#20

832 - FLOOR MATS.

**B33 - REAR COLOR KEYED FLOOR MATS** 

FRONT AND REAR

**B86 - MOLDING B/S** COLOR

**BQ2 - AVIS RENT A CAR** 

C49 - REAR WINDOW DEFOGGER

CSN - GVW RATING - 5750 LBS

CJ3 - CLIMATE

CONTROL

DAY - ASSEMBLY PLANT MORAINE, OHIO

DP2 - POWER OSRV

DT4 - ASHTRAY AND LIGHTER

MIRRORS

EVA - EVAP EMISSION FLT - FLEET PROCESSING OPTION REQUIREMENT

GUG - REAR AXLE 3.42 JF8 - BRAKE VAC POWER, 4 WHL DISC RATIO

JJB · PT DRESS SUBASSY NOT

K18 - ELECTRIC AIR INJECTION SYSTEM

INSTALLED K34 · CRUISE

KG4 - GENERATOR 150 AMP

CONTROL

LL8 - VORTEC 4200 SFI 16

M30 - 4-SPD AUTO TRANS WIOVERDRIVE AND ELECTRONIC CONTROL

N40 - POWER

STEERING

N75 - 17" SPORT ALUMINUM WHEELS

NC7 - FEDERAL

NP8 - 2-SPEED ACTIVE TRANSFER CASE

OVERRIDE NU5 - EMISSION

SYSTEM CALIFORNIA

NZ3 - WHEEL, FULL SIZE SPARE

PDC - SEAT, 8-WAY

QTM - P245/65R17 BW ALS TIRES POWER DRIVER

R4Y - TIRE BRAND-

**R6F - IDENTIFY B CODE USERS** 

GOODYEAR

R8D - IDENTIFIER -

TIRE CHANGE

R9Z - POMS EXPEDITE-SOLD **T61 - DAYTIME RUNNING LIGHTS** 

ORDERS/TSE

T98 · STAMPING

**TB4 - LIFTGATE** 

R6P - PREMIUM PAINT R7M - ONSTAR SERVICE NOT INCLUDED

VEHICLE IDENT

NUMBER

TFD - RETAIL

U73 - FIXED MAST ANTENNA

AMENITY DELETE UA6 - THEFT

UBO - AM/FM STEREO W/CD

**DETERRENT ALARM** 

SYSTEM

**UY7 - TRAILER** 

V1K - LUGGAGE RACK CROSS-BARS

WIRING HARNESS

V73 - STATEMENT OF VK3 - LICENSE PLATE FRAME, FRONT

**VEHICLE CERT.-**U.S. /CANADA

VN9 - DAILY RENTAL

**VP6 - NOISE CONTROL** 

REPURCHASE PROGRAM

VXS - COMPLETE

X88 - CHEVROLET CONVERSION

VEHICLE LABEL

YA7 - CALIF. ASSY.

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

LINE EMISSION TEST

YD5 - BASE FRONT SPRING

**YD6 · BASE REAR SPRING** 

YFS - 50-STATE **EMISSIONS** 

YT1 - DAILY RENTAL FLAT RATE DEPREC.

ZNF - TIRE, FULL SIZE ZW7 - PREMIUM RIDE SUSPENSION

**SPARE** ZYt - SOLID PAINT

#### **Added Option Codes**

-8Q ·

Global Warranty Management Site Map

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@ Good Warranty

September 7, 2012

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

# View Vehicle Component Summary

@

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

#### Vehicle Information

VIN 1GNDT13S162 Service Contract: No

Branded Title No

Model CT15506-2006 TRAILBLAZER 4WD

Warranty Block: No

PDI Status, No.

Order Type 50 - FLEET Field Actions: <u>0 Open</u>

→ Block View Vehicle Build

Contract

**W**алгалty

-- Branded Title

View Vehicle Component Summary

For this vehicle: - View Vehicle Summary Service

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

View Vehicle Delivery

Information

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned 05/11/2008

Traceability: 605020359

Part / Number Broadcast, NFS

Time Scanned: 13:09:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW.MI

Date Scanned 05/11/2006

Traceability, 003531246

Part / Number Broadcast, A1Z Time Scanned: 14:02:00 Scan Station: 05

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

Source Plant N-

Date Scanned: 05/11/2006

Traceability 0BK315395 Part / Number Broadcast: FK

Time Scanned 13:20:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 05/11/2006

Traceability 44092991

Part / Number Broadcast: 6TDD

Scan Station 02 Time Scanned. 13:17:00

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

**HUB ASSEMBLIES** 

Source Plant G-

Traceobility 69N33356

Part / Number Broadcast UK2

Date Scanned 05/11/2006

Time Scanned 13:58:00 Scan Station:

Component Code 65-REAR AXLE ASSEMBLY

Source Plant. C-SAGINAW BUFFALO, NEW YORK

Date Scanned. 05/11/2006

Traceability: 117082951 Part / Number Broadcast CN8

Time Scenned: 13:39:00 Scan Station, 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

**ASSEMBLY** 

Traceability 00337971

Part / Number Broadcast 3051

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Time Scanned 14:57:00 Scan Station

Component Code. AB-IR-MODULE ASM-INFLATOR

Source Plant. Q-RIMIR MATAMORS MEXICO

Date Scanned 05/11/2006

Date Scanned 05/11/2006

Traceability 1GTJPME

Part / Number Broadcast 2395

Time Scanned 16:47:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 05/11/2006

Tracqability 5AALK59

Part / Number Broadcast: 5521

Time Scanned: 13:56:00 Scan Station: 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 05/06/2006

Traceability 2010455 Part / Number Broadcast: 1ZZ

> Time Scanned 00:03:00 Scan Station

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

Traceability 2254014

9/7/2012

Source Plant: -

Date Scanned: 05/10/2006

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned: 05/10/2005

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

Source Plant: -

Date Scanned: 05/11/2006

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

Source Plant -

Date Scanned: 05/11/2006

Part / Number Broadcast: 1WW

Time Scanned: 06:21:00 Scan Station:

Traceability: 2255126

Part / Number Broadcast 1PT

Time Scanned: 22:31:00 Scan Station:

Traceability 2252228

Part / Number Broadcast: 1PH

Time Scanned: 08:06:00 Scan Station:

Traceability: 2252835

Part / Number Broadcast, 1GB

Time Scanned: 09:24:00 Scan Station:

## Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management, Site Map

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Logout September 7, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail CUSTOMER **②** 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 Vehicle Information Service Contract Model CT15506-2006 TRAILBLAZER 4WD VIN 1GNDT13S162 → Branded Title Warranty Block No. PDI Status: No Branded Tille: No Service Contract, No. → Warranty Block Order Type 50 - FLEET Field Actions 0 Open View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Job Card Number: 209772 Job Card Date: 03/23/2010 Detail Odometer Reading 68,706 MI Repair Service Agent 114500 View Vehicle Delivery Authorization Code: Information GOOD CHEVROLET, INC. 325 SW 12TH ST RENTON WA 98057-3154 4252352000 Process Date 03/31/2010 Transaction Type: ZPTI-Part Transaction - Service Agent Installed Transaction Expense Category Service Agent Installed Parts Warranty Customer Complaint Code 0523-Features/Controls/Displays -Lights Cause Code: 6573-Modula/Component -Transaction Adjustment Job Card Line # 1 No/Incorrect Communication

Global Warranty Management Site Map

Labour Op R0760-Radio Replacement

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Causal Part Number

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Logout

@ Global Warranty		September 7, 2012	<b>a_</b> <u>uog</u>
Global Warranty Management: Main > Interface With Cust INTERFACE WITH CUSTOMER			
View Vehicle Delivery Information		•	
This screen allows IVH users to view the available information the ultimate customer. Not all sections will be populated to		VIN delivered to the Service Agent and	For this vehicle: View Vehicle Summary
Vehicle Information VIN 1GNDT13S162 Service Contract: No Branded Title: No V	Model CT15! Warranty Block No	506-2006 TRAILBLAZER 4WD PDI Slatus No	Service Contract  Branded Title Warranty
Order Type 50 - FLEET Field Actions: <u>0 Open</u>			Block  → <u>View Vehicle Suild</u> - <u>View Vehicle</u> - Component Summary
Invoice Information Invoicing Service Agent. 111571 CAR/TRUCK CITY 1405 MAIN ST S PINE CITY MN 55063-9092 3206296751		Invoice Date: 05/11/2006	View Vehicle Transaction History Detail View Vehicle Delivery Information
Ship to Information Ship to Service Agent 149209 AVIS RENTIA-CAR - SEATTLE 18811 16TH AVENUE S SEATTLE WA 98188-5199		Ship to Date. N/A	
Delivery Information Delivery Service Agent 111571 CAR/TRUCK CITY 1405 MAIN ST S PINE CITY MN 55063-9092 3206296751		Delivery Date: 05/12/2005 Delivery Type 020—DAILY RENTAL Delivery Odometer 10	
In Service Information Invaicing Service Agent		In Service Date: N/A In Service Type 0000 In Service Odometer 0	
Registration Information Registration Service Agent N/A		Registration Date: N/A Registration Number N/A Registration Odometer 0	

Global Warranty Management Site Map

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

Bryan Schwartz
Claims Administrator

9/14/12

Renton, WA

RE:

Claimant:

Our File No.:

747217

Our Client:

General Motors LLC

Date/Event:

2/26/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDT13S162

Dear 1

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

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

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

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



- Advise as to any after-market equipment that may have been installed on the subject 6. 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.
- Did the owner receive any Recall Notices for the subject vehicle? If so, please provide 8. 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.
- Advise if there is any property damage other then the subject vehicle. 12.
- 13. Advise the mileage for the subject vehicle.

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

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

Sincerely,

**Bryan Schwartz** 

Claims Administrator

Bryan Schwartz



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

**Bryan Schwartz**Claims Administrator

October 3, 2012

Renton, WA

RE:

Claimant:

Our File No.:

le No.: 747217

Our Client:

General Motors LLC

Date/Event:

2/26/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDT13S162

Dear 1

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 9/14/12 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,

Bryan Schwartz

Claims Administrator

Bryan Schwartz

R No.	71-1104031198	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
ccount		Site	GW SubType	)	Bus, Unit	BRC
ast Name	-	First Name	Approval	Not Initiated	Area	PAR
aytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address		City Washington	Involved Dir		Safety	Yes
State	IL ZipCd	Con Acct	Source	Phone	Updated	9/6/2012 03:11:25 PM
erial #/VIN	1GNDT13S462	Model Year 2006	Priority	Medium License # CHEVROL	Owner	RANGELD
lake	Chevrolet	Warr. Start 10/22/2005	Status	Open	Opened	9/4/2012 07:16:19 PM
lebol	TrailBlazer	Mileage 76835	Sub-Status	Satisfied	Closed	
bstract	(es)PAR Thermal Event Electric	al - Power Door Lock Motor / Switch / Wiring				

# Pre-PAR

AR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surfac	e Road	Cond Fire Repor#	Police Report#	
wner	9/1/2012 02:00:00 AM	N	0	0	Concrete	Wet	n/a	n/a	
river Last Na	ame	Drivar	Firet Mame	He 5'1	ight 0"	Disabi none	lities		
surance Age arman	ent Last Name	Insura Gr <b>e</b> g	nce Agent First		one # 09) 383-4141	Insurance State Far	e Agency m Insuance		
icident oc	2243 Knollaire Dr Washington	IL 61571			Incident Desc		happened overnight. When I saught flames.	went to look at my veh in the morning I for	und the do
•	drivers side door switch				Damag	e drivers side	door panel burned		
/ahicle .oc	Rich Mullins Autobody920 N N	liles St Me	etamora, IL 615	48 (309) 367-27	Desc Add'l In	fo			
imgcy Svc lames	n/a				Maint L	.oc unknown			
AR De	tail			<del> </del>	THE L	oc discloss:			
ollision	Non Collision	Y	Property I	Thermal	Evt Y	Spec Equip	none	The second secon	
ehicle ipeed	0		Weather Condition	raining		Prop Owner	n/a	Property n/a Type	
ast Service ate			Loc Last Service			Property Location	n/a	Prop Est \$0.00 Repair Cost	
/eh Est lepair Cost			Spec Equip Installer	n/a		Prop Damage Description	n/a		
rimary feh Use	Personal		Inspection `Type	Thermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	drivers side door panel burne	ed .				Explain Other	escalate esis		

Report Generated for toporowm

on 9/7/2012

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# **Activities**

eated /2012 03:11:26 PM	Created By RANGELD	RANGELD	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 9/6/2012 03:11:26 PM	Description Ownership Escalated to BRC
ntant I ast Name		Contact Firs	<sup>t N</sup> ame	Account		BAC Code	1
nfidential Comments			•				
eated V2012 03:09:21 PM	Created By RANGELD	Assigned To RANGELD	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alam	Completed	Description check if file has been p/u by esis
		0	•	Account		BAC Code	I
omments HIS IS NOT A CALLBA	CK TO CUST.	OO NOT ADVISE	CUST OF THIS				1
onfidential Comments							ı
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
6/2012 03:08:32 PM	RANGELD	ESISBIQU	Escalation	ESIS - Insurance Involvement	in Progress		insurance involvement
ontact Last Name		Contact Fire	it Name	Account		BAC Code	•
ust sts found the drive	ra door switch h	nad burned.				······································	
surance involvment						·	
alla Rangel/par/atx onfidential Comments						1	•
reated	Created By	A	Activity Type	Activity Sub-Type	Status	Completed	Description
/6/2012 03:07:30 PM	RANGELD	RANGELD	BRC PAR	Business Case	Done	9/6/2012 03:08:31 PM	case asssessment
ontact Last Name		Contact Fire	st Name	Account		BAC Code	
Cust sta found the drive Crs escalated file to esi							•
alia Rangel/par/atx			·				<del>-</del>
Confidential Comments							

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on 9/7/2012

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#### **Activities**

Created By Assigned To Activity Type Activity Sub-Type Description 9/6/2012 02:57:51 PM RANGELD RANGELD Outbound Email DVM/CAM/Field Done 9/6/2012 03:00:32 PM e-mail to dma John Pachucki Contact Last Name Contact First Name BAC Code

A product allegation claim has been made in your region. The customer is alleging the drivers side door switch burned. This case is being escalated to ESIS because of insurance involvement.

Mullins 2006 Chevrolet Trailblazer 1GNDT13S462 Dealership, City, State (BAC) no dir involved Dealership Contact, Title/Position

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

Best wishes, Dalia Rangel I CRS

Aditya Birla Minacs I Inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

Greated 9/6/2012 02:21:39 PM Created By Assigned To Activity Type Activity Sub-Type Status Description 9/6/2012 02:57:49 PM RANGELD RANGELD Inbound Call Customer called in Customer Done Contact Last Name BAC Code

Cust sts am returning your call. Crs advsd

I rec'd your file and need add info

see intial cust contact

Dalla Rangel/par/atx Confidential Comments

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# **Activities**

/6/2012 02:17:25 PM	BAKERTR	RANGELD	Notify CRM	Customer Called	Done	9/6/2012 02:21:02 PM		
ntact Last Name		Contact Firs	t Name	Account		BAC Code		
ornments								
ust called inplease o	ontact cust							
acibaker/cac/t1/atx							_	
onfidential Comments						'		
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description	
/6/2012 02:15:58 PM	BAKERTR	BAKERTR	Inbound Call Customer	Customer	Done	9/6/2012 02:17:24 PM	_	
ontact Last Name		Contact Firs	t Name	Account		BAC Code	1	
							•	
omments								
	returning call	· ·					•	
ust sts: Recvd a call	•	ed him					•	
Cust sts: Recvd a call Cust sts: To spk withthe Crs Adv: Will see who c	peron that call		lewill send a msg to rep				•	
Cust sts: Recvd a call Cust sks: To spk withthe Crs Adv: Will see who c	peron that call		lewill send a msg to rep				-	
Cust sts: Record a call Cust sks: To spk withthe Crs Adv: Will see who c racibaker/cac/t1/atx	peron that call		lewill send a msg to rep				•	
Cust sts: Recyd a call  Cust sks: To spk withthe  Crs Adv: Will see who c  racibaker/cac/t1/atx  confridental Comments	peron that called and trnfr s	nd If not availabl						
Cust sts: Recyd a call  Cust sks: To spk withthe  Crs Adv: Will see who c  racibaker/cac/t1/atx  Confidential Comments  Created	peron that called and truff a	nd If not availabl	Activity Type	Activity Sub-Type	Status	Completed	Doscription	
Cust sts: Recyd a call  Cust sks: To spk withthe  Crs Adv: Will see who c  racibaker/cac/t1/atx  Confidential Comments  Created	peron that called and trnfr s	nd If not availabl		Activity Sub-Type Cancelled - Cust Called Prior	Status Done		Description Called	
cust sts: Recyd a call cust sks: To spk withthe crs Adv: Will see who c racibaker/cac/t1/abx confridential Comments  Reated //6/2012 01:04:50 PM	peron that called and truff a	nd If not availabl	Activity Type Scheduled Outbound Call Cust	Cancelled - Cust Called		Completed		
cust sts: Recyd a call cust sks: To spk withthe crs Adv: Will see who c racibaker/cac/t1/abx confridential Comments  Reated //6/2012 01:04:50 PM	peron that called and truff a	Assigned To	Activity Type Scheduled Outbound Call Cust	Cancelled - Cust Called Prior		Completes 9/6/2012 02:21:31 PM		
cust sts: Recvd a call Cust sks: To spk withthe	peron that called and truff a	Assigned To	Activity Type Scheduled Outbound Call Cust	Cancelled - Cust Called Prior		Completes 9/6/2012 02:21:31 PM		
cust sts: Recyd a call cust sks: To spk withthe crs Adv: Will see who c racibaker/cac/t1/abx confidential Comments confidential Comments created //8/2012 01:04:50 PM contact Last Name	peron that called and truff a	Assigned To	Activity Type Scheduled Outbound Call Cust	Cancelled - Cust Called Prior		Completes 9/6/2012 02:21:31 PM		

Report Generated for toporowm

on 9/7/2012

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# Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/5/2012 10:30:05 AM	MERCADTO	RANGELD	Ownership Changed	A	Done	9/5/2012 10:30:05 AM	Service Request Ownership has changed FROM: RAMIREDE TO:
ontact Last Naπie		Contact First	Name	Account		BAC Code	RANGELD
оппиень							1
Confidential Comments						· <u>.</u>	
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 10:29:52 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	9/6/2012 02:56:50 PM	e-mail to dma John Pachucki
Pontact Lact Nama		Contact Eirc	· Name	Account		BAC Gode	
Comments			<b>—</b>				
Confidential Comments						:	
Dominaci Rial Comments						<del></del> -	•
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 10:29:44 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Dealer	Done	9/6/2012 01:06:40 PM	"No Initial Contact required. Vehicle h
Contact Last Name		Contact Firs	t Name	Account		BAC Code	not been to dealer in two years."
							_
Comments						! . <u></u>	
Confidential Comments					144		
Confidential Comments	· ·					<u>;</u>	1

## **Activities**

9/5/2012 10:29:34 AM MERCADTO RANGELD BRC PAR Initial Contact- Phone Done 9/6/2012 02:55:34 PM Called									
	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
	9/5/2012 10:29:34 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Phone	Done	9/6/2012 02:55:34 PM	Called	
Contact Last Name Contact First Name Account BAC Code	Contact Last Name		Contact Firs	t Name	Account		BAC Code		

Comments

Cust sts
the concern happened overnight. When I went to look at my veh in the morning I found the door switch had burned. I contacted my insurance and they said they
would cover the repairs to the damage but not the repair to the switch. The veh is currently at Rich Mullins Autobody920 N Niles St Metamora, IL 61548 (309)
367-2700. They are making repairs to my veh. No injuries or 3rd party property damage. I purch veh used.
Cust sks to adv of thermal event
Crs read statement
Crs read statement
Crs advsd
I will need to escalate file to our Central Claims dept. Someone will contact you 7-10 bulness days.

Dalia Rangel/par/atx Confidential Comments

Created By Assigned To Activity Type Activity Sub-Type Status Completed Description  9/5/2012 10:29:23 AM MERCADTO RANGELD BRC PAR Acknowledgement Done 9/6/2012 01:04:33 PM Called  Contact Last Name Account BAC Code								
January San Garage Control of the Co	Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Contact Last Name Contact First Name Account RAC Code	9/5/2012 10:29:23 AM	MERCADTO	RANGELD	BRC PAR	Acknowledgement	Done	9/6/2012 01:04:33 PM	Called
	Contact Last Name		Contact Fire	<sup>+ N</sup> ame	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/contact info

Dalia Rangel/par/atx Confidential Comments

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on 9/7/2012

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# Activities

reated 5/2012 10:29:16 AM ontact Last Name	Created By MERCADTO	Assigned To RANGELD Contact First	Research	Activity Sub-Type  Account	Status Done	Completed 9/6/2012 01:02:53 PM BAC Code	Description 1GNDT13S462
ommenns o prev ssr#s associate	ed w/cust name	or vin					ı
calis ervice Update Bulletins osed	s N070132 0713	SERVICE UP	DATE-INV/CUST-OBD	SYS IMPROVE-REPROG PCM-	EXP W/8YR/80K	MILE ECM WARR 06/27/2007	
prev repairs related t	to allegation						
alia Rangel/par/abx onfidential Comments							I
reated			Activity Type	Activity Sub-Type	Status	Completed	Description
5/2012 10:29:08 AM ontact Last Name	MERCADTO	Contact Firs	Notify CRM	Account	Done	9/6/2012 01:00:37 PM BAC Code	File assigned
			- TValle	·		27.10 0000	•
omments							
onfidential Comments							
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
5/2012 10:28:51 AM	MERCADTO	Contact Fire	BRC PAR	Case Assigned Account	Done	9/6/2012 01:00:33 PM BAC Code	Assigned to Dalia x11350
							•
mments							
onfidential Comments			VE-10-				
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/2012 10:28:40 AM	MERCADTO	RAMIREDE	SR Opened		Done	9/5/2012 10:28:40 AM	SR in Status of Closed has been Re Opened by MERCADTO
intact Last Name		Contact Firs	t Name	Account		BAC Code	Opened by MERCAD10
							!
onfidential Comments							1
							-

Report Generated for toporowm

on 9/7/2012

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# **Activities**

Created 9/5/2012 10:28:39 AM G Comments Confidential Comments	Created By MERCADTO	Assigned To RAMIREDE	Activity Type SR Closed - Satisfied Name	Activity Sub-Type Account	Status Done	Completed 9/5/2012 10:28:39 AM BAC Code	Description Service Request has been Closed Satisfied.
Created 9/5/2012 10:28:18 AM  6/5/2012 10:28:18 AM  71-1104031198 thermal event - window outfor phone phone Sep 4 7:24pm  Confidential Comments	Created By MERCADTO	Assigned To KINZERTH	Activity Type Inbound Call Third Party Mame	Activity Sub-Type Voice Mail Received Account	Status Done	Completed 9/5/2012 10:28:34 AM BAC Code	Description PAR V/M
Greated 9/4/2012 08:11:28 PM Contact Last Name Comments PAR THERMAL Confidential Comments	Created By RAMIREDE	Assigned To RAMIREDE Contact Firet	Activity Type Scheduled Outbound Call Cust Name	Activity Sub-Type Follow-up Attempt Account	Status Done	Completed 9/5/2012 10:28:02 AM BAC Code	Description PAR
Created 9/4/2012 07:22:33 PM Contact Last Name Confidential Comments	Created By RAMIREDE	Assigned To KINZERTH Contact First	Notify CRM	Activity Sub-Type Account	Status Done	Completed 9/5/2012 10:28:00 AM BAC Code	Description PAR Thermal Event

Report Generated for toporowm

on 9/7/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2012 07:18:00 PM	RAMIREDE	RAMIREDE	inbound Call Customer	Complex Request	Done	9/4/2012 07:25:47 PM	PAR-Thermal Event
Contact Last Name		Contact Fire	Name	Account		BAC Code	!
lame:						· · · · · · · · · · · · · · · · · · ·	•
NTC. Cempnone.							
STTC: After 5PM CT							
/IN: 1GNDT13S462							
/lileage: 76835			•	· ·			
\ddress:	Washing	ton IL					
Y/M/M:2006 TRAILBLAZ	TED AMD		<u>.</u>				

Original owner? Used with 54,000miles from a GM dealership 1st Time Concem?Y

- Cust concern:

   If there is a recall on the vehicle

   Window switch on the driver side door burned up and caught on fire.

   This happened between Saturday night and Sunday morning.

   Sept 1,2012

# Cust seeks: - report incident

Action Plan:
- check VIN/gather information/research

CRS provided SR# & Explained that not all vehicles under a year, make and model are included in a recall, it is specific to the VIN,upon checking, determined that the vehicle has no open recall

 $\ensuremath{^{\star\star}}\xspace$  Informed customer that the case will be forwarded to PAR.

# Dennis/CAC/Manila/Lv1 Confidential Comments

# **UCC Information**

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

Report Generated for toporowm

on 9/7/2012

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September 7, 2012

E Logout

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

INTERFACE WITH CUSTOMER

# View Vehicle Summary

3

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

#### Vehicle information

VIN: 1GNDT13S46

Model: CT15506-2006 TRAILBLAZER 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET

Field Actions: 0 Open

#### **Required Field Actions**

Open field actions are highlighted

Type Number

Original Nbr 07132

Description

Release Date

Status

Service Update

Bulletins

N070132

SERVICE UPDATE-INV/CUST-OBD SYS IMPROVE-REPROG PCM-EXP W/8YR/80K MILE ECM WARR

06/27/2007

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

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	10/30/2011	10/22/2005	10 MJ	10/22/2008	36,010 MI
	Certified Used Limited Warranty	10/30/2011	07/27/2009	40,983 MI	07/27/2010	52,983 MI
	Emission Select Component Ltd Wty	10/30/2011	10/22/2005	10 <b>M</b> I	10/22/2013	80,010 MI
	Special Coverage 10054	10/30/2011	10/22/2005	10 MI	10/22/2015	120,010 MJ

#### For this vehicle:

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

/7/2012

Emission Select State Component Lty Wty	10/30/2011	10/22/2005	10 MI	10/22/2012	70,010 MI
Corrosion Limited Warranty	10/30/2011	10/22/2005	10 MI	10/22/2011	100,010 MI
Certified Used Powertrain Limited Wty	10/30/2011	10/22/2005	10 MI	10/22/2010	100,010 MI
Emission Limited Warranty	10/30/2011	10/22/2005	10 MI	10/22/2008	50,010 MI

# **Service Contract**

Vehicle has no current record of service contracts.

Transaction	on History				View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
06/15/2009	586981	ZFATField Action Recall		V1629 - 07132 Reprogram Engine Control Module (ECM)	40,983 MI

Global Warranty Management: Site Map

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September 7, 2012

Logout

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

3

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

#### Vehicle Information

VIN: 1GNDT13S462 Service Contract: No

Branded Title: No

Warranty Block: No

Model: CT15506-2006 TRAILBLAZER 4WD

PDI Siatus: No

Order Type: 50 - FLEET Field Actions: 0 Open

#### Vehicle Build

Model: CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: JJWZ6J Build Date: 10/21/2005

Build Plant: 2

#### For this vehicle:

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

#### **Option Codes**

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

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

28H - LIGHT GRAY

62U - DARK GRAY METALLIC

7HN - SPRING

9NR - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AU0 - KEYLESS REMOTE DOOR LOCK

830 - CARPETING, COLOR-KEYED

833 - REAR COLOR KEYED FLOOR MATS

**B8R - GM PRODUCTION WEEK #42** C49 - REAR WINDOW DEFOGGER

**CJ3 - CLIMATE CONTROL** 

**DP2 - POWER OSRV MIRRORS** 

**EVA - EVAP EMISSION REQUIREMENT** 

**GU6 - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SFI I6

**EQUIPMENT SAVINGS** 

1SZ - PREFERRED

281 - INT TRIM LT GRAY/DK GRAY

**6HP - SUSPENSION** 

8NS - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AXP - MIPV VIN IDENT

**POSITION** 

B32 - FLOOR MATS,

FRONT AND REAR

**B86 - MOLDING B/S** 

COLOR

**BQ2 - AVIS RENT A CAR** 

C5N - GVW RATING - 5750

LBS

DAY - ASSEMBLY PLANT

MORAINE, OHIO DT4 - ASHTRAY AND

LIGHTER

FLT - FLEET PROCESSING

OPTION

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

**KG4 - GENERATOR 150** 

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

N40 - POWER STEERING

NU5 - EMISSION SYSTEM CALIFORNIA

PDC - SEAT, 8-WAY POWER DRIVER QNF - P235/75R16 ALS BW TIRES

**R6P - PREMIUM PAINT** 

R9Z - POMS EXPEDITE-SOLD ORDERS/TSE

T98 - STAMPING VEHICLE IDENT NUMBER

**TFD - RETAIL AMENITY DELETE** 

**UA6 - THEFT DETERRENT ALARM SYSTEM** 

**UY7 - TRAILER WIRING HARNESS** 

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

VN9 - DAILY RENTAL REPURCHASE PROGRAM

VXS - COMPLETE VEHICLE LABEL

YA7 - CALIF. ASSY, LINE EMISSION TEST

YD5 - BASE FRONT SPRING YF5 - 50-STATE EMISSIONS

ZW7 - PREMIUM RIDE SUSPENSION

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - WHEEL, FULL SIZE SPARE

QC3 - ALUMINUM WHEELS R6F - IDENTIFY B CODE

**USERS** 

R7M - ONSTAR SERVICE

NOT INCLUDED

**T61 - DAYTIME RUNNING** 

LIGHTS

TB4 - LIFTGATE U73 - FIXED MAST

**ANTENNA** 

UB0 - AM/FM STEREO

W/CD

V1K - LUGGAGE RACK

**CROSS-BARS** 

VK3 - LICENSE PLATE

FRAME, FRONT VP6 - NOISE CONTROL

X88 - CHEVROLET

CONVERSION

YD3 - BASE EQUIP FOR

SCH GVW PL-FT AX YD6 - BASE REAR SPRING

YT1 - DAILY RENTAL FLAT

RATE DEPREC.

**ZY1 - SOLID PAINT** 

#### **Added Option Codes**

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Logout

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

INTERFACE WITH CUSTOMER

# View Vehicle Component Summary

(7)

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

Vehicle Information

VIN: 1GNDT13S462 Service Contract: No

Branded Title: No

Warranty Block: No

Model: CT15506-2006 TRAILBLAZER 4WD PDI Status: No

Scan Station: 01

Order Type: 50 - FLEET Field Actions: 0 Open

September 7, 2012

**Vehicle Component** 

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

Date Scanned: 10/21/2005

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

Date Scanned: 10/21/2005

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

Source Plant: N-

Date Scanned: 10/21/2005

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

Date Scanned: 10/21/2005

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT **HUB ASSEMBLIES** 

Source Plant: G-

Date Scanned: 10/21/2005

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 10/21/2005

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

**ASSEMBLY** 

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 10/21/2005

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

Date Scanned: 10/21/2005

Source Plant: M-MORTON-THIOKOL

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

Date Scanned: 10/21/2005

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

Source Plant: -

Date Scanned: 10/15/2005

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

Traceability: 510181673 Part / Number Broadcast: NFS

Time Scanned: 02:10:00

Traceability: 105762905

Part / Number Broadcast: XWM

Time Scanned: 02:23:00 Scan Station: 05

Traceability: 0BH675829

Part / Number Broadcast: FK

Time Scanned: 02:24:00 Scan Station: 03

Traceability: 42975885

Part / Number Broadcast: 6TDD

Time Scanned. 02:20:00 Scan Station: 02

Traceability: E6N33595

Part / Number Broadcast:

Time Scanned: 03:27:00 Scan Station.

Traceability: 285073722

Part / Number Broadcast: CN8

Time Scanned: 02:30:00 Scan Station: 11

Traceability: 00017624

Part / Number Broadcast: 3051

Time Scanned: 04:17:00 Scan Station:

Scan Station:

Traceability: 1FLFYZZ Part / Number Broadcast: 2395

Time Scanned: 06:35:00 Scan Station: 06

Traceability: 7ZBGX77

Part / Number Broadcast: 0901

Time Scanned: 02:16:00 Scan Station: 04

Traceability: 0680389 Part / Number Broadcast: 1ZZ

Time Scanned: 00:03:00

Traceability: 2098503

For this vehicle:

→ View Vehicle Summary

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

→ View Vehicle Build

View Vehicle

Component Summary

<u>Vîew Vehiçle</u>

Transaction History

View Vehicle Delivery <u>Information</u>

Source Plant: -

Date Scanned: 10/19/2005

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

Source Plant: -

Date Scanned: 10/19/2005

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

Source Plant: •

Date Scanned: 10/20/2005

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

Source Plant: -

Date Scanned: 10/20/2005

Part / Number Broadcast: 1WW

Time Scanned: 04;30:00 Scan Station:

Traceability: 2099613

Part / Number Broadcast: 1PT

Time Scanned; 19:25:00 Scan Station:

Traceability: 2098718

Part / Number Broadcast: 1PH

Time Scanned: 22:04:00 Scan Station:

Traceability: 2098884

Part / Number Broadcast: 1GB

Time Scanned: 22:55:00 Scan Station:

# Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Logout

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

# View Vehicle Transaction History Detail

13

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

Vehicle Information

VIN: 1GNDT13S462 Service Contract: No

Branded Title: No

Warranty Block: No

Model: CT15506-2006 TRAILBLAZER 4WD

Job Card Number: 586981

PDI Status: No

Odometer Reading: 40,983 MI

Cause Code: 0000-Converted Claims

Authorization Code:

Order Type: 50 - FLEET Field Actions: 0 Open

Job Card Date: 06/15/2009

Repair Service Agent: 113299 GREEN CHEVROLET, INC. 8017 N KNOXVILLE AVE PEORIA IL 61615-2148 3096911100

Process Date: 06/19/2009

Transaction Type: ZFAT----Fleid Action Recall

Transaction Expense Category:

Field Action Recall

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Labour Op V1629-07132 Reprogram Engine Control Module (ECM)

Causal Part Number

For this vehicle:

→ View Vehicle Summary

→ Service Contract

→ Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History

Detail

View Vehicle Delivery

Information

Global Warranty Management: Site Map

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For this vehicle:

→ View Vehicle Summary → Service Contract

→ Branded Title

→ Warranty Block

→ View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History

View Vehicle Delivery <u>Information</u>

<u>Detail</u>

E Logout



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

INTERFACE WITH CUSTOMER

# View Vehicle Delivery Information

13

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

Vehicle Information

VIN: 1GNDT13S462 Service Contract: No

Branded Title: No

Warranly Block: No

Model: CT15506-2006 TRAILBLAZER 4WD PDI Status: No

Order Type: 50 - FLEET Field Actions: 0 Open

Invoice Information

Invoicing Service Agent: 119587 MORENO VALLEY CHEVROLET 12625 AUTO MALL DR

MORENO VALLEY CA 92555-4408 9514853500

Invoice Date: 10/21/2005

Ship to Information

Ship to Service Agent: 139976

AVÍS R.A.C. 230 HARBOR WY

SAN FRANCISCO CA 94124-2472

Ship to Date: N/A

**Delivery Information** 

Delivery Service Agent: 119587 MORENO VALLEY CHEVROLET 12625 AUTO MALL DR

MORENO VALLEY CA 92555-4408 9514853500

Delivery Date: 10/22/2005 Delivery Type: 020---DAILY RENTAL

Delivery Odometer: 10

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

Registration Date: N/A Registration Number: N/A

Registration Odometer: 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

9/10/12



RE:

: Claimant:

Our File No.:

747218

Our Client:

General Motors LLC

Date/Event:

9/1/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDT13S462

Dear

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

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

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

- 1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.
- 2. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
- 3. Provide a copy of the repair estimate.
- 4. 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 A Risk Management Services Company- One of the ACE Group of Companies

# C

vehicle would be necessary until we have had the opportunity to thoroughly evaluate your supporting technical documentation.

Sincerely,

Kelly Kufel

Claims Administrator

#### Service Request Detail SR No. 71-1103939392 Ref No. No Goodwill Offered BRC Type PAR Goodwill Account Site GW SubType Bus. Unit BRC Last Name PAR Not Initiated First Name Approval Area Daytime # Electrical - Power Window Motor / ESIS Escalation Evening # UCC Sub-Area City Address involved Dir County Line Motors, Inc. Safety Yes Tacoma 9/5/2012 01:53:22 PM State WA ZipCd Con Acct Phone Updated Source Serial #/VIN 1GNDT13S372 **EICHORLY** Model Year 2007 Priority Medium License # Owner Make Chevrolet 05/08/2007 Status Open Opened 9/4/2012 03:12:46 PM Warr. Start TrailBlazer Model Mileage 78363 Sub-Status Satisfied 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

Pre-PAR	₹									
PAR Notifier	Incident Date/Time 1	njunes #0	Olher Veh	#People:	in Veh Roa	d Surface	Road	Cond. Fire Report#	Police	Report#
Relative	9/29/2012 03:45:00 PM	N	0	5	Asp	halt	Dry	n/a	n/a	_
Oriver Last N	ame	Driver Fir	st Name		Height	DOB	Disabi	ities		
l .					6'10"		по			
insurance Ag	ent Last Name	Insurance	Agent Fire	st Name	Phone t	;	Insurance	Agency		
Unknown		Unknown	)				Unknown			
Incident Loc Component	Hwy 5 heading to Centrilla, WA on the location. electrical - door panel	– passed a	mini mail,	Cust has no	other info	incident Desc	was advised	while driving the driver's doc the control module needed t and was advised to contact	to be repaired. Dir unplugg	
Vehicle	with cust					Damage Desc	Driver's door	panel.		
Loc						Add'i Info	Cust could n	ot est the speed. Cust did no	ot know the driver's DOB.	
Emgcy Svc Names	n/a					Maint Loc	: Jiffy Lube			
PAR De	tail									
Collision	Non Collision		Property Damage	N Th	ermai Evt	Υ :	Spec Equip	n/a		
Vehicle Speed			Weather Condition	nice		1	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		nspection Type	Thermal E	ivent	,	inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Driver's door panet.	•					Explain Other	no		

Report Generated for toporowm

on 9/7/2012

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# Activities

roated /6/2012 10:40:03 AM	Created By KINZERTH	Assigned To ESISBIOU	Activity Type Escalation	Activity Sub-Typo ESIS-Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
ontact Last Name	MINSERIA			Account	III F TOGICSS	BAC Code	
SHACI LAST NAME		Contact Firs	Name	Account		DAC CODE	
omments							Ī
	al event originati	na trom power w	indow switch in drivers do	or .			
onfidential Comments							
-							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/6/2012 09:12:46 AM	EICHORLY	EICHORLY	Outbound Call Field	Left Message	Done	9/6/2012 09:15:31 AM	Returning DDMA's call
	. 2101101127		Rep/Whisi	CC11 111002232		5,0,25,12,00,00,00,00	James Block, DOMA at
Contact Last Name		Contact Firs	Name	Account		BAC Code	james.block@gm.com 805-373-6337
							805-373-6337
							ĺ
:RS Advised: Returning	g DDMA's call						
ynda Eichorst/PAR/AT	x						
•							_
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
/6/2012 09:12:08 AM	EICHORLY	EICHORLY	Inbound Call Field	Voicemail Received	Done	9/6/2012 09:12:40 AM	James Block, DDMA at
			Rep/Whisi				james.block@gm.com
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
lease contact DDMA a	1 ROS_373_6337						•
16896 COIKUG DUIMA	11 002-31 0-0331						1
Confidential Comments							
Confidential Comments	;						-
Croated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
Froated 1/6/2012 09:10:45 AM		KINZERTH	Notify CRM		Status Done	9/6/2012 10:40:39 AM	
Froated 1/6/2012 09:10:45 AM	Created By		Notify CRM	Activity Sub-Type Account			
Froated 1/6/2012 09:10:45 AM	Created By	KINZERTH	Notify CRM			9/6/2012 10:40:39 AM	Description Please escalate to ESIS - thermal evi
Crosted 0/6/2012 09:10:45 AM	Created By EICHORLY	KINZERTH	Notify CRM	Account	Done	9/6/2012 10:40:39 AM BAC Code	
roalod /6/2012 09:10:45 AM	Greated By EICHORLY	KINZERTH	Notify CRM		Dane  control module nee	9/6/2012 10:40:39 AM BAC Code	
roalod /6/2012 09:10:45 AM	Greated By EICHORLY ang the driver's dairs and vehils of	KINZERTH  oor panel starter	Notify CRM	Account	Dane  control module nee	9/6/2012 10:40:39 AM BAC Code	
703100 /6/2012 09:10:45 AM County of the driving out of the county of the county out	Created By EICHORLY ang the driver's d airs and veh is o involvement. No	KINZERTH  oor panel starter	Notify CRM	Account	Dane  control module nee	9/6/2012 10:40:39 AM BAC Code	

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on 9/7/2012

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# **Activities**

Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/5/2012 03:42:09 PM	KINZERTH	EICHORLY	Notify CRM		Done	9/6/2012 09:10:30 AM	returned
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
field rep e-mail not attac							
please correct and result Confidential Comments					_		1
Cumperior Comments				, <u>, , , , , , , , , , , , , , , , , , </u>			
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 01:53:22 PM	EICHORLY	EICHORLY	Ownership Changed	Ownership Escalated to BRC	Done	9/5/2012 01:53:22 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account		BAC Code	l
•••••							1
Confidential Comments							1
Joinide India Comments							
Created	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
9/5/2012 01:51:18 PM	EICHORLY	EICHORLY	Scheduled Follow-up		Scheduled Alam		ESIS - Verify file was picked up.
Contact Last Name		Contact Firs	Name	Account		BAC Code	
							1
Confidential Comments							Ī
							-
Greated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/5/2012 01:50:48 PM	EICHORLY	KINZERTH	Notify CRM		Done	9/5/2012 03:42:35 PM	Please escalate to ESIS - thermal event
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Lomments							
Cust alleges while drivin could not afford the repa damage, No insurance (	sirs and veh is o	xxt of warranty. D	smoking. Gust took veh t Ir unplugged some wires t	o the dir and was advised the co o make it safe to drive and was	ontrol module neede advised to contact (	ed to be repaired. Cust SM CAC. No property	
•		mjunes.					
Lynda Eichors/PAR/AT/ Confidential Comments							1
Some Comments							

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on 9/7/2012

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## **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 01:40:44 PM	EICHORLY	EICHORLY	BRC PAR	Business Case	Done	9/5/2012 01:50:44 PM	Business Case
Pantant Last Nome		Paulantina	4 1 1 1 1 1 1 1	Account		BAC Code	

Cust alleges white driving the driver's door panel started smoking. Cust took veh to the dir and was advised the control module needed to be repaired. Cust could not afford the repairs and veh is out of warranty. Dir unplugged some wires to make it safe to drive and was advised to contact GM CAC. No property damage. No insurance involvement. No injuries.

Lynda Eichorst/PAR/ATX Confidential Comments

Greated 9/5/2012 12:21:33 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Type Outbound Call Customer	Activity Sub-Type Received Busy Signal	Status Done	Completed 9/5/2012 12:22:04 PM	Description Ack
Contact Last Name	LIGITORE	Contact Fire		Account		BAC Code	Called
Phone had a busy signa	1				•		
Lynda Eichorst/PAR/AT/				•			
Confidential Comments							

Report Generated for toporowm

on 9/7/2012

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# **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/5/2012 12:13:02 PM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	9/5/2012 12:20:45 PM	Emailed: James Block, DDMA at
Contact Last Name		Contact Fire	st Name	Account		BAC Code	james.block@gm.com

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

Monigomery 2007 Chevrolet TrailBlazer 1GNDT13S372 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 | Inapired 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-Typo	Status	Completed	Description
9/5/2012 10:10:06 AM	MERCADTO	EICHORLY	Ownership Changed		Done	9/5/2012 10:10:06 AM	Service Request Ownership has
Contact Last Name		Contact Fire	Mamo	Account		BAC Code	changed FROM: YABUTTA TO: EICHORLY
							LIGITOTE
Comments							

Report Generated for toporowm

on 9/7/2012

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# Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
9/5/2012 10:09:54 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact - Field	Done	9/5/2012 12:13:00 PM	See outbound email.
Contact Last Name		Contact First	t Name	Account		BAC Code	
							•
Comments							
Confidential Comments							
•							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
9/5/2012 10:09:45 AM	MERCADTO	EICHORLY	BRC PAR	initial Contact- Dealer	Done	9/5/2012 12:12:45 PM	No dealer contact required.
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1
							•
Comments						****	
No Initial Contact require	d. Vehicle has r	not been to deal	er in two years.				
Lynda Elchorsl/PAR/ATX							
Confidential Comments				·			1

Report Generated for toporowm

on 9/7/2012

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## **Activities**

Greated 9/5/2012 10:09:36 AM	Created By MERCADTO	Assigned To EICHORLY	Activity Typo BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed 9/5/2012 12:31:34 PM	Doscription Called
		irs	t Name	Account		BAC Code	1
Comments			_				Ī

Crs verified customer contact information,

Cust, states: Cust alleges while driving the driver's door panel started smoking. Cust took veh to the dir and was advised the control module needed to be repaired. Dir unplugged some wires to make it safe to drive and was advised to contact GM CAC. Can't roll windows down.

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? No

Are cust/injured party in the medical field? n/a

Crs gathered prePAR and PAR Detail info. CRS advised customer of required verblage as stated in d\_1075834

Cust requested the file to be referred to the Central Claims dept.

Crs advised cust someone from our Central Claims department will follow up with you within 7-10 business days.

Crs provided contact information and the case number

Lynda Elchorst/PAR/ATX Confidential Comments

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscrintion
9/5/2012 10:09:28 AM	MERCADTO	EICHORLY	BRC PAR	Acknowledgement	Done	9/5/2012 12:24:09 PM	Called
				Account	***	RAC Code	Ť

Contact First Name

Crs Adv: This is Lynda calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?

Cust sts: Yes

Continued in Initial

Lynda Eichorst/PAR/ATX

Confidential Comments

ontact Last Name

Status Description 
 Greated By
 Assigned To
 Activity Type

 9/5/2012 10:09:20 AM
 MERCADTO
 EICHORLY
 Research
 Activity Sub-Type Done 9/5/2012 01:39:47 PM Research VIN BAC Code

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 Elchorst/PAR/ATX
Confidential Comments

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# Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/5/2012 10:09:12 AM	MERCADTO	EICHORLY	Notify CRM		Done	9/5/2012 12:09:22 PM	File assigned
Contact Last Name		Contact First	Name	Account		BAC Code	
							•
Dominichia							
							1
Confidential Comments							
Created	Crealed By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
9/5/2012 10:08:53 AM	MERCADTO	EICHORLY	BRC PAR	Case Assigned	Done	9/5/2012 12:09:19 PM	Assigned to Lynda x31093
Contact Last Name		Contact Firs	l Name	Account		BAC Code	
							•
Comments							
Confidential Comments							1
Confidential Comments					-		•
			•				Description
Created	Created By	Assigned To		Activity Sub-Type	Status	9/5/2012 10:08:46 AM	SR in Status of Closed has been Re-
9/5/2012 10:08:46 AM	MERCADTO		SR Opened		Done	BAC Code	Opened by MERCADTO
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							1
Comments	•						-
Confidential Comments							[
Composition Commence							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 10:08:45 AM	MERCADTO		SR Closed - Satisfied		Done	9/5/2012 10:08:45 AM	Service Request has been Closed
Contact Last Name		Contact Fire	l Name	Account		BAC Code	Satisfied.
							=
Comments							1
							•
Confidential Comments							

Report Generated for toporowm

on 9/7/2012

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# Activities

Created	Created By	Asslandd To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/5/2012 10:08:19 AM	MERCADTO		Inbound Call Third Party	Voice Mail Received	Done	9/5/2012 10:08:34 AM	PAR V/M
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Contact Coot Name							
COMMENTS							
71-1103930302							
customer							
caller Richard McDermo	At .						
Sep 4 3:27pm Confidential Comments				· · · · · · · · · · · · · · · · · · ·			
Commemar Commens							
Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Doscription PAR - Thermal event
9/4/2012 09:15:11 PM	YABUTTA	YABUTTA	Scheduled Follow-up		Done	9/5/2012 10:08:03 AM	PAR - thermal event
Contact Last Name		Contact Firs	it Name	Account		BAC Code	
Į.							•
·					_		·
Confidential Comments							•
Consideratal Confidences							
					A	Completed	Description
Created	Created By	Assigned To		Activity Sub-Typo	Status Done	9/5/2012 10:08:08 AM	PAR - Thermal event
9/4/2012 03:25:54 PM	YABUTTA	KINZERTH	Notify CRM		Done		LVV - Highligh gastir
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
							Ī
Comments - cust's info verified					-		•
- veh's info verified							
,							
Tanya/CAC/Mta/T1/Lvl0 ext# 43077	l						
DAUF TOUT							
Confidential Comments							1

Report Generated for toporowm

on 9/7/2012

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# Activities

Greated 9/4/2012 03:22:02 PM	Created By YABUTTA	Assigned To YABUTTA	Activity Typo Other	Activity Sub-Typo	Status Done	Completed 9/4/2012 03:24:27 PM	Description continuation
Centaet Last Nama		Poplart Fire	Name	Account		BAC Code	
Richard Mcdermott house # : cettphone# :							l
Tanya/CAC/Mla/T1/Lvi0 ext# 43077							
Confidential Comments							I

Report Generated for toporowm

on 9/7/2012

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# **Activities**

realod 4/2012 03:12:59 PM	Created By YABUTTA	Assigned To YABUTTA	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 9/4/2012 03:17:57 PM	Description PAR - Thermal event
			it Name	Account		BAC Code	
omments	-						
st sts: ley were driving the vi	eh then the veh	started smokin	ng .				
ney got out of the veh nok the control panel o		ire					
ook the veh to the dea avid chevrolet zip cod							
YDO CHEVROLET35	108 92ND AVE	8					
CKENNA, WA 98558-1 one: (360) 400-2438	DOOG						
x: (360) 400-2050 he control switch by th	e driver side do	or shorted out	then there's a fire				
hey have the veh at the	e house	7 2					
ssue happened augus	t 29th 2012	),					
s adv:							
wiii document the conc	em and will trai	nster you to the	PAR deprt to better assist you	J .			
anya/CAC/Mia/T1/Lvl0 xt# 43077							
			•				
onfidential Comments							

# **UCC** Information

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

Report Generated for toporowm

on 9/7/2012

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Logout

@ @lobalWarranty

September 7, 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 Redio information (if applicable)

#### Vehicle Information

VIN 1GNDT13S372
Service Contract: No

Reandorf Title: No.

Model CT15506-2007 TRAILBLAZER 4WD

Branded Title: No Warranty Block: No

PDI Status No

Order Type: 51 - FLEET LEASE

Field Actions <u>0 Open</u>

Residence of the second second

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### **Branded Title**

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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

OnStar Equipped Y

XM Equipped: Y

XM Radio ID. GK2LU00B

OnStar Status Inactive XM Status Inactive DMN Enabled N

OnStar Vehicle Diagnostics N

# Applicable Warranties Valid warranties are highlighted

יוולאט	Paris ITAIIAIII			*		
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	08/05/2011	05/08/2007	10 MI	05/08/2012	100,010 MI
	Special Coverage 10054	08/05/2011	05/08/2007	10 MI	05/08/2017	120,010 MI
	Bumper to Bumper Limited Warranty	08/05/2011	05/08/2007	10 MI	05/08/2010	36,010 MI
	Corrosion Limited Warranty	08/05/2011	05/08/2007	10 MI	05/08/2013	100,010 MI

#### For this vehicle:

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

	Emission Select 08/05/2011 Component Ltd Wity		05/08/2007	10 MI	05/08/2015	80,010 MI
Service C	ontract					
Vehicle has	no current re	ecord of service contra	icts.			
Transactio	n History					View Defail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Op	eration	Odometer Resting
02/26/2009	205927	ZREG—Regular Vehicle Transaction		Knuckle Re	Steering placement - Side	35,704 MI
05/25/2007	141819	ZREGRegular Vehicle Transaction			ss, Taligate - ign	1,223 MI
04/16/2007	A65111	ZPDIPre-Delivery Inspection			re-Delivery Base Time	1M Q

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<u>യ</u> രിയിWarranty

September 7, 2012

Logout

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: No.

Branded Title No

Model CT15506-2007 TRAILBLAZER 4WD

Warranty Block No.

PDI Status, No

Order Type 51 - FLEET LEASE

Freid Actions 0 Open

#### Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number KWDRJ8 Build Date, 04/16/2007 **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

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

28H - LIGHT GRAY

**67U - SILVERSTONE METALLIC** 

7FB - COMP FRT RH COMPUTER SEL SUSP

**9UY - COMPONENT RR RH COMPUTER SEL** 

AKS - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR

AUO - REMOTE KEYLESS ENTRY

830 - FULL CARPET-COLOR KEYED

**B33 - REAR COLOR KEYED FLOOR MATS** 

**B86 - MOLDING B/S COLOR** 

**BZ7 - GM PRODUCTION WEEK #16** 

C5N - GVW RATING - 5750 LBS

**CJ3 · CLIMATE CONTROL** 

**DP2 - POWER OSRV MIRRORS** 

**EVA - EVAP EMISSION REQUIREMENT** 

FE9 - FEDERAL EMISSIONS

1SZ · PREFERRED **EQUIPMENT SAVINGS** 

281 - INT TRIM LT GRAY/DK

GRAY

6FB - COMP FRT LH COMPUTER SEL SUSP **8UZ - COMPONENT RR LH** 

COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR. CHILD DETECT

AR9 - FRT BUCKET SEAT.

DELUXE

ATB - RESTRAINT PROVISIONS CHILD, RR

SEAT, RR FACING

**AXP - MPV VIN IDENT** POSITION

B32 - FLOOR MATS,

FRONT/REAR

**B42 - REVERSIBLE CARGO** 

MAT

BVE - RUNNING BOARD,

**ASSIST STEPS** 

C49 - REAR WINDOW DEFROSTER

CAP - COMPETITIVE ASSISTANCE PROGRAM

DAY - ASSEMBLY PLANT

MORAINE, OHIO

E2C - ORDER TO DELIVERY -

EXPEDITE

FOH - FLT-NOVO NORDISK

PHARMACEUTICAL

FLT - FLEET PROCESSING

For this vehicle:

3

· · · View Vehicle Summary

- Service
- Contract
- → Branded Title
- Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle
Transaction History

Delail

View Vehicle Delivery

**GU5 - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

**K34 - CRUISE CONTROL** 

LL8 - ENGINE, VORTEC 4.2L SFI I6

N40 - POWER STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE WHEEL

**QTM - ALL-SEASON TIRES** 

**R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL** 

REQ - OPTION PKG NOT DESIRED **R9N - LEATHER SEAT TRIM** 

RYJ - CARGO SHADE

**T98 - STAMPING VEHICLE IDENT NUMBER** 

TFD - RETAIL AMENITY DELETE

**U73 - FIXED MAST ANTENNA** 

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

UPGRADE)

US8 - MP3 PLAYER, AMIFM STEREO, CD (REPLACES STD/OPT PKG

RADIO)

V1K - LUGGAGE RACK CROSS-BARS

VK3 - FRONT LICENSE PLATE BRACKET

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

OPTION

JF8 - BRAKE VAC POWER, 4

WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM

WHEELS

NT7 - EMISSION SYS FED -TIER 2

PDC - PWR SEAT ADJUST-

DRIVER, 8 WAY

R6F - IDENTIFY B CODE

**USERS** 

**R6P · SPECIAL PAINT** 

**R8N - WHEELS IDENTIFIER** 

R9X - XM RADIO STANDARD

IDENTIFER

**T61 - DAYTIME RUNNING** 

LIGHTS

TB4 - LIFTGATE

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

MONTHS INCL.

**UA6 - THEFT DETERRENT** 

ALARM SYSTEM

**UJ6 - TIRE PRESSURE** 

MONITOR

**UY7 - TRAILER WRING** 

HARNESS

V73 - STATEMENT OF

VEHICLE CERT.-U.S. /CANADA

VQ3 - FLEET ORDERING AND

**ASSISTANCE** 

X88 - CHEVROLET

CONVERSION

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON

TIRE

ZY1 - SOLID PAINT

#### Added Option Codes

-BQ -

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E Logout

September 7, 2012

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

### View Vehicle Component Summary

3

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

Vehicle Information

VIN 1GNDT13S372 Service Contract. No

Branded Title, No.

Model CT15506-2007 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status No

Order Type: 51 - FLEET LEASE

Field Actions. 0 Open

-- <u>View Vehicle Build</u>

View Vehicle Component Summary

For this vehicle:

- View Vehicle Summary Service

Contract

- Branded Title ... Warrenty Block

View Vehicle Transaction History

Detail

View Vehicle Delivery Information

Vehicle Component

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

Date Scanned, 04/16/2007

Traceability, 703290366 Part / Number Broadcast, NAX

Time Scanned: 12:19:00

Scan Station 01

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

Date Scanned: 04/16/2007

Traceability 001290957 Part / Number Broadcast: F9A

Time Scanned 13:19:00 Scan Station: 05

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

Source Plant N-

Date Scanned: 04/16/2007

Traceability OBN635457 Part / Number Broadcast JN

Time Scanned: 12:31:00 Scan Station: 03

Component Code. 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 04/16/2007

Traceability 45829226 Part / Number Broadcast: 7700

Scan Station: 02 Time Scanned: 12:27:00

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

**HUB ASSEMBLIES** 

Source Plant: G-

Traceability 51N53257

Part / Number Broadcast UM1

Time Scanned 13:19:00 Scan Station Date Scanned 04/16/2007

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

Date Scanned 04/16/2007

Traceability 088081800 Part / Number Broadcast: ZM4

Time Scanned 13:17:00 Scan Station, 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant. K-KELSEY-HAYES JASPER, INDIANA

Traceability, 00129679

Part / Number Broadcast

Time Scanned, 14:36:00 Scan Station:

Component Code. AB-IR-MODULE ASM-INFLATOR

Date Scanned 04/16/2007

Date Scanned: 04/16/2007

Source Plant Q-RIMIR MATAMORS MEXICO

Traceability 1HB7RYP Part / Number Broadcast: 2395

Time Scanned 17:24:00 Scan Station: 06

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

Date Scanned 04/16/2007

Traceability 4BAGN07 Part / Number Broadcast: 8435

> Time Scanned 13:11:00 Scan Station: 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 04/05/2007

Traceability 1840514 Part / Number Broadcast 12Z

> Time Scanned. 03:01:00 Scan Station.

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability. 3171142

9/7/2012

Source Plant: -

Date Scanned: 04/12/2007

Part / Number Broadcast. 1WW

Time Scanned: 13:36:00 Scan Station:

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

Source Plant: -

Date Scanned: 04/13/2007

Traceability: 3171108
Part / Number Broadcast: 1PT

Time Scanned. 10:55:00 Scan Station:

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

Source Plant: -

Date Scanned: 04/16/2007

Traceability: 3170594
Part / Number Broadcast: 1PH

Time Scanned: 07:47:00 Scan Station:

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

Source Plant: Date Scanned: 04/16/2007

Traceability: 3170817 Part / Number Broadcast: 1GB

Time Scanned: 05:18:00 Scan Station.

Component Code. DF----

Source Plant: Q-

Traceability: 4G0CG2G

Part / Number Broadcast: 1273

Time Scanned: 12:52:00 Scan Station: 15

Date Scanned: 04/16/2007 Component Code: DG----

Date Scanned: 04/16/2007

Source Plant. Q-

Traceability: 4G0CH4X

Part / Number Broadcast: 1272

Time Scanned: 12:53:00

Scan Station: 18

### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Logout

obal Warranty Management: Main > Interface	September 7, 2012
	With Customer > View Vehicle Transaction History Detail
NTERFACE WITH	
iew Vehicle Transaction History	orv Detail
	e information on individual transaction for the VIN selected
113 SCIEBLE GROAD LAN GREEZ IN AIGH DIG GASHDOR	THE WINDS OF THE PROPERTY OF T
Vehicle Information	
VIN 1GNDT135372	Model CT15506-2007 TRAILBLAZER 4WD
Service Contract. No Branded Title No	Warranty Block No PDI Status No
Order Type 51 - FLEET LEASE	
Field Actions: <u>0. Open</u>	All Magnetic Control
Job Card Date: 02/26/2009	Job Card Number: 205927
Repair Service Agent 114484	Odometer Reading: 35,704 MI
SEAVIEW CHEVROLET, INC. 17909 HWY 99	Authorization Code
LYNNWOOD WA 98037-3615	
4257421920	
Process Date. 03/03/2009	
Transaction Type	
ZREG—Regular Vehicle Transaction Transaction Expense Category	
Warranty	
Customer Complaint Code: 0000-Converted Claim	
	nsaction Adjustment Cause Code 0000-Converted Claims
Labour Op E2521-Steering Knuckte Replacem	*
Causal Part Number	
Job Card Date: 05/25/2007	Job Card Number: 141819
Repair Service Agent: 114468	Odometer Reading 1,223 MI
BROOKS BIDDLE CHEVROLET CO.	Authorization Code.
17909 BOTHELL WAY NE BOTHELL WA 98011-1991	
4254861212	
Process Date 06/02/2007	
Transaction Type: ZREGRegular Vehicle Transaction	
Transaction Expense Category	
Customer Complaint Code	
Customer Complaint Code 0000-Converted Claim	nsaction Adjustment: Cause Code 0000-Converted Claims
Customer Complaint Code 0000-Converted Claim	nsaction Adjustment Cause Code 0000-Converted Claims
Customer Complaint Code 0000-Converted Claim Job Card Line # 1 Tra Labour Op C0700-Glass, Tailgate - Align	nsaction Adjustment Cause Code 0000-Converted Claims

For this vehicle:

→ View Vehicle Summary

Service Contract

→ Branded Title

- Warranty Block

→ View Vehicle Build

View Vehicle Component Summary

View Vehicle
→ Transaction History
Detail

View Vehicle Delivery Information

Odometer Reading | 0 MI Authorization Code:

Repair Service Agent 114468 BROOKS BIDDLE CHEVROLET CO. 17909 BOTHELL WAY NE BOTHELL WA 98011-1991 4254861212

Process Date 04/20/2007 Transaction Type: ZPDI----Pre-Delivery Inspection

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

0000-Converted Claim
Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op **Z7000-Pre-Delivery Inspection - Base Time** 

Causal Part Number

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**Logout** @ @lobalWarranty September 7, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Belivery 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 For this vehicle: the ultimate customer. Not all sections will be populated for all VINs. → View Vehicle Summary Service Vehicle information Contract VIN 1GNDT13S372 Model CT15506-2007 TRAILBLAZER 4WD -- Branded Title → Warranty Block Service Contract: No Branded Title No Warranty Block: No PDI Status. No Order Type: 51 - FLEET LEASE Field Actions. O Open → View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Invoice Information Detail Invoice Date: 04/16/2007 Invoking Service Agent. 113186 Z. FRANK, L.L.C. 5060 N WESTERN AVE View Vehicle Delivery Information CHICAGO IL 60659-4175 7734852000 Ship to Information Ship to Date: N/A Ship to Service Agent: 114468 BROOKS BIDDLE CHEVROLET CO. 17909 BOTHELL WAY NE BOTHELL WA 98011-1991 4254861212 Delivery information Delivery Date: 05/08/2007 014—LEASING COMPANY Delivery Service Agent 113186 Z. FRANK, L.L.C. 6060 N WESTERN AVE Delivery Type 014-Delivery Odometer 10 CHICAGO IL 60659-4175 7734652000 In Service Information In Service Date. N/A Invalang Service Agent In Service Type 0000 In Service Odometer 0 Registration Information Registration Date. N/A Registration Service Agent N/A Registration Number N/A Registration Odometer 0

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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

September 7, 2012

Tacoma, WA

RE:

Claimant:

Our File No.:

747238

Our Client:

General Motors LLC

Date/Event:

8/29/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S372

Dear

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

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

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

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



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

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position. If we do not receive the requested information within thirty days (30) from the date of this letter, we will assume that you are not pursuing this matter and will be closing our file.

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

Sincerely,

Sasha Henson

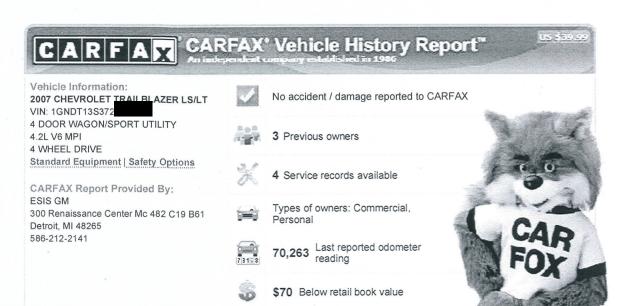
sasha.henson@gm.com Claims Administrator

Gasha Henson

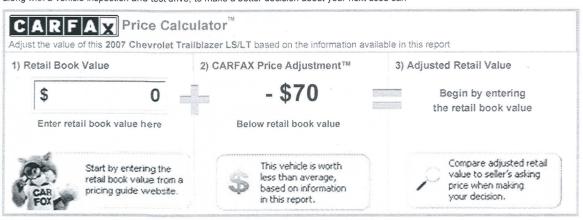


ESIS GM 300 Renaissance Center Mc 482 C19 B61 Detroit, MI 48265 586-212-2141

# SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/7/12 at 1:42:05 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.



CARFAX Ownership History The number of owners is estimated	a Owner 1	S Owner 2	Owner 3
Year purchased	2007	2010	2012
Type of owner	Commercial	Personal	Personal
Estimated length of ownership	3 yrs. 5 mo.	9 months	3 months
Owned in the following states/provinces	Washington	Washington	Washington
Estimated miles driven per year	17,902/yr		
Last reported odometer reading	61,788	70,263	

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



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register | View Terms | View Certificate

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

Where: Washington Est. miles/year: 17,902/yr Est. length 5/8/07 - owned: 10/18/10		* D-4		C	Comments:
	Commercial Washington 17,902/yr 5/8/07 -	Date: Original Equipment	Mileage:	Source: OnStar	Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
		05/07/2007	1	Brooks Biddle Chevrolet Bothell, WA 425-486-1212 biddlechev.com	Pre-delivery inspection completed
		05/08/2007	10	Washington Motor Vehicle Dept. Bothell, WA	Title issued or updated First owner reported Registered as commercial vehicle Vehicle color noted as Silver
		02/13/2008	15,464	Seaview Chevrolet Pontiac GMC Lynnwood, WA 425-742-1920 seaviewauto.com	Brakes checked Oil and filter changed
		03/31/2008		Washington Motor Vehicle Dept. Bothell, WA Title #0712816202	Registration issued or renewed Vehicle color noted as Silver
		02/26/2009		Seaview Chevrolet Pontiac GMC Lynnwood, WA 425-742-1920 seaviewauto.com	Brakes checked Tires rotated Steering/suspension checked Oil and filter changed

03/12/2009		Washington Motor Vehicle Dept. Bothell, WA Title #0712816202	Registration issued or Vehicle color noted as	
04/20/2010		Washington Motor Vehicle Dept. Bothell, WA Title #0712816202	Registration issued or Vehicle color noted as	
10/18/2010	61,761	Auto Auction Pacific Northwest Region	Sold at auction	
			GAR	Millions of used vehicles are bought and sold at auction every year.
10/22/2010		Baydo Chevrolet Co McKenna, WA 360-400-2438 baydochevrolet.com/	Vehicle offered for sa	le
10/26/2010	61,783	Baydo Chevrolet Co Mckenna, WA 360-400-2438	Oil and filter changed Washed/detailed Engine checked Brakes checked State safety inspectio	
10/28/2010	61,788	Online Listing	Vehicle offered for sa	le

Owner 2		Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. length owned:	2010 Personal Washington 12/23/10 - 9/25/11 (9 months)	12/02/2010		AmeriCredit Financial Services Arlington, TX 888-258-9637 americredit.com	Loan or lien reported
		12/23/2010		Washington Motor Vehicle Dept. Puyallup, WA Title #0712816202	Title issued or updated New owner reported Loan or lien reported Vehicle color noted as Silver
		05/31/2011		Washington Motor Vehicle Dept. Puyallup, WA Title #1035741311	Registration issued or renewed Loan or lien reported Vehicle color noted as Silver
		09/25/2011	70,263	Tacoma Dodge Chrysler Jeep Tacoma, WA 253-475-7300 tacomadodge.com	Vehicle offered for sale
		09/26/2011		Dealer Inventory	Vehicle offered for sale

Owner 3
Purchased: Type:

Where:

owned:

Est. length

2012 Personal Washington 5/29/12 present (3 months)

Date:

05/29/2012

Mileage:

Source:

Washington Motor Vehicle Dept. Puyallup, WA Title #1035741311

Comments:

Registration issued or renewed New owner reported Loan or lien reported Vehicle color noted as Silver



Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.

I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2007 Chevrolet Trailblazer LS/LT.



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



Glossarv

View Full Glossary

#### CARFAX Price Adjustment™

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

#### Commercial

Vehicle was registered for business purposes.

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

#### **New Owner Reported**

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

#### Ownership History

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

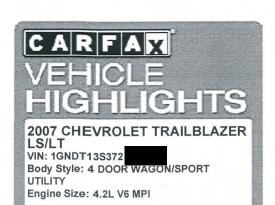
#### Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used

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#### OWNERSHIP HISTORY:

Number of Owners:	3		
Last owned in the following state/province:	Washington		
Annual average mileage:	16,018		

#### STATE DMV-REPORTED TITLE PROBLEMS:

None of these major title problems were reported by a state Department of Motor Vehicles:



#### Drivetrain: 4 WHEEL DRIVE

#### Original Manufacturer's Warranty:

Basic Warranty Expired

Please confirm remaining factory warranty and extended warranty options with your dealer!

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

# Courtesy of ESIS GM

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

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

Salvage, Junk, Rebuilt, Fire, Flood, Hail, Lemon	Guaranteed No Problem
Not Actual Mileage, Exceeds	Guaranteed
Mechanical Limits	No Problem

# ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	No Issues Reported
Structural Damage	No Issues Reported
Airbag Deployment	No Issues Reported
Odometer Rollback	No Issues Reported
Other Accidents / Damage	No Issues Reported

Ask your dealer for the full CARFAX<sup>®</sup> Vehicle History Report<sup>™</sup>

#### Service Request Detail SR No. 71-1105041055 Ref No. No Goodwill Offered BRC Type PAR Goodwill 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 Jackson involved Dir Art Moehn Chevrolet Company Safety Yes State MI ZipCo Serial #/VIN 1GNDS13SQ72 Con Acct Source Phone Updated 9/7/2012 06:20:37 PM Model Year 2007 Priority Medium License # BABBSKE Owner Make Chevrolat Warr. Start 04/21/2008 Status Open Opened 9/7/2012 01:21:11 PM Model TrailBlazer Mileage 49000 Sub-Status Satisfied Closed Abstract thermal event - power window console

Customer Description This is a BRC PAR File. Please do not Assume. Forward all inquiries to Kellin Babbs @ ext. 41026

#### Pre-PAR

PAR Notifier	Incident Date/Time		Other Veh	#People	in Veh Roa			Cond. Fire Report#	Police	Report#
Owner  Daver Last No	7/26/2011 12:00:00 PM	N	0	1	Asp		Dry	unk	na.	
Unver Last No	ine	Driver F	irst Name		Height	DOR		lities		
	on sees mano		ent Firs	t Namo	5'0 Phone #		none	e Agency		
unk	-	unk	ce Agent 113	CABAIG	T TIONE I		AA siqhT			
incident Loc	94 (Cooper St. exit 139) Jack	son MI 4920	2			incident Desc	customer w	as driving down 94 wi	en they noticed smoke and flam	es coming out of their vehicle
Component	driver window switch									
	PO Box 315 Jackson MJ 4920	V4-0315				Damage Desc	Door consol	e melted		
Loc						Add't Info	est repair co			
Emgcy Svc Names	па						last svc date	e: unk		
			**			Maint Loc	Art Moehne	_		
PAR Def	taii									
Califsion	Non Collision		Property Damage	N Th	ermal Evt	Y s	pec Equip	none		
Vehicle Speed	60		Weather Condition	normal		P	rop Owner	na	Property Type	na
Last Service Date			Loc Last Service				roperty ocation	na	Prop Est Repair Cost	\$0.00
Vel: Est Repair Cost	\$535.00		Spec Equip Installer	na			rop Damage Jescription	па		
Primary Veh Use	Personal		Inspection Type	Themal E	vent	ti	rspected By	Dealership	inspection Date/Time	7/26/2011 04:00:00 PM
Veh Damage Description	Door console was melted					E	xplain Other	case being sent to t	ESIS	

Report Generaled for toporowm

on 9/12/2012

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### **Activities**

reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
11/2012 11:39:22 AM	KINZERTH	ESISBIQU	Escalation	ESIS-Thermal Event	In Progress		ESIS - Thermal Event
Antart Last Name		Control Ein	• krame	Account		BAC Code	!
				48.4.4			_
ermal event originating	from disease d	nor analysis work					[
onfidential Comments	WOM DRIVERS OF	bot control mode	ila				1
			··	··· ·			•
reated	Ĉrealed Bv						
/10/2012 01:32:22 PM	BABBSKE	Assigned To BABBSKE	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Ala	Completed	Description esis - thermal
ontact Last Name	D/ (DDOIAL,	Contact Firs	·	Account	SCHEGORE AL	BAC Code	esis - diemiai
Officer Edist (40)		CONTROLLERS	a ivaine	ACCOUNT		BAC Code	•
customer is alleging that ar and due to seeing a r sis - thermal	they were drivecall they are n	ing down SR 94 equesting a rein	when they noticed smoke obursement of the out of po	and flame coming out of their ocket expense at the dealershi	vehicle. Customer p.	has paid for the expenses so	
customer is alleging that ar and due to seeing a r sis - thermal ellinbabbs/par/atx	they were driv ecall they are n	ing down SR 94 equesting a rein	when they noticed smoke obursement of the out of po	and flame coming out of their cket expense at the dealershi	vehicle, Customer p.	has paid for the expenses so	
ustomer is alleging that ir and due to seeing a r sis - thermal ellinbabbs/par/atx	they were driv ecall they are n	ing down SR 94 equesting a rein	when they noticed smoke obursement of the out of po	and flame coming out of their cket expense at the dealershi	vehicle. Customer p.	has paid for the expenses so	1
ustomer is alleging that ir and due to seeing a r sis - thermal ellinbabbs/par/atx onlidential Comments	ecall they are n	equesting a rein	bursament of the out of po	rcket expense at The dealershi	p.		[ 
sustamer is alleging that ar and due to seeing a r sis - thermal	they were driver are not be a call they are n	equesting a rein  Assigned To	abursement of the out of po	and flame coming out of their icket expense at the dealershi	o. Status	Completed	Description
tustomer is alleging that or and due to seeing a r sis - thermal ellinbabbs/par/atx confidential Comments	call they are n	Assigned To KINZERTH	Activity Typo Notify CRM	Activity Sub-Type	p.	Completed 9/11/2012 11:39:52 AM	[ 
customer is alleging that ir and due to seeing a ri sis - thermal ellinbabbs/par/atx confidential Comments (10)2012 01:31:58 PM	call they are n	equesting a rein  Assigned To	Activity Typo Notify CRM	rcket expense at The dealershi	o. Status	Completed	Description
sustamer is alleging that or and due to seeing a r sis - thermal ellinbabbs/par/atx confidential Comments (10/2012 01:31:58 PM	Created By BABBSKE	Assigned To KINZERTH	Activity Typo Notify CRM	Activity Sub-Type Account	status Done	Completed 9/11/2012 11:39:52 AM BAC Code	Description esis - thermal
customer is alleging that ir and due to seeing a risis - thermal ellinbabbs/par/atx confidential Comments (10/2012 01:31:58 PM	Created By BABBSKE	Assigned to KINZERTH	Activity type Notify CRM	Activity Sub-Type  Account	Status Done  vehicle, Custamer	Completed 9/11/2012 11:39:52 AM BAC Code	Description esis - thermal
customer is alleging that ir and due to seeing a risis - thermal ellinbabbs/par/atx confidential Comments (10/2012 01:31:58 PM	Created By BABBSKE	Assigned to KINZERTH	Activity type Notify CRM	Activity Sub-Type Account	Status Done  vehicle, Custamer	Completed 9/11/2012 11:39:52 AM BAC Code	Description esis - thermal
customer is alleging that ir and due to seeing a risis - thermal ellinbabbs/par/atx confidential Comments (10/2012 01:31:58 PM	Created By BABBSKE	Assigned to KINZERTH	Activity type Notify CRM	Activity Sub-Type  Account	Status Done  vehicle, Custamer	Completed 9/11/2012 11:39:52 AM BAC Code	Description esis - thermal
sustamer is alleging that ar and due to seeing a rais - thermal ellinbabbs/par/atx confidential Comments (10/2012 01:31:58 PM customer is alleging that ar and due to seeing a rais due to seeing a ra	Created By BABBSKE	Assigned to KINZERTH	Activity type Notify CRM	Activity Sub-Type  Account	Status Done  vehicle, Custamer	Completed 9/11/2012 11:39:52 AM BAC Code	Description esis - thermal

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on 9/12/2012

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#### **Activities**

Greated 9/10/2012 01:28:59 PM Contact Last Name	Greated By BABBSKE	Assigned To BABBSKE Contact Firs	Outbound Call Dealer	Activity Sub-Type Made Contact Account	Status Done	Completed 9/10/2012 01:29:14 PM BAC Code	Description Art Moehn Chevrolet Company (517) 787-7700
see initial kellinbabbs/par/atx Confidential Comments			-				1
Greated 9/7/2012 06:27:41 PM Contact Last Name	Created By BABBSKE	Assigned To BABBSKE Contact Firs	Outbound Email	Activity Sub-Type DVM/CAM/Field Account	Status Done	Completed 9/7/2012 06:28:08 PM BAC Code	Description kevin,r.thompson@gm.com

A product allegation claim has been made in your region. The customer is alleging that they were driving down SR 94 when they noticed smoke and flames coming out of the vehicle. This case is being escalated to ESIS because of a thermal event.

2007 Chevrolet TrailBlazer

1GNDS13S072

Art Moehn Chevrolet Company Jackson MI 132959

(517) 787-7700

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E, Ben White Bird, Bidg. F, Austin, TX 78741
Phone: 866-790-5700 41026 I Fax: 856-311-2784 | www.minacs.adityabirla.com Follow us on Twitter

Confidential Comments

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### Activities

realed /7/2012 06:23:43 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Typo Scheduled Outbound Call Dir	Activity Sub-Type	Status Done	Completed 9/10/2012 01:28:49 PM	Description Art Moehn Chevrolet Company (517) 787-7700
ontact Last Name		Contact Fire		Account		BAC Code	
r initial							
ilinbabbs/par/atx							
ornidential Comments	-						
roatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2012 06:23:16 PM	BABBSKE	BABBSKE	Outbound Call Dealer	Received No Answer	Done	9/7/2012 06:23:39 PM	dir closed
ontact Last Name	¥	Contact Firs	Name	Account		RAC Code	Art Moehn Chevrolet Company (517, 787-7700
ealership closed for the	day						
ellinbabbs/par/atx							
onfidential Comments							
roated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
7/2012 06:20:37 PM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	9/7/2012 06:20:38 PM	Ownership Escalated to BRC
nnlant Last Name		Control Eur	Name .	Account	_	BAC Code	
omments							
onfidential Comments			_				

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on 9/12/2012

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# **Activities**

reated /7/2012 05:47:49 PM	Greated By BABBSKE	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Type Business Case	Status Done	Completed 9/7/2012 06:25:03 PM	Doscription business case
antaet Lact Name		D= :	. Name	Account		BAC Code	<b>I</b>
ommenis							1
istomer is alleging that rand due to seeing a i	they were drivi ecall they are re	ing down SR 94 Equesting a reim	when they noticed smoke a bursement of the out of poo	and flame coming out of their oket expense at the dealershi	vehicle, Custome: p.	has paid for the expenses so	•
is - thermal							
llinbabbs/par/atx							
onfidential Comments							
oatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/2012 05:47:40 PM	BABBSKE	BABBSKE	Other		Done	9/7/2012 06:23:09 PM	vehicle incident location
antert Last Name		Carrier.	*** sme	Account		BAC Code	I
(Cooper St. exit 139)	Jackson MI 492	202					I
llinbabbs/par/atx							
onfidential Comments	-						I
oatod	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
7/2012 02:29:23 PM	MERCADTO	BABBSKE	Ownership Changed	,,,,	Done	9/7/2012 02:29:23 PM	Service Request Ownership has
intact Last Name		Contact Lin	* Name	Account		8AC Code	changed FROM: SEVILLMI TO: BABBSKE
omments							
onfidential Comments					_	_	

Report Generated for toporowm

on 9/12/2012

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#### **Activities**

Created		Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
9/7/2012 02:29:11 PM	MERCADTO	BABBSKE	BRC PAR	initial Contact - Field	Done	9/7/2012 06:27:40 PM	kevin.r.thompson@gm.com
Contact Last Name		Contact Fire	Name	Account		BAC Code	
			*				•

A product allegation claim has been made in your region. The customer is alleging that they were driving down SR 94 when they noticed smoke and flames coming out of the vehicle. This case is being escalated to ESIS because of a thermal event.

2007 Chevrolet TrailBlazer

1GNDS13S072

Art Moehn Chevrolet Company Jackson MI 132959

(517) 787-7700

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minaca I inspired every day 7401 E. Ben White Bhd, Bidg. F, Austin, TX 78741 Phone: 866-790-5700 41026 I Fax: 866-311-2784 I www.minacs.adityabirta.com Follow us on Twitter

Confidential Comments

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on 9/12/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
9/7/2012 02:29:00 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Dealer	Done	9/10/2012 01:31:42 PM	Art Moebn Chevrolet Company (517)
<b>1</b>			ime	Account		BAC Code	

CRS spoke with: John Ollenbarger service advisor.

advised of cust product allegation

dir sts:
Maint.: july 26 2011 35325. Customer had a driver side window would not go up or down. Replaced driver side motor module and reprogrammed. That is all the information and service we have.

kellinbabbs/par/atx Confidential Comments

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on 9/12/2012

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#### Activities

Activides							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/7/2012 02:28:43 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact-Phone	Done	9/7/2012 06:22:45 PM	-
Contact Last Name		Contact Lin	A Marie	Account		BAC Code	T .
Comments							
crs spoke w/:							
crs verified email addres							
ars verified austomer co	ntact information	١.					
Jackson M							
ore was switched to							

Cust. states: Last July I was driving on 94, 60 mph, I noticed flames and got scared, Original owner? yes

medical attn? n

rental? n

par form notes: est repair cost; unk last svc date: unk loc last svc date: unk insurance phone: unk insurance claim not made

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

kellinbabbs/par/atx Confidential Comments

#### Activities

Created By Assigned To Activity Typo 9/7/2012 02:28:35 PM MERCADTO BABBSKE BRC PAR Activity Sub-Type Acknowledgement Completed 9/7/2012 06:07:59 PM Status Doscription Done Contact Last Name Account BAC Code crs adv: This is Kellin 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)

kellinbabbs/par/atx Confidential Comments

Created 9/7/2012 02:28:27 PM	Created By MERCADTO	Assigned To BABBSKE	Activity Type Research	Activity Sub-Typo	Status Done	Completed 9/7/2012 06:07:11 PM	Doscription Research VIN
Contact Last Mama		A. D. Certin	Name	Account		BAC Code	1

S/R's: 71-1105041055 - thermal event

Recalls: Special Coverage 10054 08/05/2011 04/21/2008 66 MI 04/21/2018 120,066 MI

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/aix Confidential Comment

Report Generated for toporowm

on 9/12/2012

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# Activities

Groated 9//2012 02:28:19 PM Contact Last Name Comments file received.	Created By MERCADTO	BABBSKE	Activity Typo Notify CRM	Activity Sub-Type Account	Status Done	Completed 9/7/2012 06:02:33 PM BAC Code	Oscription File assigned
kellinbabbs/par/atx Conlidential Comments	···						I
Created 9/7/2012 02:28:03 PM Contact Last Name	Created By MERCADTO	Assigned To BABBSKE Contact First	Activity Type BRC PAR Name	Activity Sub-Type Case Assigned Account	Status Done	Completed 9/7/2012 06:02:37 PM RAC Code	Description Assigned to Kellin x31480
file received, kellinbabbs/par/atx Confidential Comments							
Created 9/7/2012 02:27:55 PM Contact Last Name	Greated By MERCADTO	Assigned To SEVILLMI	SR Opened	Activity Sub-Type Account	Status Done	Completed 9/7/2012 02:27:58 PM BAC Code	Description SR In Status of Closed has been Re- Opened by MERCADTO
Confidential Comments							
Greated 97/2012 02:27:54 PM	Greated By MERCADTO	Assigned To SEVILLMI	Activity Typo SR Closed - Satisfied me	Account	Status Done	Completed 9/7/2012 02:27:54 PM BAC Gode	Description Service Request has been Closed Satisfied.

Report Generated for toporowm

on 9/12/2012

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# **Activities**

roated /7/2012 02:27:34 PM	Created By MERCADTO		Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 9/7/2012 02:27:49 PM	Doscription PAR V/M
ontact Last Name		Contact Fire		Account	-	BAC Code	•
I-1105041055 Istomer Michael Sheri oor handle thermal eve ep 7 1:39pm onlidential Comments	ent						
							•
reated	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
7/2012 01:41:19 PM	DEJOYABE	KINZERTH	Notify CRM	Customer Called	Done	9/7/2012 02:27:17 PM	Thermal event door handle
ontact Last Name		Contact Firs	Name	Account		BAC Code	1
							_
			=				1
onfidential Comments							-
Simperior Comments							
realed	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
77/2012 01:34:20 PM	DEJOYABE	DEJOYABE	Inbound Call Customer	Complex Request	Done	9/7/2012 01:41:18 PM	"Assisting Only"
ontact Last Name		Contact Fire	Name	Account		BAC Code	I
omments							_
ommene ust sts:							1
	Chevrolet Trailbl	zer caucht on f	re and we had it fix back in j	ulv 26. 2011			• .
I would like to know ho	w lo ael reimbur	se	-	•			
i was speaking with a g	juy but he put m	e on hold for a l	ang time so i disconnected ()	ne call			
crs sts: apologize for the long t	noid		,				
explained to cust that the informed cust that we want	den spoivena en	was escalating l ssue	is case to PAR				
ienneti/CAC Tl/Man/Le 66-790-5600 ext 32842	vel 1 Empowere	d					

Report Generated for toporowm

on 9/12/2012

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### **Activities**

Activities							
Groated 9/7/2012 01:25:30 PM	Created By SEVILLMI	SEVILLMI	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 9/7/2012 02:03:03 PM	Obscription Customer claims thermal event
Contact Last Name		Contact Fir	si Name	Account		BAC Code	1
Name:							1
Address: Ja	ickson MI						
BNTC: 5177501425		_					
VIN: 1GNDS13S072							
Mileage: 49,000 MI							
Reason for Calling: -Wife owns veh -Door caught on fire and -Don't know what caused -Cust paid for the repairs -Repaired at ART MOFH JACKSON, MI Phone: (517) 787-7700 -Saw online that there ar -Requesting for compens	I it, it just went of \$768.30 N.CHEVROLE	on flames T COMPANY22					
CRS ADV/Action Plan: No recalls or scs about I Provided SR# 1 will be forwarding your							
CST's Take on the Resolu Thank you,	ution:			•			
'Call was disconnected*							
Source: GWM, CAC PAR Document ID: d_108767	Procedures			•			
Aichael/CAC/MAN/T1/Le	vel 1 Empower	ed					
Confidential Comments							
						•	

Report Generated for toporowm

on 9/12/2012

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# **UCC** Information

Symptom Thermal Event

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

Report Generated for toporowm

on 9/12/2012

Page 13 of 13

Special Coverage 10054

Corrosion Limited Warranty

Emission Select Component Ltd Wty

08/05/2011

08/05/2011

08/05/2011

04/21/2008

04/21/2008

04/21/2008

68 MI

66 MI

66 MI

04/21/2018 120,066 MI

100,065 MI

80,066 MI

04/21/2014

04/21/2016

For this vehicle: - View Vehicle Summary Service Contract - Branded Tille Warranty Block

- View Vehicle Build View Vehicle Component Summary

View Vehicle Transaction History Detail

→ View Vehicle Delivery Information

Z Logout

(dopalWarran	ty	·	Septe	mber 12, 2012	,
Slobal Warranty Management: Main	> Interface With C	ustomer > Via	w Vahlele Sum	mary	
INTERFACE WITH CUSTOMER				-	
View Vehicle Summary	/				•
This screen allows IVH users to view Applicable Warranties, Transaction H and OnStar and XM Radio informatio	listory, Service Co				
Vehicle Informa <u>tioл</u>					
VIN 1GNDS13S072		Model. C	S15506-2007	TRAILBLAZER S	SUV 2WD
		Jarranty Block	No	PDI Status	No
Order Type: 70 - RETAIL - STOCK	\$				
Field Actions <u>0 Open</u>				4 5 41	ingt wit
Required Field Actions				pen field actions	s are highlighted
	në manulan di filat d	- II			
Vahicle has no current record	or reduneo neio s	ieuons.			
Branded Title *The VIN information contained he Company and is to be used only fo purpose whatsoever  Volticle has no current record	r the purpose of w				
Warranty Block					
Vehicle has no current record (	of warranty block	<u>.</u> ,			
Service Information  Vehicle has no current record	of outstanding se	rvise informa	ition.		
OnStar and XM Satellite F	Radio Informa	tion			
Refer to Help page for details. contact 877.GET.XMST (877.43	For OnStar conta	ct 888.ON.ST			A Radio
On\$ter Equipped Y				OnStar	Status Inactive
XM Equipped Y	XM Rad	io ID: 9LUBUC	CW	MX	Status Inactive
OnStar Vehicle Diagnostics N				C	MN Enabled: N
Applicable Warranties				Valid warranties	are highlighted
Valid Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
Powertrain Limited Warranty	08/05/2011	04/21/2008	66 MI	04/21/2013	100,066 MI

9/12/2012

	Umper to Burn Jimited Werrar		04/21/2008	66 MI 04/21/2011	36,086 MI
Service C	ontract				
Vehicle has	no current r	ecord of service contra	icts.		
Transactio	n History				View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/05/2008	385815	ZREG—Regular Vehicle Transaction		B8990 - Rear License Plate Pocket Replacement	482 MI
04/26/2007	105817	ZPDI—Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	5 M
		mabactori.			

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Logout

@obal Warranty

September 12, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

0

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

Vehicle Information

VIN. 1GND\$13\$072

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 <u>0 Open</u>

Vehicle Build

Model CS15508-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight 2,520

Order Number, KWJS7R Build Date: 04/19/2007 Build Plant, 2

**Option Codes** 

1VH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice of window sticker

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

28H - LIGHT GRAY

41U - BLACK

7AC - SUSPENSION

9UY - COMPONENT RR RH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP · MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT/REAR

BEG - MOLDING BIS COLOR

C49 - REAR WINDOW DEFROSTER

CF5 - POWER SUNROOF (INCLUDES OVERHEAD CONSOLE)

DAY - ASSEMBLY PLANT MORAINE, OHIO

**DP2 - POWER OSRV MIRRORS** 

FEO . FEDERAL EMISSIONS

**GU6 - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

1SZ - PREFERRED **EQUIPMENT SAVINGS** 

281 - INT TRIM LT GRAY/DK GRAY

**6AC - SUSPENSION** 

**8UZ - COMPONENT RR LH** 

COMPUTER SEL

A50 - FRT BUCKET SEATS & **FLR CONSOLE** 

AK5 - DUAL STAGE FRONT

AIR BAGS

AM9 - 65/35 FOLDING 2ND

**ROW SEAT** 

**AU0 - REMOTE KEYLESS ENTRY** 

**B30 - FULL CARPET-COLOR** 

KEYED

833 - REAR COLOR KEYED FLOOR MATS

**BVE - RUNNING BOARD.** 

**ASSIST STEPS** 

C4D - GVW RATING - 5550

LBS

CJ3 - CLIMATE CONTROL

**DK7 · OVERHEAD CONSOLE** 

EVA - EVAP EMISSION

REQUIREMENT

G80 · DIFFERENTIAL

**LOCKING REAR** 

JF8 - BRAKE VAC POWER, 4

WHL DISC

K18 - ELECTRIC AIR

INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

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

LL8 - ENGINE, VORTEC 4.2L SFI IS

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

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

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL R9L - SPRING WHOLESALE FLOORPLAN PLUS **R9X - XM RADIO STANDARD IDENTIFER** T61 - DAYTIME RUNNING LIGHTS

T84 - LIFTGATE

U73 - FIXED MAST ANTENNA

UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO UE1 - 1 YR ONSTAR SAFE & DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

**UJ6 - TIRE PRESSURE MONITOR** 

**UY7 - TRAILER WIRING HARNESS** 

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

X88 - CHEVROLET CONVERSION YD5 - BASE FRONT SPRING ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

M30 - TRANSMISSION, 4 SPD AUTOMATIC N75 - 17" ALUMINUM

NZ3 - 16" FULL SIZE SPARE WHEEL

QTM - ALL-SEASON TIRES

WHEELS

**R6P - SPECIAL PAINT R9N - LEATHER SEAT TRIM** SLM - STOCK ORDERS 198 - STAMPING VEHICLE **IDENT NUMBER** 

U2K - XM SATELLITE RADIO SERVICE FEE EXTRA. 1ST 3 MONTHS INCL UA6 - THEFT DETERRENT

ALARM SYSTEM

SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE) UQA - AUDIO SYSTEM-BOSE PREM. SOUND

VIK - LUGGAGE RACK

**CROSS-BARS** 

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING ZW7 - PREMIUM RIDE

SUSPENSION

#### Added Option Codes

~BQ -

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্ৰ প্ৰতিগ্ৰাWarranty

September 12, 2012

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

CUSTOMER

View Vehicle Component Summary

**②** 

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

Vehicle Information

VIN 1GNDS13S072

Title: No Warranty Block, No

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

Field Actions 0 Open

Model CS15506-2007 TRAILBLAZER SUV 2WD

PDI Status No

Vehicle Component

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

Date Scanned 04/19/2007

Traceability, 704110634
Part / Number Broadcast, NAX

Time Consend 44.00.00

Time Scanned 14:38:00 Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 04/19/2007

Traceability 004151067

Part / Number Broadcast F9A

Time Scanned 16:18:00 Scan Station 05

Component Code 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 04/19/2007

Traceability 45681115

Part / Number Broadcast. 7SDD

Time Scanned: 14:47:00 Scan Station: 02

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 04/19/2007

Traceability 100075808
Part / Number Broadcast ZM3

Time Scanned 15:05:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

COOLOG FIGHT INTEGET FINATES JASPER, MUST

Date Scanned 04/19/2007

Traceability 00131246

Part / Number Broadcast

3172

Time Scanned 17:26:00 Scan Station

2

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

Date Scanned, 04/19/2007

Traceability 1H98GSL Part / Number Broadcast 2395

Time Scanned 19:28:00 Scan Station, 06

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

Date Scanned 04/19/2007

Traceability: 4BAKH40
Part / Number Broadcast: 8435

Time Scanned: 16:10:00 Scan Station: 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant .

Date Scanned 04/11/2007

Traceability 1880079
Part / Number Broadcast 122

Time Scanned: 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 04/17/2007

Traceability: 3174358
Part / Number Broadcast 1WW

Time Scanned, 23:43:00 Scan Station:

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

Source Plant .

Date Scanned 04/18/2007

Traceability 3174335
Part / Number Broadcast 1PT

Time Scanned 22:09:00 Scan Station

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 04/19/2007

Traceability 3173470

Part / Number Broadcast 1PH

Time Scanned 12:38:00 Scan Station:

For this vehicle:

-- View Vehicle Summary

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

→ <u>View Vehicle Build</u>

· <u>View Vehicle</u> <u>Component Summary</u> <u>View Vehicle</u>

Transaction History
Detail

View Vehicle Delivery Information

Component Code. CP-SEQ NUM (FLEX) GEN ASM Source Plant: -	Traceability: 3173682 Part / Number Broadcast: 1GB		
Date Scanned: 04/19/2007	Time Scanned: 13:07:00	Scan Station:	
Service Agent Installed Component	-		_
Vehicle has no current record of vehicle component.		·	•
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Job Card Date: 04/19/2007

Repair Service Agent: 190339

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**ල්වේබWarranty** September 12, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Dotali INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail **②** This screen allows IVH users to view the available information on individual transaction for the VIN selected Vehicle Information VIN 1GNDS13S072 Model CS15506-2007 TRAILBLAZER SUV 2WD Service Contract No **Branded Title No.** Warranty Block: No PDI Status: No Order Type: 70 - RETAIL - STOCK Field Actions 0 Open Job Card Dato: 05/05/2008 Job Card Number: 385815 Repair Service Agent 205054 Odometer Reading: 482 MI SUBURBAN CHEVROLET CADILLAC Authorization Code: P 3515 JACKSON RD ANN ARBOR MI 48103-1815 7346633321 Process Date. 05/23/2008 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 B8990-Rear License Plate Pocket Replacement Causal Part Number --See other Parts and/or Net Items Job Card Date: 04/26/2007 Job Card Number: 105817 Repair Service Agent, 190339 Odometer Reading: 5 Mil CARNAHAN CHEVROLET, INC. Authorization Code 770 JAMES L HART PKWY YPSILANTI MI 48197-9790 7344810210 **Process Date** 05/04/2007 Transaction Type: ZPDI---Pre-Delivery Inspection Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim Job Card Line # 1 Transaction Adjustment Cause Code: 0000-Converted Claims Labour Op Z6999-PDI Related Fluid Adds Causal Part Number -See other Parts and/or Net Items

Job Card Number: A67935

Odometer Reading, 0 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

CARNAHAN CHEVROLET, INC. 770 JAMES L HART PKWY YPSILANTI MI 48197-9790 7344810210

Authorization Code

Process Date:
04/24/2007
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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四回回题(Warranty) September 12, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information @ This screen allows fVH 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 1GNDS13S072 Model: CS15506-2007 TRAILBLAZER SUV 2WD Service Contract. No Branded Title No. Warranty Block No. PDI Status No Order Type: 70 - RETAIL - STOCK Field Actions 6\_Open Invoice Information Invoicing Service Agent: 190339 CARNAHAN CHEVROLET, INC. 770 JAMES L HART PKWY YPSILANTI MI 48197-8780 7344810210 Invoice Date. 04/19/2007 Ship to Information Ship to Service Agent 180339 CARNAHAN CHEVROLET, INC. 770 JAMES L HART PKWY YPSILANTI MI 48197-9780 7344810210 Ship to Date: N/A **Delivery Information** Delivery Service Agent 205054 SUBURBAN CHEVROLET CADILLAC 3515 JACKSON RD Delivery Date: 04/21/2008
Delivery Type 021—GM EMPLOYEE STOCK (GMS) Delivery Odometer 66 ANN ARBOR MI 48103-1815 7348633321 In Service Information Invaicing Service Agent In Service Date N/A In Service Type 0000 In Service Odometer 0

For this vehicle:

→ View Vehicle Summary

Service Contract

- Branded Title

. Warranty Block

-- View Vehicle Build

View Vehicle Component Summary View Vehicle

Transaction History Detail

View Vehicle Delivery Information

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Registration Information Registration Service Agent N/A

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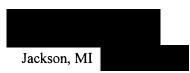
Registration Date: N/A Registration Number N/A Registration Odometer 0



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

Sasha Henson Claims Administrator

September 13, 2012



RE:

Claimant:

Our File No.:

747418

Our Client:

General Motors LLC

Date/Event:

7/26/12

Subject vehicle:

2007 Cheverolet Trailblazer

VIN:

1GNDS13S072

Dear

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

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

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

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



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

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position. If we do not receive the requested information within thirty days (30) from the date of this letter, we will assume that you are not pursuing this matter and will be closing our file.

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

Sincerely,

Sasha Henson

sasha.henson@gm.com Claims Administrator

Gasha Henson

Regarding Claim

My wife was driving east on I-94 on either July 21 or July 22 2011. She was mean exit 139. She heard a sizzling sound, smelled something burning both coming from the drivers side door. The vehicle was filling with smoke. She exited the free way at the Elm St. enit. She lowered the drivers side window but could not get it to move after that. She drove to Art Moehn Chevrolet in Tackson. a copy of the repair order is included. She paid the bill with Check #888. After a period of time I began to read newspaper articles describing similain situations. a copy of those is enclosed. We have not received a recall notice. I feel we should be reimbursed for all or part of the cost of the repairs.

RECEIVED SEP 24 2012 FOIS-TAN CLAIMS UNIT 5 march



# CHEVROLET • HONDA



2200 Seymour Rd. – P.O. Box 289
JACKSON, MICHIGAN 49204
Phone (517) 787-7700
www.artmoehn.com

TUZ Le

CUSTOMER NO. 62349		<b>K</b> KLAND	5 <b>392</b> 13		eraese SCZB-11	
JACKSON, MI		1. 6500 san Anna San San 1991 97	k/TRAT:8:42	39,375 ER 308 31	SECTIONS	EFFE
RI BUSINE	SPHONE SELL PHONE		- 10 (Mar) - 20 (Mar)	EHAIL	<u>07/26/11</u> :	MO (1) 35325
DOWN(SAW SMOKE FRO REHOVED THE DRIVER FELECTRICAL CONNE OD 12 VOLTS AND GO TS AND GOOD GROUND E DRIVER SIDE POWER FOR A SECONDED THE REPLACED. MORE THAN RECOMMEND THAT THE WER WINDOW MOTOR/R DOOR MODULE WITH HE REMOVED AND REPLACED.	E DRIVER SIDE MINDON WILL N IN THE DRIVER WINDOW SNITCH, SIDE POWER WINDOW SNITCH, CITORS TO THE WINDOW SNITCH, CO GROUND TO THE SWITCH FO RAM 12 VOLTS AND GOOD THE R MINDOW UP AND COME. PX ME D HERE THE CASIL SINGING IN AUTHER HINDOW MOTTER REGULATION IN LIKELY WHAT MADE THE SAIT DRIVER DOOR MODULE AND THE EGULATOR ASSEMBLY BE REFUEL AVE TO BE SES REPROGRAMMED. D THE DRIVER POWER WINDOW D AND REPLACED THE SUIVER OF	OT GOT UP OR DISCONNECTED TO TRACE TO SON OR UND TO POWER THAT TO THE TO		183:95	FED. I.D. NO  CERTAIN	NO. F152437 O. 38-1690713
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PAGE 2 OF 2

CUSTOMER COPY

# CHEVROLET • HONDA



IFYOU CANNOT GRADE US "COMPLETELY SATISFIED PLEASE CONTACT YC&R SERVICE COLLECTIVAT

2200 Seymour Rd. – P.O. Box 283 JACKSON, MICHIGAN 49204 Phone (517) 787-7700 www.artmoehr.com

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# GM, Isuzu recalling 258,000 SUVs

Chemicals that clear roads have potential to cause vehicle fire

By Tom Krisher
Associated Press

General Motors and Isuzu are recalling more than 258,000 SUVs in the U.S. and Canada to fix short circuits in power window and door lock switches that can cause fires.

The recall covers Chevrolet TrailBlazer, GMC Envoy, Buick Rainier, Isuzu Ascender and Saab 97-X SUVs from the 2006 and 2007 model years. The SUVs were sold or registered in 20 U.S. states, Washington, D.C., and Canada, where salt and other chemicals are used to clear roads in the winter.

GM has reports of 28 fires. It doesn't know of any injuries caused by the problem.

Fluid containing the roadclearing chemicals can get inside the driver's door and cause corrosion in the power window and door switch circuit hoards, according to documents posted on the U.S. National Highway Traffic Safety Administration website. The corrosion can cause short circuits, knocking out the switches and causing fires.

The recall affects SUVs sold or registered in the following states: Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia and Wisconsin.

Dealers will replace the power window switch for free, according to NHTSA documents posted Saturday, Owners



DAVIDZALUBOWSKIJASSOCIATED PRESS

The 2006 Buick Rainler is among the 258,000 SUVs being recalled by General Motors and Isuzu-



ASSOCIATED PRESS

The 2006 Chevy TrailBlazer. So far, 28 fires have been reported.

will get letters telling them when to schedule appointments GM also will make repairs at no cost to owners living in states not covered by the recall, spokesman Alan Adler said in an e-mail.

NHTSA started investigating the SDVs in February after getting a dozen complaints of fires.

In one complaint filed with NHTSA, from Oct. 29, 2008, a woman reported that the slarm sounded while her 2006 Trail-Blazer was parked in her driveway. When she looked outside, she saw the SUV in flames. Firefighters put out the blaze and told her it started in the driver's door.

"The fire burned the entire driver's side of the vehicle a portion of the front passenger seat and the roof," she wrote.

seat and the roof," she wrote.

The TrailBlazer was the biggest seller among the SUVs, which helped to make the truck-based sport utility vehicle popular in the U.S. The SUVs were phased our in 2009 and replaced by more efficient car-based crossovers such as the Chevrolet Traverse, Buick Enclave and GMC Acadia.

GM manufactured the Ascender for Isuzu, and Saab was part of GM back when the SUVs

# TrailBlazer door fires subject of U.S. probe

309,000 involved from 2006, 2007

By Tom Krisher Associated Press

Federal safety regulators are investigating fires in the driver's side doors of Chevy TrailBlazers, the second such

probe in a week

The latest inquiry involves more than 309,000 TrailBlazer SUVs from the 2006-07 model years. The fires began in the power window switch or related electrical parts, the National Highway Traffic Safety Administration said Monday.

The agency opened the first probe last week into similar problems with the 2007 Toyota Camry sedan and RAV4 small crossover SUV. The TrailBlazer investigation began Thurs-

All three of the vehicles under investigation are popular. None has been recalled.

The TrailBlazer, although phased out in 2009, was among GM's top-sellers. The Camry was the best-selling car in the U.S. in 2007 and last year.

The agency has received 12 complaints of smoke or fires in TrailBlazers. No injuries have been reported, said the SUV's maker, General Motors. None of vehicles that caught fire was destroyed, although some door parts melted and seats were singed, the automaker says.

Several of the TrailBlazer fires happened while the SUVs were moving. Others occurred when the engines were off and the vehicles were unattended.

In one complaint filed with NHTSA, from Oct. 29, 2008, a woman reported that the alarm sounded while her 2006 Trail-Blazer was parked in her drive. way. When she looked outside, she saw the SUV in flames. Firefighters put out the blaze and told her it started in the driver's door.

portion of the front passenger seat and the roof," she wrote.

GM believes the condition is restricted to the 2006 and 2007 model years. That is because of a parts change made for the 2006 model year that lasted through the end of the 2007 model year, said spokesman Alan Adler.

A NHTSA spokeswoman said the agency is in the process of finding out whether GM and Toyota got switches from the same parts maker, and whether any other vehicles had

Neither GM nor Toyota would identify its parts supply company because the investigation is under way

Three other GM vehicles built on the same undercarriages as the TrailBlazer have the same power window switches, but no fires have been reported in the Buick Rainier, GMC Envoy or Saab 9-7X, Adler said. The other vehicles have different door configurations than the TrailBlazer, he said.

TrailBlazer owners who smell burning plastic or whose power windows stop working should contact their dealer, he

The TrailBlazer helped to make truck-based SUVs popular in the U.S. during the early 2000s. The SUV was replaced by the more efficient Chevrolet Traverse, which is built on a car frame. GM sold 309,423 TrailBlazers in 2006 and 2007.

Six Camry and RAV4 fires were reported to NHTSA, but there were no reports of inju-

Most of the fires were minor with damage limited to the doors, but a Camry was destroyed in one case, according to complaints filed with NHTSA

The Toyota investigation in-"The fire burned the entire volves more than \$200

Jackson, Mich

SEP 24 2012



ESISIGN Claums

300 Renaissance Center MC 482 C19 B61 Detroit, Mich. 48265-3000







1000







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 4, 2012

Jackson, MI

RE:

Claimant:

Our File No.:

747418

Our Client:

General Motors LLC

Date/Event:

7/21/11

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDS13S072

Dear

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

Sincerely,

Sasha Henson

Claims Administrator

#### Service Request Detail 71-1104832053 SR No. Ref No. 71-1099614766 Goodwill No Goodwill Offered BRC Type PAR Account GW SubType Site Bus. Unit BRC Last Name First Name Approval Not initiated PAR Area Daytime # Evening # NCC Electrical - Power Window Motor / Sub-Area ESIS Escalation Address City Staten Island Involved Dir Safety Yes State NY ZipCd\_ Con Acct 9/12/2012 08:42:36 AM Source Phone Updated Seriai #/VIN 1GKDT13S462 Model Year 2006 Priority Medium License # GMC Owner BABBSKE Make GMC Warr. Start 05/26/2008 Status Open Opened 9/6/2012 05:40:11 PM Envoy Model Mileage 104000 Sub-Status Salisfied Closed Abstract thermal event - window panel switch This is a BRC PAR File. Please do not Assume. Forward all inquiries to Kellin Babbs @ ext. 41026 Customer Description

#### Pre-PAR

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## **Activities**

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## **Activities**

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## **Activities**

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## **Activities**

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on 9/13/2012

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## **Activities**

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## **Activities**

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kellinbabbs/par/abx Confidential Comments

on 9/13/2012

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2012 12:43:56 PM	Babbske	BABBSKE	Outbound Email	DVM/CAM/Field	Done	9/7/2012 12:44:29 PM	renee.miller@gm.com
Contact Last Name	Contact First Name		Account		BAC Code	1	
							_

A product allegation claim has been made in your region. The customer is alleging that the power switch on their window panel caused their vehicle to go up in flames. This case is being escalated to ESIS because of a thermal event.

2006 GMC Envoy 1GKDT13S462

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day 7401 E. Ben While Bivd, Bidg. F, Austin, TX 78741 Phone: 866-790-5700 41026 I Fax: 856-311-2784 I www.minacs.adityabirta.com Follow us on Twitter

Confidential Comments

Created	Created By		Activity Typo	Activity Sub-Type	Status .	Completed	Description
9/7/2012 12:29:40 PM	Babbske	BABBSKE	Scheduled Outbound Call Cust	Follow-up Attempt	Done	9/7/2012 05:28:22 PM	2nd attempt on initial
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on 9/13/2012

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## Activities

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Croated 9/7/2012 11:59:27 AM Contact Last Name	Created By BABBSKE	Assigned To BABBSKE Contact First	Activity Type Other	Activity Sub-Type Account	Status Done	Completed 9/10/2012 12:42:08 PM BAC Code	Pescipilon vehicle incident location
crs was not able to obtain kellinbabbs/par/abx	in this informatio	n without speaki	ng with the customer.	_			
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Confidential Comments							

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description	
9/7/2012 11:31:50 AM	MERCADTO	BABBSKE	BRC PAR	Initial Contact - Field	Done	9/7/2012 12:43:55 PM	renee.miller@gm.com	
Centart Last Name		Contract Fire	Maren	Account		BAC Code	Ī	

oonament.

A product allegation daim has been made in your region. The customer is alleging that the power switch on their window panel caused their vehicle to go up in flames. This case is being escalated to ESIS because of a thermal event.

2006 GMC Envoy

1GKDT13S462

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I Inspired every day 7401 E. Ben White Blvd, Bidg. F, Austin, TX 78741 Phone: 866-790-5700 41026 I Fax: 866-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

#### Confidential Comments

Greated 9/7/2012 11:31:41 AM	Created By MERCADTO	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Dealer	Status Done	Completed 9/7/2012 12:26:53 PM	Description no prvs dir hist in the last 2 years
Contact Last Name Comments		Contact Firs	i Name	Account		BAC Code	<b>.</b>
no prvs dir hist in the las	t 2 years			'n.			
kellinbabbs/par/atx Confidential Comments		<u> </u>					· I

Report Generated for toporowm

on 9/13/2012

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### Activities

Greated 9/7/2012 11:31:32 AM Contact Last Name	Created By MERCADTO	Assigned To BABBSKE Contact Fire	BRC PAR	Activity Sub-Typo Initial Contact- Phone	Status Done	Completed 9/10/2012 12:31:25 PM	Doscription	
esis 10 day		T AIUSET EIN	· Name	Account		BAC Code		
keliinbabbs/par/atx		•				_		
Created	Created By	Assigned To	Activity Type	Andleibe Cale Terr	Chahua			
9/7/2012 11:31:24 AM	MERCADTO	BABBSKE .	BRC PAR	Activity Sub-Typo Acknowledgement	Status Done	Completed 9/7/2012 12:26:10 PM	Description	

crs adv: This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41026, SR# 71-1104832053 pls return my call, if I am not available pls leave a good contact number and a time that works best for you.

kellinbabbs/par/aix Confidential Comments

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### **Activities**

Greated 9/7/2012 11:31:17 AM	Created By MERCADTO	Assigned To BABBSKE	Activity Type Research	Activity Sub-Typo	Status Done	Completed 9/7/2012 12:25:37 PM	Description Research VIN
Contact Last Name		Contact Firs	t Name	Account		BAC Code	<b>[</b>
S/R's: 71-1098977462 - driver 71-1099614766 - RFI ve 71-1104832053 - therma	hide recall	ton					<b>.</b>

Recalls: Special Coverage 10054 08/05/2011 05/26/2006 489 MI 05/26/2016 120,489 MI

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/atx Confidential Comments

reated 7/2012 11:31:09 AM	Created By MERCADTO	Assigned To BABBSKE	Activity Typo Notify CRM	Activity Sub-Type	Status Done	<u>©ompiqued</u> 9/7/2012 12:01:46 PM	Description File assigned
ontact Fast Name	1	Contact First	Name	Account		RAC Code	ı
e received.							ı
ellinbabbs/par/atx							

Report Generated for toporowm

on 9/13/2012

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## **Activities**

Greated 9/7/2012 11:30:55 AM Contact Last Name Comments file received.	Greated By MERCADTO	Assigned To BABBSKE Contact Firs	Activity Typo BRC PAR I Name	Activity Sub-Type Case Assigned Account	Status Done	Completed 9772012 12:01:52 PM BAC Code	Dosortpilon Assigned to Kellin x31480
kellinbabbs/par/alx Confidential Comments				<del></del>			Ī
Groated 977/2012 11:30:48 AM Contact Last Name Comments	Created By MERCADTO	Assigned To RAMIREDE Contact Firs	Activity Typo SR Opened I Name	Activity Sub-Typo Account	Status Done	Completed 9/7/2012 11:30:48 AM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Created 9/7/2012 11:30:47 AM	Created By MERCADTO		Activity Typo SR Closed - Satisfied t Name	Activity Sub-Typo Account	Status Done	Completed 9/1/2012 11:30:47 AM BAC Code	Description Service Request has been Closed Satisfied.
Confidential Comments			-				!
Groated 977/2012 11:30:29 AM Gentact Last Name 71-1104832053	Created By MERCADTO	Assigned To KINZERTH Contact Firs	Inbound Call Third Party	Activity Sub-Type Voice Mall Received Account	Status Done	Completed 97/2012 11:30:43 AM BAC Code	Description PAR VM
customer phone phone power window switch the Sep 6 5:46pm Confidential Comments	ermal	_					ı

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## **Activities**

reated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
1/6/2012 08:07:25 PM	RAMIREDE	CANEDARA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	9/7/2012 11:30:28 AM	PAR
Contact Lact Name		A-1 Fi	Name	Account		BAC Code	Ţ
Comments	· <u>.</u>				•		
AR-Status			•				
Confidential Comments					_		Ī
roated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/6/2012 05:47:08 PM	RAMIREDE	RAMIREDE	Outbound Call Customer	Left Message	Done	9/6/2012 05:48:37 PM	Inform customer
Contact Last Name		Contact First	Name	Account		BAC Code	
/6/2012 05:47:08 PM	TEL						l
P:inform customer							
orwarded to VM of Mr. I	Bavuso						
:RS: Left message with the	reason for calli	ng . Left caliback	number ext 22809, SR numb	er			
ennis/CAC/MAN/T1/Lv	1						
Confidential Comments				;	-		Ī
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/6/2012 05:45:25 PM	RAMIREDE	KINZERTH	Notify CRM		Done	9/7/2012 11:30:25 AM	PAR-Thermal Event
Toploot Last Nome		Company Class	*lame	Account		BAC Code	1
овшень						•	J

Report Generated for toporowm

on 9/13/2012

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#### **Activities**

Proated 9/6/2012 05:40:21 PM	Created By RAMIREDE	Assigned To RAMIREDE	Activity Type Inbound Call Customer	Activity Sub-Type	Status	Completed	Description	,
Contact Last Name	TOTALLICEDE	Contact First		Complex Request Account	Done	9/6/2012 05:47:05 PM BAC Code	PAR-Thermal Event	
ошинств								

Reference No. 71-1099614766

Name: BNTC: Celiphone: BTTC: Afternoon ViN: 1GKDT13S452 start date: 05/26/2006 Mileage: 104,000

Y/M/M: 2006 ENVOY 4WD (4-DOOR)

Original owner? Used with 50,000 Miles from a GM dealership 1st Time Concern?Y

- Cust concern:

   Power switch on the driver's side door recall

   Caught on fire about a month ago

   No one was hurt

   I had it fixed

   I was inside the vehicle when this happened, I was parked.

Cust seeks: - Report incident/check for recall

Action Plan:
- check VIN/gather information/research

CRS provided SR# & advised customer that we will be fowarding the file to PAR

Dennis/CAC/Manila/Lv1

Confidential Comments

#### **UCC Information**

UCC Codo	Symptom	Description
N01	Thema! Event	Electrical - General
N40	Thema! Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm

on 9/13/2012

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Logout

প্রতিট্র Warranty

September 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)

#### Vehicle Information

VIN 1GKDT13S462

Model TT15506-2006 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

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### **Branded Title**

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

Vehicle has no current record of branded titles.

#### **Warranty Block**

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

Refer to Halp page for details. For OnStar contact 888.ON.STAR1 (888.657.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped Y

XM Equipped Y OnStar Vehicle Diagnostics N XM Radio ID: NQJDH0M7

OnStar Status Inactive XM Status Inactive

DMN Enabled: N

#### Applicable Warranties

MIEA	warran	ues are	night	ghted

~hbii	Jable Hallalities			- TONO MELLOVIDES OLD INBUNGLIGO			
Valld	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer	
	Corrosion Limited Warranty	08/05/2011	05/26/2006	489 MI	05/26/2012	100,489 MI	
	Bumper to Bumper Limited Warranty	08/05/2011	05/26/2006	489 MI	05/26/2009	36,489 MI	
	Special Coverage 10054	08/05/2011	05/26/2006	489 Mi	05/26/2016	120,489 MI	
	Emission Select Component Ltd Wty	08/05/2011	05/26/2006	489 MI	05/26/2014	80,489 MI	

For this vehicle:

- View Vehicle Summary
  - Service Contract

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

## **Service Contract**

Vehicle has no current record of service contracts.

Transaction History						
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading	
02/23/2009	171959	ZREGRegular Vehicle Transaction		K7253 - Forward Clutch Sprag Replacement	32,030 MI	
02/23/2009	171959	ZREG—Regular Vehicle Transaction		72020 - Towing	32,030 MI	
05/15/2008	015610	ZPDIPre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	1 Mi	
04/20/2006	A29569	ZPDIPre-Delivery. Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O Mi	

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ய ල්ල්ත් Warranty

September 13, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

**②** 

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

Vehicle Information

VIN 1GKDT135462 Service Contract: No

Branded Title No

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

Warranty Block No

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0\_Open

Vehicle Build

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

Gross Vehicle Weight 2,611

Order Number JZGQ63 Build Date 04/20/2005

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 of window sticker

**1SZ - OPTION PACKAGE DISCOUNT** 

28H - LIGHT GRAY

**8NT - SUSPENSION** 

281 - LIGHT GRAY

3SB - SLE-2 PACKAGE INCLUDES: 1 POWER/HEATED OSRV MIRRORS . POWER DRIVER SEAT \* OVERHEAD CONSOLE \* LIGHTED VANITY VISOR MIRRORS \* LUGGAGE RACK CROSS BARS UNIT PRODUCED WITHOUT: \* ISRV

6FB - COMP FRT LH COMPUTER SEL SUSP

**B32 - FRONT COLOR-KEYED FLOOR MATS** 

DAY - ASSEMBLY PLANT MORAINE, OHIO

**DH2 - LIGHTED VANITY VISOR MIRRORS** 

JF8 - 4-WHEEL POWER DISC BRAKES

N77 - 17X7 DELUXE ALUMINUM WHEELS

NZ3 - STEEL WHEEL FULL SIZE SPARE

M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND

NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER

**K18 · ELEC AIR INJECTION SYSTEM** KG4 - 150 AMP GENERATOR

MIRROR W/COMPASS & TEMP

**AXP - MPV VIN IDENTIFICATION** 

C49 - REAR WINDOW DEFOGGER

CF5 - POWER SUNROOF

DK7 - OVERHEAD CONSOLE

FE9 - FEDERAL EMISSIONS

**ELECTRONIC CONTROL** 

CASE

AJ1 - DEEP TINTED GLASS

**42U - SILVER BLUE METALLIC** 

7FB - COMP FRT RH COMPUTER SEL SUSP

9NS - SUSPENSION

AK5 - DUAL STAGE FRONT AIR BAGS WIPASSENGER ALO - SENSOR INDICATOR, INFLATABLE

SENSING SYSTEM

RESTRAINT AM9 - REAR SPLIT FOLDING SEAT AR9 - DELUXE FRONT BUCKET SEATS

830 - COLORED - KEYED CARPETING

**B33 - REAR COLOR-KEYED FLOOR MATS** 

C5N - GVWRATING - 5,750 LBS

**AUO - REMOTE KEYLESS ENTRY** 

CJ3 - DUAL ZONE CLIMATE CONTROL

DF5 - ISRV MIRROR W/COMPASS & TEMP & AUTO

DIM

DK2 - POWER/HEATED OSRV MIRRORS

**GU6 - REAR AXLE - 3.42 RATIO** 

**K34 - CRUISE CONTROL** 

LL8 - VORTEC 4200 SFI I6

**EVA - EVAP EMISSION REQUIREMENT** 

JJB · SUBASSEMBLY

N40 - POWER STEERING NP5 - LEATHER WRAPPED STEERING WHEEL

NT7 - FEDERAL EMISSION SYSTEM

PCR - SUN, SOUND, AND ENTERTAINMENT PACKAGE QTM - P245/65R17 ALS BW TIRES

\* POWER SUNROOF \* BOSE PREMIUM SOUND SYSTEM \* XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL. \* AWFM STEREO W/6 DISC CD CHANGER (REPLACES STD/OPT PKG

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

9/13/2012

RADIO)

R4Y - TIRE BRAND GOODYEAR

**T61 - DAYTIME RUNNING LAMPS** 

**T98 - VIN IDENTIFICATION NUMBER** 

TFE - SALES INCENTIVE-COMMITMENT PLUS

U73 - FIXED MAST ANTENNA

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & UG1 - UNIVERSAL GARAGE DOOR OPENER

SOUND PLAN

UQA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS BARS

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PLATE

YD6 · REAR SPRING - BASE EQUIPMENT

ZNF - P235/75R16 BLACKWALL SPARE

ZY1 - SOLID PAINT

**R6P - PREMIUM PAINT** 

SLM - STOCK ORDERS

**T96 - FRONT FOG LAMPS** 

TB4 - LIFTGATE/LIFTGLASS BODY

U2K · XM SATELLITE RADIO - SERVICE FEE

EXTRA. 1ST3 MONTHS INCL.

UC6 - AWFM STEREO, W/6 DISC CD CHANGER (REPLACES STD/OPT PKG RADIO)

UY7 - HD 7-LEAD TRAIL WIRING HARNESS V73 - STATEMENT OF CERT. U.S.

YC5 - SLE DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

288 - GMC TRUCK NAMEPLATE

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

**Added Option Codes** 

-BQ -

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ய ල්ලා Warranty

September 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 1GKDT13S462 Service Contract: No

Branded Title No

Warranty Block. No.

Model. TT15506-2006 ENVOY 4WD (4-DOOR) PDI Status No

Order Type. 70 - RETAIL - STOCK

Field Actions. D. Open

Warranty \* Block

> View Vehicle Component Summary

For this vehicle:

 View Vehicle Summary Service

Contract

· Branded Title

View Vehicle Transaction History

View Vehicle Build

View Vehicle Delivery Information

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant V-CPC FLINT, MICHIGAN

Date Scanned 04/20/2008

Traceability: 604070973 Part / Number Broadcast NFS

Time Scanned 02:22:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 04/20/2006

Traceability 006011006

Part / Number Broadcast XWM

Time Scanned 03:36:00 Scan Station: 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned: 04/20/2006

Traceability 0BK010276 Part / Number Broadcast: FK

Time Scanned 02:33:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scenned: 04/20/2006

Traceability, 44102697

Part / Number Broadcast 6TDD

Time Scanned, 02:30:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Traceability, 51T06546

Part / Number Broadcast IIK2

Date Scanned 04/20/2006

Time Scanned 03:35:00 Scan Station.

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 04/20/2006

Traceability: 097101038

Part / Number Broadcast CN8

Time Scanned: 02:41:00 Scan Station, 11

Companent Code 92-BRAKE PRESSURE MODULATOR VALVE

Traceability 00277215

Part / Number Broadcast

Source Plant K-KELSEY-HAYES JASPER, INDIANA

3051

Time Scanned 04:27:00 Scan Station.

Component Code. AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 04/20/2006

Date Scanned 04/20/2008

Traceability. 1GSV1ZB

Part / Number Broadcast: 2397

Time Scanned 06:45:00 Scan Station 06

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

Source Plant: M-MORTON-THIOKOL

Date Scanned: 04/20/2006

Traceability: 5AAJY24

Part / Number Broadcast. 5521

Time Scanned 03:29:00 Scan Station 04

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

Source Plant -

Date Scanned 04/12/2006

Traceability: 1801026

Part / Number Broadcast 1ZZ

Time Scanned, 00;03:00 Scan Station;

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

Traceability 2240253

9/13/2012

Source Plant: -

Date Scanned: 04/19/2006

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

Source Plant: -

Date Scanned: 04/19/2006

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

Source Plant: -

Date Scanned: 04/19/2008

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

Source Plant: -

Date Scanned: 04/19/2006

Part / Number Broadcast: 1WW

Time Scanned: 00:22:00 Scan Station:

Traceability: 2241465

Part / Number Broadcast: 1PT

Time Scanned, 17:48:00 Scan Station:

Traceability: 2238391

Part / Number Broadcast: 1PH

Time Scanned 23:17:00 Scan Station.

Traceability: 2238940

Part / Number Broadcast 1GB

Time Scanned: 23:44:00 Scan Station:

#### Service Agent Installed Component

Vahicle has no current record of vehicle component.

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Job Card Date: 05/15/2006

For this vehicle:

→ <u>View Vehicle Summery</u>

— Service
— Contract
— Branded Title
— Warranty
— Błock

View Vehicle Build
View Vehicle
Component Summary

View Vehicle
Transaction History
Detail

View Vehicle Delivery Information

**B** Logout

<b>⊞ Global Warranty</b>		September 13, 2012
lobal Warranty Management: Main 🥕 Inte	erface With Customer > View Volt	icle Transaction History Detail
NTERFACE WITH CUSTOMER		
/iew Vehicle Transaction I		Œ
hie screen allows IVH users to view the av	railable information on individual	transaction for the VIN selected
Vehicle Information VIN 1GKDT13S462 Service Contract No Branded Title Order Type: 70 - RETAIL - STOCK Field Actions: 0 Open		506-2006 ENVOY 4WD (4-DOOR) PDI Status No
Job Card Date: 02/23/2009		Job Card Number: 171959
Repair Service Agent 119261 VILLA MARIN BUICK GMC 2699 RICHMOND TERRACE STATEN ISLAND NY 10303-2397 7184420850		Odometer Reading: 32,030 MI Authonzation Code
Process Date. 03/13/2009 Transaction Type: ZREG—Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code 0000-Converted Claim Job Card Line # 1 Labour Op K7253-Forward Clutch Sprag	Transaction Adjustment Replacement	Cause Code: 0000-Converted Claims
Causal Part Number <u>See other Parts and/or Net Items</u>	· · · · · · · · · · · · · · · · · · ·	
Job Card Date: 02/23/2009	· · · · · · · · · · · · · · · · · · ·	Job Card Number: 171959
Repair Service Agent: 119261 VILLA MARIN BUICK GMC 2699 RICHMOND TERRACE STATEN ISLAND NY 10303-2397 7184420850		Odometer Reading 32,030 MI Authorization Code:
Process Date 03/13/2009		
Transaction Type ZREGRegular 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 T2020-Towing Causal Part Number		

Job Card Number: 015610

Repair Service Agent: 222235 ALMA BUICK GMC 7440 N ALGER ROAD ALMA MI 48801-1073 9894632161 Odometer Reading: 1 MI Authorization Code:

Process Date 05/23/2006

Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Catagory.

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 04/20/2006

Job Card Number: A29569

Repair Service Agent: 222235
ALMA BUICK GMC

ALMA BUICK GMC 7440 N ALGER ROAD ALMA MI 48801-1073 9894632161 Odometer Reading: 0 Mi Authorization Code.

\_\_\_\_

Process Date: 04/25/2008

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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ய ලේවන්ම Warranty		Logou
To the state of th	September 13, 2012	
Global Warranty Management: Main > Interface With Customer > View Vehi INTERFACE WITH CUSTOMER	icle Delivery Information	
View Vehicle Delivery Information	<b>②</b>	
This screen allows IVH users to view the available information for the select the ultimate customer. Not all sections will be populated for all VINs	ed VIN delivered to the Service Agent and	For this vehicle:  - <u>View Vehicle Summary</u>
Vehicle Information VIN 1GKDT13S462 Model TT155	506-2008 ENVOY 4WD (4-DOOR)	Service Contract
Service Contract: No Branded Title No Warranty Block No Order Type 70 - RETAIL - STOCK	PDI Status No	→ Branded Tille Warranty Block
Field Actions. <u>O Open</u>	Harris Commence	→ <u>View Vehicle Build</u> <u>View Vehicle</u>
Invoice Information Invoicing Service Agent 222235 ALMA BUICK GMC 7440 N ALGER ROAD ALMA MI 48801-1073 9894632161	Invoice Date: 04/20/2006	Component Summary View Vehicle Transaction History Detail View Vehicle Delivery Information
Ship to Information Ship to Service Agent: 222235 ALMA BUICK GMC 7440 N ALGER ROAD ALMA MI 48801-1073 9894632161	Ship to Date: N/A	
Delivery Information  Delivery Service Agent 118468  KELLY BUICK GMC TRUCK, INC. Delivery Type: 032—RETA  445 N CEDAR RD  MASON MI 48854-1034 5176769311	Delivery Date   05/28/2006 IL LEASE* - EMPLOYEE STOCK (GMS) Delivery Odometer:   489	
In Service information Invoking 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 13, 2012

Staten Island, NY

RE: Service Request: 71-1104832053

2006 GMC Envoy

Vehicle Identification Number: 1GKDT13S462

Customer Relationship Specialist: Kellin

Dear

Thank you for allowing us the opportunity to review the product allegation involving your 2006 GMC Envoy. We apologize we were unable to successfully reach you by phone on 9/7/12 and 9/10/12.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File



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

Nikki Jackson Claims Administrator

October 18, 2012

Staten Island NY

RE:

Our File No.:

747511

Our Client:

General Motors LLC

Date/Event:

Unknown

Subject vehicle:

2006 GMC Envov

VIN:

1GKDT13S462

Dear

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

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

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

- 1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.
- 2. A copy of the police and/or fire report.
- 3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
- 4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
- 5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
- 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.
- Did the owner receive any Recall Notices for the subject vehicle? If so, please provide 8. 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.
- Advise if there is any property damage other then the subject vehicle. 12.
- 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 have had no contact from you within the next 30 days we will assume you are no longer interested in pursuing a claim and we will close our file.

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

Sincerely,

Nikki Jackson

Nikki Jackson

Claims Administrator

#### Service Request Detail SR No. 71-1106137229 Ref No. Goodwill No Goodwill Offered BRC Type PAR Site GW SubType Account Bus, Unit BRC Last Name First Name Approval Not initiated Area PAR ESIS Escalation Daytime # UCC Electrical - Power Door Lock Motor / Evening # Sub-Area Involved Dir Ray Skillman Northeast Buick GMC Address City Safety Indianapolis Yes State IN ZipCd Serial #/VIN 1GKET63MX72 Con Acct Source Phone Updated 9/13/2012 01:09:08 PM 2007 Priority BABBSKE Model Year Medium License # Owner Make GMC 09/07/2006 Status Open 9/11/2012 01:39:29 PM Warr. Start Opened Model Envoy 93284 Satisfied Mileage Sub-Status Closed PAR thermal event Abstract Customer Description This is a BRC PAR File. Please do not Assume. Forward all inquiries to Kellin Babbs @ ext. 41026

#### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries :	Other Veh	# People	in Veh Ro	ad Surface	e Road	Cond. Fire Report#	Police	Report#
Owner	9/4/2012 06:30:00 AM	N	0			phalt	Dry	unk	unk	
Oriver Last Nar	ne	Driver	First Name		Height	נים	R Disal	dittes		
					5'6		none			
insurance Ager unk	il Last Name	Juna Juna	ice Agent Fir	st Name	Phone (217)	# 373-3230	Insurant State Fa	e Agency		
ncident	Indianpolis IN	00110			(217)	Incident		s alleging that their window ;	annel started to best up on	d aguas a thornesi ayout
roc Loc	indiamons na					Desc	Costomeri	s alleging trat triest wiscow (	panei starred to neat up an	o cause a mermai event
Component v	vindow panel									
•	-					Damage	window par	nel/ wiring are melted		
Vehicle ( Loc	Ray Skillman Northeast Buick (	GMC Truc	k, Inc. 7550	E Washing	ton St	Desc	_			
	داس					Add'i Ini	0			
Emgcy Svc	ınk					Maint Lo	r Ray Skillm	an Northeast Buick GMC Ra	v Skillman Touck Inc	
PAR Det	ail	-				11141111	io itay okimi	an troubledat Balan Olito Ita	y Crossing France, and	
Collision	Non Collision	Y	Property Damage	N T	hermal Evt	Y	Spec Equip	none		
Vehicie Speed	0		Weather Condition	поппа	l		Prop Owner	na	Property Type	UB
Last Service Date			Loc Last Service				Property Location	na	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$600.00		Spec Equi	o na			Prop Damage Description	na		
rimary /eh Use	Personal		Inspection Type	Thermal	Event		inspected By	Inspection Not Performed	l Inspection Date/Time	
Veh Damage Description	window panel/ wiring are melt	ed					Explain Other	case is being sent to esis	for eval	

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on 9/14/2012

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# **PAR Injuries**

. Arz mjune	3							
ast Namo First	Name DOB .	Location		Рһопо #	Seating	Pos	Rostral	nt Typo
Stone Sylvi	ia 06/20/66	Occupant of	Owner's Vehicle	(317) 716-7590	Driver		SIR	
njury Description			Medical Rp1#			nt Location	Treated	Ву
Popped my shoulde	r out.		unk			int vincent hospital	unk	
Street Address			City		tate	Zip Code		-: -· · · ·
			Indianapolis	I)	(			
Activities							•	
Greated	Created By		Activity Type	Activity Sub-T		Status	Completed	Description
/13/2012 02:41:50		ESISBIQU	Escalation	ESIS- Thermal	Event	in Progress		ESIS - Thermal Event
Contact Last Name		Contact Firs	t Name	Account			BAC Code	
Sustomer claims the	ermal event original	ing from control ;	canel in drivers door					
Confidential Comme	ents							
Created	Created By	Assigned To	Activity Typo	Activity Sub-T	уре	Status	Completed	Description
7/13/2012 01:16:07	PM BABBSKE	BABBSKE	Other			Done	9/13/2012 01:16:22 PM	vehicle incident location
Contact Last Name		Contact Firs	I Name	Account			BAC Code	I
								_
omments Indi	ianpolis IN							
ellinbabbs/par/atx								
Confidential Comme	ents							1
Created	Created By	Assigned To	Activity Type	Activity Sub-T	уро	Status	Completed	Description
9/13/2012 01:10:30	PM BABBSKE	BABBSKE	Scheduled Follow-up	. ,		Scheduled Alam	n	esis - thermal - window panel
Contact Last Name		Contact Firs	t Name	Account			BAC Code	<u> </u>
Customer is alleging melted from flame.	g that their window	panel switch hea	led up causing a thermal o	event. The dealership	has shown	the button and inte	mal pieces have been	
esis - (hermal - wind	sow panel							

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#### **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
9/13/2012 01:10:09 PM	BABBSKE	KINZERTH	Notify CRM	.,	Done	9/13/2012 02:42:28 PM	esis - thermal event - window panel
Contact Last Name		Contact Firs	Name	Account		BAC Code	

Customer is elleging that their window panel switch healed up causing a thermal event. The dealership has shown the button and internal pieces have been melted from flame.

esis - thermal - window panel

kellinbabbs/par/atx Confidential Comments

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/13/2012 12:52:46 PM	BABBSKE	BABBSKE	Inbound Call Customer	Complex Request	Done	9/13/2012 01:09:55 PM	update from Sylvia Stone
Contact Last Name		Contact Firs	l Name	Account		BAC Code	

crs spoke w/:

crs verified email address:

ser contact information ndianapolis IN

Cust, states: The window kept going up and down. My sister was right there and she was going to put water on it. She ran back into the house to get a fire extinguisher. I kept trying to get it unlocked and couldn't. The next thing I knew, my lights came on. There was smoke coming.

crs adv; did you notice flames?

cust sts: yes, through the door panel I saw flames.

Original owner? y

rental? y

medical attn?
Popped my shoulder out, ER at saint vincent hospital, unk doctor

par form notes: ла

Crs gathered prePAR and PAR Detail info. CRS advised customer of required verblage as stated in d\_1075834  $\,$ 

Cust requested the file to be referred to the Central Claims dept.

Crs advised cust someone from our Central Claims department will follow up with you within 7-10 business days.

Crs provided contact information and the case number

kellinbabbs/par/abx Confidential Comments

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# **Activities**

reated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
13/2012 11:23:15 AM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	9/13/2012 11:23:15 AM	Ownership Escalated to BRC
entaci Lact Name		Contact Fire	st Name	Account		BAC Code	i
omments							1
onfidential Comments							1
							•
reated	Created By	Assigned To		Activity Sub-Typa	Status	Completed 9/13/2012 11:21:54 AM	Coscription
13/2012 11:21:54 AM	BABBSKE	BABBSKE	Correspondence	Account	Done	9/13/2012 11:21:54 AM BAC Code	Created:BRCPAR_PA0041. SR#71- 1106137229
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SANIICHIS							
onfidential Comments					·		ı
	-				<del>, , ,</del>		ı
onfidential Comments reated	Created By		Activity Typo	Activity Sub-Typo	Status	Completed	Description
onfidential Comments reated 13/2012 11:20:40 AM	Greated By BABBSKE	BABBSKE	Scheduled Follow-up		Status Done	9/13/2012 12:52:37 PM	Doscription 10 day letter esis
onlidential Comments reated 13/2012 11:20:40 AM			Scheduled Follow-up	Activity Sub-Typo Account			
confidential Comments control 13/2012 11:20:40 AM		BABBSKE	Scheduled Follow-up			9/13/2012 12:52:37 PM	
confidential Comments reated 13/2012 11:20:40 AM		BABBSKE	Scheduled Follow-up			9/13/2012 12:52:37 PM	
reated 13/2012 11:20:40 AM CONTROL OF Manna Ominieris D day letter esis		BABBSKE	Scheduled Follow-up			9/13/2012 12:52:37 PM	
		BABBSKE	Scheduled Follow-up			9/13/2012 12:52:37 PM	
reated 13/2012 11:20:40 AM ONLOG LOCA NAME ONL		BABBSKE	Scheduled Follow-up			9/13/2012 12:52:37 PM	

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#### Activities

Medalnes							
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/13/2012 11:18:34 AM	BABBSKE	LTRAPREQ	Submit for Approval	Letter (Non Goodwill)	Done	9/13/2012 12:52:42 PM	10 day letter esis
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
10 day letter esis							
9/11/12							
9/12/12							
9/13/12							
kellinbabbs/par/atx							
Confidential Commonte							

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/13/2012 11:10:45 AM	BABBSKE	BABBSKE	Outbound Call Customer	Left Message	Done	9/13/2012 11:11:02 AM	3rd attempt on Initial
Contact Last Nama		Contact Figs	Name	Account		BAC Code	

3rd attempt

crs adv. This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41026, SR# 71-1106137229 pls return my call, if I am not available pls leave a good contact number and a time that works best for you.

kellinbabbs/par/atx Confidential Comments

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/12/2012 06:04:23 PM	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Field	Done	9/12/2012 06:04:44 PM	nicole.budreau@gm.com
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

A product allegation claim has been made in your region. The customer is alleging that their electronic door lock on the vehicle heated up causing them to not be able to get out of their vehicle. The dealership has verified that this was a thermal event with melted parts. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKET63MX721

Ray Skillman Northeast Buick GMC Truck, Inc. Indianapolis IN 260798

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White 6lvd, Birlg. F, Austin, TX 78741
Phone: 868-790-5700 41026 I Fax: 886-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2012 05:58:36 PM	BABBSKE	BABBSKE	Scheduled Outbound Call Cust	Final Attempt	Done	9/13/2012 11:10:42 AM	3rd attempt on initial
Cuntact Last Nama		Contact Einst	Name	Account		BAC Code	

3rd attempt

crs adv: This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41026, SR# 71-1106137229 pls return my call, if I am not available pls leave a good contact number and a time that works best for you.

keliinbabbs/par/atx Centidential Comments

BI 122 01.2 03.7 .00 FM BADDARE BADDARE OURS OF CONTROL CONTRO	Description	Campleted	Status	Activity Sub-Type	Activity Type	Assigned To	Created By	Created
	2nd attempt on initial	9/12/2012 05:57:47 PM	Done	Left Message	Outbound Call Customer	BABBSKE	BABBSKE	9/12/2012 05:57:05 PM
Control First Name Account BAC Code	1	BAC Code		Account	Name	ĈFrst		

see acknowledgment

crs adv: This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information regarding your veh and the incident. You can contact me at 1-856-790-5700 x41026, SR# 71-1106137229 pls return my call, if I am not available pis leave a good contact number and a time that works best for you.

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/12/2012 12:44:23 PM	BABBSKE	BABBSKE	BRC PAR	Business Case	Done	9/13/2012 11:18:25 AM	business case
Contact Last Name		Contact First	Name	Account		BAC Code	

Customer is alleging that their window panel switch heated up causing a thermal event. The dealership has shown the button and internal pieces have been melted from flame.

esis - thermal - window panel

kellinbabbs/par/atx

Confidential Comments

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# Activities

reated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
/12/2012 12:44:16 PM	BABBSKE	BABBSKE	Other		Done	9/13/2012 11:13:11 AM	vehicle incident location
	-	Cambook Fire	* * 'ame	Account		BAC Code	
				_			
ommenis					-		
rs was not able to obtain	this informatio	n from customer	ī.				
ellinbabbs/par/atx							
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
/12/2012 12:42:15 PM	BABBSKE	BABBSKE	Scheduled Outbound Call	Follow-up Altempt	Done	9/12/2012 05:56:54 PM	2nd attempt on initial
			Cust Name	Account		BAC Code	
		2	Warne	Account		DAG GOOC	•
omments.			1 100				I
nd attempt on initial							
ellinbabbs/par/atx							
Confidential Comments							Ţ
Prentod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/12/2012 12:27:09 PM	BABBSKE	BABBSKE	Outbound Call Customer	Left Message	Done	9/12/2012 12:37:15 PM	
Contact Fact Name		Contact Firs	t Name	Account		BAC Code	
							-
		<u> </u>					
see acknowledgment							
ers adv: This is Kellin cal	ling from the G	M Product Alleg	ation Dept. I have received yo	ur file and do require furth	er information rega	irding your veh and the	•
incident. You can contac	me at 1-866-7	/90-5700 x41026	i. SR# 71-1106137229				
pla return my call, if i am	not availible pl	s leave a good c	contact number and a time that	n works dest for you.			
kellinbabbs/par/atx							_
Confidential Comments							l .

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# Activities

	0310d 11/2012 06:52:14 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type Scheduled Outbound Call Dir	Activity Sub-Type	Status Done	Completed 9/12/2012 12:38:02 PM	Description DLR initial
	ontact Last Name		Contact First	Name	Account		BAC Code	I I
C	onfidential Comments							ľ
e	eatod	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
	11/2012 06:51:51 PM	BABBSKE	BABBSKE	Scheduled Outbound Call Cust	Initial Attempt	Done	9/12/2012 12:27:05 PM	initial ack
C	ontact Last Name		Contact First	Name	Account		BAC Code	
C	onfidential Comments							· [
	ealed 11/2012 02:39:20 PM	Created By KINZERTH	Assigned To KINZERTH	Activity Typo Inbound Call Third Party	Activity Sub-Type Voice Mall Received	Status Done	9/11/2012 02:39:30 PM	Description PAR V/M
	nntart Last Name		Contact First	Name	Account		BAC Code	
71 cu th	-1106137229 stomer ermal event op 11 1:52pm					<u>-</u>		
C	onfidential Comments							
e	eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
		MERCADTO	BABBSKE	Ownership Changed		Done	9/11/2012 02:10:22 PM	Service Request Ownership has
	entant Last Nama		Contact Fire	Name	Account		BAC Code	changed FROM: MONTERAL TO: BABBSKE
G.	onfidential Comments							

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#### **Activities**

Created	Created By	Assigned To	Activity Typ	Activity Sub-Type	Status	Completed	Description
9/11/2012 02:10:09 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact - Field	Done	9/12/2012 06:04:21 PM	nicole.budreau@gm.com
Comband Land Norman		Cumbu at Lieu	A Marane	Account		RAC Code	

A product allegation claim has been made in your region. The customer is alleging that their electronic door lock on the vehicle heated up causing them to not be able to get out of their vehicle. The deatership has verified that this was a thermal event with melted parts. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKET63MX72

Ray Skillman Northeast Buick GMC Truck, Inc. Indianapolis IN 260798

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

Respectfully, Kellin Babbs i CRS

Aditya Biris Minacs I Inspired every day
7401 E. Ben White Bivd, Bidg. F, Austin, TX 78741
Phone: 866-790-5700 41026 I Fax: 866-311-2784 I www.minacs.adityabiria.com Follow us on Twitter

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/11/2012 02:10:00 PM	MERCADTO	BABBSKE	BRC PAR	initial Contact- Dealer	Done	9/12/2012 12:47:04 PM	Ray Skillman Northeast Buick GMC
Contact Last Name		Contact First	Name	Account		BAC Code	Truck, Inc. (317) 352-9311
							(317) 352-9311

CRS spoke with: Ron Rafail - service advisor

advised of cust product allegation

dir sts: Insurance - no smoke - no fire damage - there is a mark on the switch itself - it is melted though.

Evidence of abuse misuse or lack of maint: no

Known product concerns relating to customer's allegation: na

Is the customer in a rental vehicle? yes insurance (if yes, explain rental policy)

if an inspection becomes necessary would you host a 3rd party inspection; yes (only 2 hours of tech assist)  $\,$ 

If the result of the inspection is repairs, will your dealership be able to complete the repairs: yes

If the customer needs to a rental, will your dealership be able to provide a rental; yes (at  $38.00\ \text{per}$  day in a GM rental )

kellinbabbs/par/etx Confidential Comments

#### **Activities**

Greated 9/11/2012 02:09:49 PM	Created By MERCADTO	Assigned To BABBSKE	Activity Typo BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed 9/13/2012 11:11:37 AM		
Contact Last Name		Contact Firs	il Name	Account		BAC Code	i	_
Comments		,					I	
10 day ESI\$								
-								

ars spoke w/:

crs verified email address crs verified customer contact information.

Cust, states:

Original owner?

rental?

medical attn?

par form notes:

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

kellinbabbs/par/atx

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#### **Activities**

Groated Created By Assigned To Activity Typo 9/11/2012 02:09:41 PM MERCADTO BABBSKE BRC PAR Completed 9/12/2012 12:34:09 PM Activity Sub-Typo Status Acknowledgement Done BAC Code

Contact Last Name

Contact First Name

Account

crs adv: This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information regarding your veh and the incident. You can contact me at 1-866-790-5700 x41026, SR# 71-1106137229 pls return my call, if I am not available pls leave a good contact number and a time that works best for you.

kellinbabbs/par/atx

Confidential Comments

Created Created By Assigned To Activity Type Activity Sub-Typo Status Completed Description 9/12/2012 12:39:42 PM 9/11/2012 02:09:33 PM MERCADTO BABBSKE Research Done

Contact Last Name

Research VIN

Contact First Name

BAC Code

S/R's: SP-9238696 - TAC 71-1106137229 - thermal

Recalls: Special Coverage 10054 10/29/2011 09/07/2005 0 MI 09/07/2016 120,000 MI

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/atx

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# Activities

Greated 9/11/2012 02:08:25 PM Groups I and March Committees	Created By MERCADTO	Assigned To BABBSKE Contact First	Activity Typo Notify CRM Mame	Activity Sub-Type  Account	Status Done	Completed 9/12/2012 12:39:52 PM BAC Code	Description File assigned
file received. kellinbabbs/par/atx							
Confidential Comments							
Created 9/11/2012 02:09:09 PM	Created By MERCADTO	Assigned To BABBSKE	BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 9/12/2012 12:39:59 PM	Description Assigned to Kellin x31460
Comments		^Frst	Name	Account		BAC Code	
file received.  kellinbabbs/par/abx							
Confidential Comments							
Greated 9/11/2012 02:09:00 PM	Created By MERCADTO	Assigned To MONTERAL	Activity Type SR Opened	Activity Sub-Type	Status Done	Completed 9/11/2012 02:09:00 PM	Description SR in Status of Closed has been Re-
		e	ne	Account		BAC Code	Opened by MERCADTO
Confidential Comments							*
9/11/2012 02:08:59 PM	Created By MERCADTO	Assigned To MONTERAL	Activity Type SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 9/11/2012 02:08:59 PM	Description Service Request has been Closed Satisfied.
Comments		Canton Find	Name	Account		BAC Code	opusity.
Confidential Comments							· [

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# Activities

reated /11/2012 01:57:22 PM	Created By MONTERAL	Assigned To KINZERTH	Activity Type Nolify CRM	Activity Sub-Typo	Status Don <del>e</del>	Completed 9/11/2012 02:08:55 PM	Description please assume file
ontact Last Name		Contact First	Name	Account		BAC Code	
omments							
onfidential Comments			_		***		
reated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
11/2012 01:44:05 PM	MONTERAL	MONTERAL Contact First	Inbound Call Customer	Complex Request	Done	9/11/2012 01:57:20 PM BAC Code	complaint veh
Inntact t asl Name		Contact First	Name	ACCOUNT		DAC Code	
опшиения							1
:28 PM 9/11/2012 AME:							
EL: co							
.DD: 'IN: 1GKET63MX72'							
Al: 93000							
NSVC DATE:9/7/2006							
)LR:raysk							
CUST STS							
l saw roon the news ab my veh caught on fire is	iout une door co ist week. I was	adv by my dirshi	p lo give you a call to repor	this issue			
veh caught on fire and t	ocked me in						
rindow on the passenge we called 911 and they	er side kept con	ning up and dow	n and I wasni able to get ou	t p/c it locked me in			
CUST SKS	put out are nam	the mande and acco	•				
to report issue							
RSADV	ıa.						
was there an open flam	-						
CUST STS							
CUST STS yes, we called 911 and		out out the fire					
CUST STS yes, we called 911 and veh at Ray Skillman Ch		out out the fire					
CUST STS yes, we called 911 and veh at Ray Skillman Ch CRS ADV	ev						
was there an open flam CUST STS yes, we called 911 and veh at Ray Skillman Ch CRS ADV will forward file to PAR, AILEEN-CAC+T1-MNL-	ev pls stay on the	line					

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on 9/14/2012

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# **UCC Information**

UCC Code Symptom Description
N42 No Symptom Indicated Electrical - Power Door Lack Motor / Switch / Wiring

Report Generated for toporowm

on 9/14/2012

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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

September 20, 2012

Indianapolis, IN

RE:

Claimant:

Our File No.:

747543

Our Client:

General Motors LLC

Date/Event:

9/7/12

Subject vehicle:

2007 GMC Envoy

VIN:

1GKET63MX72

Dear

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

During our phone conversation of September 19, 2012, you stated you were going to seek legal advice and hand this over to your attorney. Please have your attorney contact me so we may discuss this further. If we are not contacted 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,

Kelly Kufel

Claims Administrator



# Y SKILLMAN

Northeast Buick GMC Truck, Inc.

7550 E. WASHINGTON ST. INDIANAPOLIS, IN 46219

PHONE: (317) 352-9311 or (317) 351-5100 www.rayskillman.com "WE SERVICE ALL MAKES AND MODELS"



**BUCS48508** 

STOCK NO.

DELIVERY MILES

PADDICTION DATE

REPRINT# 1

MO: 93284

Seru, Mur

TO VER NO. 34634 RONALD RAFAIL 126 618 LABOR RUTE I CONTRACTOR 93.284 BLACK/ 07/GMC/ENVOY/4DR 4WD CIANAPOLIS, IN TIGRET 6 3 M X 7 2 RESIDENCY BUDGE NASMESS PROVE CUSTOMER STATES DRIVERS DOOR CAUGHT ON FIRE CHECK AND ADVISE
DISASSEMBLED AND TESTED CIRCUIT . CIRCUIT OKAY . INTERNAL
FAILURE OF DRIVERS DOOR SMITCH/KODULE ASSEMBLY
DEDI ACEN DETVERS DOOR MODILE AND PROGRAMMED TO VEHICLE 318.00 JOB # 1 TOTAL PARTS 318.00 JOB # 1 TOTAL LABOR & PARTS PARTS------QTY---FP-NUMBER---------DESCRIPTION----JOB # 2 TOTAL PARTS 0.00 JOB # 2 TUTAL LABOR & PARTS 0.00 14 3-85902534342320EVATUTQEEAN: 42 3/45123 23 3/44 DECHEVE 155024476 42 42 3/4 2/4 2/2 3/4 JOB # 3 TOTAL PARTS INTERIOR DETAIL
COMPLETED INTERIOR DETAILING PARTS------OTY---FP-MUMBER----------DESCRIPTION--0.00 JOB-# 3 TOTAL LASOR & PARTS 79.95 SUBLET POF VERD INV# INV.DATE DESCRIPTION DIG # 2 19027 201062 09/04/12 TOXING 45.00 45.00 TOTAL - SUBLET S.O.G. & SUPPLIES. DOS # 3 0.5 NEW CAR HATERIAL CREDIT @ 20.000 /UNIT 10.00 TOTAL - GOG ' CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$622.71 (+TAX) ON 09/11/12:AT 12;26pg
BY HS/INS
COMMENTS BY HS/INS COMMENTS
COMMENTS
COMMENTS
AITING FOR CUSTOMER OR INSURANCE APPROVAL 9.5-12
STATE FARM CLAIM
FAX 888-835-6873 PAGE 1 OF 2 **GUSTOMER COPY** [CONTINUED ON NEXT PAGE] 11:55am

SERVICE REPLACEMENT PARTS AND ACCESSORY WARRANTY
DISCLAUMER OF WARRANTIES: Any warrantes

\*\*\*09712/12

SELURIO DEALER NO.

\*\*°09/04/12

on the products sold hereby and those naide by the manufacturer. The setur. RAY SKILLMAN NORTHEAST BUICK GMC TRUCK, INC. huraby expressly disclaims of warranties, other express or including any implied warranty of marchantability of including any implied warranty of marchantability of fibruss for a particular purpose, and RAY SKILLMAN NORTHEAST BUICK GMC TRUCK, INC. nobber assumes nor authorizes any other person to assume for it any flability in connection with the sale of sale products.

OTHER TERMS: THIS WARRANTY IS EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES OF ANY KIND EXPRESS OR IMPLIED, INCLUDING (WITHOUT LIMITATION) IMPJED, INCLUDING (WITHOUT LIMITATION)
ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR
PURPOSE APPLICABLE TO SUCH PARTS AND
ACCESSORIES, THE PAYMENT FOR REPAIR
ACCESSORIES, THE PAYMENT FOR REPAIR
REPLACEMENT IS THE EXCLUSIVE
REMEDY UNDER THIS WRITTEN WARRANTY.
THE DEALER SHALL NOT BE LIABLE FOR
SPECIAL, INDIRECT, INCIDENTAL OR
CONSEQUENTIAL DAMAGES, THE DEALER
ASSUMES NO DEUGRATION IN CONNECTION ASSUMES NO OBLIGATION IN CONNECTION WITH THE EALE OF SUCH PARTS OR ACCESSORIES.

#### Thank You!

... for coming to Ray Skillman, Inc. for your service work. We have one of the largest and best equipped service centers of any dealership in the midwest. WE THERE-FORE GUARANTEE ALL OF OUR WORK FOR 90 DAYS OR 4000 MILES, whichever comes first. This Guarantee is valid provided you bring your vehicle back to us and give us the opportunity to correct any problem you may have. If you are dissatisfied or unhappy with us in any way please let us know. WE WANT YOUR REPEAT BUSINESSI

Ray Skillman

SERVICE HOURS: MONDAY THRU FRIDAY 7:00 AM TO 6:00 PM



# RAYSKILLMAN

# Northeast Buick GMC Truck, Inc.

7550 E. WASHINGTON ST. INDIANAPOLIS. IN 46219 PHONE: (317) 352-83° 1 or (317) 351-5100 www.rayskillman.com "WE SERVICE ALL MAKES AND MODELS"



34634		A50000	and Print	CELI	•
77037		RONALD RAFAIL	126, 618	<sup>20</sup> 09/12/12	BUC\$48508
			93,284	BĽÁCK/	STOCK NO.
ANAPOLIS, IN		07/GMC/ENVOY/4DR 4		<sup>20</sup> 09/07/06	DELIVERY MILES
•		IGKET63MX		SELLING DEALER NO.	PRODUCTION DATE
ESTDENCE PHONE		F7.E.NG	P.C. I.S.	**69/04/12	REPRINT# 1
OTAL S	EUGIKES\$ PHONE	COMMENTS			MO: 9328
WE WANT YOU TO RE FOR ANY AUTOMOTIVE	TURN TO RAY SKILLMAN E NEED YOU MAY HAVE. PROFESSIONALS PRIHEAST BUICK GMC	TOTAL P. TOTAL S. TOTAL S. TOTAL H. TOTAL H. TOTAL H. TOTAL IN	.0.G 10.00 ISC CHG. 0.00 ISC DISC 0.00 22.26	SERVICE REPLACE ACCESSOR DISCLAMER OF WARF on the products sord no the manufacturer. The NORTHEAST BUICK of expressly disclaims all no or implied, including a morchantability or finese and RAY SIGILMAN NO TRIJCK UNC. neither ass other person to assure connection with the sale	noby are those much zeiter. PAY SKILLMA MC TRUCK, INC. here saranikas, either expre- saranikas, either expre- iny implied warranty for a particular purpos partificast BUICK Given umes nor authorizes as the for it am lability.
CUSTOMER STEVATURE	DUPLICATE		*******	OTHER TERMS: THE EXPRESSIV IN LIEU ( RANTIES OF ANY IMPLIED WARRAN ABILITY OR PTINESS PUMPOSE APPLICABLE ACCESSORIES, THE RORR REPLACEMENT REMEDY UNDER THIS THE DEALER SHALL IN POPECIAL INDIRECT, CONSEQUENTIAL DAM ASSUMES NO OBLIGAT WITH THE SALE OF ACCESSORIES.	OF ALL OTHER WAKIND EXPRESS OF WITHOUT LIMITATION THES OF MERCHAN FOR A PARTICULATION SUPPLY OF THE EXCLUSIVE WITHOUT HE EXCLUSIVE OF SELLABLE FO LINCEDENTAL ON THE DEALE TOON WE CONNECTION WORLD THE DEALE TOON WE CONNECTION THE DEALE TOON WE CONNECTION WE CONNECTION TO THE DEALE TOON WE CONNECTION THE DEALE TOON WE CONNECTION THE DEALE TOON WE CONNECTION TO THE DEALE TOON WE CONNECTION THE DEALE TOON WE CONNECTION TO THE DEALE TOON WE CONNECTION TO THE DEALE TOON WE CONNECTION TO THE TOON WE CONNECTION TO THE TOON WE CONNECTION TO THE TOON WE CONNECTION TO THE TOON WE CONNECTION TO THE TOON THE TOO
					o one of the large: vice conters of an invest. WE THERE ALL OF OUR WORLD OMILES, whicheve huamntee is valid in vehicle back to utunity to correct any with us in any way WE WANT YOUR
GE 2 OF 2	CUSTOMER COPY	î END OF I	NVOICE 1 11:35am	SERVICE I MONDAY THE 7:00 AM TO	RU FRIDAY

#### Service Request Detail SR No. 71-1108628141 Ref No. BRC Type PAR Goodwill No Goodwill Offered Site Account GW SubType Bus. Unit BRC Last Name First Name Approval Not Initiated Area PAR Daytime # UCC Evening # Electrical - Power Window Motor / Sub-Area ESIS Escalation Burton Address Involved Dir Applegate Chevrolet Company City Safety Yes State ZipCd Con Acct Phone Updated 9/19/2012 03:36:37 PM Source Serial #/VIN 1GNET13M672 Model Year 2007 Medium License # CHEVROL KINZERTH Priority Owner Орел Make Chevrolet Warr. Start 07/26/2007 Status Opened 9/18/2012 03:29:35 PM Model TrailBlazer 164453 Satisfied Mileage Sub-Status Closed Abstract • † (ESIS) Power Window Switch - Thermal Event This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039

Customer Description

#### Pre-PAR

PAR Notifier GM Personne	8/7/2012 03:00:00 PM	nies # Other Veh N 0	# People in Veh Roa 2		Road Dry	n/a	Police Report# n∕a
Industriast Na		Orivor Firet Name	Height <b>5'6%</b> "	DOB	Pisabi None		
Boyd		nsurance Agent First Tony	Name Phone#		Farm Bu		
Incident Loc	specific location unknown - near ho	ome on in Burton Mi	48519	Incident Desc	she was driv door panel	ring and smelled a burning odor a	nd smoke started comoing from inside the drivers
Component	control module in drivers door			_			
Vehicle Loc	Applegate Chevrolet Company (bo	ody shop)		Damage Desc	*	ule in drivers door burned	
	n/a			Add'I Info	road surface		
PAR De	tail	<del></del>		,		·	
Coilision	Non Collision Y	Property Damage	N Thermal Evt	Y S	pec Equip	None	
Vehicle Speed	35	Weather Condition	dear	. Р	rop Owner	r/a	Property n/a Type
Last Service Date		Loc Last Service			roperty ocation	n/a	Prop Est Repair Cost
Veh Est Repair Cost	\$351.00	Spec Equip Installer	n/a		rop Damage escription	n/a	
Primary Veh Use	Personal	Inspection Type	Thermal Event	lr	spected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	control module in drivers door but	med		ε	xplain Other	file forwarded to ESIS	

Report Generated for toporowm

on 9/20/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
9/19/2012 03:32:43 PM	KINZERTH	KINZERTH	Inbound Call Customer	Service Request Update	Done '	9/19/2012 03:35:09 PM	Customer called	
		A	Name	Account	•	BAC Code	1	
							_	
1919/10111241185								

Spoke with customer Yvonne Beagle

- Customer claims thermal event originating from control module in drivers door
   Customer states she was driving and smelled a burning odor and smoke started comoing from inside the drivers door panel
   Venified no injuries and no property damage
   Vehicle is currently at Applegate Chevrolet Company and repairs are being covered by customers insurance
   Advised customer file would be forwarded to ESIS and read ESIS scripting

Thaddeus Kinzer/PAR/ATX Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/19/2012 02:33:24 PM	LINGLEDA	KINZERTH	Notify CRM	Letter Approved	Done	9/19/2012 03:32:32 PM	Letter Approved
Contact Last Name		Contact First	Name	Account	<u> </u>	BAC Code	
Comments							
Letter Approved					_		
Confidential Comments							
Cumberna Community							•
Comments Comments							•
Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
	Created By KINZERTH	Assigned To KINZERTH	Activity Typo Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alarm		Doscription UTC
Created			Scheduled Follow-up	Activity Sub-Type Account			
Groated 9/19/2012 01:14:30 PM		KINZERTH	Scheduled Follow-up				
Groated 9/19/2012 01:14:30 PM		KINZERTH	Scheduled Follow-up				
Groated 9/19/2012 01:14:30 PM		KINZERTH	Scheduled Follow-up				

Report Generated for toporowm

on 9/20/2012

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#### **Activities**

Created By Assigned To Activity Type 9/19/2012 01:13:52 PM KINZERTH ESISBIQU Escalation Activity Sub-Type Status Completed Description ESIS - Thermal Event / Insurance ESIS- Thermal Event In Progress Involvement act Lact Nami BAC Code

Customer claims thermal event originating from control module in drivers door panel Vehicle reparts being covered by customers insurance Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created By Assigned to Activity Type 9/19/2012 01:12:54 PM KINZERTH KINZERTH BRC PAR Activity Sub-Type Business Case Status Completed Description Done 9/19/2012 01:13:51 PM **Business Case** Contact Last Name Contact First Name Account BAC Code

Customer claims thermal event originating from control module in drivers door panel Vehicle reparls being covered by customers insurance PAR has been unable to reach customer - PAR interview not completed Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/19/2012 01:12:32 PM	KINZERTH	LINGLEDA	Submit for Approval	BRC	Done	9/19/2012 02:33:40 PM	ESIS UTC Letter
Contact Last Name		Contact First	Name	Account		BAC Code	1
Comments							
Letter Approved							
Confidential Comments							

Report Generated for toporowm

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# **Activities**

realed /19/2012 01:10:58 PM	Created By KINZERTH	KINZERTH	Activity Typo Correspondence	Activity Sub-Typo	Status Done	Completed 9/19/2012 01:10:58 PM	Doscription Created:BRCPAR_PA0041, SR#71- 1108628141
iontact Last Name		Contact Firs	Name	Account		BAC Code	1100020141
Confidential Comments							
roated /19/2012 01:06:07 PM	Created By KINZERTH	Assigned To KINZERTH	Activity Typo Outbound Call Dealer	Activity Sub-Type	Status	Completed 9/19/2012 01:09:51 PM	Description
Contact Last Name	KINZEKIH	Contact Firs		Made Contact Account	Done	BAC Code	Called
						,	· I
poke with Kevin Weider			plegate Chevrolet Company				•
Spoke with Kevin Welder Verified customers photo Obtained customers ad	ne number		plegate Chevrolet Company lealer does not have any after	nale numbers			
Spoke with Kevin Welder Verified customers photo Obtained customers ad Thaddeus Kinzer/PAR/A	ne number dress from des		. •	male numbers			
poke with Kevin Welder Verified customers pho Obtained customers ad	ne number dress from des		. •	male numbers			•
poke with Kevin Weider Verified customers pho Obtained customers ad haddeus Kinzer/PAR/Al onfidential Comments	ne number dress from des	oler Assigned To	lealer does not have any after	Activity Sub-Type	Status	Completed	Description
poke with Kevin Weider Verified customers pho Obtained customers ad haddeus Kinzer/PAR/Al onformini Comments reated #19/2012 01:04:49 PM	ne number dress from des	der Assigned to KINZERTH	Activity Typo Outbound Call Customer	Activity Sub-Typo Left Message	Status Done	9/19/2012 01:05:35 PM	Description Called
poke with Kevin Weider Verified customers pho Obtained customers ad haddeus Kinzer/PAR/Al onformini Comments reated #19/2012 01:04:49 PM	ne number dress from des	oler Assigned To	Activity Typo Outbound Call Customer	Activity Sub-Type			
poke with Kevin Welder Verified customers phor Obtained customers ad haddeus Kinzer/PAR/A) onfidential Comments Fronted /19/2012 01:04:49 PM ontact Last Name	ne number dress from des	der Assigned to KINZERTH	Activity Typo Outbound Call Customer	Activity Sub-Typo Left Message		9/19/2012 01:05:35 PM	
poke with Kevin Weider Verified customers pho Obtained customers ad maddeus Kinzeri/PAR/Al Confidential Comments Treated V19/2012 01:04:49 PM Confidential Fast Name	ne number dress from des	der Assigned to KINZERTH	Activity Typo Outbound Call Customer	Activity Sub-Typo Left Message		9/19/2012 01:05:35 PM	
poke with Kevin Weider Verified customers pho Obtained customers ad naddeus Kinzeri/PAR/Al onfidential Communis Teated V19/2012 01:04:49 PM onfidel Last Name comments eft voicemail for custom Advised file has been n	ne number dress from des	Assigned To KINZERTH Contact Firs	Activity Typo Outbound Call Customer	Activity Sub-Typo Left Message		9/19/2012 01:05:35 PM	
poke with Kevin Welder Verified customers pho Obtained customers ad haddeus Kinzer/PAR/Al	ne number dress from des	Assigned To KINZERTH Contact Firs	Activity Typo Outbound Call Customer	Activity Sub-Typo Left Message		9/19/2012 01:05:35 PM	

Report Generated for toporowm

on 9/20/2012

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# **Activities**

Greated 9/19/2012 09:07:01 AM	Created By KINZERTH	Assigned To KINZERTH	Activity Type Scheduled Outbound Call	Activity Sub-Type	Status Done	Completed 9/19/2012 01:03:12 PM	Doscription Initial
	141144444141		Cust		Duild	37 13120 12 01.03. 12 FM	1 via
Contact Last Name		Contact First	Name	Account		BAC Code	I
Comments							
Complete initial contacts	- final attempt			• "		_	•
Confidential Comments							
Created 9/19/2012 09:06:09 AM	Created By KINZERTH	Assigned To KINZERTH	Activity Type Outbound Call Customer	Activity Sub-Type Left Message	Status Done	Completed 9/19/2012 09:06:53 AM	Description
Contact Last Name	NINZERITI	Contact First		Account	Dave	9/19/2012 09:06:53 AM BAC Code	Called
Commens		Guillaca Fus	LIVATEID	ACCOUNT		BAC CODE	
Left voicemail for custom	er						1
* Advised file has been re * Provided contact inform							
* Scheduled caliback							
Thaddeus Kinzer/PAR/AT	x						
Confidential Comments							I
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
9/18/2012 04:55:12 PM	ALARINAL	KINZERTH	Notify CRM	Customer Called	Done	9/19/2012 08:08:20 AM	pls see prev activity
Contact Last Name		Contact Firs	l Name	Account		BAC Gode	
BTTC: 9-930am tomorrow	w, Wednesday		_				
Aleana   Mia   CAC T1   L	.1						
Confidential Comments							l

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on 9/20/2012

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#### Activities

Activities							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/18/2012 04:53:00 PM	ALARINAL	ALARINAL	Inbound Call Customer	Complex Request	Done	9/18/2012 04:55:11 PM	cust called in
Contact Last Name		Contact First	Name	Account	-	BAC Code	
CUST STS: -I got a call from someon -wasn't able to punch the -Phone #							l
CUST SKS: -returning call							
CRS ADVSD:  -case being handled by a  -tried reaching rep but he  -would send him direct n  -offered VM?	e's not available	B .	o is Thaddeus				
CUST STS: -yeah he said he's gonna	s call me tomor	тоw morning, I w	ork in the morning; I have b	reak at 9-930 so if he could	call between then	that'il be great	

Aleana | Mia | CAC T1 | L1

Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Ŝtatus	Completed	Description
9/18/2012 04:04:49 PM	KINZERTH	KINZERTH	Scheduled Outbound Call Cust		Done	9/19/2012 09:04:36 AM	Initial
Contact Last Name		Contact First		Account		BAC Code	
Comments							1
Complete initial contacts	- second attem	pt					•
Confidential Comments							

Report Generated for toporowm

on 9/20/2012

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#### **Activities**

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2012 04:04:35 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done -	9/18/2012 04:04:35 PM	Ownership Escalated to BRC
Contact Last Name		Contact Firs	Name	Account		BAC Code	
							•
Comments		<u></u>					
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/18/2012 04:03:05 PM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Done	9/18/2012 04:03:32 PM	(MI) 71-1108628141 PAR Case Sent t
Contact Last Name		Contact Firs	Name	Account		BAC Code	ESIS · No Action Required

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

Customer 2007 Chevrolet TrailBlazer 1GNET13M672 Dealership: Applegate Chevrolet Company (body shop), BAC 115170, Flint MI Dealership Contact: Kevin Weidenhammer, body shop manager

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

Confidential Comments

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on 9/20/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed -	- Description	 •
9/18/2012 03:35:02 PM	KINZERTH	KINZERTH	BRC PAR	initial Contact - Field	Done	9/18/2012 04:03:04 PM	Called	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
							-	

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

Customer: 2007 Chevrolet TrailBlazer 1GNET13M672

Tight: 13m0/2—3—3—3—4 Dealership: Applegate Chevrolet Company (body shop), BAC 115170, Flint MI Dealership Contact: Kevin Weldenhammer, body shop manager

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

#### Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscrintion
9/18/2012 03:34:55 PM	KINZERTH	KINZERTH	BRC PAR	initial Contact- Dealer	Done	9/18/2012 03:57:26 PM	Called
Contact Last Name		Contact Firs	t Name	Account		BAC Code	· · · · · · · · · · · · · · · · · · ·

Spoke with Kevin Weldenhammer, body shop mgr at Applegate Chevrolet Company

- Verified vehicle is at this location repairs currently in progress and being covered by customers insurance less customers deductable of \$100
   Dealer is aware of customers concerns with the fuel gage as well but they are past the parameters for the special policy

#### Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription	
9/18/2012 03:34:46 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- 10 Day Letter	Done	9/19/2012 01:10:45 PM	ESIS letter sent	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
Comments							I	
Confidential Comments							ı	

Report Generated for toporowm

on 9/20/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	KINZERTH	KINZERTH	BRC PAR	Acknowledgement	Done	9/18/2012 03:43:59 PM	Called
Contact Last Name		Contact First	Name	Account		BAC Code	
						_	•
Comments Left voicemail for custome	r Yvonne Bead	ie					•

- Advised file has been received in PAR
   Provided contact information
   Scheduled caliback

Thaddeus Kinzer/PAR/ATX
Confidential Comments

Created Create 9/18/2012 03:34:31 PM KINZE Contact Last Name	 Activity Typo Research ame	Activity Sub-Typo  Account	Status Done	Completed 9/18/2012 03:44:51 PM BAC Code	Description Research VIN
Comments Open Recalls:None					I
Related Repairs:None Previous SRs: SP-10629496 - TAC / unrelated SP-10633202 - TAC / unrelated					

Theddeus Kinzer/PAR/ATX Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2012 03:34:18 PM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	9/18/2012 03:44:02 PM	Assigned to Thaddeus x41039
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							1
Commence							
Confidential Comments							

Report Generated for toporowm

on 9/20/2012

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#### Service Request Detail

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/18/2012 03:32:25 PM	KINZERTH	KINZERTH	Inbound Email		Done	9/18/2012 03:33:14 PM	E-mail notification of new PAR file
Centart Last Name		Contact First	Name	Account		BAC Code	

Comments

Pat.

Please assign to an agent to discuss the fire allegation and escalate to ESIS is appropriate.

Thanks,

LYLE STIEFEL
Business Performance Manager PAR & Repurchase
General Motors Customer Experience, CARS Group
Business Resource Center
6200 Grand Pointe Dr
MC: 484-393-222, Grand Blanc, MI 48439
(C): 313-268-5886
Email: lyle.stiefel@gm.com

---- Forwarded by Lyle Stiefel/US/GM/GMC on 09/18/2012 02:30 PM ----

From: Patrick T. Macaluso/US/GM/GMC
To: Lyle Stiefelf/US/GM/GMC@GM
Date: 09/13/2012 11:01 AM
Subject: Customer / VIN:

Date: 09/13/2012 1-111 AM
Subject: Customer VIN# 1GNET13M672 2007 Trailblazer / Fire in drivers door master switch module / Dealer Applegate Chevrolet

Lyle

The above customer is a neighbor of Cindy Scoti (Sr. Buyer Interior Accessories Buyer B8, in Grand Blanc). The customer contacted Cindy telling her she had a fire in her drivers door and had read something on this that GM was recalling because of it. The customer took the vehicle to Applegate Chevrolet and they are tell her they have nothing on this and she will need to pay to have it fixed.

Cindy contacted Chris Witt in supply chain who had Dan Dowling look into it. Dan came to me yesterday and I asked him to get further details so I could sent it to the team to get involved in it. CAC is not involved at this point so this is a cold case that needs someone on it ASAP.

The customer also has the gas guage issue which will need to be addressed once this is  $\tau$ 

Confidential Comments

#### **UCC** Information

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

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on 9/20/2012

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To <thaddeus kinzer@gmexpert.com>

CC

bcc

Subject FW: Customer 1GNET13M672

/VIN# / 2007 Trailblazer / Fire in drivers

door master switch module / Dealer Applegate Chevrolet

Thank You,

Pat Burcham | Team Lead Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone (512) 386-0535 | Fax 866-3004627 | www.minacs.adityabirla.com

From: lyle.stiefel@GM.COM [mailto:lyle.stiefel@GM.COM]

Sent: Tuesday, September 18, 2012 2:32 PM

To: Pat Burcham; Ashley Palomarez

VIN# 1GNET13M672 Subject: Fw: Customer

/ 2007 Trailblazer / Fire in drivers

door master switch module / Dealer Applegate Chevrolet

Pat,

Please assign to an agent to discuss the fire allegation and escalate to ESIS is appropriate.

Thanks.

LYLE STIEFEL

Business Performance Manager PAR & Repurchase General Motors Customer Experience, CARS Group **Business Resource Center** 6200 Grand Pointe Dr

MC: 484-393-222, Grand Blanc, MI 48439

(C): 313-268-5886

Email: lyle.stiefel@gm.com

---- Forwarded by Lyle Stiefel/US/GM/GMC on 09/18/2012 02:30 PM ----

Patrick T. Macaluso/US/GM/GMC From: Lyle Stiefel/US/GM/GMC@GM Ta:

09/13/2012 11:01 AM Date:

Subject: Customer

/ VIN# 1GNET13M672: 2007 Trailblazer / Fire in drivers door master switch module /

Dealer Applagate Chavrolat

Lyle

The above customer is a neighbor of

(Sr. Buyer Interior Accessories Buyer B8, in Grand

Blanc). The customer contacted Cindy telling her she had a fire in her drivers door and had read something on this that GM was recalling because of it. The customer took the vehicle to Applegate Chevrolet and they are tell her they have nothing on this and she will need to pay to have it fixed.

Cindy contacted Chris Witt in supply chain who had Dan Dowling look into it. Dan came to me yesterday and I asked him to get further details so I could sent it to the team to get involved in it. CAC is not involved at this point so this is a cold case that needs someone on it ASAP.

The customer also has the gas guage issue which will need to be addressed once this is resolved, the bulletin information is attached. The customer condition is as follows gas gauge is not working it jumps from empty to half tank

Customer:	E-mail:	PH#
Dealer:	Applegate Chevrolet - Contact Person Kev	ln Weidenhammer

Patrick Macaluso | General Motors: CCA-CARS
Business Performance Manager-Customer Experience
6200 Grand Pointe Drive | Grand Blanc, MI 48439

Office: 810-606-3598 | Cell: 313-910-7277 | patrick.t.macaluso@gm.com

#### Customer Letter on gas guage:

Dear General Motors Customer:

As the owner of a 2005 model year GMC Envoy XUV; a 2005-2006 model year Chevrolet SSR, TrailBlazer EXT or GMC Envoy XL; a 2005-2007 model year Buick Rainier, Chevrolet TrailBlazer or GMC Envoy, part of our commitment to you as a member of the General Motors family is providing you with important information whenever a specific condition may affect your vehicle.

Please do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition described in the next paragraph.

In some of these vehicles, the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the Service Engine and Low Fuel lights to Illuminate. Illumination of these lights is accompanied by a chime when the vehicle is started. If your vehicle is equipped with a Driver Information Center (DIC), you will also see the Fuel Level Low message displayed. As the fuel level in the tank drops, the lights, DIC message, and chimes may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually as the sensor continues to wear, the fuel gauge will stop working, always read empty, and the Service Engine and Low Fuel lights will Illuminate continuously, again accompanied by a chime when the vehicle is started and a Low Fuel Message in the DIC (if so equipped).

Even though your vehicle may no longer be covered by its New Vehicle Limited Warranty and you may not be the vehicle's original owner, we still want to help you correct this

condition if it occurs on your vehicle.

GM will pay fifty percent (50%) of the total cost for an authorized Buick, Chevrolet, or GMC dealer to repair your vehicle if it has the condition described above. Your dealer will perform the required repair according to the labor time and part cost established by GM for warranty repairs. As you may know, dealer labor rates vary significantly from one part of the country to another, so it's difficult to accurately determine your actual savings, but it will be at least 50% of what you would pay to have this repair done for a vehicle that is beyond the GM New Vehicle Limited Warranty period.

If you agree to accept this offer, you will be responsible for the other half of the dealer's repair bill. This offer to equally share the repair cost only applies if your vehicle is currently exhibiting this condition or exhibits the condition within a period of 10 years or 120,000 miles (193,000 km), whichever occurs first, from the date your vehicle was originally placed in service.

This offer will significantly reduce costs you might incur if your vehicle has this condition and is beyond the terms of its new vehicle warranty. This offer is also applicable to customer reimbursement requests related to this condition. If you have previously paid to have your fuel level sensor replaced, GM will reimburse you fifty percent (50%) of any reasonable and customary repair cost. Additionally, if you used an extended warranty or after-market service contract to pay for your fuel level sensor to be replaced, GM will pay fifty percent (50%) of any reasonable and customary deductible cost. If either of these scenarios applies to your situation, please complete the enclosed reimbursement request form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by September 30, 2012, unless state law specifies a longer reimbursement period.

If you have any questions about this special coverage offer, please contact your local GM dealer or the GM Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)	
Buick	1-800-521-7300	1-800-832-8425	
Chevrolet	1-800-222-1020	1-800-833-2438	
GMC	1-800-462-8782	1-888-889-2438	
Guam	65-6267-1752		
Puerto Rico - English	1-800-496-9992		
Puerto Rico – Español	1-800-496-9993		
Virgin Islands	1-800-496-9994		

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products. We also want you to know that we will do our best, throughout your ownership experience, to ensure that your vehicle provides you many miles of enjoyable driving.

your vehicle provides you many miles of enjoyable driving.	
Jim Moloney	
General Director,	
Customer and Relationship Services	
Enclosure	
10054	
>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>	
IVH Information:	
View Vehicle Summary 1⊕	
	٠.
This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information and OnStar and XM Radio information (if applicable).  Vehicle Information  Vin: 1GNET13M672  Service Contract: No Branded Title: No Warranty Block: No PDI Status: No Order Type: 70 - RETAIL - STOCK	nation, App
Field Actions: 0 Open	
Required Field Actions	

Гуре	Number	Original Nbr	Description
Service Update	N06009	06091	ENGINE/POWERTRAIN CONTROL MODULE REPROGRA
Bulletins	1		2006**

#### Branded Title

\*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk C 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 contr USA:800-556-3600.

OnStar Equipped: Y

XM Equipped: Y XM Radio ID: B2U7K0WG

OnStar Vehicle Diagnostics: N

Appli	cable Warranti	cs						Val	id warrantie	s are hi
Vali d	Description				Warranty Date	Add	Start Date	Effective Odometer	End Date	End Odon
	Corrosion	Limited	Warrant	у	08/05	/2011	07/26/200	1M O	07/26/201	100,
-										

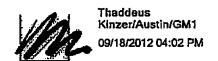
Bumper to Bumper Limited Warranty	08/05/2011	07/26/200 7	0 MI	07/26/201 0	36,0
Special Coverage 10054	08/05/2011	07/26/200 7	0 MI	07/26/201 7	120,
Powertrain Limited Warranty	08/05/2011	07/26/200 7		07/26/201 2	100,
Emission Select Component Ltd Wty	08/05/2011	07/26/200 7	0 MI	07/26/201 5	80,0

	.:	;				· :	
Service Contract				n jedan			
Velucle has no c	urr	en	t recoi	rd of	service	<del></del>	

Transaction Hi	story			
Job Card Date	Job Card Number	Fransaction Type	Fransaction Adjustment	Labour Operat
12/17/2007	112313	ZREG—Regular Vehicle Transaction		E7690 - Sensor,
08/14/2007	333277	ZREG—Regular Vehicle Transaction		E0420 - W
08/14/2007	333277	ZREG—Regular Vehicle Transaction		B7010 - Em
06/22/2006	302821	ZPDIPre-Delivery Inspection		Z6999
06/15/2006	A03902	ZPDIPre-Delivery Inspection		Z7000 - Pre-

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

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To leonard.f.fox@gm.com

CC

bcc

Subject (MI) 71-1108628141 PAR Case Sent to ESIS · No Action Regulred

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

Customer 2007 Chevrolet TrailBlazer 1GNET13M672

Dealership: Applegate Chevrolet Company (body shop), BAC 115170, Flint MI Dealership Contact: Kevin Weldenhammer, body shop manager

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

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

#### September 20, 2012

Burton, MI

RE: Service Request: 71-1108628141

2007 Chevrolet TrailBlazer

Vehicle Identification Number: 1GNET13M672

Customer Relationship Specialist: Thaddeus

Dear

Thank you for allowing us the opportunity to review the product allegation involving your 2007 Chevrolet TrailBlazer. We apologize we were unable to successfully reach you by phone on September 18 and 19, 2012.

We have forwarded this matter to ESIS, Inc, the third party claims administrator for General Motors, LLC. You should be hearing from an ESIS representative shortly. You may also contact ESIS at 1-800-888-0164.

Sincerely,

General Motors

cc: File

ய dobelwa	rranty		September 20, 2012	
iobal Warranty Manageme	ent: Man >	Interface With Customer > View Vehic		
INTERFACE WITH CUSTOMER			· · · · · ·	
/iew Vehicle Sun	птагу			<b>②</b>
This screen allows IVH user applicable Warranties, Trans and OnSter and XM Radio in	section Histo	Summary of Venicle Information, Fi ry, Service Contract(s) if applicable, applicable)	ield Actions, Service Infom Warranty Block, Branded	nation, Tille information
Vehicle information	<u>1</u>			
VIN 1GNET13M672			5506-2007 TRAILBLAZEF	
Service Contract No Order Type 70 - RETAIL	Branded - STOCK	Title No Warranty Block No	PDI Status	No
Field Actions <u>0 Open</u>		l	. ,;#	
Required Field Acti	ions		Open fo	eld actions are highlighted
Type Number	Original Nbr	Description	Refease Date	Status
Service N060091 Update Bulletins	06091	ENGINE/POWERTRAIN CONTR REPROGRAM "EXTENDED TO 30, 2006"		06 Closed
		and information derived therefrom a purpose of warranty ventication are		
Vehicle has no current	record of b	randed titles.		
Warranty Block				
Vehicle has no current	record of w	arranty block.		
Service Information	•			
		utstanding service information.		
	<u> </u>			
	details. For	OnSter contact 888.ON.STAR1 (8		Radio
		77 Canada) and in the USA:800-5	56-3600.	
OnStar Equipped Y				itatus inactive
XM Equipped Y  OnStar Vehicle Diagnostic	s N	XM Radio ID: B2U7K0WG		Status Active AN Enabled: N

**E** Logout

#### For this vehicle:

- View Vehicle Summary
  - Service Contract

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

**Applicable Warranties** Valid warranties are highlighted End Odometer Effective End Start **Warranty Add** Valid Description Date Date Odometer Date Conosion Limited 08/05/2011 07/26/2007 IM O 07/26/2013 100,000 MI Warrenty Bumper to Bumper Limited Warranty 08/05/2011 07/26/2007 O MI 07/26/2010 36,000 MI

Special Coverage 10054	08/05/2011	07/26/2007	O MI	07/26/2017	120,000 Mi
Powertrain Limited Warranty	08/05/2011	07/26/2007	0 MI	07/26/2012	100,000 MI
Emission Select Component Ltd Wty	08/05/2011	07/26/2007	0 M1	07/26/2015	80,000 MI

#### Service Contract

Vehicle has no current record of service contracts.

ransactio	n History				View Deta
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Latiour Operation	Odometer Reading
12/17/2007	112313	ZREGRegular Vehicle Transaction		E7690 - Sensor, Steering Wheel Rotation - Replace	29,160 Mi
08/14/2007	333277	ZREG—Regular Vehicle Transaction		E0420 - Wheel - One - R&R Or Replace	10,198 MI
08/14/2007	333277	ZREGRegular Vehicle Transaction		B7010 - Embiem And/Or Nameplate - One - Replace	10,196 MI
06/22/2006	302821	ZPDtPre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	1 MI
06/15/2006	A03902	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	IM O

Global Warranty Management: Site Map

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Logout

**Good Warranty** 

September 20, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

**②** 

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

Vehicle Information

VIN 1GNET13M672 Service Contract No.

Branded Title, No

Model CT15506-2007 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0. Open

→ View Vehicle Build

View Vehicle

For this vehicle:

Component Summary

-- View Vehicle Summary Service

Contract

Warranty Block

→ Branded Title

View Vehicle

Transaction History <u>Detail</u>

View Vehicle Delivery Information

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight 2,724

Order Number: KDHFDQ Build Date: 06/15/2006 **Build Plant 2** 

**Option Codes** 

1VH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice of window sticker

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

282 · LIGHT GRAY

37U · IMPERIAL BLUE METALLIC/ SILVERSTONE

METALLIC

6FC - FRONT SPRING

**8NU - SUSPENSION** 

AAB - MEMORY DRIVER CONVENIENCE PKG AKS - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT AR9 - FRT BUCKET SEAT, DELUXE

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

AXP - MPV VIN IDENT POSITION 832 - FLOOR MATS, FRONT/REAR **B42 - REVERSIBLE CARGO MAT** 

**BVE - RUNNING BOARD, ASSIST STEPS** 

CF5 - POWER SUNROOF

DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED LH & RH VISOR MIRRORS

DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS

EB1 - GVWR, 6001 LBS. FE9 - 50-STATE EMISSIONS **GU6 - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

**KA1 - FRONT HEATED SEATS** 

LH6 - ENGINE, 5.3L VORTEC V8 ACTIVE FUEL

MANAGEMENT TM

281 - INT TRIM LT GRAY/DK GRAY **67L - SILVERSTONE METALLIC** 

7FC · FRONT SPRING

9NT - SUSPENSION

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR. CHILD DETECT

AP9 - CONVENIENCE NET, CARGO ASF - HEAD CURTAIN SIDE AIRBAGS

FRONTIREAR

AUD - REMOTE KEYLESS ENTRY

**B30 - FULL CARPET-COLOR KEYED** 

**B33 - REAR COLOR KEYED FLOOR MATS** 

886 - MOLDING B/S COLOR

C49 - REAR WINDOW DEFROSTER

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - INSIDE REARVIEW MIRROR, AUTO

DIMMING, COMPASS

DK7 - OVERHEAD CONSOLE

DT4 - ASHTRAY AND LIGHTER

EVA - EVAP EMISSION REQUIREMENT

G80 - DIFFERENTIAL, LOCKING REAR

JF8 - BRAKE VAC POWER, 4 WHL DISC

K34 - CRUISE CONTROL

KG3 - 145 AMP ALTERNATOR

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N40 - POWER STEERING

N79 - 17" FULL-SIZE SPARE WHEEL

NT8 - EMISSIONS, FED TIER 2A

POC - PWR SEAT ADJUST-DRIVER, 8 WAY

**R8K · ONSTAR TURN-BY-TURN NAVIG AVAIL** 

**R9N - LEATHER SEAT TRIM** 

RYJ · CARGO SHADE

STW - LEATHER WRAPPED STG WHL W/CONTR

**T95 - FOG LAMPS** T84 - LIFTGATE

U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA

**1ST 3 MONTHS INCL.** 

U73 - FIXED MAST ANTENNA

UC6 - AM/FM STEREO W/6 DISC CD PLAYER, **AUTOTONE CONTROL, RADIO DATA SYSTEM** 

(REPLACES STD/OPT PKG RADIO) UG1 - UNIVERSAL HOME REMOTE

UK6 - REAR SEAT RADIO & HVAC CONTROLS

**UY7 - TRAILER WIRING HARNESS** 

V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER

LUMBAR, FRONT PASSENGER

V76 · TOW HOOKS, FRONT

**X8B - CHEVROLET CONVERSION** 

YO3 - BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

N74 - 17" BRIGHT ALUMINUM WHEELS

**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. \*
AMFM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM

(REPLACES STD/OPT PKG RADIO)

OTR - WOL ON/OFF ROAD TIRES

**R6P - SPECIAL PAINT** 

R92 - POMS EXPEDITE-SOLD ORDERS/TSE

SLM - STOCK ORDERS

**T61 - DAYTIME RUNNING LIGHTS** 

**198 - STAMPING VEHICLE IDENT NUMBER** TGA - LANGUAGE CONTROL ENG, FR. SPAN U68 - DRIVER INFO CENTER DISPLAY

**UAG - THEFT DETERRENT ALARM SYSTEM** 

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

**UJ6 - TIRE PRESSURE MONITOR** 

UQA - AUDIO SYSTEM-BOSE PREM. SOUND

V1K - LUGGAGE RACK CROSS-BARS

V73 - STATEMENT OF VEHICLE CERT.-

U.S. /CANADA

VXS - COMPLETE VEHICLE LABEL

YC8 - LT PACKAGE 2 \* MEMORY: DRV SEAT, OSRV MIRROR \* OSRV MIRRORS WITURN SIGNAL \* HEATED FRONT SEATS \* ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)

YD5 - BASE FRONT SPRING

ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG

WHL W/CONTL

ZY7 - TWO-TONE EXTERIOR APPEARANCE

#### **Added Option Codes**

-BQ ⋅

Global Warranty Management. Site Map

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au Global Warranty

September 20, 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 vigw the information on various major components added to the VIN selected during vahidə build

Warranty Block No.

Vehicle Information

VIN 1GNET13M672 Service Contract No.

Model CT15506-2007 TRAILBLAZER 4WD

Branded Title No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

**Vehicle Component** 

Component Code 10-ENGINE ASSEMBLY

Source Plant W-CPC/DDA ROMULUS, MICHIGAN

Date Scanned 06/15/2006

Traceability 061522250 Pert / Number Broadcast CHB

Time Scanned 00:27:00 Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 06/15/2006

Traceability, 000061616

Part / Number Broadcast A2C

Time Scanned 01:16:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Oate Scanned: 06/15/2006

Traceability 08K759029 Part / Number Broadcast FK

Time Scanned 00:38:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 06/15/2006

Traceability 44443525 Part / Number Broadcast 7KLD

Time Scanned: 00:35:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Traceability 80Q32A28 Part / Number Broadcast

UK2

Date Scanned 06/15/2006

Time Scanned 01:31:00 Scan Station

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 06/15/2006

Traceability 143131503

Part / Number Broadcast AB4

Time Scanned 01:26:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Traceability 00008894

Date Scanned 06/15/2006

Part / Number Broadcast 5724

Time Scanned 02:53:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 06/15/2006

Traceability 1GUV0BR

Part / Number Broadcast. 2395

Time Scanned 05:44:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 06/15/2006

Traceability SAATD05

Part / Number Broadcast 5521

Scan Station 04 Time Scanned 01:09:00

Component Code AP-RH SIDE IMPACT AIRBAG MODULE

Source Plant Q-RIMIR MATAMORS MEXICO

Part / Number Broadcast 2261

Date Scanned 06/15/2006

Traceability 5F03TQF Time Scanned 00:58:00 Scan Station 16

Component Code AQ-LH SIDE IMPACT AIRBAG MODULE

Traceability SF056NM

For this vehicle:

→ View Vehicle Summary

- Service
- Contract
- Branded Title Warranty
- Block

View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History Datail

View Vehicle Delivery Information

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 06/15/2006

Part / Number Broadcast 2260

Time Scanned: 00:58:00 Scan Station: 15

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 06/09/2006

Traceability: 0080386

Pan / Number Broadcast: 122 Time Scanned, 00:03:00 Scan Station:

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant. -

Date Scanned: 06/13/2006

Traceability, 3003998 Part / Number Broadcast: 1WW

Time Scanned: 15:37:00 Scan Station:

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

Source Plant -

Date Scanned 06/14/2006

Traceability 3003929 Part / Number Broadcast 1PT

Time Scanned: 06:11:00 Scan Station.

Component Code CM-SEQ NUM (FLEX) GEN ASM

Source Plant: -

Date Scanned 06/14/2006

Traceability: 3004165 Part / Number Broadcast: 1PH

Time Scanned: 17:34:00 Scan Station:

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

Source Plant -

Date Scanned. 06/14/2006

Traceability: 3004076 Part / Number Broadcast. 1GB

Time Scanned: 20:35:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Job Card Date: 08/14/2007

Repair Service Agent 115195

September 20, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail **②** This screen allows IVH users to view the available information on individual transaction for the VIN selected Vehicle Information Model CT15506-2007 TRAILBLAZER 4WD VIN 1GNET13M672 Service Contract No Branded Title No PDI Status No Warranty Block No. Order Type 70 - RETAIL - STOCK Field Actions. 0 Open Job Card Date: 12/17/2007 Job Card Number: 112313 Repair Service Agent 166628 Odometer Reading: 29,160 MI GRAFF CHEVROLET-DURAND, INC. Authorization Code 9009 LANSING RD DURAND MI 48429-1056 9892882657 Process Date 01/15/2008 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim Transaction Adjustment Cause Code. 0000-Converted Claims Job Card Line # 1 Labour Op E7690-Sensor, Steering Wheel Rotation - Replace Cousel Part Number -See other Parts and/or Net Items Job Card Number: 333277 Job Card Date: 08/14/2007 Odometer Reading 10,196 MI Repair Service Agent. 115195 BUD KOUTS CHEVROLET COMPANY, INC. Authorization Code 2801 E MICHIGAN AVE LANSING MI 48912-4016 5173740900 **Process Date** 09/14/2007 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim Cause Code: 0000-Converted Claims Job Card Line # 1 Transaction Adjustment Lebour Op E0420-Wheel - One - R&R Or Replace Causal Part Number -See other Parts and/or Net Items

Job Card Number: 333277

Odometer Reading: 10,196 MI

Logout

For this vehicle:

→ View Vehicle Summary

Service

Contract

 Branded Title Warranty Block

- View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery Information

BUD KOUTS CHEVROLET COMPANY, INC. 2801 E MICHIGAN AVE LANSING MI 48912-4018 5173740900

**Authorization Code** 

Process Date 09/14/2007

Transaction Type:

ZREG-Regular Vehicle Transaction

Transaction Expanse Category.

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

Transaction Adjustment:

Cause Code: 0000-Converted Claims

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

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 06/22/2006

Repair Service Agent 115182 CLASSIC CHEVROLET, INC. 2929 BURLINGAME SW GRAND RAPIDS MI 49509-2699

6165344981

Job Card Number: 302821

Odometer Reading 1 MI Authorization Code

**Process Date** 06/30/2006

Transaction Type

ZPDI-Pre-Delivery Inspection

Transaction Expense Category

**Customer Complaint Code** 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 06/15/2006

Repair Service Agent 115182 CLASSIC CHEVROLET, INC.

2929 BURLINGAME SW **GRAND RAPIDS MI 49509-2699** 

6165344981

Job Card Number: A03902

Odometer Reading 0 MI Authorization Code:

**Process Date** 08/20/2006

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-Dalivery Inspection - Base Time

Causal Part Number

Global Warranty Management Site Map

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<u> ■ Logout</u>

@ Globel Warranty	·		m_kogt
Slobel Warranty Management: Man > Interface With		ptember 20. 2012 elivery information	
CUSTOMER			
View Vehicle Delivery Information	n	<b>②</b>	
This screen allows IVH users to view the available infi the ultimate customer. Not all sections will be populate	ormation for the selected VI ed for all VINs	N delivered to the Service Agent and	For this vehicle:  • View Vehicle Summary
Vehicle Informa <u>tion</u>			Service Contract
VIN 1GNET13M672		8-2007 TRAILBLAZER 4WD PDI Status No	- Branded Title
Service Contract No Branded Title No Order Type 70 - RETAIL - STOCK	Warranty Block No	PDF Status 140	Warrenty Block
Field Actions: <u>0 Open</u>			View Vehicle Build     View Vehicle
			Component Summary View Vehicle Transaction History
Invoice information Invoicing Service Agent 115182 CLASSIC CHEVROLET, INC. 2929 BURLINGAME SW GRAND RAPIDS MI 49509-2699 6165344981		Invoice Date 06/15/2008	Detail View Vehicle Delivery Information
Gradu 100 na 4505-2605 6100-1505			
Ship to Information			
Ship to Service Agent: 115182 CLASSIC CHEVROLET, INC. 2928 BURLINGAME SW GRAND RAPIDS MI 49509-2699 6165344981		Ship to Date: N/A	
Delivery information			
Delivery Service Agent 115195 BUD KOUTS CHEVROLET COMPANY, INC. 2801 E MICHIGAN AVE LANSING MI 48912-4018 5173740900	Delivery Type. 02	Delivery Date: 07/26/2007 11—GM EMPLOYEE STOCK (GMS) Delivery Odometer 0	
In Service Information			
Involving Service Agent		In Service Date: N/A In Service Type: 0000 In Service Odometer: 0	
Registration information		Day stands Day 1991	
Registration Service Agent N/A		Registration Date N/A Registration Number N/A Registration Odometer 0	

Global Warranty Management Site Map

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

# SHOW ME THE CAREAX



# CARFAX Vehicle History Report

Vehicle Information:

2007 CHEVROLET TRAILBLAZER LS/LT

VIN: 1GNET13M672

4 DOOR WAGON/SPORT UTILITY

5.3L V8 SFI

4 WHEEL DRIVE

Standard Equipment | Safety Options

CARFAX Report Provided By:

ESIS GM

300 Renaissance Center Mc 482 C19 B61

Detroit, MI 48265 586-212-2141

Accident / Damage reported



2 Previous owners



10 Service records available



Personal vehicle



156,024 Last reported odometer reading



\$80 Above retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 9/21/12 at 8:38:10 AM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

### Price Calculator™

Adjust the value of this 2007 Chevrolet Trailblazer LS/LT based on the information available in this report

1) Retail Book Value

2) CARFAX Price Adjustment™

3) Adjusted Retail Value

\$

Above retail book value

Begin by entering the retail book value

Enter retail book value here

This vehicle is worth more than average, based on information in this report.



Owner 1

2007

Compare adjusted retail value to seller's asking price when making your decision.

Owner 2

2011

Year purchased

					,,,,,,,,
A	A	- ATTA- 100 ATTA-	L. I.	LILLA	46.000

X Ownership History

The number of owners is estimated

Start by entering the

retail book value from a

pricing guide website.

Type of owner

Estimated length of ownership

Owned in the following states/provinces Estimated miles driven per year

Last reported odometer reading

Personal Personal 3 yrs. 4 mo. 1 yr. 4 mo. Michigan Michigan 35,864/yr 33,237/yr 121,070 156,024

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



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

(DMV). If you find that any of these title problems were reported by a DMV and not included in this report,

CARFAX will buy this vehicle back. Register | View Terms | View Certificate

CARFAX Additional History  Not all accidents / issues are reported to CARFAX	Owner 1	S Owner 2
Total Loss  No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage  No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment  No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check  No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage Accident reported on 05/24/2011.	No Issues Reported	Accident Reported
Manufacturer Recall  Check with an authorized General Motors dealer for any open recalls.	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired

# CARFAX Detailed History

Glossary

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. miles/year: Est. length owned:	2007 Personal Michigan 35,864/yr 7/27/07 - 12/9/10 (3 yrs. 4 mo.)	Original Equipment		OnStar	Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
		08/07/2006	90	Bud Kouts Chevrolet Lansing, MI 517-374-0900 budkoutschevy.com	Pre-delivery inspection completed Washed/detailed
		10/12/2006	1,249	Bud Kouts Chevrolet Lansing, MI 517-374-0900 budkoutschevy.com	Maintenance inspection completed
		04/25/2007	5,664	Bud Kouts Chevrolet Lansing, MI 517-374-0900 budkoutschevy.com	Maintenance inspection completed Oil and filter changed
		07/25/2007	7,488	Bud Kouts Chevrolet Lansing, MI 517-374-0900 budkoutschevy.com	Washed/detailed Maintenance inspection completed Tires rotated Tire condition and pressure checked Emblem replaced
		07/26/2007		Bud Kouts Chevrolet Lansing, MI	Vehicle sold

		517-374-0900 budkoutschevy.com	
07/27/2007		Michigan Motor Vehicle Dept. Morrice, MI Title #	Title or registration issued First owner reported Registered as personal vehicle
12/28/2007		Hank Graff Dealerships hankgraff.com	Nitrogen fill tires Steering wheel rotation sensor replaced
03/20/2008		Michigan Motor Vehicle Dept. Morrice, MI	Registration issued or renewed
12/12/2008	70,009	Hank Graff Dealerships hankgraff.com	Drivability/performance checked Oil and filter changed
03/17/2009		Michigan Motor Vehicle Dept. Morrice, MI	Registration issued or renewed
03/04/2010		Michigan Motor Vehicle Dept. Morrice, MI	Registration issued or renewed
12/09/2010	120,957	Hank Graff Dealerships hankgraff.com	Vehicle offered for sale
12/11/2010		Hank Graff Dealerships hankgraff.com	Vehicle offered for sale
12/17/2010	121,060	Hank Graff Dealerships hankgraff.com	Oil and filter changed Washed/detailed Exterior light bulb(s) replaced
01/24/2011	121,070	Hank Graff Dealerships hankgraff.com	Vehicle serviced

	Ownor	7
	owner	line
33.0	ento monerte	

Purchased: Type: Where: Est. miles/year: Est. length owned: 2011 Personal Michigan 33,237/yr 4/26/11 present (1 yr. 4 mo.) Date:

Mileage:

Source:

	-		
04/26/2011	122,331	Michigan Motor Vehicle Dept. Burton, MI Title #	Title or registration issued New owner reported
05/24/2011		Michigan Damage Report	Accident reported Involving front impact It hit an animal Moderate damage reported Airbags did not deploy
11/11/2011	145,356	Magpie Oil Change #1 - Burton Burton, MI 810-743-4580	Oil and filter changed
01/06/2012		Michigan Motor Vehicle Dept. Burton, MI	Registration issued or renewed
04/30/2012	156,024	Applegate Chevrolet Flint, MI 810-238-7611	Engine/powertrain computer/module checked

Comments:



applegatechev.com

I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2007 Chevrolet Trailblazer LS/LT.

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



View Full Glossary

#### Accident / Damage Indicator

CARFAX receives information about accidents in all 50 states, the District of Columbia and Canada. Different information in a vehicle's history can indicate an accident or damage, such as: salvage auction, fire damage, police-reported accident, crash test vehicle, damage disclosure, collision repair facility and automotive recycler records. Not every accident or damage event is reported and not all reported are provided to CARFAX. Details about the accident or damage event when reported to CARFAX (e.g. severity, impact location, airbag deployment) are included on the Vehicle History Report. CARFAX recommends you obtain a vehicle inspection from your dealer or an independent mechanic.

- According to the National Safety Council, Injury Facts, 2007 edition, 7% of the 245 million registered vehicles in the U.S. were involved in an accident in 2005. Over 75% of these were considered minor or moderate.
- CARFAX depends on many sources for its accident / damage data. CARFAX can only report what is in our database on 9/21/12 at 8:38:10 AM (EDT). New data will result in a change to this report.

#### Michigan Police Reports:

Provide an estimate of the extent of damage in its accident reports for the following:

- · SEVERE/TOTALED: The vehicle cannot be driven from the accident scene due to severe damage or an injury. This level of damage often results in a Salvage or Junk title.
- · MODERATE: The accident damage affects the operation of the vehicle and/or its parts. Examples include broken windows, trunk lids, doors, bumpers and tires.
- MINOR: The accident damage does not affect the operation of the vehicle. Examples include dented bumpers, fenders, grills and body panels. This level of accident should not compromise vehicle safety.
- · NO DAMAGE: The vehicle was not damaged.
- Are required if the estimated damage exceeds \$400

#### CARFAX Price Adjustment™

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

#### First Owner

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

#### New Owner Reported

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

#### Ownership History

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







CARFAX DEPENDS ON ITS SOURCES FOR THE ACCURACY AND RELIABILITY OF ITS INFORMATION. THEREFORE, NO RESPONSIBILITY IS ASSUMED BY CARFAX OR ITS AGENTS FOR ERRORS OR OMISSIONS IN THIS REPORT. CARFAX FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. CARFAX® © 2012 CARFAX, Inc., an R.L. Polk & Co. company. All rights reserved.

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

9/21/12 8:38:10 AM (EDT)

MICHIGAN'S INSURANCE COMPANY

7373 West Saginew Highway, Box 30400, Lensing, Michigan 48909-7900 Phono (517) 323-7000

October 09, 2012

Subrogation Unit P.O. Box 30100 Lansing MI 48909 (517) 323-6720 (800) 292-2680 x6720 Fax: 517-323-6589

CHEVROLET MOTOR COMPANY P.O. BOX 33170 DETROIT MI 48232-5170

Your Claim

Loss Date:

Our Claim: Our Insured!

Damages:

08/20/2012

\$297.20 PLUS \$100.00 DEDUCTIBLE

Our investigation of this loss reveals that you are responsible for our insureds damages when the control panel in the door of our insureds 2007 Chevrolet Trailblazer caught fire. We have paid \$297.20 to fix the vehicle and our insured has incurred a \$100.00 deductible expense. As of the date of the loss a remedy plan had not been finalized by General Motors. We are therefore attaching our subrogation material for your consideration.

Please forward your check in the amount of \$397.20 to:

FARM BUREAU INSURANCE SUBROGATION CLAIM NO.: 15J30411-080 P.O. BOX 30100 LANSING MI 48909-7900

Sincerely,

M'Lissa Walley

Subrogation Claims Representative

RECEIVED

OCT 1 5 2012

ESIS-GM CLAIMS UNIT

# FARM BÜREAU INSURANÇE

## **ACCIDENT/INCIDENT REPORT**

CLAIM NO.: 15J30411

Return to: Farm Bureau Mutual Insurance Company of Michigan ATTN: Central Claims Reporting Unit P.O. Box 30100, Lansing, MI 48909-9984 or FAX to 866-249-5516

four Name	AccidenVinciden	nt Date Quy 20.12 Time 4:30
Make of Your Vehicle Chaud	Year	2007 Type Trail blazen
Owner's Name _		
Your Telephone: El Home		_ C: Cell
Oriver's Name (please complete il diffen	ent (han owner)	
river's Telephone: □ Home	□ Work	[] Coll
lame & addless of your insurance comp	pany (please complete if different that	n Farm Bureau)
	Policy No.	Tglephone
las the accident/incident been reported	to your company? B-Yes D.No. II ye	es, what is the claim number?
vas a report made to police? 🗆 Yes 🛭	SkNo What date:	
Which police department?		Complaint No.
Vere you injared? 🖸 Yes ,ELNo W	ere there any injuries in your car? 🗅	Yes D No
List Names of	All Passengers and injuries (Use a	nother sheet if necessary)
Name	Address	Phone
		Received medical care? 🖸 Yes 🔯 No
1		Phone
Age Nature of	Injuries	Received medical care? 🗆 Yes 🗆 No.
. Nome	Address	Phone
Age Nature of	finjuries	Received modical care? 🗆 Yes 🗆 No
ĻISI	the other parties involved in the ac	eriabunuciaeuf.
•		
Glv	e names of ALL witnesses other th	រត្តប្រជុំ ខ្លួន និង ប្រជុំ
Namo	Address	Phone
,		

CLAIM NO.: 15J30411

# ACCIDENT/INCIDENT DESCRIPTION

Where did the accident/incident happen? driving home From work
Flant
What were the weather conditions?
What were the road conditions? 600 d
How was the visibility? 6000
Was the accident/incident location lighted?
Describe how the accident/incident happened: Car feller up with Smoke
Door burining electricul - winning ?
DRAW A DIAGRAM OF THE ACCIDENT/INCIDENT
Use symbols for vehicles. Mark your car as #1 and the other cars as #2. #3, etc.   Indicate north. Indicate points of collision,
What part of your car was darnaged by the Impact? Doon - electrical - writing &
What part of your car was dernaged by the impact? Doon - electrical - according 6
What part of the other car was damaged by the impact?
Assist host of pine cat was defined by the surpost.
If additional space is needed to completely describe the accident, please complete on separate paper and attach. The above is as complete and true as I am able to make it.
$\alpha$ . 1/ $\alpha$
Signatu Date 9-4-12



### PLEASE KEEP THIS NOTICE FOR YOUR RECORDS



Policy Number: Insured Name:			Draft Am Dato is Glaim Nu Claimant Nu	
ft amount represents an				
eached with your prefer				
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FARM BUREAU INSURANCE
LANSING -LD
KVANSTEOFBINS.COM
7373 W. SAGINAW HWY.
LAWSING, M1 48909
(810)654-0484 FAX: (810)654-0484

#### ESTIMATE OF RECORD

WRITTEN BY: KURT VANSTEENBURG 08/30/2012 07:44 AM ADJUSTER:

CLAIM INSURED POLICY OWNER DATE OF LOSS: 08/20/2012 AT 12:00 AM ADDRESS TYPE OF LOSS: COMPREHENSIVE BURTON, MI POINT OF IMPACT: 16. NON-COLLISION EVENING BUSINESS INSPECT APPLEGATE CHEVROLET CO LOCATION: 3637 S SAGINAW ST BUSINESS: (810)235-0955 REPAIR\_SHOP FLINT, MI 48503 BUSINESS: (810)235-0955 REPAIR APPLEGATE CHEVROLET CO DAYS TO REPAIR LICENSE # FACILITY: 3637 S SAGINAW ST FLINT, MI 48503 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT: VIN: 1GNET13M672 LIC: PROD DATE: ODOMETER: 164453 TILT WHEEL AIR CONDITIONING CRUISE CONTROL REAR DEFOGGER KEYLESS ENTRY INTERMITTENT WIPERS DUAL AIR CONDITION REAR WINDOW WIPER ALARM MESSAGE CENTER
PRIVACY GLASS
LUGGAGE/ROOF RACK
POWER STEERING DUAL MIRRORS BODY SIDE MOLDINGS OVERHEAD CONSOLE CONSOLE/STORAGE FOG LAMPS CLEAR COAT PAINT POWER WINDOWS POWER BRAKES POWER MIRRORS POWER DRIVER SEAT POWER LOCKS STEREO AM RADIO FM RADIO ANT1-LOCK BRAKES (4) SEARCH/SEEK DRIVER AIR BAG CD PLAYER 4 WHEEL DISC BRAKES PASSENGER AIR BAG STABILITY CONTROL BUCKET SEATS COMMUNICATIONS SYSTEM CHOTH SEATS TRAILERING PACKAGE AUTOMATIC TRANSMISSION ALUMINUM/ALLOY WHEELS 4 WHEEL DRIVE OVERDRIVE QTY EXT. PRICE LABOR PAINT Descripts on NO. FRONT DOOR 0.1\* REPL RT HANDLE BEZEL CHEVROLET 2\* 13,80 EBONY 1 11.61\* REPL L'I HANDLE BEZEL CHEVROLET 3 \* EBONY

08/30/2012 AT 07:47 AM 92884

15J30411-01 1Z0410A2

# ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

	L <b></b>			· · · · · · · · · · · · · · · · · · ·		
NO.	OP.	DESCRIP	rton	QTY EXT. PRICE	LABOR	PAINT
4*	REPL	LT SWITCH ASSY C	HEVROLET W/O	1 284.21*	0.3*	
****		S	UBTOTALS =>	309.62	0.5	3.0
		PARTS BODY L	ABOR	0.5 HRS @\$	46.00/HR	309.62 23.00
	×	SUBTOT: SALES	1	\$ 309.62	\$ \$ 6.0000\$	
		TOTAL	COST OF REPAIR	:S	\$	351.20
		ADJUST DEDU	MENTS: CTIBLE			100.00
			adjustments St of Repairs		\$	

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTORIZATION MUST BE OBTAINED FROM THE VEHICLE GWNER.
\*\*\*\*\*\*\*NO SUPPLEMENTS AUTHORIZED WITHOUT PRIOR APPROVAL\*\*\*\*\*ALL REPAIRS AND/OR REPLACEMENTS LISTED HERON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS AND RECOMMENDATION.

\*\*\*\*\*ALLA QUESTIONS REGUARDING PAYMENT AND OR DEDUCTIBLES SHOULD BE DIRECTED TO FARM BUREAU INSURANCE CO HOME OFFICE AT 808-292-2680 NOT THE APPRAISER\*\*\*\*\*\*

WARNING: ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURER, MAKES ANY CLAIM FOR PROCERDS OF AN INSURANCE POLICY CONTAINING ANY FALSE INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELON.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES THAT APPY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTER, OR INSURER OF THE PARTS



No Label



No Label



No Label



No Label

Claim Reference Id

File Name

PHOTO10 08/39/2012

File Date Label

Note

Owner:

Style:2007.CHEV.TRAILBLAZER 4X4 LT

LossDate:08/20/2012/ PolicyNumber:

Photo Location

APPLEGATE CHEVROLET CO KURT VANSTEENBURG

Photo Taken By Estimate Indicator

Claim Reference Id

File Name File Date

PHOTO9

08/30/2012

Label

Note

Owner.

Style:2007, CHEV, TRAILBLAZER 4X4 LT

insured:

LossDate:08/20/2012) PolicyNumber:

hopNa

hopNa

Photo Location

APPLEGATE CHEVROLET CO

KURT VANSTEENBURG Photo Taken By

E01 Estimate Indicator

Claim Reference id

File Name

РНОТО8

File Date

08/30/2012

Label

Note

Owner:

Style:2007, CHEV, TRAILBLAZER 4X4 LTJ

Insured

LossDate:08/20/2012| PolicyNumber:

APPLEGATE CHEVROLET CO

Photo Location Photo Taken By

**KURT VANSTEENBURG** 

Estimate Indicator

Claim Reference id

File Name

PHOTO7

File Date

08/30/2012

Labol Note

Owner

Style:2007, CHEV, TRAILBLAZER 4X4 LTJ

insured:

LossDate:08/20/2012| PolicyNumber:

hopNa

Photo Location

APPLEGATE CHEVROLET CO

Photo Taken By

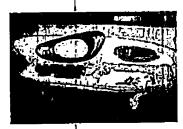
**KURT VANSTEENBURG** 

Estimate indicator

**E**01



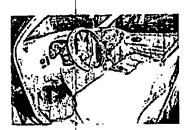
No Label



No Label



Yo Label



No Label

Claim Reference Id PHOTOS File Name

File Date

08/30/2012

Label

Note

Dwner

Style:2007, CHEV, TRAILBLAZER 4X4 LTJ

Insured:

LossDate:08/20/2012) PolicyNumber:

ShopNa

hopNa

APPLEGATE CHEVROLET CO

KURT VANSTEENBURG Photo Taken By

Estimate indicator ED1

Claim Reference id

Photo Location

PHOTO5 File Name

File Date Label

Owner Note

Style:2007, CHEV, TRAILBLAZER 4X4 LTJ

Insured:

08/30/2012

LossDate:08/20/2012| PolicyNumber: ShopNa

APPLEGATE CHEVROLET CO Photo Location **KURT VANSTEENBURG** Photo Taken By

E01 Estimate indicator

Claim Reference Id

PHOTO4 File Name 08/30/2012 File Date

Label

Owner: Note

Style:2007.CHEV.TRAILBLAZER 4X4 LTJ

LossDate:08/20/2012| PolicyNumber:

APPLEGATE CHEVROLET CO Photo Location Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01

Claim Reference id

PHOTO3

File Date Label

09/30/2012

Note

File Name

Style: 2007, CHEV, TRAILBLAZER 4X4 LT

Insured

Owner:

LossDate 08/20/2012) PolicyNumber:

APPLEGATE CHEVROLET CO **Photo Location** 

KURT VANSTEENBURG Photo Takon By

E01 Estimate Indicator



No Label



No Label

Claim Reference Id

File Name

PHOTOZ

Flie Date

08/30/2012

Label

Note

Owner

Style:2007.CHEV.TRAILBLAZER 4X4 LT]

Insured

LossDate:08/20/2012| PolicyNumber

hopNa

Photo Location

APPLEGATE CHEVROLET CO

Photo Taken By

KURT VANSTEENBURG

Estimate Indicator

E01

Claim Reference Id

File Name

PHOTO1

File Date

08/30/2012

Label

Note

Owner:

Style:2007, CHEV, TRAILBLAZER 4X4 LT

Inguind

LossDate:08/20/2012| PolicyNumber:

hopNa

Photo Location

APPLEGATE CHEVROLET CO

Photo Taken By

KURT VANSTEENBURG

Estimate indicator

E01



#### PLEASE KEEP THIS NOTICE FOR YOUR RECORDS

APPLEGATE CHEVROLET 3637 S SAGINAW ST FUNT, MI 48503

#### FARM BUREAU GENERAL INSURANCE COMPANY OF MICHIGAN

Policy Number: Insured Name:

Draft Number: 0012976348 Draft Amount: \$46.00 Date Issued: 09/27/2012

Claim Number:

Claimant Number: 001 Date of Loss: 08/20/2012

supplement

Payment For BEAGLE YVONNE MARIE

Adjuster

FARM BUREAU MSURANCE

## THIS INSTRUMENT HAS A VISIBLE WATERMARK ON BACK

FARM BUREAU GENERAL INSURANCE COMPANY OF MICHIGAN

ISSUF DATE: 09/27/2012

POLICY

COMM NUMBER

CLAIMANT 001

11-1

PLITZULCA

PAY TO: APPLEGATE CHEVROLET

\$46.00 |

Forty Six dollars and 00/100

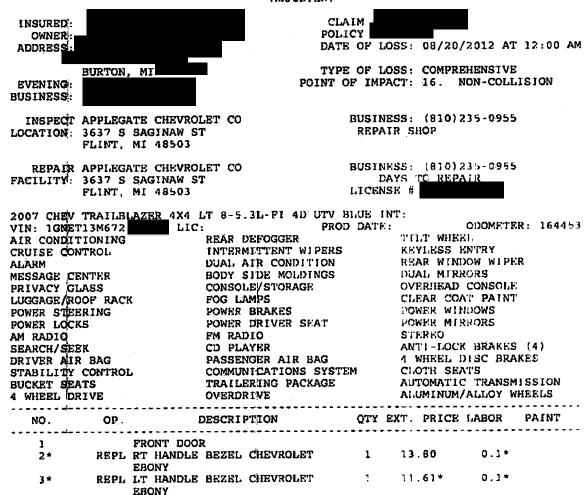
PAYABLE THROUGH COMERICA BANK, DETROIT, MICHIBAN,

The second secon

FARM BUREAU INSURANCE
LANSING -LD
KVANSTE@FBINS.COM
7373 W. SAGINAW HWY.
IANSING, MI 48909
(810)654-0484 FAX: (810)654-0484

#### SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: KURT VANSTEENBURG 09/27/2012 09:37 AM ADJUSTER:



92884

#### SUPPLEMENT OF RECORD 1 WITH SUMMARY 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-F1 4D UTV BLUE INT:

NO.	OP.	DESCR	I PTION	Ø.LA	EXT.	PRICE	LABOR	PAINT
4*	REPL	LT SWITCH ASSY	CHEVROLET	W/O 1	284.	21*	0.3*	
5#	SO1 RPR	HEATED SEAT PROGRAM WINDOW					1.0	
			SUBTOTALS			62	1.5	0.0
	re notes:	O SHOP FOR SUPP	Lement		- <b>-</b> •			
		PAR'T'S BODY	s Labor	1.	.5 HRS	; @\$	46.0C/HR	309,62 69.00
		SUBTG SALES	OTAL S TAX		309	9.62	\$ \$ 6.000%	378,62 18.58
		TOTAL	L COST OF R	REPAIRS			\$	397.20
			STMENTS: DUCTIBLE					100.00
		•	L ADJUSTMEN COST OF REP	-				100.00 297,50

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER. \*\*\*\*\*\*NO SUPPLEMENTS AUTHORIZED WITHOUT PRIOR APPROVAL\*\*\*\*\*ALL REPAIRS AND/OR REPLACEMENTS LISTED HERON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS AND RECOMMENDATION.

\*\*\*\*\*ALL QUESTIONS REGUARDING PAYMENT AND OR DEDUCTIBLES SHOULD BE DIRECTED TO FARM BUREAU INSURANCE CO HOME OFFICE AT 800-292-2680 NOT THE APPRAISER\*\*\*\*\*

WARNING: ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURER, MAKES ANY CLAIM FOR PROCEEDS OF AN INSURANCE POLICY CONTAINING ANY FALSE INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELON.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFFERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES THAT APPY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTER, OR INSURER OF THE PARTS

09/27/2012 AT 09:38 AM 92884

15J30411 01 120410A2

		SOLLFURNI :	Ur K	FCORD	1	MIIH	50MM	UKKY		
2007	CHEV	TRAILBLAZER	4X4	LT 8	. 5	. 3L-FI	4 D	TTV	BLUE	INT:

NO.	OP.	DESCRIPTION	QTY EXT,	PRICE	LABOR	PAINT
5# \$0		PROGRAM WINDOW SWITCH MODULE			1.0	
		SUBTOTALS>	0.	.00	1.0	0,0
ESTIMATE :		CUOD DOD GUDDU DIEDVE				•••••

DIRECT PAYMENT TO SHOP FOR SUPPLEMENT

PARTS BODY LABOR	1.0	HRS	ä\$	46.00/HR	0,00 46,00
SUBTOTAL			<b></b> -,	\$	46.00
TOTAL SUPPLEMENT AMOUN	'r			\$	46.00
NET COST OF SUPPLEMENT				c	46 00

ESTIMATE SUPPLEMENT SO1

351.20 KURT VANSTEENBURG 46.00 KURT VANSTEENBURG

WORKFILE TOTAL \$ 397.20

TOTAL ADJUSTMENTS \$ 100.00 NET COST OF REPAIRS \$ 297.20

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER.

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FARM BUREAU MUTUAL-FARM BUREAU LIFE-FARM SUREAU GENERAL 7373 West Seginew Highwey, Sox 30400, Lansing, Micrigen 48908-7900 EM188 (01-11)

CHEVROLET MOTOR COMPANY P.O. BOX 33170 DETROIT MI 48232-5170

10-10-12 A08:53 IN



FIRST CLASS



# SAFETY RECALL NOTICE

October 2012

- <CustomerName>
- <CustomerAddress>

Dear < CustomerName >:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain <Year> model year <VINDivisionName> <Vehicle\_Name> vehicles originally sold or currently registered in Connecticut, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

#### IMPORTANT

Your <Year> model year <VINDivisionName> <Vehicle\_Name>, VIN <VIN>, is involved in safety recall <Recall>.

# Why is your vehicle being recalled?

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may also cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed. It is advised that you park the vehicle outdoors until it has been remedied.

# What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your <DIV\_DLR> dealer will repair the driver door module. This service will be performed for you at **no charge**.

We are working as quickly as possible to correct this condition. When parts are available, we will send you another letter asking you to take your vehicle to your <DIV\_DLR> dealer to have your vehicle serviced. If you have already paid for repairs for this condition, a reimbursement request form will be included with the letter.

# Do you have questions?

If you have questions or concerns that your dealer is unable to resolve, please contact the <VINDivisionName> Customer Assistance Center at <DivCACPhone>.

Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

<Closing>

GM Recall #12180-1

ESIS/GM Central Claims Unit 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

October 16, 2012

Sean Kelly
Claims Administrator

Via Fax (517.323.6589)

Ms. M'Lissa Walley Farm Bureau Insurance Subrogation Unit P.O. Box 30100 Lansing MI 48909

RE:

Claimant:

Our File No.:

Our Client:

Date/Event:

Subject vehicle:

Your File:

General Motors, LLC 8-20-12

2007 Chevrolet Trailblazer

#### Dear Ms. Walley:

ESIS is the third-party administrator on behalf of General Motors, LLC (GM) for matters involving allegations of product liability.

I received your subrogation notice dated Oct. 9, 2012. Please provide the following:

- 1) Your specific defect allegation;
- 2) Expert report;
- 3) Color photos to support your allegation.

Also, you have the obligation to ensure that the subject vehicle and its related components are maintained in their post-event condition for so long as you intend to pursue a claim.

Sincerely,

Sean Kelly

Sean Kelly

October 18, 2012

Subrogation Unit P.O. Box 30100 Lansing MI 48909 (517) 323-6720 (800) 292-2680 x6720 Fax: 517-323-6589

ESIS SEAN KELLY P.O. BOX 300 MAIL CODE 482 C19 B61 **DETROIT MI 48265-3000** 

Your Claim:

Your Insured: Loss Date:

Our Claim:

Our Insured: Damages:

GENERAL MOTORS LLC

08/20/2012

\$297.20 PLUS \$100.00

RECEIVED

OCT 2 2 2012

ESIS-GM CLAIMS UNIT

Our investigation of this loss reveals that your insured is responsible for the damages incurred by our insured. We are therefore attaching our subrogation material for your consideration.

Based on the amount of the damages and the clear pictures of the damage Farm Bureau did not feel this warranted an expert. We do not have an expert report to provide. It is our position that this damage falls under the recall NHTSA Campaign ID Number 12V406000. A short in the circuit board lead to fire that was the cause of this loss.

Please forward your check in the amount of \$397.20 to:

**FARM BUREAU INSURANCE** SUBROGATION CLAIM NO.: 15J30411-080 P.O. BOX 30100 **LANSING MI 48909-7900** 

Sincerely,

M'Lissa Walley

Subrogation Claims Representative



#### Recalls - Search Results

2 Record(s) Displayed.

Report Date: August 30, 2012 at 02:33 PM

Search Type: VEHICLE

Make: CHEVROLET

Model or Model No.: TRAILBLAZER

Model Year: 2007

Make: CHEVROLET

Model: TRAILBLAZER

Model Year: 2007

Manufacturer: General Motors LLC

Mfr's Report Date: AUG 15, 2012

NHTSA CAMPAIGN ID Number: 12V406000

NHTSA Action Number: EA12004

Component: ELECTRICAL SYSTEM

Summary:

General Motors (GM) is recalling certain model year 2006 Chevrolet Trailblazer EXT and GMC Envoy XL and 2006-2007 Chevrolet Trailblazer, GMC Envoy, Buick Rainier, SAAB 9-7x, and Isuzu Ascender vehicles, originally sold or currently registered in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts,

Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin, and the District of Columbia. Fluid may enter the driver's door module, causing A short may cause the power door lock and power window corrosion that could result it. switches to function intermittently or become inoperative. The short may also cause overheating, which could melt components of the door module, producing odor, smoke, or a fire.

A short in the circuit board could lead to a fire, increasing the risk of personal injury.

The remedy plan is still being finalized. A notification schedule has not been determined yet. Buick, Chevrolet, and GMC owners will be notified by GM. Buick owners may contact the owner center at 1-800-521-7300, Chevrolet owners at 1-866-694-6546, and GIMC owners at 1-866-996-9463. Isuzu owners will be notified by Isuzu Motors. Owners may contact Isuzu customer service at 1-800-255-6727. SAAB owners will be notified by SAAB Cars North America and for inquiries, owners may call SAAB customer service at 1-855-880-0808.

GM's campaign number is 12180. Owners may also contact the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

Make: CHEVROLET

Model: TRAILBLAZER

Model Year: 2007

Manufacturer: General Motors LLC

Mfr's Report Date: AUG 15, 2012

NHTSA CAMPAIGN ID Number: 12V406000

NHTSA Action Number: EA12004

Component: VISIBILITY: POWER WINDOW DEVICES AND CONTROLS

Summary:

General Motors (GM) is recalling certain model year 2006 Chevrolet Trailblazer EXT and GMC Envoy XL and 2006-2007 Chevrolet Trailblazer, GMC Envoy, Buick Rainler, SAAB 9-7x, and Isuzu Ascender vehicles, originally sold or currently registered in Connecticut, Delaware, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island,

Vermont, West Virginia, Wisconsin, and the District of Columbia. Fluid may enter the driver's door module, causing corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or become inoperative. The short may also cause overheating, which could melt components of the door module, producing odor, smoke, or a fire.

Consequence:

A short in the circuit board could lead to a fire, increasing the risk of personal injury.

Remedy:

The remedy plan is still being finalized. A notification schedule has not been determined yet. Buick, Chevrolet, and GMC owners will be notified by GM. Buick owners may contact the owner center at 1-800-521-7300, Chevrolet owners at 1-866-694-6546, and GMC owners at 1-866-996-9463. Isuzu owners will be notified by Isuzu Motors. Owners may contact Isuzu customer service at 1-800-255-6727. SAAB owners will be notified by SAAB Cars North America and for inquiries, owners may call SAAB customer service at 1-855-880-0808.

Notes:

GM's campaign number is 12180. Owners may also contact the National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to www.safercar.gov.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153





No Label



No Label

Claim Reference Id File Name PHOTO2 File Date 08/30/2012 Label Note Owner Style:2007,CHEV,TRAILBLAZER 4X4 LT] LossDate:08/20/2012| PolicyNumber ShopNa **Photo Location APPLEGATE CHEVROLET CO KURT VANSTEENBURG** Photo Taken By Estimate indicator E01 Claim Reference id PHOTO1 File Name File Date 08/30/2012 Label Owner: Note Style:2007,CHEV,TRAILBLAZER 4X4 LT] Insured LossDate:08/20/2012| PolicyNumber Shop**N**a

**APPLEGATE CHEVROLET CO** 

**KURT VANSTEENBURG** Photo Taken By Estimate Indicator EQ1

Photo Location



No Label



No Label



No Label



No Label

Claim Reference Id File Name **PHOTO6** 08/30/2012 File Date Label Owner: Note Style:2007,CHEV,TRAILBLAZER 4X4 LTJ Insured: LossDate:08/20/2012| PolicyNumber: ShopNa APPLEGATE CHEVROLET CO **Photo Location KURT VANSTEENBURG** Photo Taken By Estimate Indicator E01 Claim Reference Id PHOTO5 File Name File Date 08/30/2012 Label Note Owner Style:2007, CHEV, TRAILBLAZER 4X4 LT LossDate:08/20/2012| PolicyNumber: ShopNa **APPLEGATE CHEVROLET CO Photo Location KURT VANSTEENBURG** Photo Taken By Estimate Indicator E01 Claim Reference Id File Name PHOTO4 08/30/2012 File Date Label Owne Note Style:2007,CHEV,TRAILBLAZER 4X4 LT Insured LossDate:08/20/2012| PolicyNumber hopNa **Photo Location** APPLEGATE CHEVROLET CO **KURT VANSTEENBURG** Photo Taken By Estimate Indicator E01 Claim Reference Id

File Name PHOTO3

File Date 08/30/2012 Label

Note

Style:2007,CHEV,TRAILBLAZER 4X4 LT

LossDate:08/20/2012| PolicyNumber

APPLEGATE CHEVROLET CO **Photo Location** Photo Taken By **KURT VANSTEENBURG** 

Owner:

insured:

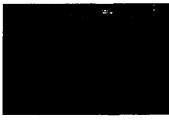
Estimate Indicator E01



No Label



No Label



No Label



No Label

Claim Reference Id File Name PHOTO10 08/30/2012 File Date Label Owner: Note Style:2007,CHEV,TRAILBLAZER 4X4 LT[ LossDate:08/20/2012| PolicyNumber APPLEGATE CHEVROLET CO **Photo Location KURT VANSTEENBURG** Photo Taken By Estimate Indicator Claim Reference Id File Name 08/30/2012 File Date Label Note Owner Style:2007, CHEV, TRAILBLAZER 4X4 LT LossDate:08/20/2012| PolicyNumber hopNa APPLEGATE CHEVROLET CO Photo Location KURT VANSTEENBURG Photo Taken By Estimate Indicator E01 Claim Reference Id **PHOTO8** File Name 08/30/2012 File Date Label Owner Note Style:2007,CHEV,TRAILBLAZER 4X4 LT Insured LossDate:08/20/2012| PolicyNumber hopNa Photo Location **APPLEGATE CHEVROLET CO** Photo Taken By **KURT VANSTEENBURG** Estimate Indicator E01 Claim Reference Id File Name **PHOTO7** File Date 08/30/2012 Label Note Owner





#### PLEASE KEEP THIS NOTICE FOR YOUR RECORDS

APPLEGATE CHEVROLET 3637 S SAGINAW ST FLINT, MI 48503

#### FARM BUREAU GENERAL INSURANCE COMPANY OF MICHIGAN

Policy Number: Insured Name:

Draft Number: 0012976348 Draft Amount: \$46.00 Date Insued: 09/27/2012

Claim Number: Claiment Number: 001

Date of Loss: 08/20/2012

supplement

Payment For

Adjuster

THIS INSTRUMENT HAS A VISIBLE WATERMARK ON BACK

**FARM BUREAU GENERAL** INSURANCE COMPANY OF MICHIGAN

ISSUE DATE: 09/27/2012

ADJUSTER

POLICY

CLAIM NUMBER

CLAIMANT 001

11-1

PAY TO: APPLEGATE CHEVROLET

\$46.00

Forty Six dollars and 00/100

PAYABLE THROUGH COMERICA BANK, DETROIT, MICHIGAN,

ATL CHOCUSED AND PHISONITO OF PAYIS, AND DAY DIV CHANCE, THE INCUMENT IS AN EXCENSIVE ACCOUNTY SETTIMENT OF THE SCHOOL HELDS. THE METHOD IS THE STATEMENT OF THE SENTENCE.

15J30411-01 1ZO410A2

FARM BUREAU INSURANCE
LANSING -LD
KVANSTE@FBINS.COM
7373 W. SAGINAW HWY.
LANSING, MI 48909
(810)654-0484 FAX: (810)654-0484

#### SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: KURT VANSTEENBURG 09/27/2012 09:37 AM ADJUSTER:



POLICY PO

DATE OF LOSS: 08/20/2012 AT 12:00 AM

TYPE OF LOSS: COMPREHENSIVE POINT OF IMPACT: 16. NON-COLLISION

BUSINESS: (810)235-0955

INSPECT APPLEGATE CHEVROLET CO LOCATION: 3637 S SAGINAW ST

FLINT, MI 48503

REPAIR\_SHOP

REPAIR APPLEGATE CHEVROLET CO FACILITY: 3637 S SAGINAW ST FLINT, MI 48503 BUSINESS: (810)235-0955 DAYS TO REPAIR LICENSE #

2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT: VIN: 1GNET13M67 LIC: PROD DATE:

VIN: 1GNET13M67
AIR CONDITIONING
CRUISE CONTROL
ALARM
MESSAGE CENTER
PRIVACY GLASS
LUGGAGE/ROOF RACK
POWER STEERING
POWER LOCKS
AM RADIO
SEARCH/SEEK
DRIVER AIR BAG
STABILITY CONTROL
BUCKET SEATS
4 WHEEL DRIVE

PROD DEFORMS

REAR DEFOGGER

INTERMITTENT WIPERS

DUAL AIR CONDITION

BODY SIDE MOLDINGS

CONSOLE/STORAGE

FOG LAMPS

POWER BRAKES

POWER DRIVER SEAT

FM RADIO

CD PLAYER

PASSENGER AIR BAG

COMMUNICATIONS SYSTEM

TRAILERING PACKAGE

OVERDRIVE

ODOMETER: 164453
TILT WHEEL
KEYLESS ENTRY
REAR WINDOW WIPER
DUAL MIRRORS
OVERHEAD CONSOLE
CLEAR COAT PAINT
POWER WINDOWS
POWER MIRRORS
STEREO
ANTI-LOCK BRAKES (4)
4 WHEEL DISC BRAKES

CLOTH SEATS AUTOMATIC TRANSMISSION ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRI	PTION	QTY	EXT. PRICE	LABOR	PAINT
1		ONT DOOR				^ 11	
2*	EBO			1	13.80	0.1*	
3*	REPL LT EBC	HANDLE BEZEL	CHEVROLET	1	11.61*	0.1*	

# SUPPLEMENT OF RECORD 1 WITH SUMMARY 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

NO.	OP.	DESCRIPTION	QTY EXT. PRICE LABOR	PAINT
4*	REPL LT SWIT	CH ASSY CHEVROLET W/O	1 284.21* 0.3*	
5# <b>S</b> 01		WINDOW SWITCH MODULE	1.0	
	· · · · · · · · · · · · · · · · · · ·	SUBTOTALS ==>	309,62 1.5	0.0
ESTIMATE I	NOTES: YMENT TO SHOP F	OR SUPPLEMENT PARTS BODY LABOR	1.5 HRS @\$ 46.00/HR	
		SUBTOTAL SALES TAX	\$ 309.62 @ 6.0000	\$ 378.62 % 18.58
		TOTAL COST OF REPAIR	s	\$ 397.20
		ADJUSTMENTS: DEDUCTIBLE		100.00
		TOTAL ADJUSTMENTS NET COST OF REPAIRS		\$ 100.00 \$ 297.20

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER.

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THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES THAT APPY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTER, OR INSURER OF THE PARTS

## SUPPLEMENT OF RECORD 1 WITH SUMMARY 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DRIGNO2, CCC DATA DATE 09/17/2012, 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, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORED PARTS ARE DESCRIBED AS RECOR. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2012 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PART NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP. THE FOLLOWING IS A LIST OF ADDITIONAL ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED. SYMBOLS FOLLOWING PART PRICE: M=MOTOR MECHANICAL COMPONENT. S=MOTOR STRUCTURAL COMPONENT. T=MISCELLANEOUS TAXED CHARGE X=MISCELLANEOUS NON-TAXED CHARGE CATEGORY. SYMBOLS FOLLOWING CATEGORY. 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.

15J30411-01 1ZO410A2

09/27/2012 AT 09:38 AM 92884

SUPPLEMENT OF RECORD 1 WITH SUMMARY 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE 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.

15J30411-01 1ZO410A2

		SUPPLEMENT	OF R	ECORD	1	WITH	SUMIN	IARY		
2007	CHEV	TRATLBLAZER	4X4	LT 8	-5.	.3L-FI	4D	UTV	BLUE	INT:

	2007	CHEV T	RAILBLA	ZER 4X4	LT 8-5.	3L-FI	4D U	TV BLU	JE INT:		
NO.	OP.		DESCR	[PTION		QTY	EXT,	PRICE	LABOR	PAI	NT
5# SC	)1 RPR	PROGRAM	•		WODULE				1.0		
				SUBTOTA	ALS ==>		C	0.00	1.0	0	. 0
SSTIMATE DIRECT PA	YMENT TO	SHOP FO	PARTS	5		1	. о нв	≳s @s	46.00/HR		0.00 46.00
			SUBTO		<b></b>		,-				46.00
			TOTA	L SUPPLI	EMENT AM	OUNT				·\$	46.00
			NET	COST OF	SUPPLEM	ENT				\$	46.00
ESTIMATE		351.20	0 KURT	VANSTEE	BURG						

ESTIMATE 351.20 KURT VANSTEENBURG SUPPLEMENT S01 46.00 KURT VANSTEENBURG

JOILED MAN TOUR TOUR TRANSPORTER

WORKFILE TOTAL \$ 397.20

TOTAL ADJUSTMENTS \$ 100.00 NET COST OF REPAIRS \$ 297.20

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER.

\*\*\*\*\*\*NO SUPPLEMENTS AUTHORIZED WITHOUT PRIOR APPROVAL\*\*\*\*\*ALL REPAIRS AND/OR REPLACEMENTS LISTED HERON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS AND RECOMMENDATION.

\*\*\*\*\*ALL QUESTIONS REGUARDING PAYMENT AND OR DEDUCTIBLES SHOULD BE DIRECTED TO FARM BUREAU INSURANCE CO HOME OFFICE AT 800-292-2680 NOT THE APPRAISER\*\*\*\*\*\*

WARNING: ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURER, MAKES ANY CLAIM FOR PROCEEDS OF AN INSURANCE POLICY CONTAINING ANY FALSE INCOMPLETE OR MISLEADING INFORMATION IS GUILTY OF A FELON.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. WARRANTIES THAT APPY TO THESE REPLACEMENT PARTS ARE PROVIDED BY THE MANUFACTURER, DISTRIBUTER, OR INSURER OF THE PARTS



#### PLEASE KEEP THIS NOTICE FOR YOUR RECORDS



#### FARM BUREAU GENERAL INSURANCE COMPANY OF MICHIGAN

**Policy Number:** Insured Name:

Draft Number: 0012960171 Draft Amount: \$251.20 Date Issued: 08/31/2012

Claim Number: Claiment Number: 001

Date of Loss: 08/20/2012

Draft amount represents an agreed repair price as reached with your preferred repair shop. Contact this shop for repairs. Your \$100 deductible applies.

Payment For BEAGLE YVONNE MARIE

Adjuster

THIS INSTRUMENT HAS A VISIBLE WATERMARK ON BACK

D FARM BUREAU D. INSURANCE

FARM BUREAU GENERAL **INSURANCE COMPANY OF MICHIGAN** 

ISSUE DATE: 08/31/2012

POLICY

CLAIM NUMBER

CLAIMANT 001

ADJUSTER

11-1

PAY TO:

APPLEGATE CHEVROLET

AND

\$251.20

Two Hundred Fifty One dollars and 20/100

PAYABLE THROUGH COMERICA BANK, DETROIT, MICHIGAN. WILL ENDORSED AND PRESENTED BY PAYSE, AND PAID BY DEVELOPING THE REPUBLIED AND THE SETTING ACCORDATION FOR THE SETTING ACCORDANCE OF THE SETTING ACC

08/30/2012 AT 07:47 AM 92884

15J30411-01 1ZO410A2

FARM BUREAU INSURANCE LANSING -LD KVANSTE@FBINS.COM 7373 W. SAGINAW HWY. LANSING, MI 48909 (810)654-0484 FAX: (810)654-0484

#### ESTIMATE OF RECORD

WRITTEN BY: KURT VANSTEENBURG 08/30/2012 07:44 AM ADJUSTER:



CLATM POLICY DATE OF LOSS: 08/20/2012 AT 12:00 AM

TYPE OF LOSS: COMPREHENSIVE POINT OF IMPACT: 16. NON-COLLISION

INSPECT APPLEGATE CHEVROLET CO LOCATION: 3637 S SAGINAW ST FLINT, MI 48503

BUSINESS: (810)235-0955 REPAIR SHOP

REPAIR APPLEGATE CHEVROLET CO FACILITY: 3637 S SAGINAW ST FLINT, MI 48503

BUSINESS: (810)235-0955 DAYS TO REPAIR LICENSE # 380466690

2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT: VIN: 1GNET13M672103902 LIC: AIR CONDITIONING CRUISE CONTROL ALARM MESSAGE CENTER PRIVACY GLASS LUGGAGE/ROOF RACK POWER STEERING POWER LOCKS AM RADIO SEARCH/SEEK DRIVER AIR BAG STABILITY CONTROL BUCKET SEATS 4 WHEEL DRIVE OVERDRIVE

EBONY

PROD DATE: REAR DEFOGGER INTERMITTENT WIPERS DUAL AIR CONDITION BODY SIDE MOLDINGS CONSOLE/STORAGE FOG LAMPS POWER BRAKES POWER DRIVER SEAT FM RADIO CD PLAYER PASSENGER AIR BAG COMMUNICATIONS SYSTEM TRAILERING PACKAGE

**ODOMETER: 164453** TILT WHEEL KEYLESS ENTRY REAR WINDOW WIPER DUAL MIRRORS OVERHEAD CONSOLE CLEAR COAT PAINT POWER WINDOWS POWER MIRRORS STEREO ANTI-LOCK BRAKES (4) 4 WHEEL DISC BRAKES CLOTH SEATS

AUTOMATIC TRANSMISSION

ALUMINUM/ALLOY WHEELS QTY EXT. PRICE LABOR PAINT DESCRIPTION NO. FRONT DOOR 1 REPL RT HANDLE BEZEL CHEVROLET 2\* 1 13.80 0.1\* EBONY 3 \* REPL LT HANDLE BEZEL CHEVROLET 11.61\* 0.1\* 1

## ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

	•				
NO.	OP.	DESCRIPTION	QTY EXT. PRIC	e labor	PAINT
4*	REPL	LT SWITCH ASSY CHEVROLET W, HEATED SEAT	0 1 284.21*	0.3*	,
		SUBTOTALS ==	> 309.62	0.5	0.0
		PARTS BODY LABOR	0.5 HRS @\$	46.00/HR	309.62 23.00
		SUBTOTAL SALES TAX	\$ 309.62	@ 6.0000	
		TOTAL COST OF RE	PAIRS		351.20
		ADJUSTMENTS: DEDUCTIBLE			100.00
	•	TOTAL ADJUSTMENT NET COST OF REPA		\$	100.00

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER.

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\*\*\*\*\*ALL QUESTIONS REGUARDING PAYMENT AND OR DEDUCTIBLES SHOULD BE DIRECTED TO FARM BUREAU INSURANCE CO HOME OFFICE AT 800-292-2680 NOT THE APPRAISER\*\*\*\*\*\*

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#### FARM BUREAU INSURANCE

### **ACCIDENT/INCIDENT REPORT**

CLAIM NO.: 15J30411

Return to: Farm Bureau Mutual Insurance Company of Michigan ATTN: Central Claims Reporting Unit P.O. Box 30100, Lansing, MI 48909-9984 or FAX to 866-249-5516

Your Name	Accident/Inciden	1 Date aug 20, 12 Time 4.30
Make of Your Vahicle C. 19.00	Year	2007 Type Trail blazen
Owner's Name	Address	
Your Telephone: ☐ Home	D Work	Cell
Driver's Name (please complete if different to	han owner)	
Driver's Telephone: 🖸 Home	🗆 Work	□ Cell
Name & address of your insurance company	(please complete if different than	n Farm Bureau)
	Policy No	Telephone
Has the accident/incident been reported to yo	our company? 🗗 Yes 🗆 No. If ye	es, what is the claim number?
Was a report made to police? D Yes DN	o VVhat date;	
Which police department?		Complaint No.
Were you injured? 🛛 Yes 🚨 No Were	there any injuries in your car?	Yes 🛘 No
List Names of All	Passengers and Injuries (Use a	nother sheet if necessary)
1. Name	Address	Phone
Age Nature of inju	ries	Received medical care? 🗆 Yes 🗆 No
2. Name	Address	Phone
Age Nature of inju	irles	Received medical care?   Yes  No.
3. Name	Address	Phone
Age Nature of inju	ries	Received medical care? 🗆 Yes 🚨 No
1 let the	other parties involved in the ac	oldantingidant
l	orner besues inscised in rice ec	
)		
Give na	mes of ALL witnesses other tha	an passengers:
Name .	Address	Phone
2		

CLAIM NO.: 15J30411

### ACCIDENT/INCIDENT DESCRIPTION

Where did the accident/incident happen? At 10 ing home From work
What were the weather conditions?
What were the road conditions? 600 d
How was the visibility? 6000
Was the accident/incident location lighted?
Describe how the accident/incident happened: Car Lille to up with Smoke
Noor burining electrical - waine ?
DRAW A DIAGRAM OF THE ACCIDENT/INCIDENT
Use symbols for vehicles. Mark your car as #1 and the other cars as #2, #3, etc.   Draw streets and/or
intersections. Indicate north. Indicate points of collision.
What part of your car was damaged by the impact? Doo'n - electrical rucing
What part of your car was damaged by the impact? Doon - electrical recurrence
What part of the other car was damaged by the impact?
Ather bart of the culture on the authors.
If additional space is needed to completely describe the accident, please complete on separate paper and attach. The above is as complete and true as I am able to make it.
Signatur Date 9-4-12



ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 Sean.z.kelly@gm.com

> Sean Kelly Claims Administrator

#### Via Fax (517.323.6589)

Ms. M'Lissa Walley Farm Bureau Insurance Subrogation Unit P.O. Box 30100 Lansing MI 48909

RE:

Claimant:

Our File No.:

747787

Our Client:

General Motors, LLC

Date/Event:

8-20-12

Subject vehicle:

2007 Chevrolet Trailblazer

Your File:

15J30411-080

Dear Ms. Walley:

Thanks for your Oct. 18, 2012 letter.

Can you please send color copies of the vehicle photos?

Sincerely,

Sean Kelly

Sean Kelly



#### /2007 Chevrolet Trailblazer your file

Our claim

15J30411-080

Walley, Melissa to: sean.z.kelly@gm.com

10/23/2012 03:21 PM

From: To: "Walley, Melissa" <mwalley@fbinsmi.com>
sean.z.kelly@gm.com <sean.z.kelly@gm.com>

Following are the photos I have of the vehicle.

#### M'Lissa Walley

Sr Subrogation Claims Representative

30100 W.Saginaw Hwy, Lansing, MI 48909-7900

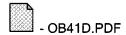
**P:** 517-323-6720 | **F:** 517-323-6589

Visit our website: www.FarmBureauInsurance.com





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#### Loss & Adjuster

Company Name:

Claim Reference Id:

Claim Type:

Claim Type Detail:

Assignment Type:

Date of Loss:

Date Reported:

Catastrophe Code:

Injuries:

From Company: Office:

Theft:

Place of Loss: Address 1: Address 2:

City:

State / Province: Postal Code: Country:

Facts Of Loss:

Adjuster Code:

Name:

Phone: Extn:

FARM BUREAU INSURANCE

**FARM BUREAU INSURANCE** 

Vehicle

No

Assignment

08/20/2012

08/27/2012

LANSING DISPATCH

12:00 a.m. Time of Loss:

Loss Ref. Id:

15J30411-01

Unknown

CONTROL PANEL IN DOOR CAUGHT FIRE; Loss Location: BURTON

Other: Other:

Claim Unit:

#### Party & Claim

**Party** 

Party: BEAGLE YVONNE MARIE

Owner/Insured/Individual

Title:

Phone:

Address Type:

Address 1:

**Home** BURTON, MI USA (Home 1) (Business)

PIN/Pager: Email:

Driver's License Number: License State / Province:

**Expiration Date:** 

Social Security Number:

Injuries: Statement: Unknown

Claim

Date Reported:

08/27/2012

Rental In Use:

No

Coverage:

Type Of Loss: 3rd Party Claim Ref. ID:

Comprehensive

Daily Cost: Ok To Pay:

No

**Vehicle Details** 

VIN / Identification Number:

1GNET13M672

Vehicle Type:

Make:

Body Style: Interior Color:

Odometer / Hours:

License Plate / Registration #: License Plate / Registration #

**Expiration Date:** 

Vehicle Location At the vehicle owner's home address

**BURTON** 

Michigan

Vehicle Location Indicator: Name:

Address 1: Address 2:

City: State / Province: Postal Code:

Country: UNITED STATES

Phone:

**Vehicle Damage** 

Primary Impact

Secondary Impact

Area:

**Tertiary Impact** 

Area:

Driveable:

Driveable

**Prior Damage** 

Notes:

Impact Notes:

2007 CHEV TRAILBLAZE 1GNET13M672103902

Total Loss: Unknown

Postal Code Where Vehicle Principally Gargaged:

Condition:

**Appointment & Recipient** 

Appointment Date:

Inspection Type: Inspection Requirements:

Recipient

Recipient: Recipient Address:

Recipient Drive-In:

Assigned By:

VANSTEENBURG, KURT

7373 W SAGINAW HWY LANSING Michigan

48917-1124

Appointment Time:

Staff

Recipient Type: Recipient Phone:

Year:

Model:

Engine:

Extn.

**Exterior Color:** 

Vehicle Production Date:

State of Registration:

2007

810-654-0484

Recipient Company: Date Assigned:

08/28/2012

Nhere: EITHER #;

Instructions to Estimator:

**KMINAYA** 

Comments: \*\*\*Appraisal only - fire\*\*\*; Ded: APPLIED; Shop Name: none: Shop Phone: none: Fatality: No; Agent: 3982; Additional Information: none; Settlement Adjuser = LSMITH1: Contact:

When: ANYTIME; MobilePhone: none; WorkPhone:

**Policy & Agent** 

Insurance Carrier: Policy Number:

Policy Effective Date:

Deductible:



\$100.00

Policy Expiration Date:

Deductible Type:

**Dollar Amount** 

Underwriting Company:

Policy Notes:

13476

**Endorsement Notes: Agent Details** 

Agent Last Name:

License:

Address 1: Address 2:

City:

State / Province:

Postal Code:

Country: Phone:

**FLUSHING** 

MI

USA

Agent ID:

3982

Agent Type:

Extn.

CLAIM SUMMARY

15J30411-01

ADJUSTER:

APPRAISER: VANSTEENBURG, KURT

CLAIM #: POLICY #:

INSURED: OWNER:

ADDRESS: BURTON, MI

LOSS TYPE: COMPREHENSIVE EVENING: (810)893-4540 BUSINESS: (810) 210-1141

VEHICLE: 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV VIN: 1GNET13M672 ODOMETER: 164453 COLOR: BLUE

LICENSE:

DRIVEABLE: YES PRIMARY IMPACT POINT: 16. NON-COLLISION



PLACE OF INSPECTION: APPLEGATE CHEVROLET CO 3637 S SAGINAW ST FLINT, MI 48503

ESTIMATE TO R	EPAIR		TOTAL LOSS	VALUATION	
ESTIMATE	\$	378.62	VEHICLE VALUATION	\$	0.00
PRE-TAX SUBTOTAL	\$	378.62	PRE-TAX SUBTOTAL	\$	0.00
XAT		18.58	TAX		0.00
AFTER-TAX SUBTOTAL	\$	397.20	AFTER-TAX SUBTOTAL	\$	0.00
BETTERMENT		0.00			
DEDUCTIBLE		100.00	DEDUCTIBLE		100.00
APPEARANCE ALLOWANCE		0.00			
0% NEGLIGENCE		0.00	0% NEGLIGENCE		0.00
CALCULATED NET LOSS	\$	297.20	CALCULATED NET LOSS	\$	-100.00
LKQ PARTS NOT INCLUDED A/M PARTS NOT INCLUDED OPT OEM PARTS NOT INCL RECOND PARTS NOT INCLU	UDED		VALUATION REQUEST #		

\_\_\_\_\_\_\_

SETTLEMENT

SETTLEMENT TYPE: REPAIRABLE

NEGOTIATED SETTLEMENT: \$297.20 ON WITH

SETTLEMENT OUTSTANDING: \$297.20

COMMENTS

SUPPLEMENT IS FOR ADDITION LABOR. PLEASE PAY SHOP DIRECT

EVENTS

08/20/2012 LOSS OCCURRED 08/27/2012 LOSS REPORTED

08/28/2012 12:00 AM DATE ASSIGNED = 08/28/2012.

08/28/2012 01:38 PM RECYCLED PART DATA FILES ADDED TO THE WORKFILE.

08/28/2012 01:38 PM ASSIGNMENT RETRIEVED. 08/28/2012 01:38 PM WORKFILE WAS CREATED.

#### 09/27/2012 AT 09:38 AM CLAIM SUMMARY

OWNER: 2007 CHEV TRAILBLAZER 4.	CLAIM #: EXAMPLE OF THE CONTROL OF T
08/30/2012 07:44 AM W 08/30/2012 07:44 AM E 08/30/2012 07:44 AM E 08/30/2012 07:47 AM E 08/30/2012 07:47 AM I	FIRST PRELIMINARY ESTIMATE LINE WRITTEN. WORKFILE STATE CHANGED FROM ASSIGNED TO INSPECTED. ESTIMATE OF RECORD CREATED. ESTIMATE OF RECORD WAS FIRST PRINTED. ESTIMATE REPORT FILE WAS CREATED. EMAGE WORKFILE WAS CREATED. CLAIM SUMMARY FILE WAS CREATED.
08/30/2012 07:48 AM W	WORKFILE DATA COPY WAS PLACED IN OUT BOX. WORKFILE WAS PLACED IN OUT BOX.
09/27/2012 09:36 AM W 09/27/2012 09:37 AM S	PRELIMINARY SUPPLEMENT 1 CREATED. WORKFILE STATE CHANGED FROM INSPECTED TO ASSIGNED. SUPPLEMENT OF RECORD 1 CREATED.
09/27/2012 09:37 AM S 09/27/2012 09:38 AM E	WORKFILE STATE CHANGED FROM ASSIGNED TO INSPECTED. SUPPLEMENT OF RECORD 1 WAS FIRST PRINTED. ESTIMATE REPORT FILE WAS CREATED. WORKFILE DATA COPY WAS PLACED IN OUT BOX.

15J30411-01 1ZO410A2

FARM BUREAU INSURANCE LANSING -LD KVANSTE@FBINS.COM 7373 W. SAGINAW HWY. LANSING, MI 48909 (810)654-0484 FAX: (810)654-0484

#### SUPPLEMENT OF RECORD 1 WITH SUMMARY

WRITTEN BY: KURT VANSTEENBURG 09/27/2012 09:37 AM ADJUSTER:

INSURED: OWNER: ADDRESS:

CLAIM # POLICY {

DATE OF LOSS: 08/20/2012 AT 12:00 AM

BURTON, MI EVENING: BUSINESS:

TYPE OF LOSS: COMPREHENSIVE

POINT OF IMPACT: 16. NON-COLLISION

INSPECT APPLEGATE CHEVROLET CO LOCATION: 3637 S SAGINAW ST

FLINT, MI 48503

BUSINESS: (810)235-0955

REPAIR SHOP

REPAIR APPLEGATE CHEVROLET CO FACILITY: 3637 S SAGINAW ST

FLINT, MI 48503

BUSINESS: (810)235-0955

DAYS TO REPAIR LICENSE #

2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT: VIN: 1GNET13M672 LIC: PROD DATE:

AIR CONDITIONING REAR DEFOGGER CRUISE CONTROL ALARM MESSAGE CENTER PRIVACY GLASS LUGGAGE/ROOF RACK POWER STEERING POWER LOCKS AM RADIO SEARCH/SEEK DRIVER AIR BAG STABILITY CONTROL

INTERMITTENT WIPERS
DUAL AIR CONDITION BODY SIDE MOLDINGS CONSOLE/STORAGE FOG LAMPS POWER BRAKES POWER DRIVER SEAT

TILT WHEEL
RS KEYLESS ENTRY REAR WINDOW WIPER DUAL MIRRORS OVERHEAD CONSOLE CLEAR COAT PAINT POWER WINDOWS POWER WINDOWS
POWER MIRRORS STEREO ANTI-LOCK BRAKES (4) 4 WHEEL DISC BRAKES

ODOMETER: 164453

CD PLAYER
PASSENGER AIR BAG
COMMUNICATIONS SYSTEM CLOTH SEATS

BUCKET SEATS TRAILERING PACKAGE AUTOMATIC TRANSMISSION 4 WHEEL DRIVE ALUMINUM/ALLOY WHEELS OVERDRIVE

FM RADIO

----<del>-----------</del> \_\_\_\_\_\_ OP. DESCRIPTION QTY EXT. PRICE LABOR PAINT -----1 FRONT DOOR 2\* REPL RT HANDLE BEZEL CHEVROLET 1 13.80 0.1\* EBONY 3\* REPL LT HANDLE BEZEL CHEVROLET 1 11.61\* EBONY

1ZO410A2

# SUPPLEMENT OF RECORD 1 WITH SUMMARY 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

	- <b></b>							
NO.	OP.	DESCR:	IPTION	QTY	EXT.	PRICE	LABOR	PAINT
4*	REPL	LT SWITCH ASSY HEATED SEAT	CHEVROLET	W/O 1	284	.21*	0.3*	
5# S	01 RPR	PROGRAM WINDOW	SWITCH MO	DULE			1.0	
			SUBTOTALS	==>	309	.62	1.5	0.0
ESTIMATE DIRECT PA		O SHOP FOR SUPP						309.62
			LABOR	1	L.5 HR	.S @\$	46.00/HR	
		SUBT SALE	OTAL S TAX		\$ 30	9.62	ج ٤ 6.0000 @ 6.00008	378.62 3 18.58
		TOTA	L COST OF	REPAIRS			ς	397.20
			STMENTS: DUCTIBLE					100.00
			L ADJUSTME COST OF RE					100.00

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER.

\*\*\*\*\*\*\*NO SUPPLEMENTS AUTHORIZED WITHOUT PRIOR APPROVAL\*\*\*\*\*ALL REPAIRS AND/OR REPLACEMENTS LISTED HERON MUST BE MADE IN STRICT ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS AND RECOMMENDATION.

\*\*\*\*\*ALL QUESTIONS REGUARDING PAYMENT AND OR DEDUCTIBLES SHOULD BE DIRECTED TO FARM BUREAU INSURANCE CO HOME OFFICE AT 800-292-2680 NOT THE APPRAISER\*\*\*\*\*\*

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# SUPPLEMENT OF RECORD 1 WITH SUMMARY 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR1GN02, CCC DATA DATE 09/17/2012, 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, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORED PARTS ARE DESCRIBED AS RECOR. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2012 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PART NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP. THE FOLLOWING IS A LIST OF ADDITIONAL ABBREVIATIONS OR SYMBOLS THAT MAY BE USED TO DESCRIBE WORK TO BE DONE OR PARTS TO BE REPAIRED OR REPLACED. SYMBOLS FOLLOWING PART PRICE: M=MOTOR MECHANICAL COMPONENT. S=MOTOR STRUCTURAL COMPONENT. T=MISCELLANEOUS TAXED CHARGE CATEGORY. X=MISCELLANEOUS NON-TAXED CHARGE CATEGORY. SYMBOLS FOLLOWING LABOR: D=DIAGNOSTIC LABOR CATEGORY. E=ELECTRICAL LABOR CATEGORY. F=FRAME LABOR CATEGORY. G=GLASS LABOR CATEGORY. M=MECHANICAL LABOR CATEGORY. S=STRUCTURAL LABOR CATEGORY. (NUMBERS) 1 THROUGH 4=USER DEFINED LABOR CATEGORIES. OTHER SYMBOLS AND ABBREVIATIONS: ADJ.=ADJACENT. ALGN.=ALIGN. ALU=ALUMINUM. A/M=AFTERMARKET PART. BLND=BLEND. BOR=BORON STEEL. CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION. COMP REPL=COMPETITIVE REPLACEMENT (PART). D&R=DISCONNECT AND RECONNECT. HSS=HIGH STRENGTH STEEL. HYD=HYDROFORMED STEEL. INCL.=INCLUDED. LKQ=LIKE KIND AND QUALITY. LT=LEFT. MAG=MAGNESIUM. NON-ADJ.=NON ADJACENT. NSF=NSF INTERNATIONAL CERTIFIED PART. O/H=OVERHAUL. QTY=QUANTITY. QUAL RECY=QUALITY RECYCLED (PART). QUAL REPL=QUALITY REPLACEMENT (PART). REFN=REFINISH. REPL=REPLACE. R&I=REMOVE AND INSTALL. R&R=REMOVE AND REPLACE. RPR=REPAIR. RT=RIGHT. SAS=SANDWICHED STEEL. SECT=SECTION. SUBL=SUBLET. UHS=ULTRA HIGH STRENGTH STEEL. N=NOTE(S) ASSOCIATED WITH THE ESTIMATE LINE.

1ZO410A2

# SUPPLEMENT OF RECORD 1 WITH SUMMARY 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

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1ZO410A2

# SUPPLEMENT OF RECORD 1 WITH SUMMARY 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

NO.	OP.	DESCRIPTION	QTY EXT. PRICE	LABOR	PAINT
5# S01		ADDED ITEMS PROGRAM WINDOW SWITCH MODULE		1.0	
		SUBTOTALS ==>	0.00	1.0	0.0
ESTIMATE N	OTES:				

DIRECT PAYMENT TO SHOP FOR SUPPLEMENT

PARTS BODY LABOR	1.0 HRS	@\$ 46.00/HR	0.00 46.00
SUBTOTAL		\$	46.00
TOTAL SUPPLEMENT AMOUN	T	\$	46.00
NET COST OF SUPPLEMENT		\$	46.00

ESTIMATE 351.20 KURT VANSTEENBURG SUPPLEMENT S01 46.00 KURT VANSTEENBURG

----- TOTAL ADJUSTMENTS \$ 100.00 WORKFILE TOTAL \$ 397.20 NET COST OF REPAIRS \$ 297.20

ESTIMATE ONLY. THIS IS NOT A REPAIR AUTHORIZATION, AUTORIZATION MUST BE OBTAINED FROM THE VEHICLE OWNER.

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1ZO410A2

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1ZO410A2

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#### 1ZO410A2

# SUPPLEMENT OF RECORD 1 WITH SUMMARY 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

#### ALTERNATE PARTS USAGE

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

08/30/2012 AT 07:47 AM 92884

1ZO410A2

FARM BUREAU INSURANCE
LANSING -LD
KVANSTE@FBINS.COM
7373 W. SAGINAW HWY.
LANSING, MI 48909
(810)654-0484 FAX: (810)654-0484

#### ESTIMATE OF RECORD

WRITTEN BY: KURT VANSTEENBURG 08/30/2012 07:44 AM ADJUSTER:

INSURED:
OWNER:
ADDRESS:
BURTON, MI
EVENING:
BUSINESS:

CLAIM POLICY # DATE OF LOSS: 08/20/2012 AT 12:00 AM

TYPE OF LOSS: COMPREHENSIVE POINT OF IMPACT: 16. NON-COLLISION

INSPECT APPLEGATE CHEVROLET CO LOCATION: 3637 S SAGINAW ST FLINT, MI 48503 BUSINESS: (810)235-0955 REPAIR SHOP

REPAIR APPLEGATE CHEVROLET CO FACILITY: 3637 S SAGINAW ST FLINT, MI 48503 BUSINESS: (810)235-0955 DAYS TO REPAIR LICENSE #

2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

IC: PROD DATE:

REAR DEFOGGER

INTERMITTENT WIPERS

DUAL AIR CONDITION

BODY SIDE MOLDINGS

CONSOLE/STORAGE

FOG LAMPS

POWER BRAKES

POWER DRIVER SEAT

FM RADIO

CD PLAYER

PASSENGER AIR BAG

COMMUNICATIONS SYSTEM

TRAILERING PACKAGE

TILT WHEEL
KEYLESS ENTRY
REAR WINDOW WIPER
DUAL MIRRORS
OVERHEAD CONSOLE
CLEAR COAT PAINT
POWER WINDOWS
POWER MIRRORS
STEREO

ODOMETER: 164453

ANTI-LOCK BRAKES (4)
4 WHEEL DISC BRAKES
CLOTH SEATS
AUTOMATIC TRANSMISSION

4 WHEEL DRIVE OVERDRIVE ALUMINUM/ALLOY WHEELS

NO. OP. DESCRIPTION QTY EXT. PRICE LABOR PAINT

1 FRONT DOOR
2\* REPL RT HANDLE BEZEL CHEVROLET 1 13.80 0.1\*

EBONY

3\* REPL LT HANDLE BEZEL CHEVROLET 1 11.61\* 0.1\* EBONY 08/30/2012 AT 07:47 AM 92884

1ZO410A2

# ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

NO.	OP.	DESCRI	PTION		YTQ	EXT.	PRICE	LABOR	PAI	NT
4*	REPL	LT SWITCH ASSY HEATED SEAT	CHEVROLET	W/O	1	284	.21*	0.3*		
			SUBTOTALS	==>		309	.62	0.5	0	. 0
		PARTS BODY	S LABOR		0.	5 HRS	S @\$	46.00/HR		09.62
		SUBTO SALES	OTAL S TAX		\$	309	9.62	@ 6.0000	•	32.62 18.58
		TOTA	L COST OF H	REPAIRS	3				\$ 3	51.20
			STMENTS: DUCTIBLE						1	00.00
			L ADJUSTMEN COST OF REI			<b></b>	<b></b>			00.00 51.20

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1ZO410A2

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08/30/2012 AT 07:47 AM 92884

1ZO410A2

# ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

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08/30/2012 AT 07:47 AM 92884

1ZO410A2

### ESTIMATE OF RECORD

### 2007 CHEV TRAILBLAZER 4X4 LT 8-5.3L-FI 4D UTV BLUE INT:

#### ALTERNATE PARTS USAGE

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

# **CCC Accumark ™ Audit Report**

#### **FARM BUREAU INSURANCE**

Lansing -LD

7373 W. Saginaw Hwy.

Lansing, MI, 48909

Written By: KURT

VANSTEENBURG

Daytime Contact : (810)654-0484

Adjuster:

Daytime Contact:

**Appraisal Totals:** 

Last Appraised: \$351.20 Total Appraised: \$397.20

Total Score : 0

Total Labor Hours: 1.5
Total Variance: .00

Claim #:

Policy #:

Date of Loss: 08/20/2012

Type of Loss: Comprehensive

Audit Results					
Rule Description	Line Number	Actual	Rule	Variance	Score
MFF: Overridden Line - Labor Hours	4	0.3	0.2	0.1	0
MFF: Autolist is Disabled					0

<sup>\*</sup> indicates rules with parts detail information

#### **Appraisal Information**

Appraisal Source: APPLEGATE CHEVROLET CO

Address1: 3637 S SAGINAW ST

Address2:

City/State/Zip: FLINT, MI 48503 Daytime Contact: (810)235-0955

**Evening Contact:** 

Appraisal Platform : CCC - Pathways

Vehicle Owner

Address1

Address2:

City/State/Zip : BURTON MI
Daytime Contact :

Evening Contact

Inspection Location:

Address1: 3637 S SAGINAW ST

Address2:

City/State/Zip : FLINT, MI 48503

Daytime Contact: (810)235-0955

Evening Contact:

Inspection Type: REPAIRSHOP

Vehicle Information: 2007 CHEV TRAILBLAZER 4X4 LT

VIN: 1GNET13M672

License:

Odometer: 164453

Days to Repair:

Driveable : YES

Production Date:

Point of Impact : 16. Non-Collision

<sup>#</sup> Rule uses median part price and includes parts detail information



No Label



No Label



No Label



No Label

Claim Reference Id

File Name PHOTO10
File Date 08/30/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LT

Insured

LossDate:08/20/2012| PolicyNumber:

ShopNa

Photo Location APPLEGATE CHEVROLET CO

Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01

Claim Reference Id

File Name PHOTO9
File Date 08/30/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LT|

Insured:

LossDate:08/20/2012| PolicyNumber

ShopNa

Photo Location APPLEGATE CHEVROLET CO

Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01

Claim Reference Id

File Name PHOTO8
File Date 08/30/2012

Label

Note Owne

Style:2007,CHEV,TRAILBLAZER 4X4 LT|

Insured

LossDate:08/20/2012| PolicyNumber:

ShopNa

Photo Location APPLEGATE CHEVROLET CO

Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01

Claim Reference Id

File Name PHOTO7
File Date 08/30/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LT

Insured

LossDate:08/20/2012| PolicyNumber:

hopNa

Photo Location APPLEGATE CHEVROLET CO

Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01



No Label



No Label



No Label



No Label

Claim Reference Id

File Name PHOTO6
File Date 08/30/2012

Label

Note Owner

Style:2007,CHEV,TRAILBLAZER 4X4 LT

Insured

LossDate:08/20/2012| PolicyNumber:

Photo Location APPLEGATE CHEVROLET CO
Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01

Claim Reference Id

File Name PHOTO5
File Date 08/30/2012

Label

Note Owner

Style:2007 CHEV TRAILBLAZER 4X4 LT

Insured:

LossDate:08/20/2012| PolicyNumber:

Photo Location APPLEGATE CHEVROLET CO
Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01

Claim Reference Id

File Name PHOTO4
File Date 08/30/2012

Label

Note Owner:

Style:2007,CHEV,TRAILBLAZER 4X4 LT|

Insured:

LossDate:08/20/2012| PolicyNumber:

ShopNa

APPLEGATE CHEVROLET CO

Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01

Claim Reference Id

**Photo Location** 

File Name PHOTO3
File Date 08/30/2012

Label

Note Owne

Style:2007,CHEV,TRAILBLAZER 4X4 LT|

Insured

LossDate:08/20/2012| PolicyNumber

Photo Location APPLEGATE CHEVROLET CO
Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01



No Label



No Label

Claim Reference Id

File Name PHOTO2
File Date 08/30/2012

Label

Note Owner

Style:2007,CHEV,TRAILBLAZER 4X4 LT|

Insured:

LossDate:08/20/2012| PolicyNumber

APPLEGATE CHEVROLET CO

Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01

Claim Reference Id

**Photo Location** 

File Name PHOTO1
File Date 08/30/2012

Label

Note Owner

Style:2007,CHEV,TRAILBLAZER 4X4 LT|

Insured

LossDate:08/20/2012| PolicyNumber:

ShopNa

ShopNa

Photo Location APPLEGATE CHEVROLET CO

Photo Taken By KURT VANSTEENBURG

Estimate Indicator E01

# History

Date/Time	From	То	Category	Event/Notes
09/27/2012 7:38 AM CST	system		Audit	Audit report added to the Claim Folde CREATED BY: QAAR. Audit Report
09/27/2012 7:38 AM CST	system		Estimate/Supplement	Estimate/Supplement report added to CREATED BY: PWAPM. Supplement
09/27/2012 7:38 AM CST	system		Estimate/Supplement	Claim Summary report added to the C CREATED BY: PWAPM. Claim Sumr
09/27/2012 7:38 AM CST	system		Estimate/Supplement	Estimate Sent to Mailbox. CREATED BY: PWAPM. Estimate W
09/27/2012 7:38 AM CST	system		Estimate/Supplement	EMS data added to the claim folder. CREATED BY: PWAPM
09/27/2012 7:35 AM CST	system		Estimate/Supplement	Estimate/Supplement retrieved. CREATED BY: APM. E01 workfile ret
09/27/2012 9:37 AM *	system		Estimate/Supplement	EMS transaction transmitted CREATED BY: PWAPM
08/30/2012 5:48 AM CST	system		Images	Digital image(s) added to this claim for CREATED BY: PWAPM. Label: Fileh
08/30/2012 5:48 AM CST	system		Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: Filet
08/30/2012 5:48 AM CST	system		Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: Filet
08/30/2012 5:48 AM CST	system		Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: Filet
08/30/2012 5:48 AM CST	system		Images	Digital image(s) added to this claim fo CREATED BY: PWAPM. Label: Filet
08/30/2012 5:48 AM CST	system		Images	Digital image(s) added to this claim fo CREATED BY: PWAPM. Label: Fileh

08/30/2012 5:48 AM CST	system	Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: Filet
08/30/2012 5:48 AM CST	system	Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: Filet
08/30/2012 5:48 AM CST	system	Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: Filet
08/30/2012 5:48 AM CST	system	Images	Digital image(s) added to this claim fc CREATED BY: PWAPM. Label: Filet
08/30/2012 5:48 AM CST	system	Estimate/Supplement	Estimate/Supplement report added to CREATED BY: PWAPM. Estimate 01
08/30/2012 5:48 AM CST	system	Estimate/Supplement	Claim Summary report added to the C CREATED BY: PWAPM. Claim Sumr
08/30/2012 5:48 AM CST	system	Estimate/Supplement	Estimate Sent to Mailbox. CREATED BY: PWAPM. Estimate Wi
08/30/2012 5:48 AM CST	system	Estimate/Supplement	EMS data added to the claim folder. CREATED BY: PWAPM
08/30/2012 5:48 AM CST	system	Total Loss	Claim Folder Total Loss Status Chan CREATED BY: PWAPM. from Unknc
08/30/2012 7:44 AM *	system	Estimate/Supplement	EMS transaction transmitted CREATED BY: PWAPM
08/28/2012 11:38 AM CST	system	Appraisal Assignment	Assignment Retrieved. CREATED BY: APM. Assignment R€
08/28/2012 10:05 AM CST	system	Parts	1st RPS results in RPS Operational C CREATED BY: rpsadmin
08/28/2012 9:55 AM CST	system	Appraisal Assignment	Assignment Sent to Mailbox. CREATED BY: APM. Assignment cre
08/28/2012 9:55 AM CST	system	Appraisal Assignment	Assignment sent to appraiser. CREATED BY: DLCON. Assignment

08/28/2012 9:55 AM CST	system	Appraisal Assignment	Assignment dispatched CREATED BY: DLCON
08/28/2012 9:55 AM CST	system	Appraisal Assignment	Assignment created CREATED BY: DLCON
08/28/2012 9:55 AM CST	system	Other	Claim Folder Created CREATED BY: DLCON
08/28/2012 12:00 AM *	system	Estimate/Supplement	EMS transaction created CREATED BY: PWAPM
08/28/2012 12:00 AM *	system	Estimate/Supplement	EMS transaction created CREATED BY: PWAPM

No.	71-1109381272	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
ccount	The second secon	Site	GW SubType	)	Bus. Unit	BRC
ast Name		First Name	Approval	Not Initiated	Area	PAR
aytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
ddress		City Ashland City	involved Dir		Safety	Yes
tate	TN ZipCd	Con Acct	Source	Phone	Updated	9/24/2012 10:53:32 AM
erîal #/VIN	1GNDT13S562	Model Year 2006	Priority	Medium License # CHEVROL	Owner	SANCHERI
lake	Chevrolet	Warr. Start 05/24/2006	Status	Open	Opened	9/20/2012 02:08:35 PM
ňodel	TrailBlazer	Mileage 105000	Sub-Status	Satisfied	Closed	
bstract	thermal event door controls					***************************************

### Pre-PAR

PAR Notifier	Incident Date/Time In	njuries #OtherVeh	# People in Veh Ro	ad Surface	Road	Cond. Fire Report#	Police Report#
Owner	8/8/2012 06:41:49 PM	N 0	1 Gr	avel	Dry	na	na
Onver Last Na	ame	Driver First Name	Height	DOB	Disab.	lities	
			54	,	na		
ınk	SHI LOSA INSHIE	unk	t Name Phone	#	Insurence USAA	e Agency	
ncident .oc	2779 Goodsprings Rd Ashland C	City TN		Incident Desc		driveway i had turned the key ar smoke and i saw flames i poure	nd i went to roll the windows down and i thit the swit ad water on it to get it out
Component	window switches and door lock o	on the driver side					_
				Damage	interior drive	side damage panel	
Vehicle oc	2779 Goodsprings Rd Ashland (	City TN		Desc			
				Add'l Info	no claim ma	de at this time	
Emgcy Svc Names	na			Maint Loc			
PAR Det	tail		-	WIENR EGG			
Collision	Non Collision Y	Property Damage	N Thermal Evt	Y S	Spec Equip	na	A CONTRACTOR OF THE CONTRACTOR
Vehicle Speed	0	Weather Condition	dear	F	Prop Owner	na	Property na Type
Last Service Date		Loc Last Service			roperty ocation	na	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost	\$0.00	Spec Equip Installer	na ·		Prop Damage Description	na	
Primary Veh Use	Personal	Inspection Type	Thermal Event	I	nspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Interior door			E	Explain Other		

Report Generated for toporowm

on 9/25/2012

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### Activities

Greated 9/24/2012 04:13:30 PM Contact Last Name	Created By KINZERTH	Assigned To ESISBIQU Contact First	Activity Type Escalation t Name	Activity Sub-Type ESIS- Thermal Event Account	Status In Progress	Completed BAC Code	Description ESIS - Thermal Event
customer daims thermal Confidential Comments	event originating	g from control n	nodule in drivers door				
Created 9/24/2012 11:21:19 AM	Created By	Assigned To	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alarr	Completed	Description f/u esis pick up
Contact Last Name		Contact Firs	•	Account	OCI ROLLING PARTI	BAC Code	ing ease blow ob
Confidential Comments							
Created 9/24/2012 11:21:03 AM	Created By SANCHERI	Assigned To KINZERTH	Notify CRM	Activity Sub-Type	Status Done	Completed 9/24/2012 04:14:01 PM	Description esis - thermal event
Contact Last Name		Contact Fire	t Name_	Account		BAC Code	
Confidential Comments							
Greated 9/24/2012 11:16:45 AM	Created By SANCHERI	Assigned To SANCHERI	Activity Type BRC PAR	Activity Sub-Type Business Case	Status Done	Completed 9/24/2012 11:21:01 AM	Description
Contact Last Name		Contact Fire		Account		BAC Code	
thermal event - door co	ntrols			•	**		
rita sanchez/ATX/PAR Confidential Comments							1

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#### **Activities**

Created Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description	
9/24/2012 10:56:32 AM SANCHER	I SANCHERI Outbound Email		Done	9/24/2012 11:08:26 AM	tony.a.ogbum@gm.com	
Contact Last Name	Contact First Name	Account		BAC Code		

Comment

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

Customer Name 2006 Chevrolet Traiblazer VIN 1GNDT13S562 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

	omments	

reated /24/2012 10:21:58 AM	Created By SANCHERI	Assigned To SANCHERI	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 9/24/2012 01:33:14 PM	Description f/u send email
ontact Last Name	O TO TELL	Contact First	•	Account	Done	BAC Code	to field and send to esis
omments							<b>:</b>
onfidential Comments							
omidential Comments						-	
		A a direct of Ta	Activity Type	Activity Sub-Type	Status	Completed	Description
rooted.							
reated 21/2012 06:47:28 PM	Created By SANCHERI	Assigned To SANCHERI	Scheduled Outbound Call Dir		Done	9/24/2012 10:07:39 AM	complete details and send to esis
			Scheduled Outbound Call Dir	Account			

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### **Activities**

est Ownership has
M: PARADIBR TO:
the state of the s

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2012 10:09:54 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Phone	Done	9/24/2012 10:21:49 AM	Called
Contact Last Name	*	Contact First	: Name	Account		BAC Code	
Comments							I

provided esis statement

cust sts i will proceed

crs sts what happened

cust sts i was in the driveway i had turned the key and i went to roll the windows down and i lhit the switch it started to smoke and i saw flames i poured water on it to get it out

crs sts i am sorry that you experienced this 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

rita sanchez/ATx/PAR Confidential Comments

Created 9/21/2012 10:09:44 AM	Created By MERCADTO	Assigned To SANCHERI	Activity Type BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 9/21/2012 06:40:07 PM	Description Called
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments see inital							I
rita sanchez/ATX/PAR							•
Confidential Comments							

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### **Activities**

1/2012 10:09:34 AM	MERCADTO		Activity Type Research	Activity Sub-Type	Status Done	Completed 9/21/2012 06:39:50 PM	Description Research VIN 1GNDT13S562
ntact Last Name	-	Contact First	Name	Account		BAC Code	
tS Performed VIN Scar			-		-		
N: - Found No Duplica	ate File	•					
C History: No Service	History Related	to Allegation					
a Sanchez/PAR/ATX							
nfidential Comments							
eated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
21/2012 10:09:25 AM	MERCADTO	Contact First	Notify CRM	Account	Done	9/21/2012 06:39:02 PM BAC Code	File assigned
				71000011		Ç/10 0000	
			<del>-</del>				L
infidential Comments							l
	Const. d D.	Acrimod To	Astivity Type	Adjusts Sub Tura	Status	Camples	Description
infidential Comments eated 21/2012 10:09:08 AM	Created By MERCADTO		Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 9/21/2012 06:38:58 PM	Description Assignd to Rita x41345
eated			BRC PAR				
eated 21/2012 10:09:08 AM		SANCHERI	BRC PAR	Case Assigned		9/21/2012 06:38:58 PM	
eated 21/2012 10:09:08 AM intact Last Name immerits		SANCHERI	BRC PAR	Case Assigned		9/21/2012 06:38:58 PM	
eated 21/2012 10:09:08 AM intact Last Name		SANCHERI	BRC PAR	Case Assigned		9/21/2012 06:38:58 PM	
eated 21/2012 10:09:08 AM intact Last Name imments infidential Comments eated	MERCADTO  Crealed By	SANCHERI Contact First Assigned To	BRC PAR Name Activity Type	Case Assigned		9/21/2012 06:38:58 PM BAC Code Completed	Assigend to Rita x41345
eated 21/2012 10:09:08 AM intact Last Name imments infidential Comments eated 21/2012 10:08:59 AM	MERCADTO	SANCHERI Contact First  Contact First  Assigned To PARADIBR	BRC PAR Name Activity Type SR Opened	Case Assigned Account  Account	Done	9/21/2012 06:38:58 PM BAC Code Completed 9/21/2012 10:08:59 AM	Assigend to Rita x41345  Description SR in Status of Closed has been Rich
eated 21/2012 10:09:08 AM intact Last Name imments infidential Comments eated	MERCADTO  Crealed By	SANCHERI Contact First Assigned To	BRC PAR Name Activity Type SR Opened	Case Assigned Account	Done	9/21/2012 06:38:58 PM BAC Code Completed	Assigend to Rita x41345
eated 21/2012 10:09:08 AM intact Last Name imments infidential Comments eated 21/2012 10:08:59 AM	MERCADTO  Crealed By	SANCHERI Contact First  Contact First  Assigned To PARADIBR	BRC PAR Name Activity Type SR Opened	Case Assigned Account  Account	Done	9/21/2012 06:38:58 PM BAC Code Completed 9/21/2012 10:08:59 AM	Assigend to Rita x41345  Description SR in Status of Closed has been Rich
eated 21/2012 10:09:08 AM initial Last Name immerits infidential Comments eated 21/2012 10:08:59 AM initial Last Name	MERCADTO  Crealed By	SANCHERI Contact First  Contact First  Assigned To PARADIBR	BRC PAR Name Activity Type SR Opened	Case Assigned Account  Account	Done	9/21/2012 06:38:58 PM BAC Code Completed 9/21/2012 10:08:59 AM	Assigend to Rita x41345  Description SR in Status of Closed has been Re
eated 21/2012 10:09:08 AM intact Last Name imments infidential Comments eated 21/2012 10:08:59 AM intact Last Name	MERCADTO  Crealed By	SANCHERI Contact First  Contact First  Assigned To PARADIBR	BRC PAR Name Activity Type SR Opened	Case Assigned Account  Account	Done	9/21/2012 06:38:58 PM BAC Code Completed 9/21/2012 10:08:59 AM	Assigend to Rita x41345  Description SR in Status of Closed has been Re

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#### **Activities**

Preated 9/21/2012 10:08:58 AM	Created By MERCADTO	Assigned To PARADIBR	Activity Type SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 9/21/2012 10:08:58 AM	Description
Contact Last Name	INC. CO. CO.	Contact First		Account	Done	9/21/2012 10:08:58 AM BAC Code	Service Request has been Closed Satisfied.
Comments							
Confidential Comments							
Prested 9/21/2012 10:08:37 AM	Created By MERCADTO	Assigned To KINZERTH	Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status	Completed	Description
Contact Last Name	MERCADIO	Contact First	•	Account	Done	9/21/2012 10:08:52 AM BAC Code	PAR V/M
		GGRIGGET III	Crame	Account		BAC Code	İ
1-1109381272							
sustome phone							
2006 Chevrolet TrailBlaz							
nermal event - drivers di Sep 20 2:21pm	oor						
Confidential Comments							1
						-	
Preated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/20/2012 02:27:37 PM	PARADIBR	KINZERTH	Notify CRM		Done	9/21/2012 10:08:32 AM	PAR CASE - Thermal Event
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
ommenia							!
Confidential Comments			-				
confidential Confidents							
*****************	• • • • • • • • • • • • • • • • • • • •	<del></del>					

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/20/2012 02:19:11 PM	PARADIBR	PARADIBR	Outbound Call Third Party	Left Message	Done	9/20/2012 02:28:06 PM	PAR CASE Veh Caught on fire
Contact Last Name		Contact First	Name	∆ccount		BAC Code	
							•
Comments							

-gave cust info 71-1109381272 -givereason for calling PAR CASE THERMAL event veh caught on fire

Bryan CAC/T1/MAN/LVL1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/20/2012 02:09:36 PM	PARADIBR	PARADIBR	Inbound Call Customer	Complex Request	Done	9/20/2012 02:18:31 PM	Thermal
Contact Last Name		Contact First	Name	Account		BAC Code	
							_
							i
mist ste.							
on PTTC a	nvtime						
	shland City TN						

bought USED last year from GM dirshp vin: 1gndt13s562 105000mí

the veh caught on fire whole computer in the driver door that runs all the switch there was RC abt this concern posted online no one hurt or injured it was 11PM when it happen a Month ago

cust sks:
-report this to GM, get assistance abt what happen on the veh

crs sts:
-gave SR will endorse case to PAR they will assist you further

Bryan CAC/T1/MAN/LVL1

Confidential Comments

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UCC Information
UCC Code
N42 Symptom Thermal event Description Electrical - Power Door Lock Motor / Switch / Wiring September 25, 2012

Logout

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary

**②** 

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

Vehicle Information	Ve	hi	cle	Info	rmatic	n
---------------------	----	----	-----	------	--------	---

VIN: 1GNDT13S562

Model: CT15506-2006 TRAILBLAZER 4WD

Branded Title: No Warranty Block: No Service Contract: No

PDI Status: No

Order Type: 50 - FLEET Field Actions: O Open

Required Field Actions

Open field actions are highlighted

Valid warranties are highlighted

05/24/2014

80,010 MI

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

**Applicable Warranties** 

**Emission Select** 

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.

#### Effective End Warranty Add Start Valid Description Odometer Date Date Odometer Date 08/05/2011 05/24/2006 10 MI 05/24/2012 100,010 MI Corrosion Limited Warranty 05/24/2009 36,010 MI **Bumper to Bumper** 08/05/2011 05/24/2006 10 MI Limited Warranty

08/05/2011

05/24/2006 Component Ltd Wty 05/24/2016 120,010 MI Special Coverage 10054 08/05/2011

10 MI

#### **Service Contract**

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 has no current record of service contracts.		
RECOGNISHED AND ASSOCIATION OF THE ASSOCIATION OF T	nata s. edit	
Transaction History		
Vehicle has no current record of transaction history.		
THE STATE OF THE S	et no transfer	
Global Warranty Management: Site Map		
	© 2005 General Motors, All rights reserved.	

Warranty September 25, 2012 Logout

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

INTERFACE WITH CUSTOMER

### View Vehicle Build

(3)

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

#### Vehicle information

VIN: 1GNDT13S582

Model: CT15506-2006 TRAILBLAZER 4WD

Service Contract: No Branded Title: No Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET Field Actions: 0 Open

#### Vehicle Build

Model: CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: JZWJJD Build Date: 05/23/2006

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.

27H - LIGHT CASHMERE/EBONY

15U - SANDSTONE METALLIC

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

1SZ - PREFERRED EQUIPMENT

SAVINGS

271 - INT TRIM

CASHMERE/EBONY

7AA - FRONT SPRING

9NR - SUSPENSION

AK5 - DRIVER & RIGHT FRONT

PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR

SEAT BACK

AU0 - KEYLESS REMOTE DOOR LOCK

**BOC - GM PRODUCTION WEEK** 

#21

B32 - FLOOR MATS, FRONT AND

B86 - MOLDING B/S COLOR

C5N - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE 3.42 RATIO JJB - PT DRESS SUBASSY NOT

INSTALLED

K34 - CRUISE CONTROL KG4 - GENERATOR 150 AMP

M30 - 4-SPD AUTO TRANS WOVERDRIVE AND **ELECTRONIC CONTROL** 

N75 - 17" SPORT ALUMINUM WHEELS

6AA - FRONT SPRING

8NS - SUSPENSION AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AXP - MPV VIN IDENT POSITION

**B30 - CARPETING, COLOR-KEYED** 

**B33 - REAR COLOR KEYED FLOOR MATS** 

C49 - REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL DP2 - POWER OSRV MIRRORS

**EVA - EVAP EMISSION REQUIREMENT** FLT - FLEET PROCESSING OPTION

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

KCV - ALAMO RENT A CAR LL8 - VORTEC 4200 SFI 16 N40 - POWER STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

For this vehicle:

→ View Vehicle Summary

→ Service Contract

→ Branded Title

Warranty → Block

→ View Vehicle Build

View Vehicle Component Summary

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

View Vehicle Delivery Information

NT7 - EMISSION SYS FED - TIER NZ3 - WHEEL, FULL SIZE SPARE QTM - P245/65R17 BW ALS TIRES PDC - SEAT, 8-WAY POWER DRIVER R4Y - TIRE BRAND-GOODYEAR R6F - IDENTIFY B CODE USERS **R6Q - OPTION PKG NOT DESIRED** R6P - PREMIUM PAINT R8D - IDENTIFIER - TIRE CHANGE R7M - ONSTAR SERVICE NOT INCLUDED R8K - \* T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE IDENT TB4 - LIFTGATE NUMBER

UA6 - THEFT DETERRENT UB0 - AM/FM STEREO W/CD

ALARM SYSTEM UY7 - TRAILER WIRING

**HARNESS** CERT.-U.S. /CANADA

VN9 - DAILY RENTAL REPURCHASE PROGRAM

YD5 - BASE FRONT SPRING YD6 - BASE REAR SPRING

DEPREC.

ZW7 - PREMIUM RIDE SUSPENSION

TFD - RETAIL AMENITY DELETE U73 - FIXED MAST ANTENNA

V1K - LUGGAGE RACK CROSS-BARS

V73 - STATEMENT OF VEHICLE VK3 - LICENSE PLATE FRAME, FRONT

VXS - COMPLETE VEHICLE LABEL

X88 - CHEVROLET CONVERSION YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YT1 - DAILY RENTAL FLAT RATE ZNF - TIRE, FULL SIZE SPARE

ZY1 - SOLID PAINT

### **Added Option Codes**

~BQ -

Global Warranty Management: Sile Map

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M Logout

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

(2)

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

Vehicle Information

VIN: 1GNDT13S562 Service Contract: No

Branded Title: No

Model: CT15506-2006 TRAILBLAZER 4WD

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET Field Actions: 0 Open

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN Date Scanned: 05/22/2006

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 05/22/2006

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

Source Plant: N-

Date Scanned: 05/22/2006

Component Code: 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Dale Scanned: 05/22/2006

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT **HUB ASSEMBLIES** 

Source Plant: G-

Date Scanned: 05/22/2006

Component Coda: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 05/22/2006

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 05/22/2006

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 05/22/2006

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

Date Scanned: 05/22/2006

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

Source Plant: -

Date Scanned: 05/10/2006

Traceability: 605040413

Part / Number Broadcast: NFS

Time Scanned: 16:14:00

Scan Station: 01

Traceability: 002821306

Part / Number Broadcast: A1Z

Time Scanned: 16:50:00 Scan Station: 05

Traceability: 0BK315753

Part / Number Broadcast: FK

Time Scanned: 16:25:00 Scan Station: 03

Traceability: 44085085

Part / Number Broadcast: 6TDD

Time Scanned: 16:22:00 Scan Station: 02

Traceability: 6BU40556

Part / Number Broadcast:

Time Scanned: 17:04:00 Scan Station:

Traceability: 121085105

Part / Number Broadcast: CN8

Time Scanned: 17:01:00 Scan Station: 11

Traceability: 00335880

Part / Number Broadcast:

3051

Time Scanned: 18:24:00 Scan Station:

Traceability: 1GTNTG2

Part / Number Broadcast; 2395

Time Scanned: 20:59:00 Scan Station: 06

Traceability: 5AAGS43

Part / Number Broadcast: 5520

Time Scanned: 16:42:00 Scan Station: 04

Traceability: 2030683 Part / Number Broadcast: 1ZZ

Time Scanned: 00:03:00 Scan Station:

Traceability: 2256950 Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS

For this vehicle:

→ View Vehicle Summary

- Service
- → Contract
- → Branded Title
- Warranty Block
- → View Vehicle Build

View Vehicle

Component Summary View Vehicle

Transaction History <u>Detail</u>

View Vehicle Delivery

Information

Source Plant: -

Date Scanned: 05/12/2006

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

Date Scanned: 05/22/2006

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

Date Scanned: 05/22/2006

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

Source Plant: -

Date Scanned: 05/22/2006

Part / Number Broadcast: 1WW

Time Scanned: 12:41:00 Scan Station:

Traceability: 2258032

Part / Number Broadcast: 1PT

Time Scanned: 02:04:00 Scan Station:

Traceability: 2254982

Part / Number Broadcast: 1PH

Time Scanned: 12:37:00 Scan Station:

Traceability: 2255588

Part / Number Broadcast: 1GB-

Time Scanned: 13:17:00 Scan Station:

#### Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Logout

September 25, 2012

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

### View Vehicle Transaction History Detail

**②** 

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

#### Vehicle Information

VIN: 1GNDT13S562 Service Contract: No

CUSTOMER

Model: CT15506-2006 TRAILBLAZER 4WD

Branded Title: No Warranty Block: No PDI Stalus: No

Order Type: 50 - FLEET Field Actions: 0 Open

#### **Transaction History**

Vehicle has no current record of transaction history.

For this vehicle:

- → View Vehicle Summary
  - → Service Contract

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

Global Warranty Management: Site Map

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Logout September 25, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information (2) This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs. For this vehicle: → View Vehicle Summary → Service Contract Vehicle Information VIN: 1GNDT13S562 Model: CT15506-2006 TRAILBLAZER 4WD -> Branded Title Service Contract: No Branded Title: No Warranty Block: No PDI Status: No → Warranty Block Order Type: 50 - FLEET Field Actions: 0 Open → View Vehicle Build View Vehicle Component Summary View Vehicle → Transaction History Invoice Information Detail Invoicing Service Agent: 111571 Invoice Date: 05/23/2006 View Vehicle Delivery Information CAR/TRUCK CITY 1405 MAIN ST S PINE CITY MN 55063-9092 3206296751 Ship to Information Ship to Service Agent: 140411 Ship to Date: N/A NATIONAL CAR RENTAL **24200 E 78TH AVENUE** DENVER CO 80249-6301 **Delivery Information** Delivery Service Agent: 111571 . Delivery Date: 05/24/2006 Delivery Type: 020---DAILY RENTAL CAR/TRUCK CITY 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

Global Warranty Management: Sile Map

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Registration Odometer: 0

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

Kelly Kufel
Claims Administrator

9/26/12

Ashland City, TN

RE:

E: Claimant:

Our File No.:

747966

Our Client:

General Motors LLC

Date/Event:

8/8/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDT13S562

Dear

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

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

- 1. Please provide <u>color copies</u> of photos taken. Please do not send originals, as they may not be returned.
- 2. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
- 3. Advise the mileage for the subject vehicle.
- 4. Provide a copy of the repair estimate.

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

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



Sincerely,

Kelly Kufel Claims Administrator

#### Service Request Detail BRC Type PAR SR No. 71-1109804429 Ref No. Goodwill No Goodwill Offered GW SubType Bus, Unit BRC Site Account PAR Last Name First Name Approval Not Initiated Area Daytime # Evening # ucc Electrical - Power Window Motor / Sub-Area **ESIS** Escalation Safety Yes Address City Spotswood involved Dir 9/24/2012 03:54:49 PM NJ Updated State ZipCd Con Acct Source Phone Serial #/VIN 1GNDT13S062 Model Year 2006 Priority Medium License # CHEVROL Owner JACKSOFA Status Open 9/21/2012 01:48:12 PM Make Chevrolet Warr, Start 08/07/2006 Opened Model TrailBlazer 40000 Sub-Status Dissatisfied Closed Mileage Abstract PAR: veh got on fire on left front door This is a BRC PAR File. Please do not Assuma, Forward all inquiries to Faith Jackson @ Customer

# Description Pre-PAR

Primary

Veh Use

Pre-PAR	ζ						*		
PAR Notifier	Incident Date/Time	Injuries #	Olher Veh	# People in Veh	Road Surface	Road (	Cond. Fire Report#	Police Report#	
Owner	-	N	0	0	Asphalt	Diy	unk	unk	
Driver Last No	ime	Driver F	irst Name	Hei	ght DOB	Disabil	ities		
				5'8'	•	none			
nsurance Age	ent Last Name	Insuran	ce Agent First	Name Ph	one#	Insurance	Agency		
r√a		n/a				n/a			
incident Loc	Hoolers of Brunswick/195 No	w Jersey 16	East Brunsw	ick, NJ 08816	Incident Desc	not sure how	long veh was on fire.	sat in parking lot for 2 hours, went outside and it was on fire.	
Component	thermal event								
						Damage steering wheel burned, door was burned out, left A-pillar was burned, partially the ceili			
Vehicle	unk,				Desc	roof interior.			
Loc					Add'i Info			accident, was January 2012. investigation just said it was no	
Emgcy Svc	East Brunswick Fire Dept an	d East Brun	swick Polic <del>e</del> d	ept respnoded.		arson, just ic	ouna recali ana touna t	his number, not sure where veh is right now, don't have fire	
Names					Maint Loc	Pittstop in N	i.		
PAR De	tail								
Collision	Non Collision	Y	Property Damage	N Thermal 1	Evt Y S	pec Equip	none		
Vehicle Speed	Q		Weather Condition	clear	P	rop Owner	n/a	Property n/a Type	
Last Service Date			Loc Last Service			roperty ocation	n/a	Prop Est Repair Cost	
Veh Est Repair Cost			Spec Equip Installer	n/a		rop Damage Jescription	n/a		

Inspected By

Inspection Not Performed

Explain Other | last service date and last service loc is unk.

Report Generated for toporowm

Personal

on 9/25/2012

Veh Damage steering wheel burned, door was burned out, left A-piller was burned. partially the Description ceiling for the roof interior.

Inspection Thermal Event

Page 1 of 10

Inspection Date/Time

### **Activities**

Greated 9/24/2012 03:54:52 PM Gonfact Last Name Comments	Created By KINZERTH	ESISBIQU Contact First		Activity Sub-Typo ESIS- Thermal Event Account	Status In Progress	Completed BAC Code	Description ESIS - Thermal Event
Customer claims thermal Confidential Comments	eacut oudkistr	ig nom control r	nodule in drivers door				I
Prestod 9/24/2012 03:54:49 PM	Created By KINZERTH	Assigned To KINZERTH	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to BRC Account	Status Done	Completed 9/24/2012 03:54:49 PM BAC Code	Description Ownership Escalated to BRC
Confidential Comments							[ [
9/21/2012 05:35:58 PM	Created By JACKSOFA	Assigned To	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Ala	Completed	Description waiting for ESIS to pick up the case.
			Scheduled Follow-up	Activity Sub-Typa  Account			
9/21/2012 05:35:58 PM Contact Last Name		JACKSOFA	Scheduled Follow-up			m	
9/21/2012 05:35:58 PM Contact Last Name Comments Confidential Comments Croated 9/21/2012 05:35:39 PM		JACKSOFA Contact Firs Assigned To KINZERTH	Scheduled Follow-up  1 Name  Activity Typo  Notify CRM			RAC Code  Completed 9/24/2012 03:55:20 PM	
9/21/2012 05:35:58 PM Contact Last Name Comments Confidential Comments Croated	JACKSOFA Created By	JACKSOFA Contact Firs Assigned To	Scheduled Follow-up  1 Name  Activity Typo  Notify CRM	Account	Scheduled Ala	m BAC Code Completed	waiting for ESIS to pick up the case.  Description

Report Generated for toporowm

on 9/25/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2012 05:33:52 PM	JACKSOFA	JACKSOFA	Outbound Email	DVM/CAM/Fleld	Done	9/21/2012 05:34:27 PM	thomas.j.scheri@gm.com
Contact Last Name	Contact First Name		Name	Account		BAC Code	
							•

A product allegation claim has been made in your region. The customer is alleging the vehicle was involved in a thermal event due to a product failure. This case is being escalated to ESIS because the vehicle was involved in a thermal event.

2006 Chevrolet Trailbiazer

1GNDT13\$062

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

Best wishes, Faith Jackson | CRS

Aditya Birla Minacs | Inspired every day 7401 E. Ben White Bivd, Bidg. F. Austin, TX 78741 Phone 866-790-5600 x31243 | Fax 866-852-1526 | www.minacs.adityabirla.com

#### Confidential Comments

Croatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2012 03:35:22 PM	MERCADTO	JACKSOFA	Ownership Changed		Done	9/21/2012 03:35:22 PM	Service Request Ownership has
Contact Last Name	•	Contact East	Mame	Account		BAC Code	changed FROM: TAPAYRO TO: JACKSOFA
							JACKSOFA
Commens							l
							_

Report Generated for toporowm

on 9/25/2012

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### **Activities**

Created	Created By	Assigned To	Activity Type	 Activity Sub-Type	Status	Completed	Description
9/21/2012 03:35:08 PM	MERCADTO	JACKSOFA	BRC PAR	 Initial Contact - Field	Done	9/21/2012 05:33:48 PM	Called thomas.j.scheri@gm.com
Contact Last Name	Contact First Name			Account BAC Code			
				 			_
Comments							

Subject: 71-1109804429 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging the vehicle was involved in a thermal event due to a product failure. This case is being escalated to ESIS because the vehicle was involved in a thermal event.

2006 Chevrolet Tralibiazer

1GNDT13S062

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

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/21/2012 03:34:57 PM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact- Dealer	Done	9/21/2012 05:11:16 PM	No Initial Contact required. Vehicle has
Contact Last Name	Contact First Name			Account		BAC Code	not been to dealer in two years

Comments

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

Faith Jackson/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 9/25/2012

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#### **Activities**

Greated 9/21/2012 03:34:48 PM	Created By MERCADTO	Assigned To	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed 9/21/2012 05:30:37 PM	Description Called
Contact Last Name	Contact First Name		Account		BAC Code	1	
Comments							1

Crs verified customer contact information.

Cust. states: Hooters parking tot, East Brunswick, NJ.

Cust sts not sure how long veh was on fire, sat in parking lot for 2 hours, went outside and it was on fire.

Original owner? yes

Currently in a rental or loaner vehicle? no, went and purchased a car the next day, took a month to get my money due to an investigation.

Who placed you in a rental or loaner vehicle?

Cust. sustained injuries?

Did the injured party seek medical attention?

Are cust/injured party in the medical field?

Crs gathered prePAR and PAR Detail info. CRS advised customer of required verblage as stated in  $d\_1075834$ 

Cust requested the file to be referred to the Central Claims dept. Crs advised cust someone from our Central Claims department will follow up with you within 7-10 business days. Crs provided contact information and the case number.

Faith Jackson/PAR/ATX Confidential Comments

### Activities

Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description	
9/21/2012 03:34:39 PM	MERCADTO	JACKSOFA Contact First	BRC PAR	Acknowledgement Account	Done	9/21/2012 05:11:22 PM BAC Code	Called	
				riocount		5110 0020	•	

Crs Adv. This is Faith 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 sis: Yes

Continued in Initial

Faith Jackson/PAR/ATX Confidential Comments

Page 6 of 10

## Activities

Groated Greated By 9/21/2012 03:34:32 PM MERCADTO	Assigned To Activity Typo  JACKSOFA Research  Contact First Name	Activity Sub-Type Account	Status Done	Completed 9/21/2012 05:09:17 PM BAC Code	Description Research VIN
CASE SCAN			_		
S/R's: none. Recalls: none.					
Branded: Brand Description: SALVAGE Title Number: Report Reported By: NJ Energive Date: 03/02/2	ing Source Code:				
Warranty Block; Code Description Effect BT BRANDED TITLE 03/02/2012 Block Transaction Types: ZPDI ZPTI ZREG ZSCT Blocked Labour Ops:	cilve Date				
Repairs: none.					
Faith Jackson/PAR/ATX Confidential Comments					Ī

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/21/2012 03:34:22 PM	MERCADTO	JACKSOFA	Notify CRM		Done	9/21/2012 05:05:48 PM	File assigned
Cantact Last Mama		Contact Fice	Mame	Account		BAC Code	
					·		
Comments							
Confidential Comments							

Report Generated for toporowm

on 9/25/2012

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## Activities

Created	Created By		Activity Type	Activity Sub-Typo	Status	9/21/2012 05:05:45 PM	Description Assigned to Faith x31243
9/21/2012 03:33:57 PM Contact Last Name	MERCADTO	JACKSOFA Contact First	BRC PAR	Case Assigned Account	Done	9/21/2012 05:05:45 PM BAC Code	Assigned to Fallit X31243
		OB/IIIdsa 1 IIId			* *		
Comments Faith			<u> </u>				
866-790-5600 x 31243.							
Confidential Comments							
Created	Created By	Academad To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2012 03:33:48 PM	MERCADTO	TAPAYRO	SR Opened	Activity Sub-type	Done	9/21/2012 03:33:48 PM	SR in Status of Closed has been Re-
Contact Last Name		Contact First	Name	Account		BAC Code	Opened by MERCADTO
Comments							
		•					
Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Type	Status	Campleted	Description
9/21/2012 03:33:47 PM	MERCADTO	TAPAYRO  Contact Firs	SR Closed - Satisfied	Account	Done	9/21/2012 03:33:47 PM BAC Code	Service Request has been Closed Satisfied.
		ř	Manie	Meddoni		5/10/0000	
- comments							
Confidential Comments							Ī
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/21/2012 03:31:14 PM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	9/21/2012 03:33:43 PM	PAR V/M
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							1
71-1109804429 2006 Chevrolet TrailBlaz	er						
customer:							
phone thermal event							
Sep 21 2:17pm Confidential Comments							1
Commission Commission	<del></del>		<del> </del>				-

Report Generated for toporowm

on 9/25/2012

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## **Activities**

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/21/2012 02:18:45 PM	TAPAYRO	KINZERTH	Notify CRM	Customer Called	Done	9/21/2012 03:31:13 PM	PAR case
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Comments							
veh caught on fire on the	left front door						
Confidential Comments							

Report Generated for toporowm

on 9/25/2012

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#### **Activities**

9/21/2012 01:48:14 PM	Created By TAPAYRO	Assigned To TAPAYRO	Activity Typo Inbound Call Customer	Activity Sub-Typo Complex Request	Status Done	Completed 9/21/2012 02:18:44 PM	Description burned veh/ recall	*
Contact Last Name		Contact Fire	st Name	Account		BAC Code		
Pomments Name: Address: Telephone Number:	Ne	ew Jersey					1	
Make and Model: Mileage: 40,000 VIN: 1GNDT13S0623								

- Customer States: recall on 2006 Tralibalazer
- -recall on Zube Trainbaszer
  -veh caught on fire last january 2012 and there was an investigation on it by the police, and they told me that the fire started on the left door of veh and they have seen nothing to why veh would get in fire when it was just sitting on the garage and in a cold place
   our veh was just on the parking lot and it just suddenly went on fire
   right now I need to get new car and I just want to know what can GM do about this
   there should be any recall on it

Cust seeks: recall info/ burned door

#### CRS Advises:

- CRS Advises:

   veh is not under any recall at this point

   recall are VIN specific

   in case veh will have a recall on it, GM will definitely notify its cust, and send out a letter regarding the information on that particular recall

   with regard to your concern since your stating that there should be something that should be done on it by GM, I will direct this call to PAR

Cust sts: - ok then thank you

Resources: CAC PAR Procedures Document (D: d\_108767

Ron/ CAC Tier 1/ MAN/ Lvl 0

Confidential Comments

#### **UCC** Information

UCC Code	Symptom	Doscription
N40	Thermal Evenl	Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm

on 9/25/2012

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回 回回 Warranty September 25, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Summary INTERFACE WITH CUSTOMER 3 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 Model CT15506-2006 TRAILBLAZER 4WD VIN 1GNDT13S062 Warrenty Block Yes PDI Status No Branded Title Yes Service Contract No. Order Type 70 - RETAIL - STOCK Field Actions 0 Open Open field actions are highlighted Required Field Actions Vehicle has no current record of required field actions. **Branded Title** "The VNN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty ventication and shall not be used for any other purpose whatsoever Date Branded. 02/01/2012 Brand Description SALVAGED Reporting Source Code Tille Number Effective Date: 03/02/2012 Reported By NJ Warranty Block Effective Date Description Code **BRANDED TITLE** 03/02/2012 BT **Block Transaction Types Blocked Labour Ops** ZPDI ZPTI ZREG ZSCT Service Information Posted Number Description Date 07/20/2010 SB10168 Free Agent Best Practices for HUMMER, Pontiac, Saab and Saturn Customers SB or Those Affected by Dealership Consolidation 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

XM Radio ID

contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

**Logout** 

For this vehicle:

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

OnStar Vehicle Diagnostics N

OnStar Equipped Y

XM Equipped N

Valid warranties are highlighted

OnStar Status Inactive

XM Status: NA

DMN Enabled N

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	03/03/2012	08/07/2006	15 MI	08/07/2009	36,015 MI
	Corresion Limited Warranty	03/03/2012	08/07/2006	15 MI	08/07/2012	100,015 MI
	Emission Select Component Ltd Wty	03/03/2012	08/07/2006	15 MI	08/07/2014	80,015 MI
	Special Coverage 10054	03/03/2012	08/07/2006	15 MI	08/07/2016	120,015 MI

## Service Contract

Vehicle has no current record of service contracts.

Transactio	n History			<u>View Details</u>				
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading			
04/17/2006	180439	ZPDIPre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	1 MI			
04/13/2006	A25392	ZPDI—Pre-Delivery Inspection		27000 - Pre-Delivery Inspection - Base Time	O MI			

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**Logout** 

ල්ල්ල් Warranty

Seplember 25, 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

Order Type 70 - RETAIL - STOCK

VIN 1GNDT13S062 Service Contract: No

Branded Title. Yes

Model CT15506-2006 TRAILBLAZER 4WD

Warranty Block: Yes

PDI Status No

Freld Actions 0 Open

#### Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number JVHK5Q Build Date: 04/13/2006 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 rafer to the original vehicle invaice or window slicker

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

28H - LIGHT GRAY

49U - BORDEAUX RED METALLIC

7AA - FRONT SPRING

9NR - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

ASF - HEAD CURTAIN SIDE IMPACT AIR BAGS

AXP - MPV VIN IDENT POSITION

832 - FLOOR MATS, FRONT AND REAR

**B86 - MOLDING B/S COLOR** 

C5N - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

**EVA - EVAP EMISSION REQUIREMENT** 

**GU6 - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SFI 15

N40 - POWER STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - WHEEL, FULL SIZE SPARE

R4Y - TIRE BRAND-GOODYEAR

1\$Z - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6AA - FRONT SPRING

**8NS - SUSPENSION** 

A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE

AK5 - DRIVER & RIGHT FRONT

PASSENGER AIR BAG

AMB - SPLIT FOLDING REAR SEAT BACK

AUG - KEYLESS REMOTE DOOR LOCK

B30 - CARPETING, COLOR-

**KEYED** 

833 - REAR COLOR KEYED

**FLOOR MATS** 

C49 - REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL

**DP2 - POWER OSRV MIRRORS** 

FE9 - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION

**KG4 - GENERATOR 150 AMP** 

M30 - 4-SPD AUTO TRANS

WOVERDRIVE AND ELECTRONIC CONTROL

N75 - 17" SPORT ALUMINUM

NT7 - EMISSION SYS FED - TIER 2

OTM - P245/65R17 BW ALS TIRES

R&M · NEW JERSEY COST

For this vehicle:

➂

→ View Vehicle Summary

- Service
- \* Contract
- → Branded Tille
- Warranty Block

- View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History Detall

View Vehicle Delivery Information

**R6P - PREMIUM PAINT** 

R8D - IDENTIFIER - TIRE CHANGE

R9U - GM ACCESS - AUTOBOOK IDENTIFIER

**T61 - DAYTIME RUNNING LIGHTS** 

TB4 - LIFTGATE

**UAG - THEFT DETERRENT ALARM SYSTEM** 

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN

V1K - LUGGAGE RACK CROSS-BARS

VK3 - LICENSE PLATE FRAME, FRONT

**X8B - CHEVROLET CONVERSION** 

**YD5 - BASE FRONT SPRING** 

ZNF - TIRE, FULL SIZE SPARE

ZY1 - SOLID PAINT

SURCHARGE

**R60 · OPTION PKG NOT** 

DESIRED

SLM - STOCK ORDERS

**198 - STAMPING VEHICLE IDENT** 

NUMBER

U73 - FIXED MAST ANTENNA

UBO - AM/FM STEREO W/CD

**UY7 - TRAILER WRING HARNESS** 

**V73 - STATEMENT OF VEHICLE** 

CERT.-U.S. /CANADA

VXS - COMPLETE VEHICLE

LABEL

YD3 - BASE EQUIP FOR SCH

GVW PL-FT AX

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

### **Added Option Codes**

-8Q -

Global Warranty Management, Site Map

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(Marranty

Logout

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

3

This screen allows IVH users to view the information on vorious major components edded to the VIN selected during vehide build

Vehicle Information

VIN 1GNDT13\$062 Service Contract No.

Branded Title. Yes

Warranty Block. Yes

Model, CT15505-2006 TRAILBLAZER 4WD PDI Status, No.

September 25, 2012

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

For this vehicle:

- View Vehicle Summary

Service

Contract

- Branded Title

Warranty

→ View Vehicle Build

View\_Vehicle

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery Information

Vehicle Component

Component Code. 10-ENGINE ASSEMBLY

Source Plant. V-CPC FLINT, MICHIGAN

Date Scanned 04/12/2006

Traceability 604060583 Part / Number Broadcast NFS

Time Scanned 12:28:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Part / Number Broadcast. XVM

Time Scanned 14:12:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Source Plant N-

Date Scanned: 04/12/2005

Date Scanned 04/12/2006

Traceability. 0BJ951320

Traceability, 004450986

Part / Number Broadcast: FK Time Scanned 12:39:00 Scan Station 03

Component Code: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 04/12/2006

Traceability 43956009

Part / Number Broadcast 6TDD

Time Scanned: 12:36:00 Scan Station: 02

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

**HUB ASSEMBLIES** 

Source Plant G-

Traceability 4GX47376

Part / Number Broadcast

Date Scanner 04/12/2006

Time Scanned. 13:37:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 04/12/2006

Traceability 093085747

Part / Number Broadcast CN8

Time Scanned 13:36:00 Scan Station, 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability: 00310819

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast

3051

Time Scanned 16:05:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 04/12/2008

Date Sconned 04/12/2005

Traceability 1GSJWUY

Pan / Number Broadcast, 2395

Scan Station 06 Time Scanned 19:03:00

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

Source Plant M-MORTON-THIOKOL

Date Scanned 04/12/2006

Traceability 5AAHH06

Part / Number Broadcast 5521

Time Scanned 14:04:00 Scan Station 04

Component Code AP-RH SIDE IMPACT AIRBAG MODULE

Source Plant Q-RIMIR MATAMORS MEXICO

Date Sconned: 04/12/2006

Traceability 5F03E6Q

Part / Number Broadcast 2261

Time Scanned: 13:59:00 Scan Station: 16

Component Code AQ-LH SIDE IMPACT AIRBAG MODULE

Traceability 5F03M9Z

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 04/12/2008

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant: -

Date Scanned: 04/07/2006

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

Source Plant: -

Date Scanned: 04/11/2006

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

Source Plant -

Date Scanned 04/12/2006

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

Date Scanned 04/12/2006

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

Date Scanned 04/12/2008

Source Plant: -

Traceability: 2234615 Part / Number Broadcast: 1GB

Part / Number Broadcast, 2260

Part / Number Broadcast 1ZZ

Part / Number Broadcast: 1WW

Part / Number Broadcast. 1PT

Part / Number Broadcast 1PH

Time Scanned: 13;59:00 Scan Station 15

Time Scanned: 00:03:00 Scan Station:

Time Scanned: 08:26:00 Scan Station:

Time Scanned 00:46:00 Scan Station:

Time Scanned. 11:48:00 Scan Station:

Traceability 1770555

Traceability, 2235733

Traceability. 2235807

Traceability 2234117

Time Scanned: 12:18:00 Scan Station:

### Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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E Logout

@650 Warranty

September 25, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

**②** 

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

Vehicle Information

VIN 1GNDT135062

Model CT15506-2006 TRAILBLAZER 4WD

Service Contract No

Branded Title Yes

Warranty Block Yes

PDI Status. No

Odometer Reading: 1 MI

Authorization Code

Order Type 70 - RETAIL - STOCK

Field Actions O Open

Job Card Number: 180439

Job Card Date: 04/17/2006 Repair Service Agent 111237

LAFFIN CHEVROLET **7 MAIN STREET** 

SOUTH RIVER NJ 08882-1223

7322542120

Process Date 05/09/2006

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

Transaction Expense Category

Customer Complaint Code. **0000-Converted Claim** 

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

See other Parts and/or Net Items

Job Card Number: A25392

Job Card Date: 04/13/2006 Repair Service Agent 111237

LAFFIN CHEVROLET **7 MAIN STREET** 

**SOUTH RIVER NJ 08882-1223** 

7322542120

Odometer Reading, 0 MI Authorization Code

Process Date 04/18/2006

Transaction Type

ZPDI---Pre-Delivery Inspection

Transaction Expense Category.

**Customer Complaint Code** 

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code. 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Parl Number

Global Warranty Management Site Map

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For this vehicle:

- View Vehicle Summary

- Service
- Contract
- Branded Title
- Warranty

→ View Vehicle Build

View Vehicle Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery <u>information</u>

Global Warranty Management Site Map Privacy Policy | Terms of Use

**B** Logout @iobolWarranty September 25, 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 For this vehicle: the ultimate customer. Not all sections will be populated for all VINs. View Vehicle Summary Service Contract Vehicle Information Model: CT15506-2006 TRAILBLAZER 4WD VIN 1GNDT13S062 Branded Title PDI Status No Warranty Block Yes Service Contract. No Branded Title Yes Warranty Block Order Type 70 - RETAIL - STOCK View Vehicle Build Field Actions 0 Open View Vehicle Component Summery View Vehicle Transaction History Invoice Information Detail Invoking Service Agent 111237 LAFFIN CHEVROLET 7 MAIN STREET Invoice Date 04/13/2006 View Vehicle Delivery Information SOUTH RIVER NJ 08882-1223 7322542120 Ship to information Ship to Service Agent: 111237 LAFFIN CHEVROLET 7 MAIN STREET Ship to Date. N/A SOUTH RIVER NJ 08882-1223 7322542120 **Delivery Information** Delivery Date: 08/07/2006 Delivery Type: 010---INDIVIDUAL Delivery Odometer: 15 Delivery Service Agent 111237 LAFFIN CHEVROLET 7 MAIN STREET SOUTH RIVER NJ 08882-1223 7322542120 In Service Information In Service Date N/A Invoicing Service Agent In Service Type 0000 In Service Odometer. 0 Registration Information Registration Date: N/A Registration Service Agent N/A Registration Number N/A Registration Odometer 0

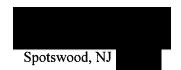
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ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 800.888.0164 tel 313.665.0911 fax

Bryan Schwartz Claims Administrator

9/26/12



RE:

Claimant:

Our File No.:

747968

Our Client:

General Motors LLC

Date/Event:

1/1/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDT13S062

Dear

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

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

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

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



## esis

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

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

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

Sincerely,

Bryan Schwartz

Claims Administrator

Bryan Schwartz



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

Bryan Schwartz
Claims Administrator

10/8/12

Spotswood, NJ

RE:

Claimant:

Our File No.:

747968

Our Client:

General Motors LLC

Date/Event:

1/1/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDT13S062

Dear

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

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

Correspondence that was sent to you on 9/26/12 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.

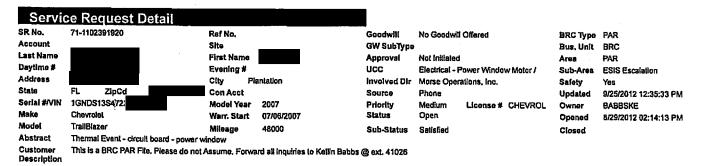
Thank you for your time and attention in this regard.

Sincerely,

Bryan Schwartz

Claims Administrator

Bryan Schwartz



### Pre-PAR

TO TAIN								
PAR Notifier Owner			#People in Veh. Roa		Road			Report#
Oriver Last Na		<u></u>	1 Asp		Dry	na		
DITVES LOSI ING	iiiie D	river First Name	Height 5'7	DOB	Disabi	lilies	_	
ngurante Ang	ni Last Name	nsurance Agent First			none			
unk		nk	rame rione	<i>*</i>	Insurance Geico	Agency		
Incident	1181 S University Dr Plantation FL			1-14-4				
Loc	1101 3 Chaversity Dr Flamation PL	33317		Incident Desc	Customer is	alleging that their power window co	onsole started smo	king with flame
Component	power windows							
				Damage	melted/ burn	ed power window cansole		
Vehicle	1940 SW 73rd ave Plantation Ft.			Desc				
Loc				Add'i Info	claim not ma	ıde		
Erngcy Svc	na							
Names				Maint Loc	independent			
PAR Def	ail				· · · · · · · · · · · · · · · · · · ·			
Collision								
Comstan	Non Collision Y	Property Damage	N Thermal Evt	Y S	pec Equip	попе		
Vehicle Sp <del>ae</del> d	0	Weather Condition	stormy	P	rop Owner	na	Property Type	na
Last Service Date		Loc Last Service			roperty ocation	ла	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost		Spec Equip Installer	па		rop Damage Jescription	па	•	
Primary Veh Use	Personal	Inspection Type	Thermal Event		rspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	mailed/ burned power window cor	• • •		` E	xplain Other	case going to esis for thermal eve		

Report Generated for toporowm

on 9/26/2012

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#### **Activities**

Acuvines							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
25/2012 03:46:48 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
ontact Last Name		Control Fire	9mrid	Account		BAC Code	
omments							1
stomer cialms thermal	event originatin	g from control o	odute in drivers door				•
onfidential Comments							!
roated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
/25/2012 01:10:13 PM	BABBSKE	BABBSKE	Scheduled Follow-up	,	Scheduled Ala		esis - thermal
ontact Last Name		Contact Firs	Name	Account		BAC Code	
ommenis							•
	their nower wir	rdow consula et	arted having flames and so	noke come out			•
				NORTH COL			
sis - thermal event							
ellinbabbs/par/atx							
onfidential Comments							ſ
							•
roated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
25/2012 01:09:57 PM	BABBSKE	KINZERTH	Notify CRM	Activity Colo-typa	Done	9/25/2012 03:47:20 PM	esis - thermal power window
ontact Last Namo		0		Account		BAC Code	Colo - translat postat suitogis
						DATO CAGO	
	their power wir	ndow console st	arted having flames and sr	nake come out.	·		
ustomer is alleging that		ndow console st	arted having flames and sr	noke come oul.			
Sustomer is alleging that sis - thermal event power		ndow console st	arted having flames and sr	noke come oul.			
comments customer is alleging that sis - thermal event powe ellinbabbs/par/atx confidential Comments		ndow console st	arted having flames and sr	noke come oul.			

Report Generated for toporowm

on 9/26/2012

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## Activities

Created 9/25/2012 01:09:21 PM Contact Last Name Comments	Created By BABBSKE	Assigned To BABBSKE Contact First	Activity Typo Other Name	Account	Status Done	Completed 9/25/2012 01:09:52 PM BAC Code	Description vehicle incident location
1181 S University Or Plan kellinbabbs/par/atx Confidential Connments	ntation FL 3331	7					· I
Croated 9/25/2012 01:08:15 PM Contact Last Name	BABBSKE	Assigned To BABBSKE Contact First		Activity Sub-Type Business Case Account	Status Done	Completed 9/25/2012 01:09:09 PM BAC Code	Discription business case
Customer is alleging that esis - thermal event kellinbabbs/par/abx Confidential Comments	u.o.i power wi	ENOW CONSOLO S(Z	ned naving liames and	smoke come out.			

Report Generated for toporowm

on 9/26/2012

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#### **Activities**

Greated Create 9/25/2012 01:02:06 PM BASB	ed By Assigned To SKE BABBSKE	Activity Type Outbound Email	Activity Sub-Type DVM/CAM/Field	Status Done	Completed 9/25/2012 01:04:48 PM	Description thomas.thomlon@gm.com	
Contact Last Name	Contact Fire	t Name	Account		BAC Code	1	

A product allegation claim has been made in your region. The customer is alleging that their power window console went up in flames. This case is being escalated to ESIS because of a thermal event.

2007 Chevrolet TrailBlazer 1GNDS13S472 Sunrise FL

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben While Bird, Bildg. F, Auslin, TX 78741
Phone: 866-790-5600 31460 I Fax: 866-311-2784 I www.minacs.adityabirla.com Foliow us on Twitter

Confidential Comments

Groated Created By 9/25/2012 12:35:33 PM BABBSKE	Assigned To Act BABBSKE OW	tivity Type mership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 9/25/2012 12:35:33 PM	Doscription Ownership Escalated to BRC
Contact Last Name	Contact First Nam	ne	Account		BAC Code	
Confidential Comments			·			

Report Generated for toporowm

on 9/26/2012

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### **Activities**

Groated 9/25/2012 11:50:58 AM Gentact Last Name sae initial	Created By BABBSKE	Assigned To BABBSKE Contact First	Activity Type Outbound Call Customer Name	Activity Sub-Typo Made Contact Account	Status Done	Completed 9/25/2012 12:19:28 PM BAC Code	Desertation
kellinbabbs/par/atx Confidential Comments				-			
Groated 9/25/2012 11:50:31 AM Contact Last Name Comments see Initial	Created By BABBSKE	Assigned To BABBSKE Contact First	Outbound Call Dealer	Activity Sub-Type Made Contact Account	Status Done	Completed 9/25/2012 01:01:05 PM BAC Code	Doscription Morse Operations, Inc. (888) 319-5276
kellinbabbs/par/abx Confidential Comments							
Groated 9/24/2012 08:51:04 PM Contact Last Name	Greated By BABBSKE	Assigned To BABBSKE	Scheduled Outbound Call Dir	Activity Sub-Type	Status Done	Completed 9/25/2012 11:50:29 AM	Description initial
Comments		Contact First	Name	Account	-	BAC Code	
Confidential Comments Created 9/24/2012 06:50:44 PM	Crealed By	Assigned To		Activity Sub-Type	Status	Completed	Description
Contact Last Name	BABBSKE	BABBSKE Contact First	Scheduled Outbound Call Cust Name	Initial Attempt Account	Done	9/25/2012 11:50:56 AM BAC Code	acknowledgement initial
Confidential Comments							

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on 9/26/2012

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## **Activities**

reated 24/2012 03:35:26 PM	Created By LESHENMI	Assigned To BABBSKE	Activity Typo Notify CRM	Activity Sub-Typo Customer Called	Status Done	Completed 9/24/2012 06:50:38 PM	Description **assisting**
intact Last Name		Contact Firs	•	Account		BAC Code	destaining
							I
nfidential Comments					-		l
toatod 24/2012 03:33:37 PM	Created By LESHENMI	Assigned To LESHENMI	Activity Typo Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Gampleted 9/24/2012 03:35:24 PM	Doscription ***assisting***
ontact Last Name		Contact Firs		Account		BAC Code	economy
omments ist sts:						<u>·</u>	l
spoke with a lady this r the told me that someo	noming ne will be conta	ıcling me from a	different dept				
sr adv: :ase has been forwarde hey should be contactir		next 24 hours					
ichelle/CAC/Mla/Tier1/1 66-790-5700 ext. 22948	Lvi1						
onfidential Comments						-	Į.
reated 24/2012 01:49:41 PM	Created By MERCADTO		Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 9/24/2012 01:49:52 PM	Description PAR V/M
ontact Last Name		Contact Fire	•	Account		BAC Code	[
omments							1
I-11023 <u>91920</u>							
1-1102391920 uslomer hone ep 24 10:14am							

Report Generated for toporowm

on 9/26/2012

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### **Activities**

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 10:50:43 AM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Dealer	Done	9/25/2012 12:45:36 PM	Morse Operations, Inc. (888) 319-5276
Contact Last Name		Control Line	Name	Account		BAC Code	1

Comments
CRS spoke with: Amy Sancehz - service advisor

advised of cust product allegation

Maint.:

dir sis: last time here was 2011. Customer stating the SES light was on and they declined any services while they were here as well. Vent Evaporator vent valve.

kellinbabbs/par/ab: Confidential Comments

Report Generated for toporowm

on 9/26/2012

Page 8 of 15

#### **Activities**

 
 Greated
 Created By
 Assigned To
 Activity Type

 9/24/2012 10:50:33 AM
 MERCADTO
 BABBSKE
 BRC PAR
 Activity Sub-Type Initial Contact-Phone Completed 9/25/2012 12:37:54 PM Status Done Contact Last Name Contact First Name BAC Code Comments crs spoke w/:

crs verified customer contact information. 1940 SW 73rd ave Plantation FL

Cust, states: Wife got caught in a rainstorm with the door open for a few moments. Rain must have got down in there, it started smoking and then melting with flame.

Original owner? y

rental? n

medical attn? n

par form notes: Insurance claim not made.

Crs gathered prePAR and PAR Detail info. CRS advised customer of required verblage as stated in d\_1076834

Cust requested the file to be referred to the Central Claims dept.

Cre advised cust someone from our Central Claims department will follow up with you within 7-10 business days.

Cre provided contact information and the case number

kellinbabbs/par/atx Confidential Comments

Report Generated for toporowm

on 9/26/2012

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#### **Activities**

 
 Created
 Created By
 Assigned To
 Activity Type

 9/24/2012 10:50:26 AM
 MERCADTO
 BABBSKE
 BRC PAR
 Activity Sub-Type Acknowledgement Status Completed Description Done 9/25/2012 12:19:55 PM Contact Last Name Contact First Nami BAC Code

crs adv: This is Kellin 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)

kellinbabbs/par/atx

Confidential Comments

 
 Crosted
 Created By
 Assigned To
 Activity Type

 9/24/2012 10:50:19 AM
 MERCADTO
 BABBSKE
 Research
 Activity Sub-Type Status Completed Dascription Done 9/25/2012 12:24:28 PM Research VIN Contact Last Name Contact First Name BAC Code

S/R's: 71-1102391920 - thermal event

Recalls: Special Coverage 10054 08/05/2011 07/06/2007 12 MI 07/06/2017 120,012 MI

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/atx Confidential Comme

Report Generated for toporowm

on 9/26/2012

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## **Activities**

Created 9/24/2012 10:50:12 AM Contact Last Name	Created By MERCADTO	Assigned To BABBSKE Centact Firs	- Activity Typo Notify CRM Name	Activity Sub-Typo Account	Status Done	Completed 9/25/2012 12:21:14 PM BAC Code	Doscription File assigned
file received,							
kellinbabbs/par/atx Confidential Comments			· · · · · · · · · · · · · · · · · · ·				· 
Greated 9/24/2012 10:49:58 AM	Created By MERCADTO	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 9/25/2012 12:21:22 PM	Poscription Assigned to Kellin x31460
Comments		S	Name	Account		BAC Code	1
file received. kellinbabbs/par/atx							
Confidential Commonts				·			
Greated 9/24/2012 10:49:51 AM	Created By MERCADTO	Assigned To PATRICM1	Activity Type SR Opened	Activity Sub-Type	Status Done	Completed 9/24/2012 10:49:51 AM	Description SR in Status of Closed has been Re-
Contact Lost Name		Contact Firs	•	Account	Dolle	BAC Code	Opened by MERCADTO
Confidential Comments			-				•
Greated 9/24/2012 10:49:49 AM	Created By	Assigned To		Activity Sub-Type	Status	Completed	Doscription
Contact Last Name	MERCADTO	PATRICM1 Contact Fire	SR Closed - Satisfied	Account	Done	9/24/2012 10:49:50 AM BAC Code	Service Request has been Closed Salisfied.
Confidential Comments				· · · · · · · · · · · · · · · · · · ·			l I

Report Generated for toporowm

on 9/26/2012

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 10:27:23 AM	PATRICM1	KINZERTH	Notify CRM		Done	9/24/2012 10:49:46 AM	Pls refer to previous activity. Thank yo
Contact Last Name		Contact Fire	Namo	Account		BAC Code	1
							-
John Maria							
Confidential Comments					-		1
							•
Croated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
/24/2012 10:17:03 AM	PATRICM1	PATRICM1	Outbound Call Customer	Left Message	Done	9/24/2012 10:20:59 AM	left message -
Contact Last Name		Contact Fire	Name	Account		BAC Code	
							•
comments							1
CRS left message							=

- CRS adv:
   adv name of CRS & GM Brand
   adv reason for the call ( calling to leave sr# )
   adv not to hesistate to cb if needing further assistance
   adv a rep from PAR group will be calling within 24hrs.

#### Mervin/MNL/CAC/T1/Lvl2

Confidential Comments

Report Generated for toporowm

on 9/26/2012

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### Activities

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/24/2012 10:27:23 AM	PATRICM1	KINZERTH	Notify CRM		Done	9/24/2012 10:49:46 AM	Pls refer to previous activity. Thank yo
Contact Last Name		Contact First	. Name	Account		BAC Code	
						_	_
Comments							
							-
Confidential Comments							
					8.	O constitute l	
	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/24/2012 10:17:03 AM	PATRICM1	PATRICM1	Outbound Call Customer	Left Message	Done	9/24/2012 10:20:59 AM	left message -
12412012 10.11.0374N						BAC Code	

CRS left message

CRS adv:
- adv name of CRS & GM Brand
- adv reason for the call (calling to leave sr#)
- adv not to hesistate to co if needing further assistance
- adv a rep from PAR group will be calling within 24hrs.

Mervin/MNL/CAC/T1/Lvl2

Confidential Comments

Report Generated for toporowm

on 9/26/2012

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 09:58:07 AM	PATRICM1	PATRICM1	Inbound Call Customer	Complex Request	Done	9/24/2012 10:27:08 AM	Cust alleged veh caught fire
Centaet Last Name		Cooleat Fire	Nome	Account		BAC Code	

## Comments Cust sts:

- 2007 CHEVROLET TRAILBLAZER SUV 2WD
- I called before regarding recall
   I live florida, sudden downpour, water got into the switch, shorted out the switch, melted, window inop door locks inoperative
   I haven't brought it in to a diship but called ED MORSE CHEVROLET

Cust Seeks:
- veh repaired under warranty

- cros aux.
   adv no recall on the vin as we speak.
   adv no recall on the vin as we speak.
   adv service procedure is being validated, and owners will receive letters telling them when they can schedule dealership appointments. Owners who had repairs made earlier will be eligible for reimbursement with proper receipts for the work done.

- My windows & door locks are not working, there was fire in the car, wires melted & burnt smell inside the veh.
   I already called NHTSA about this & they will be calling me back.

- Let me contact another dept for you.

## << cust on hold >>

- CRS adv:
   adv unable to connect but left your sr#.
   adv a rap will contact you within 24hrs.

- source:
   Global Warranty Management
   CAC PAR Procedures
  Document ID: d\_108767
   12180 Upcoming Safety Recall or Special Coverage Media Statement
  Document ID: d\_1345489426070

Mervin/MNL/CAC/T1/Lvl2 Confidential Comments

## Activities

Confidential Comments  Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 9/24/2012 09:57:39 AM PATRICM1 PATRICM1 SR Opened Done 9/24/2012 09:57:40 AM SR in Status of Closed has been Re- Contact Last Name Contact Exist Name Account RAC Code  Confidential Comments  Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 8/29/2012 03:23:08 PM SHELPNO OWENSJE SR Closed - Dissatisfied Done 8/29/2012 03:23:08 PM Service Request has been Closed Dissatisfied.	Croated 9/24/2012 09:58:03 AM Contact Last Name	PATRICM1	Assigned To PATRICM1	Activity Typo Ownership Changed Name	Activity Sub-Typo Account	Status Done	Completed 9/24/2012 09:58:03 AM BAC Code	Description Service Request Ownership has changed FROM: OWENSJE TO: PATRICM1
9/24/2012 09:57:39 AM PATRICM1 PATRICM1 SR Opened Done 9/24/2012 09:57:40 AM Gentact Last Name Contact First Name Account BAC Code Opened by PATRICM1  Comments  Confidential Comments  Created By Assigned To Activity Type Activity Sub-Type Status Completed Doscription 8/29/2012 03:23:08 PM SHELPNO OWENSJE SR Closed - Dissatisfied Done 8/29/2012 03:23:08 PM Service Request has been Closed								
Contact Last Name Contact First Name Account BAC Code Opened by PATRICM1  Comments  Confidential Comments  Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description  8/29/2012 03:23:08 PM SHELPNO OWENSJE SR Closed - Disselfsfied Done 8/29/2012 03:23:08 PM Service Request has been Closed					Activity Sub-Type			
Greated By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 8/29/2012 03:23:08 PM SHELPNO OWENSJE SR Closed - Disselfsfied Done 8/29/2012 03:23:08 PM Service Request has been Closed	Contact Last Name	PATRICMI		•	Account	Done		
8/29/2012 03:23:08 PM SHELPNO OWENSJE SR Closed - Dissatisfied Done 8/29/2012 03:23:08 PM Service Request has been Closed	Confidential Comments							
Mi					Activity Sub-Type			
		SHELPNO			Account	Done		

Report Generated for toporowm

on 9/26/2012

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#### **Activities**

Created By Assigned To Activity Typo 8/29/2012 02:22:48 PM OWENSJE OWENSJE Manager Review Activity Sub-Type Status Completed Doscription 8/29/2012 03:23:04 PM Review sat close Case Assessment Done Contact Last Name Contact First Name BAC Code Account

CUST SKS: Doc window issue CRS ADV: issue doc for furture ref CSAT: No further conems wVEH. RSRC: none needed Jenniffer Owens/atx/cac/t1 lvi0

OTS approved Noelte/PC/ATX Confidential Comments

Greated By Assigned To Activity Typo
8/29/2012 02:17:18 PM OWENSJE OWENSJE Inbound Call Customer Activity Sub-Type Doscription 8/29/2012 02:22:46 PM Complex Request Done RFI Recall Contact Last Name intact First Name BAC Code Account

Comments

CUST STS:

>window reg out was shorted and smelled like it was burning >understands recall is not on his vin only calling to doc issue

CUST SKS: Doc info

CRS ADV:

>More than happy to doc issue for furture ref provided sr# and phone for furture assistance

Jenniffer Owens/ab/cac/t1 Ivl0 Confidential Comments

#### **UCC** Information

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

Report Generated for toporowm

on 9/26/2012

Page 15 of 15

Special Coverage 10054

Emission Select Component Ltd Wity

Powertrain Limited Warranty

08/05/2011

08/05/2011

08/05/2011

07/08/2007

07/06/2007

07/06/2007

12 MI

12 MI

12 MI

07/06/2017 120,012 MI

07/06/2012 100,012 MI

80,012 MI

07/06/2015

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<u>ම</u> ල්ලාන්Warra	anty	1 ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (	Septe	mber 26. 2012	
lobal Warranty Management:	Main > Interface Wil	n Customer > Vi	w Vehicle Sumi	maty	
INTERFACE WITH CUSTOMER				•	
View Vehicle Summ	arv				②
	•	d Mahada Indoon	anas Einld Acti	one Spauca lafai	mation
This screen allows IVH users to Applicable Warranties Transacti and OnStar and XM Radio inform	on History, Service	Contract(s) if ap	olicable. Warran	ny Block, Brande	d Title information
Vehicle Information					
VIN 1GNDS135472		Model. (	S15506-2007	TRAILBLAZER S	UV 2WD
	anded Tale No	Warranty Block	No	PDI Status	No
Order Type 70 - RETAIL - ST	оск				
Field Actions <u>0 Open</u>					
Required Field Actions	<u> </u>			pen field actions	are nigniighted
Vehicle has no current rec	ord of required fiel	d actions.			
The VIN information contains Company and is to be used or purpose whatsoever Vehicle has no current rec	nly for the purpose o	i warranty venfic			
Warranty Block					<del></del>
Vehicle has no current rec	ord of warranty blo	ock.			
Service Information  Vehicle has no current rec	ord of outstanding	service inform	ation.		
OnStar and XM Satelli					
Refer to Help page for dete contact 877.GET.XMST (87					Radio
OnStar Equipped Y				OnStar	Status Inactive
XM Equipped Y	XM F	Radio ID EP3ER	0W7	MX	Status inactive
OnSiar Vehicle Diagnostics N	·				MN Enabled N
Applicable Warranties	<u> </u>	p.	···	Valid warranties	are highlighted
Valid Doscription	Warranty A Date	dd Start Date	Effective Odometer	End Date	End Odometer
Bumper to Bumpe Limited Warranty		07/06/2007	12 MI	07/06/2010	36,012 MI

Logout

# For this vehicle:

- → View Vehicle Summary
  - Service Confract

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

<del></del> .	Corrosion Um Werrenty	ited 08/05/2011	07/06/2007	12 MI 07/06/2013	100,012 MI
Service C	ontract				
Vehicle has	s no current	record of service con	tracts.		
Transactio	on History	,			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/05/2009	013416	ZREGRegular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	14,887 MI
01/05/2009	013418	ZREGRegular Vehicle Transaction		L1020 - Fuel Tank Filler Cap Replacement	14,887 MI
01/05/2009	013416	ZREGRegular Vehicle Transaction		H1220 - Power Vacuum Brake Booster Replacement	14,887 MI

Z7000 - Pre-Delivery Inspection - Base Time O MI

Global Warranty Management: Site Map

A36784

ZPDI---Pre-Delivery Inspection

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03/01/2007

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Special Coverage 10054

Emission Select Component Ltd Wty

Powertrain Limited Warranty

08/05/2011

08/05/2011

08/05/2011

07/06/2007

07/06/2007

07/06/2007

12 MI

12 MJ

12 MI

07/06/2017

07/06/2015

07/06/2012 100,012 MI

120,012 MI

80,012 MI

		A-15 50 50				
<u>u</u> (6	obal Warran	ty	()	Septer	nber 25, 2012	
ichal War	ranty Management: Mai	Interior Mith C	reinmer > Vie			
NTERFAC	CE WITH	i > interace stare	410		ini g	
/iew V	ehicle Summar	у	•			•
pplicable \	allows IVH users to view Warranties, Transection I and XM Radio informatio	distory, Service Col	ehide Informa ntract(s) if app	tion, Field Actio kcable, Warran	ons, Service Inform by Block, Branded	mation, i Titte informatio
Vehici	e Informa <u>tion</u>					
VIN 1GN	IDS13S472		Model C	S15506-2007 T	RAILBLAZER SI	JV ZWO
Service (	Contract: No Brand	ed Title: No W	arranty Block	No	PDi Status	No
Order Ty	pe 70 - RETAIL - STOC	K				
Field Act	ons <u>0 Open</u>					ı
Requir	ed Field Actions			C	pen field actions	are highlighted
Vehicle	has no current record	of required field a	ctions.			
Vehtcie	has no current record	of branded titles.				
Warrar	nty Block					
Vohicle	has no current record	of warranty block				
	e information	of outstanding se	rvice informa	ntion.		
	and XM Satellite			AD1 1990 667 1	1971) and for YN	, .
contact	1 877.GET.XMST (877.4	38.9677 Canada) a	nd in the US	1:800-556-3600	).	
	quipped Y					Status Inactive
XM Equip OnStar V	rped Y rehicle Diagnostics N	XM Rad	lio ID EP3ER	ow7		Status Inactive MN Enabled N
Applica	able Warranties				Valid warranties	are highlighted
Valld	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	07/06/2007	12 MI	07/06/2010	36,012 MJ

Please waitu

#### 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

	Corrosion Lim Warranty	ited 08/05/2011	Ó7/06/2007	12 MI 07/06/2013	100,012 Mi
Service C	ontract				
Vehicle has	no current	record of service cont	racts.		
Transactio	on History	,			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/05/2009	013416	ZREG—Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	14,887 MI
01/05/2009	013416	ZREG—Regular Vehicle Transaction		11020 - Fuel Tank Filler Cap Replacement	14,887 MI
01/05/2009	013416	ZREG—Regular Vehicle Transaction		H1220 - Power Vacuum Brake Booster Replacement	14,887 MI
03/01/2007	A36784	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management: Site Map

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Logout

ල්ලා Warranty

September 26, 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 1GNDS13S472 Service Contract. No

Model: C\$15506-2007 TRAILBLAZER SUV 2WD

Warranty Block, No. Branded Title: No

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Pient. V-CPC FLINT, MICHIGAN

Date Scanned 02/28/2007

Time Scanned 18:07:00

Traceability. 000090477 Part / Number Broadcast. F9A

Part / Number Broadcast 7SDD Time Scanned 18:15:00

Traceability 45519455

Traceability 702160543

Part / Number Broadcast NAX

Source Plant S-SAGINAW DIVISION SAGINAW,MI Time Scanned, 19:07:00 Scan Station: 05

Date Scanned 02/28/2007

Component Code 81-TRANSMISSION Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Component Code 35-STEERING COLUMN - SIR SYSTEM

Date Scanned 02/26/2007

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

Date Scanned 02/26/2007

Traceability 044122601 Part / Number Broadcast ZM4

Time Scanned, 18:38:00 Scan Station, 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Date Scanned. 02/28/2007

Traceability 00101371

Part / Number Broadcast 3172

Time Scanned 20:04:00 Scan Station

Scan Station: 01

Scan Station: 02

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

Date Scanned: 02/26/2007

Traceability 1H2CYVJ Part / Number Broadcast 2395

Time Scanned: 22:36:00 Scan Station, 06

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

Source Plant, M-MORTON-THICKOL

Date Scanned 02/26/2007

Part / Number Broadcast: 8434

Traceability. 4BABH92

Time Scanned: 18:58:00 Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned. 02/20/2007

Component Code CD-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 02/22/2007

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 02/23/2007

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant +

Date Scanned 02/26/2007

Traceability 1520642

Part / Number Broadcast 122

Time Scanned 03:01:00 Scan Station

Traceability, 3141961

Part / Number Broadcast 1WW

Time Scanned: 20:31:00 Scan Station

Traceability 3141904

Part / Number Broadcast 1PT

Time Scanned 21:08:00 Scan Station

Traceability 3141213

Part / Number Broadcast 1PH

Time Scanned 12:58:00 Scan Station

For this vehicle:

3

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

Component Code: CP-SEQ NUM (FLEX) GEN ASM Source Plant:	Traceability: 3141451 Part / Number Broadcast: 1GB	•	
Date Scanned: 02/28/2007	Time Scanned: 15:02:00	Scan Station	
			_
Service Agent Installed Component			
Vehicle has no current record of vehicle component.			
Global Warranty Management Site Map			_
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Logout

all almaliates	1	E_Log
☐ Global Warranty ☐ Global W	September 26, 2012	
lobal Warranty Management: Main > Interface With Customer > View V	chicle Transaction History Detail	
INTERFACE WITH CUSTOMER		
View Vehicle Transaction History Detail	<b>②</b>	
This screen allows IVH users to view the available information on individu	ual transaction for the VIN selected	For this vehicle:  View Vehicle Summary
Vehicle Information  VIN 1GNDS13S472  Service Contract No Branded Tille No Warranty Block No Order Type 70 - RETAIL - STOCK Field Actions 0 Open	5506-2007 TRAILBLAZER SUV 2WD PDI Status No	Service Contract Branded Title Warranty Block - View Vehicle Build View Vehicle
		Component Summary
Job Card Date: 01/05/2009	Job Card Number: 013416	View Vehicle Transaction History
Repair Service Agent 165673	Odometer Reading: 14,887 MI	<u>Detail</u> <u>View Vehicle Delivery</u>
ED MORSE SAWGRASS AUTO MALL 14401 W SUNRISE BLVD SUNRISE FL 33323-3202 8883195276	Authorization Code	Information
Process Date		
01/13/2009 Transaction Type ZREGRegular Vehicle Transaction		
Transaction Expense Category Customer Enthusiasn		
Customer Complaint Code 0008-Converted Claim		
Job Card Line # 1 Transaction Adjustment Labour Op Z7901-1-DAY COURTESY TRANSPORTATION Causal Part Number	Cause Code 0000-Converted Claims	
Job Card Date: 01/05/2009	Job Card Number: 013416	
Repair Service Agent 165673 ED MORSE SAWGRASS AUTO MALL 14401 W SUNRISE BLVD SUNRISE FL 33323-3202 8883195276	Odometer Reading 14,887 MI Authorization Code	
Process Date 01/13/2009 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 L1020-Fuel Tank Filler Cap Replacement Causal Part Number  •See other Parts and/or Nat Items		
Job Card Date: 01/05/2009	Job Card Number: 013416	

Repair Service Agent: 165673 ED MORSE SAWGRASS AUTO MALL 14401 W SUNRISE BLVD SUNRISE FL 33323-3202 8883195276

Odometer Reading. 14,887 MI Authorization Code.

**Process Date** 01/13/2009

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code. 0000-Converted Claim

Job Card Line # 3

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op H1220-Power Vacuum Brake Booster Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/01/2007

Repair Service Agent. 165673

ED MORSE SAWGRASS AUTO MALL 14401 W SUNRISE BLVD

SUNRISE FL 33323-3202 8883195276

Job Card Number: A36784

Odometer Reading 0 MI

Authorization Code:

**Process Date** 

03/06/2007

Transaction Type
ZPDI----Pre-Delivery Inspection

Transaction Expense Category.

Customer Complaint Code: 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Parl Number

Global Warranty Management Site Map

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For this vehicle:

 View Vehicle Summary Service Contract

 View Vehicle Build View Vehicle

Transaction History

View Vehicle Delivery Information

Detail

- Branded Talle

Warronty Block

তি প্র Warranty

Logout

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

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information

3

This screen allows IVH users to view the evaluable 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. 1GNDS13S472

Model: CS15506-2007 TRAILBLAZER SUV 2WD

September 26, 2012

Service Contract No.

Branded Title No Warranty Block No.

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

PDI Status No

Component Summary View Vehicle

invoice information

Invoicing Service Agent 165673 ED MORSE SAWGRASS AUTO MALL 14401 W SUNRISE BLVD SUNRISE FL 33323-3202 6883195276

Invoice Date 03/01/2007

Ship to Information

Ship to Service Agent: 165673 ED MORSE SAWGRASS AUTO MALL 14401 W SUNRISE BLVD SUNRISE FL 33323-3202 8863195276

Ship to Date: N/A

**Delivery Information** 

Delivery Service Agent 165673 ED MORSE SAWGRASS AUTO MALL 14401 W SUNRISE BLVD SUNRISE FL 33323-3202 8883195276

Delivery Date: 07/06/2007 Delivery Type. 018--GM SUPPLIER Dalivery Odometer 12

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

Global Warranty Management Site Map

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# picture of switch rjhslh1 to: paul.olle

09/27/2012 06:03 PM

From:

To:

paul.olle@gm.com

the day that started our problems my wife got caught in a down pour inside of door was soaked the truck didnt move until she had to leave for work at 6pm the next day windows would not work tried all buttons door locks mirror nothing worked i looked onto it the next day looked in owners manual for fuses and couldnt find any talked to a friend that works at a chevy garage and he said that he had a few that the switches went bad he looked up part and cost and told me around \$500 to repair the next day i walked sherri out to leave for work and the drivers window was down about 6" and could not put it up called friend again he came over the next day and pulled trim cover off and we saw whats in pictures he unpluged and jumped window to put up theres an electrical burn smell still in truck 2nd picture to come alone

----Original Message----

From: 9545575253 <9545575253@pm.sprint.com>

To:

Sent: Thu, Sep 27, 2012 5:48 pm

Subject: New Message

You have a picture / video message from 9545575253@pm.sprint.com

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- IMAG0183.jpg



2007 Chevrolet Trailblazer - Hileman (748021)

Paul F Oile to:

09/28/2012 09:56 AM

From:

Paul F Olle/C/US/GM/GMC

To:

Mr. Hileman,

Thank you for the photographs. I look forward to receiving the additional photographs we discussed.

Please also have a repair estimate prepared by a GM dealership for the window switch . The estimate can be faxed to my attention at 313-665-0911.

Thank you,

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



[attachment "IMAG0184.jpg" deleted by Paul F...

09/27/2012 06:03:40 PM

From:

To: Date: Subject: paul.olle@gm.com 09/27/2012 06:03 PM Fwd: New Message

----Original Message-----

From: 9545575253 <9545575253@pm.sprint.com>

To:

Sent: Thu, Sep 27, 2012 5:48 pm

Subject: New Message

Sprint >

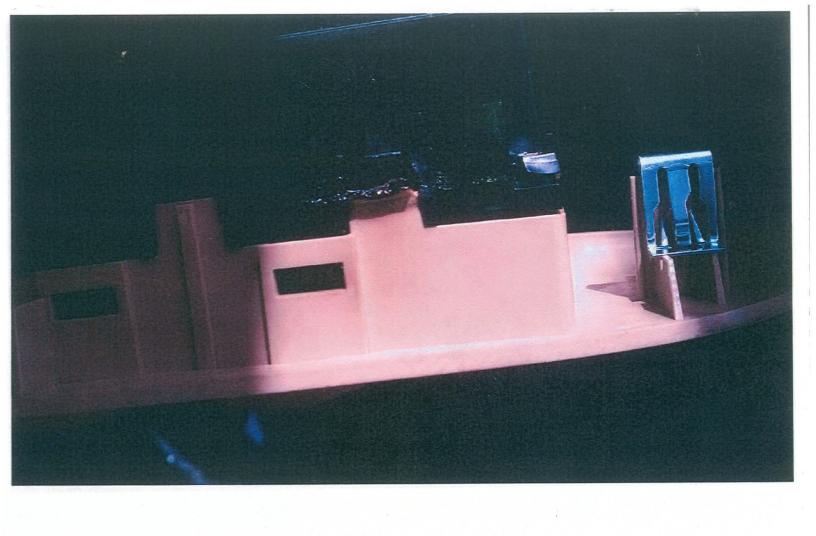
You have a picture / video message from 9545575253@pm.sprint.com

© 2012 Sprint. All rights reserved.

[attachment "IMAG0184.jpg" deleted by Paul F Olie/C/US/GM/GMC]

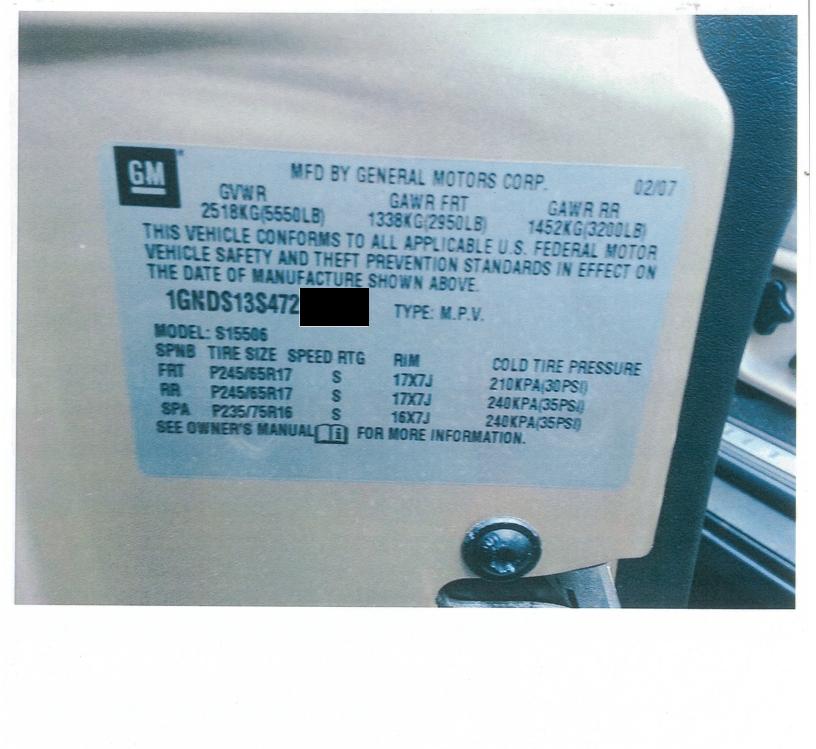






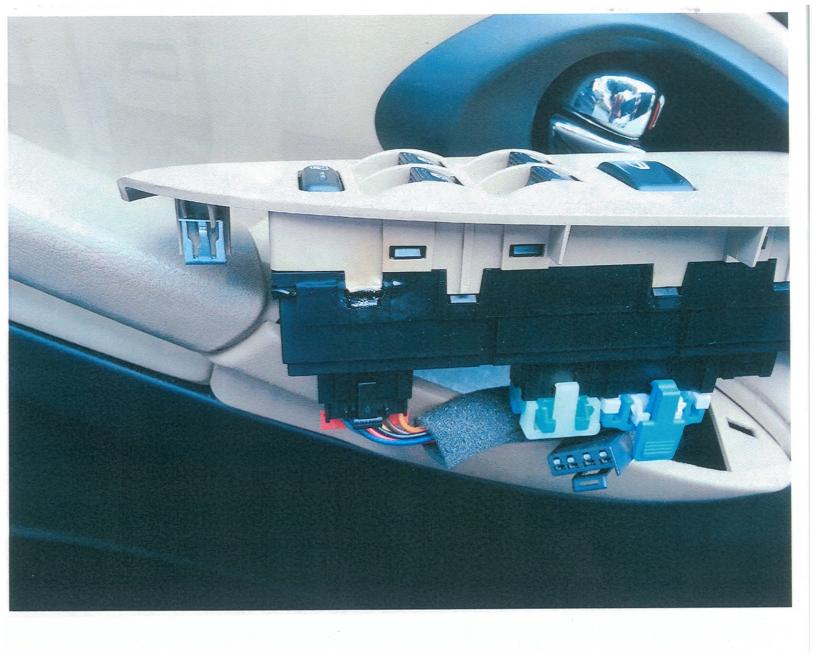


# 11 GNDS135472

























MODEL YEAR(S): 2007 MAKE: Chevrolet

MODEL: Trailblazer OPTION(S): 4x2

PL: 1 | TOTAL \$ 464.79 | ENGINE(S): 4.2L MFI 6 CVI

LN JB OPCODE \* 1. N2117 OPERATION SUMMARY DESCRIPTION

INFO CODES CP PART AVAIL

Power Door Switch Module, rat - 2007 Man N O 464.79

PARTS: \$ 346.46 LABOR: \$ 67.20 SHOP SUPPLIES: \$ 24.82 | TAX: \$ 26.31

> TOTAL: \$ 464.79

(E=ENTER)(LINE#)(A=ADD)(CO=COMBINE)(X#=EXPAND)(O#=NOTES)(TAB) E

FAX 3/3-665-091/

12000 Hilempor 954-557-5253



RE: 2007 Chevrolet Trailblazer -

to: paul.olle

748021)

10/02/2012 03:37 PM

From:

To:

paul.olle@gm.com

Please respond to

Sent from my Galaxy S®IIIpaul.olle@gm.com wrote:

Thank you for the photographs. I look forward to receiving the additional photographs we discussed.

Please also have a repair estimate prepared by a GM dealership for the window switch. The estimate can be faxed to my attention at 313-665-0911.

Thank you,

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

From:

To:

paul.olle@gm.com

Date:

09/27/2012 06:03 PM

Subject:

Fwd: New Message

----Original Message----

From: 9545575253 <9545575253@pm.sprint.com>

To:

Sent: Thu, Sep 27, 2012 5:48 pm

Subject: New Message

You have a picture / video message from 9545575253@pm.sprint.com

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[attachment "IMAG0184.jpg" deleted by Paul F Olle/C/US/GM/GMC]

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

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- 20121002\_153443.jpg



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

October 11, 2012

PLANTATION, FL

SENT BY FAX ONLY: 954-791-1797

RE:

Claimant:

Our File No.:

748021

Our Client:

General Motors LLC

Date/Event:

8/25/2012

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDS13S472

Dear

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

Sincerely,

Paul Olle

Claims Administrator

Paul Olle

### Service Request Detail SR No. 71-1110059953 Ref No. Goodwill No Goodwill Offered BRC Type PAR Bus. Unit BRC GW SubType Account Site Last Name First Name Approval Not Initiated **get**A PAR Daytime # UCC Electrical - Power Window Motor / Sub-Area ESIS Escalation Evening # Safety involved Dir Steve Rayman Chevrolet, L.L.C. Yes Address City 9/25/2012 04:01:46 PM State GA ZipCd Con Acct Source Phone Updated Serial #/VIN 1GNDS13S062 License # CHEVROL JACKSOFA Model Year Medium Owner 2006 Priority Chevrolet 05/16/2006 Status Open Opened 9/22/2012 03:52:57 PM Make Warr. Start Model TraitBlazer Sub-Status Mileage 90000 Satisfied Closed Abstract window switch was on fire This is a BRC PAR File. Please do not Assume. Forward all inquiries to Faith Jackson @ Customer

Description
Pre-PAR

Pre-PAK	•							
PAR Notifier	Incident Date/Time	Injunes	# Olher Veh	# People in Veh   F	Road Surface	Road	Cond. Fire Report#	Police Report#
Owner	9/21/2012 07:00:48 PM	N	0		\sphalt	Dıy	n/a	n/a
Driver Last Na	ime	Driver	First Name	Heigh	al Dob	Disab	lities	
				6'0"		none		
	ent Last Name		ince Agent Fire	st Name Phon	e#	Insurance	e Agency	
n/a		n/a				r√a		
Incident Loc	home, in front of my appartme	nt 403 T	amarron Prkw	y sel Smyma, GA	Incident Desc	came outsid	e, window going up and down l	by itself, smoking from switch panel of the door.
Component	thermal even!.							
-					Damage	door switch	melted, had it replaced sept24.	
	at dealership. Steve Rayman	Chevrolet	, LL.C.		Desc			
Lac					Add'l Info			
	no reports filed, did not contac	t emerge	ncy response.					
Names					Maint Loc	none; just p	urchased veh	
PAR Def	tail							
Collision	Non Collision	Y	Property Damage	N Thermal Ev	t Y	Spec Equip	по	
Vehicle Speed	0		Weather Condition	clear	ı	Prop Owner	nia	Property n/a Type
Last Service			Loc Last			Property	π/a	Prop Est
Date			Service			Location	100	Repair Cost
Veh Est Repair Cost			Spec Equip	o n/a		Prop Damage Description	n/a	
=	B					•	t	
Primary Veh Use	Personal		Inspection Type	Thermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	door switch panel.				1	Explain Other	last service date and last ser	vice location unknown.

Report Generated for toporowm

on 9/26/2012

Page 1 of 11

### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/25/2012 04:01:52 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Ountaint aut Mana		<u> </u>	t Name	Account		BAC Code	
Comments							
customer claims thermal	event originati	ng from control r	nodule in drivers door				
Confidential Comments		<u></u>					
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 01:28:30 PM	JACKSOFA	JACKSOFA	BRC PAR	Business Case	Done	9/25/2012 01:28:54 PM	Business Case.
Contact Last Namo	CHOROGITI	Contact Fire		Account		BAC Code	I
			at Wallie	Account		OND COCC	1
Quilinging.							1.
Sending file to ESIS due	to thermal eve	nt.					•
-							
Faith Jackson/PAR/ATX							•
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/25/2012 01:28:11 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Scheduled Alan	m	waiting for ESIS to pick up case.
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
				·			
ooumom.							I
							•
Confidential Comments						······································	!
Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 01:27:56 PM	JACKSOFA	KINZERTH	Notify CRM		Done	9/25/2012 04:02:33 PM	review to send file to ESIS
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
							-
Comments							
							_
Confidential Comments							

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on 9/26/2012

Page 2 of 11

### **Activities**

Created	Crealed By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
9/25/2012 01:06:40 PM	JACKSOFA	JACKSOFA	Outbound Email	DVM/CAMFleld	Done	9/25/2012 01:20:50 PM	sam.logan@gm.com
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

A product altegation claim has been made in your region. The customer is alleging product fature was the cause of her vehicle's thermal event. This case is being escalated to ESIS because a thermal event occurred.

2006 Trailblazer

1GNDS13\$062

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

Best wishes, Faith Jackson | CRS

Aditya Birla Minacs [ Inspired every day 7401 E. Ben White Bird, Bird, F, Austin, TX 78741 Phone 866-790-5600 x31243 | Fax 856-852-1526 | www.minacs.adityabirla.com

### Confidential Comments

Created By 9/24/2012 05:24:55 PM JACKSOFA	Assigned To Activity Type  JACKSOFA Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 9/25/2012 12:56:49 PM	Doscription contact dealer and email DMA, then
Contact Last Name	Contact First Name	Account		BAC Code	send to ESIS for Thermal event.
Confidential Comments					1

Report Generated for toporowm

on 9/26/2012

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### Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
9/24/2012 05:24:21 PM	JACKSOFA	JACKSOFA	Ownership Changed	Ownership Escalated to BRC	Done	9/24/2012 05:24:22 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
							r
Confidential Comments							l
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Created 9/24/2012 10:26:59 AM	Created By MERCADTO	Assigned To	Activity Type Ownership Changed	Activity Sub-Type	Status Don <del>a</del>	©ompleted 9/24/2012 10:26:59 AM	Service Request Ownership has
			Ownership Changed	Activity Sub-Type Account			
9/24/2012 10:26:59 AM Contact Last Name		JACKSOFA	Ownership Changed			9/24/2012 10:26:59 AM	Service Request Ownership has changed FROM: YABUTTA TO:
9/24/2012 10:26:59 AM		JACKSOFA	Ownership Changed			9/24/2012 10:26:59 AM	Service Request Ownership has changed FROM: YABUTTA TO:

Page 4 of 11

### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/24/2012 10:26:46 AM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact - Field	Done	9/25/2012 01:06:37 PM	sam.logan@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 product failure was the cause of her vehicle's thermal event. This case is being escalated to ESIS because a thermal event occurred.

2006 Trailblazer

1GNDS13S062

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

Best wishes, Faith Jackson | CRS

Aditya Birla Minacs | Inspired every day 7401 E, Ben White Bivd, Bidg, F, Austin, TX 78741 Phone 866-790-5600 x31243 | Fax 866-852-1526 | www.minacs.adityabirla.com

Confidential Comments

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on 9/26/2012

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### **Activities**

Created By Assigned To Activity Type Activity Sub-Type Status Completed Description
9/24/2012 10:26:37 AM MERCADTO JACKSOFA BRC PAR Initial Contact-Dealer Done 9/25/2012 01:25:40 PM
Contact Last Name Contact First Name Account BAC Code (770) 953-0100

omments

CRS spoke with: Jason, Svc adv advised of cust product allegation.

Dir sts he came in and we replaced the switch that melted, he picked it up yesterday, seen spark, and it melted the switch.

Faith Jackson/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 9/26/2012

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
9/24/2012 10:26:28 AM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact-Phone	Done	9/24/2012 05:24:47 PM	Called	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	l	

### Comments

Crs verified customer contact information,

Cust, states; came outside, window going up and down by itself, smoking from switch panel of the door.

Crs sts how long did thermal event last?

Cust sts 10 minutes, to put out the flames I poured water on it.

Crs ats notice veh operating differently early in the day.

Cust sts no.

Crs ats any witnesses?

Cust ats Steve Ramley.

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.

Faith Jackson/PAR/ATX

Confidential Comments

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on 9/26/2012

Page 7 of 11

### Activities

S/R's: none
Recalis: none
Branded: none
Warranty Block: none
Repairs: none

Faith Jackson/PAR/ATX Confidential Comments

Greated Greated By Assigned To Activity Type Activity Sub-Type Status Completed Description 9/24/2012 10:25:20 AM MERCADTO JACKSOFA BRC PAR Acknowledgement Done 9/24/2012 05:12:38 PM Called Contact Last Name Account BAC Code  Contract Last Name Account BAC Code  Contract First Name Account BAC Code  Contract First Name Account BAC Code  Contract First Name Account BAC Code  Contract First Name Account BAC Code  Contract First Name Account BAC Code  Contract First Name Account BAC Code  Contract First Name Account BAC Code  Contract First Name Account BAC Code  Completed Description Completed Description Provided Activity Type Activity Sub-Type Status Completed Description Provided Last Name Contact First Name Account BAC Code	Activities						
Contact Last Name  Contact First Name  Account  BAC Code  Comments  Created By Assigned To Activity Typo  Activity Sub-Typo  Status  Completed  Done  9/24/2012 05:11:53 PM  Research VIN							
Crs Adv: This is Falth 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  Falth Jackson/PAR/ATX  Confidential Comments  Croated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 9/24/2012 10:26:11 AM MERCADTO JACKSOFA Research Done 9/24/2012 05:11:53 PM Research VIN						BAC Code	
SM Product Allegation Dept. I have received our file and do require further information, by you have a moment to speak to me?  Cust sts: Yes  Continued in Initial  Faith Jackson/PAR/ATX  Confidential Comments  Treated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description  10/24/2012 10:26:11 AM MERCADTO JACKSOFA Research Done 9/24/2012 05:11:53 PM Research VIN		lla a farm tha					İ
Continued in Initial Faith Jackson/PAR/ATX Confidential Comments  Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 8/24/2012 10:26:11 AM MERCADTO JACKSOFA Research Done 9/24/2012 05:11:53 PM Research VIN	GM Product Allegation D rour file and do require f	lept. I have rece unher informatio	on,				
Confidential Comments  Created Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 8/24/2012 10:26:11 AM MERCADTO JACKSOFA Research Done 9/24/2012 05:11:53 PM Research VIN	Cust sts: Yes						
Confidential Comments  Created Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description  BY24/2012 10:26:11 AM MERCADTO JACKSOFA Research Done 9/24/2012 05:11:53 PM Research VIN	Continued in Initial						
Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 8/24/2012 10:26:11 AM MERCADTO JACKSOFA Research Done 9/24/2012 05:11:53 PM Research VIN							_
9/24/2012 10:26:11 AM MERCADTO JACKSOFA Research Done 9/24/2012 05:11:53 PM Research VIN	Confidential Comments			 			
				Activity Sub-Typo			
	9/24/2012 10:26:11 AM Contact Last Name	MERCADTO		 Account	Done	9/24/2012 05:11:53 PM BAC Code	Research VIN
	Comments			MITTER MITTER			Ī
	CASE SCAN						

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on 9/26/2012

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### **Activities**

Groated 9/24/2012 10:26:04 AM	Created By MERCADTO	Assigned To JACKSOFA	Notify CRM	Activity Sub-Type	Status Done	9/24/2012 05:10:12 PM	Description File assigned
Centaet Lact Nama		Contact First	Name	Account		BAC Code	1
Comments							
Confidential Comments							
Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 10:23:10 AM	MERCADTO	JACKSOFA	BRC PAR	Case Assigned	Done	9/24/2012 05:10:08 PM	Assigned to Faith x31243
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							1
Faith							•
866-790-5600 x 31243.					·		•
Confidential Comments				, <del>,,,</del>			L
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 10:21:44 AM	MERCADTO	YABUTTA	SR Opened	Additi, out Type	Done	9/24/2012 10:21:44 AM	SR in Status of Closed has been Re-
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Opened by MERCADTO
Comments							•
Confidential Comments							
Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
9/24/2012 10:21:42 AM	MERCADTO	YABUTTA	SR Closed - Satisfied		Dane	9/24/2012 10:21:42 AM	Service Request has been Closed  Satisfied.
Contact Last Name		Contact Fire	t Name	Account		BAC Code	Gauaileu.
Comments						**	
							•
Confidential Comments							

Report Generated for toporowm

on 9/26/2012

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# Service Request Detail

### Activities

Greated 9/22/2012 06:39:52 PM	Created By YABUTTA	Assigned To YABUTTA	Activity Typo Scheduled Outbound Call Cust	Activity Sub-Type	Status Done	Completed 9/24/2012 10:21:38 AM	Description to be assumed by PAR
Comments		Contact First	Name	Account		BAC Code	
Confidential Comments							
Greated 9/22/2012 04:41:33 PM	Created By YABUTTA	Assigned To KINZERTH		Activity Sub-Type Need to Assume SR	Status Done	Completed 9/24/2012 10:21:36 AM	Description PAR - thermal event
Greated 9/22/2012 04:41:33 PM Contact Last Name Comments		Assigned To KINZERTH Contact First	Notify CRM				

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# Service Request Detail

### Activities

Created By Assigned To Activity Type Activity Type Status Completed Description 9/22/2012 03:54:32 PM YABUTTA YABUTTA Inbound Cell Customer Complex Request Done 9/22/2012 04:41:32 PM  Gentart Last Name Centart First Name Account BAC Code  Comments Comments Control by Code Centart First Name Account Cell Customer Complex Request Done 9/22/2012 04:41:32 PM  BAC Code  Comments Comments Celliphone -Add Symma GA -VEH:2006 chevrolet (miliblazer -VIII: 16NDS13S062 06/16/2006 -mileage: 90,000 -wants to know if there's a recall on the veh -the window switches caught on fire -happened a few days ago -dir sate that it's \$500 for repair -just purchase the veh -the veh to with me right now -took the veh to -STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 983-0100 Fax: (770) 983-0100 Fax: (770) 983-0105 crs adiv: -checked VIN and no receil on the veh	Activities						
General Last Name Contact First Name Account  Generals Cust sts: -Name: -Phone#: -Phone#: -Phone#: -VEH:2006 chevrolet trailblazer -VIII: 16NDS13S062  05/16/2006 -mileage: 90,000 -wants to know if there's a recall on the veh -the window switches caught on fire -happened a few days ago -dir seld that it's \$500 for repair -just purchase the veh -the veh is with me right now -took the veh to -took the veh to -took the veh to -STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0100 Fax: (770) 953-0105 crs adv:	Created Created By	Assigned To Activity Type	Acti	Activity Sub-Type	Status		
Cust strName: -Phone#: celiphone -Add -Add -Add -Symma GA -VEH:2006 chevrolet traiblazer -VIN: IGNDS13S062	9/22/2012 03:54:32 PM YABUTTA	YABUTTA Inbound Call Customer	Inbo	ımer Complex Request	Done		thermal event
Cust sts: -Name: -Name: -Phone#: -Add Symma GA -VEH:2006 chevrolet traithlazer -VIN: 16NDS13S062 -05/16/2006 -mileage: 90,00 -wants to know if there's a recall on the veh -the window switches caught on fire -happened a few days ago -dir sald that it's \$500 for repair -just purchase the veh -the veh is with me right now -took the veh to -STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 -Phone: (770) 953-0100 -Fax: (770) 953-0085	Contact Last Name	Contact First Name	Name	Account		BAC Code	
Cust sts: -Name: -Name: -Name: -Add Symma GA -VEH:2006 chevrolet traithlazer -VIN: 16NDS13S062 -05/16/2006 -mileage: 90,00 -wants to know if there's a recall on the veh -the window switches caught on fire -happened a few days ago -dir said that it's \$500 for repair -just purchase the veh -the veh is with me right now -took the veh to -STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 -Phone: (770) 953-0100 -Fax: (770) 953-0085							•
-Name: -Phone#: -Add Symma GA  -VEH:2005 chevrolet trailblazer -VIN: 1GNDS13S062 -OS/16/2006 - mileage: 80,000 - wants to know if there's a recall on the veh - the window switches caught on fire - happened a few days ago - dir sald that it's \$500 for repair - just purchase the veh - line veh is with me right now - look the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0085  crs adv:			-				l
-Phone#: Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA Symma GA GA Symma GA GA Symma GA GA Symma GA GA Symma GA GA Symma GA GA GA GA GA GA GA GA GA GA GA GA GA							
-VEH:2005 chevrolet trailblazer -VIN: IGNDS13S062 -VIN: IGNDS13S062 - mileage: 90,000 - wants to know if there's a recall on the veh - the window switches caught on fire - happened a few days ago - dir sald that it's \$500 for repair - just purchase the veh - line veh is with me right now - look the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0085 crs adv:							
VIII: 1GNDS13S062 05/16/2006 - wants to know if there's a recall on the veh - the window switches caught on fire - happened a few days ago - dir sald that it's \$500 for repair - just purchase the veh - the veh is with me right now - took the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0100 Fax: (770) 953-0085 crs adv:		GA					
05/16/2006 - mileage: 90,000 - wants to know if there's a recall on the veh - the window switches caught on fire - happened a few days ago - dir said that it's \$500 for repair - just purchase the veh - line veh is with me right now - look the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0100 Fax: (770) 953-0085							
- wants to know if there's a recall on the veh - the window switches caught on fire - happened a few days ago - dir seld that it's \$500 for repair - just purchase the veh - lhe veh is with me right now - look the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 - Phone: (770) 953-0100 - Fax: (770) 953-0085  crs adv:							
- the window switches caught on fire - happened a few days ago - dir said that it's \$500 for repair - just purchase the veh - just purchase the veh - line veh is with me right now - look the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0100 Fax: (770) 953-0105 crs adv:							
- happened a few days ago - dir sald that it's \$500 for repair - just purchase the veh - line veh is with me right now - look the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0100 Fax: (770) 953-0085 crs adv:		; veh					
- dir seld that it's \$500 for repair - just purchase the veh - line veh its with me right now - took the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0100 Fax: (770) 953-0105 crs adv:							
- Îhe veh is with me right now - look the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0100 Fax: (770) 953-0085 crs adv:	- dir said that it's \$500 for repair						
- look the veh to - STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0100 Fax: (770) 953-0085 crs adv:							
- STEVE RAYMAN CHEVROLET, LLC2155 COBB PKY SE SMYRNA, GA 30080-7632 Phone: (770) 953-0100 Fax: (770) 953-0085 crs adv:							
Phone: (770) 953-0100 Fax: (770) 953-0085 crs adv:	- STEVE RAYMAN CHEVROLET, LLC2	2155 COBB PKY SE	SE				
Fax: (770) 953-0085 crs adv:							
crs adv:							
	• •						
- ady cust that the veh will be forwarded to the PAR department			ırime				
- cust will be contacted within 1-2 business days							
Tanya/CAC/Mia/T1/Lvi0	TanyalCACM/IntT1/Lid0						
tatyarchomat intro							

#### **UCC Information**

Confidential Comments

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

Report Generated for toporowm

on 9/26/2012

Page 11 of 11

September 26, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Summary INTERFACE WITH CUSTOMER **②** View Vehicle Summary This screen ellows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information Applicable Warranties Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable) Vehicle Information Model CS15506-2006 TRAILBLAZER SUV 2WD VIN 1GNDS13S062 PD: Status No Service Contract: No Branded Title No. Warranty Block: No Order Type. 70 - RETAIL - STOCK Field Actions <u>0 Open</u> Open field actions are highlighted Required Field Actions Vohicle has no current record of required field actions. **Branded Title** \*The VIN information contained herein and information derived therefrom is the proprietary properly of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other 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 Status: Inactive OnSter Equipped Y XM Status Inactive XM Equipped Y XM Radio ID QQRBH0MK DMN Enabled N OnSter Vehicle Diagnostics N Valid warranties are highlighted

Logout

# For this vehicle:

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

**Applicable Warranties** End **Effective** End Warranty Add Stort Valid Description Odometer Date Odometer Date 05/16/2012 100,028 MI 05/16/2006 28 MI Corrosion Limited 02/23/2010 Warranty 05/16/2009 36,028 MI 05/16/2006 28 MI Bumper to Bumper 02/23/2010 Limited Warranty 05/16/2006 28 MI 05/16/2014 80,028 MI **Emission Select** 02/23/2010 Component Ltd Wty

#### **Service Contract**

Vehicle has no current record of service contracts.

ransactio	n History				View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/05/2008	009845	ZREGRegular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	28,768 MI
10/12/2007	085880	ZREGRegular Vehicle Transaction		N0110 - Battery -: One - Replace	23,349 MI
02/22/2008	137978	ZPD)Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	2 MI
02/15/2006	A74088	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	Ø MI

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Logout

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

CUSTOMER

#### View Vehicle Component Summary

②

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

Vehicle Information

VIN 1GNDS13\$062

Service Contract: No

Branded Title: No

Warranty Block No

Model: CS15506-2006 TRAILBLAZER SUV 2WD

PDI Status: No

September 26, 2012

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Component Code. 10-ENGINE ASSEMBLY Traceability 602030898

Part / Number Broadcast, NFS

Time Scanned 15:56:00

Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 02/15/2006

**Vehicle Component** 

Date Scanned 02/15/2006

Traceability, 101490416

Part / Number Broadcast. XVM

Time Scanned. 16:38:00 Scan Station 05

Component Code 61-TRANSMISSION

Source Plant V-CPC FLINT, MICHIGAN

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 02/15/2006

Traceability: 43493208 Part / Number Broadcast 6SDD

> Time Scanned 16:04:00 Scan Station 02

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

Date Scanned 02/15/2006

Traceability 033125703 Part / Number Broadcast AA5

Time Scanned 16:19:00 Scan Station 11

Component Code: 82-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plans K-KELSEY-HAYES JASPER, INDIANA

Traceability 00261061

Part / Number Broadcast

Date Scanned 02/15/2006

Time Scanned 17:58:00 Scan Station

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

Date Scanned 02/15/2006

Traceability 1GQJL9P Part / Number Broadcast 2395

Time Scanned 20:18:00 Scan Station 06

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

Source Plant: M-MORTON-THIOKOL

Date Scanned 02/15/2006

Traceability: 7AACG77 Part / Number Broadcast 0901

> Time Scanned 16:29:00 Scan Station 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 02/10/2006

Traceability 1320482 Part / Number Broadcast. 1ZZ

Time Scanned: 00:03:00 Scan Station

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

Source Plant -

Date Scanned 02/14/2006

Traceability 2182315 Part / Number Broadcast, 1WW

Time Scanned. 12:01:00 Scan Station

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned 02/15/2006

Traceability 2183371

Part / Number Broadcast. 1PT Time Scanned 01:03:00 Scan Station

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

Source Plant -

Date Scanned 02/15/2008

Traceability 2180903 Part / Number Broadcast 1PH

Time Scanned 10:34:00 Scan Station

#### For this vehicle:

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

Component Code: CP-SEQ NUM (FLEX) GEN ASM Source Plant: -	Traceability: 2181313 Part / Number Broadcast: 1GB		
Date Scanned: 02/15/2006	Time Scanned: 11:56:00	Scan Station	•
			<del>_</del>
Service Agent Installed Component			_
Vahicle has no current record of vehicle component.			
Slobal Warranty Management: Site Map			<del>_</del>
i			© 2005 General Motors, All rights reserved

Please waited

ய ල්ලාව Warranty

September 26, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Component Summary

1

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

Vehicle Information

VIN 1GNDS13S062 Service Contract: No

Branded Title No

Warranty Block No.

Model CS15505-2008 TRAILBLAZER SUV 2WD

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Block -- View Vehicle Build

For this vehicle:

-- View Vehicle Summery Service " Contract

- • Branded Title

Warranty

View Vehicle Component Summary

View Vehicle

Transaction History

View Vehicle Delivery Information

Vehicle Component

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

Date Scanned 02/15/2006

Traceability: 602030898 Port / Number Broadcast NFS

Time Scanned 15:56:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 02/15/2006

Traceability: 101490416 Part / Number Broadcast XVM

Time Scanned 16:36:00 Scan Station 05

Component Code 61-TRANSMISSION

Source Plant. Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 02/15/2006

Traceability, 43493208 Part / Number Broadcast: 6SDD

Time Scanned, 16:04:00 Scan Station 02

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK Date Scanned 02/15/2008

Traceability 033125703 Part / Number Broadcast AA5

Time Scanned 16:19:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast

Traceability, 00261061

3051

Date Scanned, 02/15/2006

Time Scanned 17:58:00 Scan Station

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 02/15/2006

Traceability 1GQJL9P

Part / Number Broadcast: 2395

Time Scanned: 20:18:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned, 02/15/2006

Traceability: 7AACG77

Part / Number Broadcast 0901

Time Scanned: 16:29:00 Scan Station, 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant .

Date Scanned 02/10/2006

Traceability 1320482 Part / Number Broadcast, 1ZZ

Time Sconned 00:03:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned 02/14/2008

Traceability 2182315 Part / Number Broadcast, 1WW

Time Scanned 12:01:00 Scan Station

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned 02/15/2008

Traceability 2183371 Part / Number Broadcast. 1PT

Time Scanned 01:03:00

Scan Station

Component Code CM-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned: 02/15/2006

Traceability 2180903

Part / Number Broadcast: 1PH

Time Scanned 10:34:00 Scan Station

Component Code: CP-SEQ NUM (FLEX) GEN ASM Source Plant: •	Traceability: 2181313 Part / Number Broadcast, 1GB		
Date Scanned: 02/15/2008	Time Scanned: 11:56:00	Scan Station:	
Service Agent Installed Component	_		_
Vehicle has no current record of vehicle component.	<u> </u>		
Slobal Warranty Management Site Map		,	
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September 26, 2012 Global Warranty Management: Main > Interface With Customer > View Vahicle Transaction History Datall INTERFACE WITH CUSTOMER **②** View Vehicle Transaction History Detail This screen allows IVH users to view the available information on individual transaction for the VIN selected Vehicle Information Model: CS15506-2008 TRAILBLAZER SUV 2WD VIN 1GNDS13S062 PDI Status No Service Contract No. Branded Title No. Warranty Block: No Order Type. 70 - RETAIL - STOCK Field Actions. D. Open Job Card Number: 009845 Job Card Date: 02/05/2008 Odometer Reading 28,768 MI Repair Service Agent: 163219 Authorization Code: MICHAEL CHEVROLET 29425 23 MILE RD CHESTERFIELD MI 48047-5716 5869499050 Process Date 02/08/2008 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim Cause Code: 0000-Converted Claims Transaction Adjustment Job Card Line # 1 Labour Op L1197-Fuel Level Sensor Replacement Causal Part Number →See other Parts and/or Net Items Job Card Number: 085880 Job Card Date: 10/12/2007 Odometer Reading. 23,349 MI Repair Service Agent 115085 Authorization Code: BILL FOX CHEVROLET, INC. 725 S ROCHESTER ROCHESTER HILLS MI 48307-2739 2486517000 Process Date: 10/19/2007 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim Cause Code: 0000-Converted Claims Transaction Adjustment Job Card Line # 1 Labour Op N0110-Battery - One - Replace Causal Part Number See other Parts and/or Net Items Job Card Number: 137978 Job Card Date: 02/22/2006 Repair Service Agent 198917 Odometer Reading. 2 MI

Logout

For this vehicle:

-- View Vehicle Summary

Service

Contract

Branded Title

Warranty Block

-- View Vehicle Build

View Vehicle Component Summary View Vehicle

Transaction History

View Vehicle Delivery

Information

MORAN CHEVROLET, INC. 35500 GRATIOT AVE CLINTON TOWNSHIP MI 48035-2847 5867911010 Authorization Code:

Process Date 02/28/2006

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

Customer Complaint Code: 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment.

Cause Code: 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 02/15/2006

Job Card Number: A74088

Repair Service Agent: 198917 MORAN CHEVROLET, INC. 35500 GRATIOT AVE

35500 GRATIOT AVE CLINTON TOWNSHIP MI 48035-2847

5867911010

Odometer Reading: 0 MI Authorization Code:

Process Date:
02/21/2006
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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Pleasa waitu ∭ ල්ල්ට Warranty September 26, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER ② View Vehicle Transaction History Detail This screen allows IVH users to view the available information on individual fransaction for the VIN selected For this vehicle: - View Vehicle Summary Vehicle Information Service Contract VIN 1GNDS135062 Model: CS15506-2008 TRAILBLAZER SUV 2WD - Branded Tille PDI Status No Service Contract. No Branded Title No Warranty Block No. Warranty Block Order Type 70 - RETAIL - STOCK Field Actions D Open View Vehicle Build View Vehicle Component Summary View Vehicle Job Card Number: 009845 Transaction History Job Card Date: 02/05/2008 Detail Odometer Reading 28,768 MI Repair Service Agent: 163219 View Vehicle Delivery Authorization Code: Information MICHAEL CHEVROLET 29425 23 MILE RD CHESTERFIELD MI 48047-5716 5869499050 Process Date 02/08/2008 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category Customer Complaint Code. 0000-Converted Claim Cause Code. 0000-Converted Claims Job Card Line # 1 Transaction Adjustment: Labour Op L1197-Fuel Level Sensor Replacement Causal Part Number →See other Parts and/or Net Items Job Card Number: 085880 Job Card Date: 10/12/2007 Odometer Reading. 23,349 MI Repair Service Agent 115085 BILL FOX CHEVROLET, INC. **Authorization Code** 725 S ROCHESTER ROCHESTER HILLS MI 48307-2739 2486517000 **Process Date** 10/19/2007 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category Customer Complaint Code 0000-Converted Claim Cause Code: 0000-Converted Claims Transaction Adjustment. Job Card Line # 1 Labour Op N0110-Battery - One - Replace Causal Part Number →See other Parts and/or Net Items Job Card Number: 137978 Job Card Date: 02/22/2006 Odometer Reading 2 MI Repair Service Agent 198917

MORAN CHEVROLET, INC. 35500 GRATIOT AVE CLINTON TOWNSHIP MI 48035-2847 5867911010 Authorization Code.

Process Date 02/28/2006

Transaction Type: ZPDI—Pre-Delivery Inspection

Transaction Expense Category: Customer Complaint Code:

0000-Converted Claim
Job Card Line # 1

Transaction Adjustment

Cause Code: 9009-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 02/15/2006

Job Card Number: A74088

Repair Service Agent: 198917 MORAN CHEVROLET, INC. Odometer Reading 0 MI Authorization Code:

35500 GRATIOT AVE CLINTON TOWNSHIP MI 48035-2847

5867911010

Process Date: 02/21/2006
Transaction Type: ZPDI-----Pre-Delivery Inspection Transaction Expense Category: Customer Comptaint Code. 0000-Converted Claim
Job Card Line #. 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Parl Number

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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

9/27/12

Smyrna, GA

RE:

Claimant:

Our File No.:

748029

Our Client:

General Motors LLC

Date/Event:

9/21/12

Subject vehicle:

2006 Chevrolet Tralblazer

VIN:

1GNDS13S062

Dear

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

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

- 1. Please provide **color copies** of photos taken. Please do not send originals, as they may not be returned.
- 2. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
- 3. A copy of the repair estimate.
- 4. Advise the mileage for the subject vehicle.

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

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

Sincerely,

Kelly Kufel Claims Administrator