

Service Request Detail

SR No.	71-1110873069	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Involved Dir		Safety	Yes
State	IL ZipCd	Con Acct	Source	Phone	Updated	10/1/2012 03:22:13 PM
Serial #/VIN	1GNET16S766	Model Year	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	Status	Open	Owner	SANCHERI
Model	TrailBlazer	Mileage	Sub-Status	Satisfied	Opened	9/25/2012 02:50:59 PM
Abstract	PAR - Driver's Side Buttons thermal event					
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 ***					
	Closed					

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	9/15/2012 11:23:29 AM	N	0		Asphalt	Dry	unk	unk
Driver Last Name	unk	Driver First Name	unk	Height	DOB	Disabilities		
Insurance Agent Last Name	unk	Insurance Agent First Name	unk	Phone #	Insurance Agency			
Incident Loc	unk	Incident Desc	bout to start veh then I smell a smoking plastic and saw some smoke removed the panel stop the flames using my handrolling up i'm afraid it might catch again					
Component	unk	Damage Desc	thermal door controls					
Vehicle Loc	unk	Add'l Info						
Emgcy Svc Names	unk	Maint Loc	unk					

PAR Detail

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 03:43:59 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

customer claims thermal event originating from control module in drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 03:22:49 PM	SANCHERI	KINZERTH	Notify CRM		Done	10/1/2012 03:44:28 PM	esis - thermal event
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 03:21:27 PM	SANCHERI	SANCHERI	Outbound Email		Done	10/1/2012 03:21:56 PM	jeffrey.meracle@gm.com
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

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

Customer Last Name

2006 Chevrolet Trail

VIN 1GNET16S766

No involved dealer at this time.

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

Best wishes,

Rita Sanchez | CRS

Aditya Birla Minacs | inspired every day

7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741

Phone 866-790-5600 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 09:01:08 AM	KINZERTH	SANCHERI	Notify CRM		Done	10/1/2012 03:22:47 PM	rejected

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

Comments

field rep notification e-mail not attached to file
please correct and resubmit

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 05:16:24 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		f/u esis pick up

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 11:28:32 AM	SANCHERI	SANCHERI	Scheduled Follow-up		Done	9/28/2012 05:16:22 PM	f/u esis pick up

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 11:27:40 AM	SANCHERI	KINZERTH	Notify CRM		Done	10/1/2012 09:01:43 AM	esis

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

Comments

thermal event - door/ window controls;

rita.sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 11:26:54 AM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	9/28/2012 11:27:35 AM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

thermal event interior door controls, window

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 11:21:39 AM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	9/28/2012 11:21:39 AM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 08:33:01 AM	LINGLEDA	SANCHERI	Notify CRM	Letter Approved	Done	9/28/2012 11:20:19 AM	Letter Approved
Contact Last Name		Contact First Name		Account		BAC Code	

Letter Approved with correction

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 04:20:08 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Done	9/28/2012 05:17:44 PM	flu letter approval
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 04:19:33 PM	SANCHERI	LINGLEDA	Submit for Approval	Letter (Non Goodwill)	Done	9/26/2012 08:33:32 AM	sent esis 10 day letter
Contact Last Name	Contact First Name	Account	BAC Code				

Letter Approved with correction

called 9/26 thru 9/27

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 04:18:32 PM	SANCHERI	SANCHERI	Correspondence		Done	9/27/2012 04:18:32 PM	Created:BRCPAR_PA0041, SR#71-1110873069
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 04:16:58 PM	SANCHERI	SANCHERI	Outbound Call Customer	Received No Answer	Done	9/27/2012 04:17:41 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

called and voicemail full unable to leave messages

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 11:47:50 AM	SANCHERI	SANCHERI	Scheduled Outbound Call		Done	9/27/2012 04:16:57 PM	3rd attempt

Contact Last Name Contact First Name Account BAC Code

Comments

send esis letter

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 11:46:19 AM	SANCHERI	SANCHERI	Outbound Call Customer	Received No Answer	Done	9/27/2012 11:46:53 AM	called customer

Contact Last Name Contact First Name Account BAC Code

unable to leave messages voicemail is full

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 06:05:20 PM	SANCHERI	SANCHERI	Scheduled Outbound Call	Initial Attempt	Done	9/27/2012 11:45:13 AM	call cust

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:14:28 AM	MERCADTO	SANCHERI	Ownership Changed		Done	9/26/2012 10:14:28 AM	Service Request Ownership has changed FROM: VALLERO TO: SANCHERI

Contact Last Name Contact First Name Account BAC Code

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:14:14 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	9/27/2012 11:47:26 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

see outbound email

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:14:03 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	9/27/2012 11:47:12 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

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

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:13:54 AM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- 10 Day Letter	Done	9/27/2012 04:18:13 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

called 9/26 thru 9/27

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:13:45 AM	MERCADTO	SANCHERI	BRC PAR	Acknowledgement	Done	9/27/2012 08:41:48 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

called and voice mail full unable to leave message

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:13:37 AM	MERCADTO	SANCHERI	Research		Done	9/27/2012 08:41:14 AM	Research VIN 1GNET16S766
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

CRS Performed VIN Scan
GMVIS: Found an Open Recall - Service Update Bulletins N060022 06022 SERVICE UPDATE - DRIVER'S SEAT MODULE REPROGRAM - EXPIRES
W/BASE WARRANTY 03/20/2006 Closed

VIN: - Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:13:28 AM	MERCADTO	SANCHERI	Notify CRM		Done	9/27/2012 08:40:34 AM	File assigned
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:13:10 AM	MERCADTO	SANCHERI	BRC PAR	Case Assigned	Done	9/27/2012 08:40:29 AM	Assigned to Rita x41345
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:12:58 AM	MERCADTO	VALLERO	SR Opened		Done	9/26/2012 10:12:58 AM	SR in Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 10:12:56 AM	MERCADTO	VALLERO	SR Closed - Dissatisfied		Done	9/26/2012 10:12:56 AM	Service Request has been Closed Dissatisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 03:23:39 PM	VALLERO	KINZERTH	Notify CRM		Done	9/26/2012 10:12:52 AM	informing of contact
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 02:52:23 PM	VALLERO	VALLERO	Inbound Call Customer	Complex Request	Done	9/25/2012 03:23:37 PM	PAR - Driver's Side Buttons Caught on Fire
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sts:
the driver's side buttons caught on fire
was able to stop it
already replaced it - costed me \$ 220 / labor \$ 30
bought it at :
BILL WALSH CHEVROLET-CADILLAC, INC.
1752 E NORRIS DR
OTTAWA, IL 61350-1616
it happened last weekend - Sept. 15, 2012
about to start veh then i smell a smoking plastic and saw some smoke removed the panel stop the fire using my hand
passenger side buttons is also not working / not rolling up i'm afraid it might caught on fire as well
MAKE : Chevrolet
Model: 2006 TRAILBLAZER EXT 4WD
VIN: 1GNET16S768
Mileage : 109,000
also asking if that issue has an existing recall
purchased used

Cust sks:
assistance

CRS adv
apologized for the inconvenience
suggested transfer to PAR for further assistance
checked gmw for any recall about outs issue - no found recall
informed cust about - Special Coverage 10054
start date : 12/14/2005
end date : 12/14/2015
mileage : 120,058 MI
10054 Fuel Level Sensor Contact Wear Special Coverage
updated address : 305 W Main St Grand Ridge IL 61325
tried to call PAR - all rep are busy
will just notify PAR instead
informed cust someone will call her back about her concern
no other bntc

Cust sts:
ok,thanks.

Source : GMV

Rommel/CAC/MAN/T1/LV 0 Empowered

Confidential Comments

Service Request Detail

UCC Information

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

[Logout](#)

October 2, 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: 1GNET16S766 [REDACTED] Model: CT15806-2006 TRAILBLAZER EXT 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Required Field Actions

Open field actions are
highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N060022	06022	SERVICE UPDATE - DRIVER'S SEAT MODULE REPROGRAM - EXPIRES WBASE WARRANTY	03/20/2006	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-556-3800.

OnStar Equipped: Y

OnStar Status: Inactive

XM Equipped: Y

XM Radio ID: JEH1G0WZ

XM Status: Inactive

OnStar Vehicle Diagnostics: N

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	12/14/2005	58 MI	12/14/2008	36,058 MI
	Corrosion Limited Warranty	08/05/2011	12/14/2005	58 MI	12/14/2011	100,058 MI

Emission Select Component Ltd Wly	08/05/2011	12/14/2005	58 MI	12/14/2013	80,058 MI
Special Coverage 10054	08/05/2011	12/14/2005	58 MI	12/14/2015	120,058 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/24/2007	288977	ZREG---Regular Vehicle Transaction		R0943 - Radio Front Side Door Speaker Replacement - Left Side	19,572 MI
09/01/2006	274053	ZREG---Regular Vehicle Transaction		K4123 - Transfer Case Shift Control Switch Replacement	6,514 MI
08/03/2006	272774	ZREG---Regular Vehicle Transaction		D9995 - Customer Concern Not Duplicated (CCND) - HVAC	6,190 MI
08/03/2006	272774	ZREG---Regular Vehicle Transaction		D1210 - Sensor, Outside Air Temperature - Replace	6,190 MI
08/03/2006	272774	ZREG---Regular Vehicle Transaction		Y0080 - SB 06022 Product Enhancement - Reprogram Driver's Seat Memory Module	6,190 MI
11/01/2005	A39177	ZPDI---Pre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 2, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN: 1GNET16S768 [REDACTED] Model: CT15806-2006 TRAILBLAZER EXT 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Vehicle Build

Model: CT15806-2006 TRAILBLAZER EXT 4WD
 Gross Vehicle Weight: 2,908

Order Number: JPWDJQ
 Build Date: 11/01/2005
 Build Plant: 6

Option Codes

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

1SE - LT PREFERRED EQUIPMENT GROUP 2 * LEATHER APPOINTED SEATING ON 1ST AND 2ND ROW, 8-WAY PWR PSGR & PWR LUMBAR * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * POWER OSRV MIRRORS - HEATED * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROLS * REAR CARGO SHELF

282 - LIGHT GRAY

67U - SILVERSTONE METALLIC

7HD - SPRING

9NH - SUSPENSION COMPONENT

AAB - MEMORY DRIVER CONVENIENCE PKG

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM7 - FOLDING REAR SEAT

AR9 - FRT BUCKET SEAT, DELUXE

AU0 - KEYLESS REMOTE DOOR LOCK

B30 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

BG2 - THIRD ROW FLOOR MAT

C49 - REAR WINDOW DEFOGGER

CE1 - RAIN SENSING WIPERS

DD7 - ISRV MIRROR W/COMPASS& AUTO DIM

DK7 - OVERHEAD CONSOLE

DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS

EVA - EVAP EMISSION REQUIREMENT

G80 - LOCKING DIFFERENTIAL-REAR AXLE

JF4 - ELECTRIC ADJUSTABLE PEDALS

JJB - PT DRESS SUBASSY NOT INSTALLED

1SZ - PREFERRED EQUIPMENT SAVINGS

28I - INT TRIM LT GRAY/DK GRAY

6HD - SPRING

8NH -

A34 - POWER REAR QUARTER WINDOWS

AJ1 - TINTED GLASS

AL0 - SENSOR INF RESTR, CHILD DETECT

AM9 - SPLIT FOLDING REAR SEAT BACK

ASF - HEAD CURTAIN SIDE IMPACT AIR BAGS

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND REAR

B86 - MOLDING B/S COLOR

BVE - RUNNING BOARDS

C7H - 6,400 LB GVW RATING

CJ2 - AUTOMATIC CLIMATE CONTROL

DH2 - LIGHTED LH & RH VISOR MIRRORS

DNR - DEALER INSTALLED EQUIPMENT

DT4 - ASHTRAY AND LIGHTER

FE9 - 50-STATE EMISSIONS

GU6 - REAR AXLE 3.42 RATIO

JF8 - BRAKE VAC POWER, 4 WHL DISC

K34 - CRUISE CONTROL

10/2/2012

KA1 - HEATED FRONT SEATS	KG4 - GENERATOR 150 AMP
LL8 - VORTEC 4200 SFI I6	M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL
N40 - POWER STEERING	N74 - 17" BRIGHT ALUMINUM WHEELS
N79 - FULL SIZE SPARE	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT8 - EMISSIONS, FED TIER 2A	OKL - PLANT - OKLAHOMA CITY
PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/8 DISC CHANGER (REPLACES CD/CASSETTE RADIO)	PDC - SEAT, 8-WAY POWER DRIVER
PDF - LT PACKAGE 1 * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROL	PNI - REAR CARGO SHELF
QTR - P245/65R17 ON/OFF ROAD WOL TIRES	R6P - PREMIUM PAINT
R9N - LEATHER SEAT TRIM	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	STW - LEATHER WRAPPED STG WHL W/CONTR
T61 - DAYTIME RUNNING LIGHTS	T96 - FRONT FOG LAMPS
T98 - STAMPING VEHICLE IDENT NUMBER	TB4 - LIFTGATE
TGA - LANGUAGE CONTROL ENG, FR, SPAN	U2K - XM SATELLITE RADIO- SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U42 - REAR SEAT ENTERTAINMENT SYSTEM	U68 - DRIVER INFO CENTER DISPLAY
U73 - FIXED MAST ANTENNA	UA6 - THEFT DETERRENT ALARM SYSTEM
UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UG1 - HOMELINK	UK6 - REAR SEAT RADIO & HVAC CONTROLS
UQA - BOSE PREMIUM SOUND SYSTEM	UY7 - TRAILER WIRING HARNESS
V1K - LUGGAGE RACK CROSS-BARS	V40 - POWER PASSENGER SEAT PROVISIONS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VFF - VIDEO FORMAT REGION 1 NTSC
VHS - TRAILER HITCH RECEIVER COVER ***DEALER INSTALLED***	VK3 - LICENSE PLATE FRAME, FRONT
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZM5 - UNDERBODY SHIELD PACKAGE	ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTR
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

[Logout](#)

October 2, 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: 1GNET16S766 [REDACTED] Model: CT15806-2006 TRAILBLAZER EXT 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#)

For this vehicle:

[View Vehicle Summary](#)

→ Service
→ Contract
→ Branded Title
→ Warranty Block

[View Vehicle Build](#)[View Vehicle
Component Summary](#)

[View Vehicle
Transaction History
Detail](#)

[View Vehicle Delivery
Information](#)

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned: 11/01/2005

Traceability: 510181070

Part / Number Broadcast: NFS

Time Scanned: 12:50:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW, MI

Date Scanned: 11/01/2005

Traceability: 003572975

Part / Number Broadcast: XUZ

Time Scanned: 08:28:00 Scan Station: 05

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

Source Plant: N-

Date Scanned: 11/01/2005

Traceability: 0BH701971

Part / Number Broadcast: FK

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

Component Code: 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 11/01/2005

Traceability: 42987164

Part / Number Broadcast: 8TDD

Time Scanned: 12:57:00 Scan Station: 02

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

Source Plant: G-

Date Scanned: 11/01/2005

Traceability: EHR01195

Part / Number Broadcast:
UK2Time Scanned: 13:12:00 Scan Station:
02Component Code: 86-ELECTRONIC CONTROL MODULE
(ECM)

Source Plant: K-DELCO ELECTRONICS KOKOMO, IN

Date Scanned: 11/01/2005

Traceability: 352986NTW

Part / Number Broadcast:
YNBDTime Scanned: 22:08:00 Scan Station:
04

Component Code: 87-BODY CONTROL MODULE

Source Plant: M-

Date Scanned: 11/01/2005

Traceability: 1529883QN

Part / Number Broadcast: 7809

Time Scanned: 22:08:00 Scan Station: 08

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 11/01/2005

Traceability: 1FM1GXQ

Part / Number Broadcast: 2395

Time Scanned: 19:41:00 Scan Station: 06

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

Source Plant: M-MORTON-THIOKOL

Date Scanned: 11/01/2005

Traceability: 7ZBSY80

Part / Number Broadcast: 0901

Time Scanned: 08:22:00 Scan Station: 03

Component Code: AP-RH SIDE IMPACT AIRBAG MODULE

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 11/01/2005

Traceability: 5ELXCMT

Part / Number Broadcast: 2262

Time Scanned: 12:41:00 Scan Station: 01

Component Code: AQ-LH SIDE IMPACT AIRBAG MODULE

Traceability: 5ELUU75

10/2/2012

Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2263
Date Scanned: 11/01/2005	Time Scanned: 12:41:00 Scan Station: 02
Component Code: AS-SENSING DIAGNOSTIC MODULE	Traceability: 5281X22GE
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast: 9029
Date Scanned: 11/01/2005	Time Scanned: 12:52:00 Scan Station: 07
Component Code: BN-LIFTGATE ELECTRONIC CONTROL MODULE	Traceability: 25272B5PM
Source Plant: Y-	Part / Number Broadcast: 2757
Date Scanned: 11/01/2005	Time Scanned: 22:08:00 Scan Station: 09
Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE	Traceability: 052973KU2
Source Plant: Y-	Part / Number Broadcast: 4977
Date Scanned: 11/01/2005	Time Scanned: 22:08:00 Scan Station: 10
Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE	Traceability: 05297KSNB
Source Plant: Z-	Part / Number Broadcast: 5003
Date Scanned: 11/01/2005	Time Scanned: 22:08:00 Scan Station: 11
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0160603
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 10/21/2005	Time Scanned: 05:16:00 Scan Station:
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0487019
Source Plant: -	Part / Number Broadcast: 1VWV
Date Scanned: 10/27/2005	Time Scanned: 11:08:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 0482054
Source Plant: -	Part / Number Broadcast: 1TT
Date Scanned: 10/31/2005	Time Scanned: 16:48:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 0480454
Source Plant: -	Part / Number Broadcast: 1GA
Date Scanned: 11/01/2005	Time Scanned: 08:57:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 2, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 1GNET16S766 [REDACTED] Model: CT15806-2006 TRAILBLAZER EXT 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

For this vehicle:

[→ View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Job Card Date: 08/24/2007

Job Card Number: 288977

Repair Service Agent: 112925
ERIKS CHEVROLET, INC.
1800 US 31 BYPASS S
KOKOMO IN 46902-2403
7654578333

Odometer Reading: 19,572 MI
Authorization Code:

Process Date:
08/28/2007

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

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

Labour Op R0943-Radio Front Side Door Speaker Replacement - Left Side

Causal Part Number

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

Job Card Date: 09/01/2006

Job Card Number: 274053

Repair Service Agent: 112925
ERIKS CHEVROLET, INC.
1800 US 31 BYPASS S
KOKOMO IN 46902-2403
7654578333

Odometer Reading: 6,514 MI
Authorization Code:

Process Date:
09/05/2006

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

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

Labour Op K4123-Transfer Case Shift Control Switch Replacement

Causal Part Number

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

Job Card Date: 06/03/2006

Job Card Number: 272774

Repair Service Agent: 112925

Odometer Reading: 6,190 MI

ERIKS CHEVROLET, INC.
1800 US 31 BYPASS S
KOKOMO IN 46902-2403
7654578333

Authorization Code:

Process Date:
08/08/2006

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op D9995-Customer Concern Not Duplicated (CCND) - HVAC

Causal Part Number

Job Card Date: 08/03/2006

Job Card Number: 272774

Repair Service Agent: 112925

Odometer Reading: 6,190 MI

ERIKS CHEVROLET, INC.
1800 US 31 BYPASS S
KOKOMO IN 46902-2403
7654578333

Authorization Code: B

Process Date:
08/08/2006

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op D1210-Sensor, Outside Air Temperature - Replace

Causal Part Number

→ See other Parts and/or Net Items

Job Card Date: 08/03/2006

Job Card Number: 272774

Repair Service Agent: 112925

Odometer Reading: 6,190 MI

ERIKS CHEVROLET, INC.
1800 US 31 BYPASS S
KOKOMO IN 46902-2403
7654578333

Authorization Code:

Process Date:
08/08/2006

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Y0080-SB 06022 Product Enhancement - Reprogram Driver's Seat Memory Module

Causal Part Number

Job Card Date: 11/01/2005

Job Card Number: A39177

Repair Service Agent: 112863

Odometer Reading: 0 MI

BILL ESTES CHEVROLET, INC.
4105 W 96TH ST
INDIANAPOLIS IN 46268-1112

Authorization Code:

3178723315

Process Date:
11/04/2005

Transaction Type:
ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 2, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information



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

Vehicle Information

VIN: 1GNET16S766 [REDACTED] Model: CT15806-2006 TRAILBLAZER EXT 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#)

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Invoice Information

Invoicing Service Agent: 112863
BILL ESTES CHEVROLET, INC.
4105 W 96TH ST
INDIANAPOLIS IN 46268-1112 3178723315

Invoice Date: 11/01/2005

Ship to Information

Ship to Service Agent: 112863
BILL ESTES CHEVROLET, INC.
4105 W 96TH ST
INDIANAPOLIS IN 46268-1112 3178723315

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 112925
ERIKS CHEVROLET, INC.
1800 US 31 BYPASS S
KOKOMO IN 46902-2403 7654578333

Delivery Date: 12/14/2005
Delivery Type: 032—RETAIL LEASE* - EMPLOYEE STOCK (GMS)
Delivery Odometer: 58

In Service Information

Invoicing Service Agent:

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

Registration Information

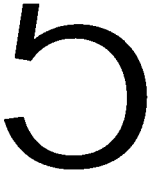
Registration Service Agent: N/A

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

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



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

10/3/12

[REDACTED]
Grand Ridge, IL [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 748433
Our Client: General Motors LLC
Date/Event: 9/15/12
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNET16S766 [REDACTED]

Dear [REDACTED]

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

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

1. Please provide **color copies** of photos taken. Please do not send originals, as they may not be returned.
2. Provide a copy of the repair order.
3. Advise the mileage for the subject vehicle.

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

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

Sincerely,

Kelly Kufel

A Risk Management Services Company- One of the ACE Group of Companies

5

Kelly Kufel
Claims Administrator

Service Request Detail

SR No.	71-1108234202	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - General	Sub-Area	ESIS Escalation
Address		City	Involved Dir	Moran Cadillac-GMC, Inc.	Safety	Yes
State	MI	ZipCd	Source	Phone	Updated	10/1/2012 11:40:23 AM
Serial #/VIN	1GND513S762	Model Year	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	Status	Open	Opened	9/17/2012 04:14:24 PM
Model	TrailBlazer	Mileage	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

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner		N	0	0	Concrete	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Not occupied	Not occupied	Not occupied	Not occupied	Not occupied				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Fourtiner	Rusty	(810) 982-2340	Allstate Insurance Co.					
Incident Loc	1626 McPhearson Port Huron MI 48060				Incident Desc	After the cust parked the veh, he noticed smoke coming out from the driver's side door panel. All the parts were burnt and melted.		
Component	Electrical				Damage Desc	Inside driver's door panel is burnt and melted.		
Vehicle Loc	with cust				Add'l Info	Cust doesn't remember the date but stated it happened within the past 2 wks.		
Emgcy Svc Names	n/a				Maint Loc	Cust does own routine maint.		

PAR Detail

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 03:30:29 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Customer claims thermal event originating from control module in drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 11:54:39 AM	EICHORLY	EICHORLY	Outbound Call Customer	Made Contact	Done	10/1/2012 11:57:33 AM	CRS's info. Called: (810) 966-7980
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

CRS left a vm with CRS's contact info.

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 11:49:11 AM	EICHORLY	EICHORLY	Outbound Call Customer	Made Contact	Done	10/1/2012 11:54:25 AM	Update cust Called
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Cust had to disconnect from CRS before reading the Case Will Be Escalated to ESIS form.

CRS Advised: CRS will be escalating file to central claims dept.

Cust Stated: Call cust back and leave a vm on phone.

CRS Advised: Thank you.

Lynda Eichorst/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 11:48:50 AM	EICHORLY	EICHORLY	Scheduled Follow-up		Scheduled Alarm		ESIS - Verify file was picked up.
Contact Last Name	Contact First Name		Account		BAC Code		

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 11:48:26 AM	EICHORLY	KINZERTH	Notify CRM		Done	10/1/2012 03:31:10 PM	Please escalate to ESIS - thermal event
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Cust alleges the driver's side door panel started smoking after parking the veh. Cust extinguished it before more damage was done. Everything in the door panel was burnt and melted. No property damage. No injuries. Insurance co will wait to see what GM is going to do before taking claim.

Lynda Elchors/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 11:48:27 AM	EICHORLY	EICHORLY	BRC PAR	Business Case	Done	10/1/2012 11:48:06 AM	Business Case
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Cust alleges the driver's side door panel started smoking after parking the veh. Cust extinguished it before more damage was done. Everything in the door panel was burnt and melted. No property damage. No injuries. Insurance co will wait to see what GM is going to do before taking claim.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 11:39:38 AM	EICHORLY	EICHORLY	Ownership Changed	Ownership Escalated to BRC	Done	10/1/2012 11:39:38 AM	Ownership Escalated to BRC
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 11:25:14 AM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	10/1/2012 11:45:43 AM	Emailed: Jay Townsend, DDMA at jay.townsend@gm.com NORTH CENTRAL REGION
			Name	Account	BAC Code		

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

2006 Chevrolet TrailBlazer
1GNDS13S762
No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

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

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:39:55 AM	BURCHAM	EICHORLY	Ownership Changed		Done	10/1/2012 10:39:55 AM	Service Request Ownership has changed FROM: ANGELERE TO: EICHORLY
			Contact First Name	Account	BAC Code		

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:39:37 AM	BURCHAM	EICHORLY	BRC PAR	Initial Contact - Field	Done	10/1/2012 11:25:12 AM	See outbound email.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:39:24 AM	BURCHAM	EICHORLY	BRC PAR	Initial Contact- Dealer	Done	10/1/2012 11:25:02 AM	No dir contact required.
Contact Last Name	Contact First Name	Account	BAC Code				

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

Lynda Eichorst/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:39:14 AM	BURCHAM	EICHORLY	BRC PAR	Initial Contact- Phone	Done	10/1/2012 11:29:53 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs verified customer contact information.

Cust. states: After the cust parked the veh, he noticed smoke coming out from the driver's side door panel. All the parts were burnt and melted.

Original owner? No

Currently in a rental or loaner vehicle? No

Who placed you in a rental or loaner vehicle? n/a

Cust. sustained injuries? No

Did the injured party seek medical attention? n/a

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

Crs gathered prePAR and PAR Detail info.

CRS advised customer of required verbiage as stated in d_1075834

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

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

Crs provided contact information and the case number

Lynda Eichorst/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:38:05 AM	BURCHAM	EICHORLY	BRC PAR	Acknowledgement	Done	10/1/2012 11:26:38 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Cust sts: Yes

Continued in Initial

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:38:57 AM	BURCHAM	EICHORLY	Research		Done	10/1/2012 11:41:17 AM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Summary:

S/R's and VIN: No other files found for VIN

Recalls: No open or closed recalls found in GWM.

Branded: No

Warranty Block: No

Repairs: No related repairs found in GWM.

research complete

Lynda Eichorst/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:36:52 AM	BURCHAM	EICHORLY	Notify CRM		Done	10/1/2012 11:24:08 AM	File assigned
Contact Last Name	Contact First Name		Account		BAC Code		

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:36:26 AM	BURCHAM	EICHORLY	BRC PAR	Case Assigned	Done	10/1/2012 11:24:05 AM	Assigned to Lynda x31093
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:36:18 AM	BURCHAM	ANGELERE	SR Opened		Done	10/1/2012 10:36:18 AM	SR in Status of Closed has been Re-Opened by BURCHAM
Contact Last Name	Contact First Name		Account		BAC Code		

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:36:16 AM	BURCHAM	ANGELERE	SR Closed - Satisfied		Done	10/1/2012 10:36:16 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 10:35:57 AM	BURCHAM	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/1/2012 10:36:13 AM	PAR V/M
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

71-1108234202
customer
2007 Chevrolet TrailBlazer
thermal event from door
phone
Sep 28 2:44pm
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 02:44:24 PM	ANGELERE	KINZERTH	Notify CRM		Done	10/1/2012 10:35:38 AM	PAR - cust claims veh door caught on fire
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 02:39:38 PM	ANGELERE	ANGELERE	Outbound Call Third Party	Left Message	Done	9/28/2012 02:44:22 PM	PAR -cust claims veh caught on fire
Contact Last Name	Contact First Name	Account	BAC Code				

CRS SLs

* cust claims that the doors caught fire
* cust did not see actual flames but the wirings melted

kyle/CAC/Tier1/MLA/Lv1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 06:09:17 PM	ANGELERE	ANGELERE	Scheduled Outbound Call	Initial Attempt	Done	9/28/2012 02:42:22 PM	call PAR

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

9/28/2012 03:00:00 PM

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 09:25:26 PM	APOSTOCH	ANGELERE	Notify CRM		Done	9/27/2012 06:09:43 PM	pls see MR

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 08:43:25 PM	ANGELERE	APOSTOCH	Manager Review	Case Assessment	Done	9/26/2012 09:25:23 PM	closing dissat

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

Reason

*cust owns a 2006 Trailblazer
*wires melted cust claims due to veh burning but the cust mentioned he did not see any flames
*advise the cust for the veh to be inspected we need to take it to the dlr but cust declined to pay diagnosis
*declined to take it to the dlr
*as per SC advise call par after 2 days was unable to consult a PAR agent
*will close file dissat

kyle/CAC/Tier1/MLA/Lvl1

pls forward the case to PAR

Christian/Mnl TL/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 06:26:29 PM	ANGELERE	ANGELERE	Outbound Call Third Party	Received No Answer	Done	9/26/2012 06:27:10 PM	PAR
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
unable to contact par							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 09:19:46 PM	ANGELERE	ANGELERE	Scheduled Outbound Call Cust	Initial Attempt	Done	9/25/2012 06:26:56 PM	call par
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
9/26/2012 06:00:00 PM							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 01:46:57 PM	ANGELERE	ANGELERE	Outbound Call Third Party	Received No Answer	Done	9/26/2012 06:27:04 PM	PAR
Contact Last Name	Contact First Name		Account		BAC Code		
[REDACTED]							
Comments							
[REDACTED]							
crs sis							
*unable to contact par							
[REDACTED]							
kyle/CAC/Tier1/MLA/Lv1							
Confidential Comments							
[REDACTED]							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 09:13:22 PM	ANGELERE	ANGELERE	Scheduled Outbound Call	Initial Attempt	Done	9/25/2012 01:39:42 PM	call par

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

Comments

9/28/2012 02:00:00 PM

consult par

kyle/CAC/Tier1/MLA/Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 08:16:02 PM	ANGELERE	VILLARAN	Manager Review	Case Assessment	Done	9/24/2012 10:09:30 PM	closing dissat

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

Comments

Reason

*cust owns a 2006 Trailblazer
*wires melted cust claims due to veh burning but the cust mentioned he did not see any flames
*advise the cust for the veh to be inspected we need to take it to the dir but cust declined to pay diagnosis
*declined to take it to the dir

kyle/CAC/Tier1/MLA/Lv1

PLEASE CHECK WITH PAR IF CASE WOULD MERIT PAR ESCALATION

cat.sc.t1.man.lv1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 08:07:13 PM	ANGELERE	ANGELERE	Outbound Call Customer	Made Contact	Done	9/24/2012 08:16:01 PM	call cust
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

crs sts

*called to f/u

*if veh was serviced

*prov

cust sts

*the dir needs \$50-\$60 to look at it

*Im not paying anything to tell me what I already know

*where are you located

*Im not paying somebody from the Philippines

crs sts

*advise cust the diagnosis is needed to determine what caused the problem

*veh is already out of warranty, what were doing is to have this reviewed for possible assistance

cust sts

*I will not pay this to be taken to the dir

crs sts

*I understand

*if you need anything else please do call us back

kyle/CAC/Tier1/MLA/Lvl1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2012 08:45:49 PM	ANGELERE	ANGELERE	Scheduled Outbound Call Cust	Follow-up Attempt	Done	9/24/2012 04:41:28 PM	call cust
Contact Last Name		Contact First Name		Account		BAC Code	

9/24/2012 03:00:00 PM

if veh had been diagnosed

kyle/CAC/Tier1/MLA/Lvl1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/21/2012 08:42:18 PM	ANGELERE	ANGELERE	Outbound Call Customer	Left Message	Done	9/21/2012 08:43:27 PM	callcust
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

ors sts

*called to t/u

*would like to discuss your case with you

*provided direct line

kyle/CAC/Tier1/MLA/Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2012 09:20:54 PM	ANGELERE	ANGELERE	Scheduled Outbound Call Cust	Initial Attempt	Done	9/21/2012 06:02:22 PM	call cust
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

9/21/2012 05:00:00 PM

if veh had been diagnosed

kyle/CAC/Tier1/MLA/Lv1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/17/2012 04:16:23 PM	ANGELERE	ANGELERE	Inbound Call Customer	Complex Request	Done	9/17/2012 09:22:34 PM	melted wires
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Reason for Calling:

*2006 trailblazer
*months ago there was a recall on the drivers door
*my door caught on fire
*it
*had my mechanic look at it
*its all melted
*wires were sizzling
*bought used
*will take it to Moran
*bill ritchie is the SA
*they are closed today
*will take it Friday
*their number is [REDACTED]

cust seeks
*cost assistance

CRS ADV/Action Plan:

*explained that there is no recall
*recalls are vin specific
**if you have a reason to believe this is due to a defect we recommend to take it to the dlr
*if the dlr can determine this is due to a defect we can review for possible assistance
*after the diagnosis if it points towards cost assistance we are willing to look into it
*if it turns out to be a failure due to misuse abuse or lack of maintenance thats the time we cannot help
*there would be a diagnosis fee

CST's Take on the Resolution:
*ok will take it there friday

crs sts
*provided direct line

kyle/CAC/Tier1/MLA/LM1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator



October 2, 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: 1GNDS13S762 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 50 - FLEET
Field Actions: [0 Open](#)

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: N

OnStar Status: NA

XM Equipped: Y

XM Radio ID: 8U8XH08Z

XM Status: Active

OnStar Vehicle Diagnostics: N

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	04/20/2006	10 MI	04/20/2016	120,010 MI
	Emission Select	08/05/2011	04/20/2006	10 MI	04/20/2014	80,010 MI
	Component Ltd Wty					
	Corrosion Limited Warranty	08/05/2011	04/20/2006	10 MI	04/20/2012	100,010 MI
	Bumper to Bumper Limited Warranty	08/05/2011	04/20/2006	10 MI	04/20/2009	36,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

Vehicle has no current record of transaction history.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.


[Logout](#)

October 2, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Build



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

Vehicle Information

VIN: 1GND513S762 XXXXXXXXXX Model: CS15506-2006 TRAILBLAZER SUV 2WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 50 - FLEET
 Field Actions: [0 Open](#)

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Vehicle Build

Model: CS15506-2006 TRAILBLAZER SUV 2WD
 Gross Vehicle Weight: 2,520

Order Number: JWXDD7
 Build Date: 04/19/2006
 Build Plant: 2

Option Codes

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

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

28H - LIGHT GRAY

67U - SILVERSTONE METALLIC

7AB - FRONT SPRING

9NR - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AU0 - KEYLESS REMOTE DOOR LOCK

B30 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

B27 - GM PRODUCTION WEEK #16

C4D - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAIN, OHIO

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS

GU8 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

KG4 - GENERATOR 150 AMP

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

N75 - 17" SPORT ALUMINUM WHEELS

NZ3 - WHEEL, FULL SIZE SPARE

QTM - P245/65R17 BW ALS TIRES

1S2 - PREFERRED EQUIPMENT SAVINGS

28I - INT TRIM LT GRAY/DK GRAY

6AB - FRONT SPRING

8NS - SUSPENSION

AJ1 - TINTED GLASS

AL0 - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND REAR

B86 - MOLDING B/S COLOR

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 I6

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

PDC - SEAT, 8-WAY POWER DRIVER

R4Y - TIRE BRAND-GOODYEAR

R6F - IDENTIFY B CODE USERS
R6Q - OPTION PKG NOT DESIRED
R8D - IDENTIFIER - TIRE CHANGE
R9Z - POMS EXPEDITE-SOLD ORDERS/TSE
T98 - STAMPING VEHICLE IDENT NUMBER
TFD - RETAIL AMENITY DELETE

U73 - FIXED MAST ANTENNA

UB0 - AM/FM STEREO W/CD

V1K - LUGGAGE RACK CROSS-BARS

VK3 - LICENSE PLATE FRAME, FRONT

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVV PL-FT AX

YD6 - BASE REAR SPRING

ZNF - TIRE, FULL SIZE SPARE

ZY1 - SOLID PAINT

R6P - PREMIUM PAINT
R7M - ONSTAR SERVICE NOT INCLUDED
R8K - *****
T61 - DAYTIME RUNNING LIGHTS
TB4 - LIFTGATE
U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
UA6 - THEFT DETERRENT ALARM SYSTEM
UY7 - TRAILER WIRING HARNESS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA
VN8 - DAILY RENTAL REPURCHASE PROGRAM
X88 - CHEVROLET CONVERSION
YD5 - BASE FRONT SPRING
YT1 - DAILY RENTAL FLAT RATE DEPREC.
ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



October 2, 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: 1GNDS13S762 [REDACTED] Model: GS15506-2006 TRAILBLAZER SUV 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 50 - FLEET
Field Actions: [0 Open](#)

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 604110934
Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NFS
Date Scanned: 04/19/2006 Time Scanned: 05:59:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 005010986
Source Plant: S-SAGINAW DIVISION SAGINAW, MI Part / Number Broadcast: XWM
Date Scanned: 04/19/2006 Time Scanned: 07:39:00 Scan Station: 05

Component Code: 61-TRANSMISSION Traceability: 43829674
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 6SDD
Date Scanned: 04/19/2006 Time Scanned: 06:08:00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 095150425
Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: CN8
Date Scanned: 04/19/2006 Time Scanned: 06:49:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00311606
Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3051
Date Scanned: 04/19/2006 Time Scanned: 08:23:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1GSS3TV
Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395
Date Scanned: 04/19/2006 Time Scanned: 10:34:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 5AAID23
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 5521
Date Scanned: 04/19/2006 Time Scanned: 07:31:00 Scan Station: 04

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 1791192
Source Plant: - Part / Number Broadcast: 1ZZ
Date Scanned: 04/11/2006 Time Scanned: 00:03:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 2239057
Source Plant: - Part / Number Broadcast: 1WW
Date Scanned: 04/18/2006 Time Scanned: 00:11:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM Traceability: 2240138
Source Plant: - Part / Number Broadcast: 1PT
Date Scanned: 04/18/2006 Time Scanned: 17:07:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM Traceability: 2237240
Source Plant: - Part / Number Broadcast: 1PH
Date Scanned: 04/19/2006 Time Scanned: 04:19:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 04/19/2008

Traceability: 2237789
Part / Number Broadcast: 1GB
Time Scanned: 04:52:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 2, 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: 1GNDS13S762 [REDACTED] Model: CS15506-2008 TRAILBLAZER SUV 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 50 - FLEET
Field Actions: [0 Open](#)

[REDACTED]

For this vehicle:

[→ View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Transaction History

Vehicle has no current record of transaction history.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 2, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information

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

Vehicle Information

VIN: 1GND513S762 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 50 - FLEET
Field Actions: [0 Open](#)

For this vehicle:

[→ View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Invoice Information

Invoicing Service Agent: 158313
PRESTIGE CHEVROLET, INC.
1415 E PIERSON RD
FLUSHING MI 48433-1814 8106595651

Invoice Date: 04/19/2006

Ship to Information

Ship to Service Agent: 147842
NATIONAL CAR RENTAL
17328 PINE CUTT BLVD.
HOUSTON TX 77032-8518

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 158313
PRESTIGE CHEVROLET, INC.
1415 E PIERSON RD
FLUSHING MI 48433-1814 8106595651

Delivery Date: 04/20/2006
Delivery Type: 020--DAILY RENTAL
Delivery Odometer: 10

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



esis

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

800.888.0164 *tel*
313.665.0911 *fax*

Bryan Schwartz
Claims Administrator

10/3/12

Port Huron, MI

RE: Claimant: [REDACTED]
Our File No.: 748437
Our Client: General Motors LLC
Date/Event: **UNKNOWN - PLEASE PROVIDE**
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDS13S762 [REDACTED]

Dear [REDACTED]

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file. Please note that we attempted contacting you via telephone on 10/3/12, without success.

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

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

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



esis

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

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

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

Sincerely,

Bryan Schwartz

Bryan Schwartz
Claims Administrator

Service Request Detail

SR No.	71-1110321549	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Bessemer City	Involved Dir	McKenney Chevrolet, Inc.	Safety	Yes
State	NC	ZipCd		Source	Phone	Updated	10/1/2012 05:42:29 PM
Serial #/VIN	1GNDT13S062	Model Year	2006	Priority	Medium	License #	
Make	Chevrolet	Warr. Start	09/10/2005	Status	Open	Owner	SANCHERI
Model	TrailBlazer	Mileage	147652	Sub-Status	Satisfied	Opened	9/24/2012 10:33:59 AM
Abstract	thermal event window controls						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 ***						
	Closed						

Pre-PAR

PAR Nollier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#				
Owner	10/31/2009 09:22:34 AM	N	0	1	Asphalt	Dry	na	na				
Driver Last Name	Driver First Name	Height	DOB	Disabilities								
		59		na								
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency									
unk	unk	(704) 865-6017	all state									
Incident Loc	franklin blvd in gastonia, North Carolina unknown address				Incident Desc	I was driving the vehicle and it smelled as if something was burning. I pulled over and i had someone assist me in removing the door panel and there was evidence of a thermal event.						
Component	Interior window controls				Damage Desc	Interior driver door						
Vehicle Loc	205 Cresent drive North Carolina				Add'l Info	no claim was filed with insurance						
Emgcy Svc Names	none				Maint Loc	na						

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	na
Vehicle Speed	35		Weather Condition	clear	Prop Owner	na	Property Type	na
Last Service Date			Loc Last Service		Property Location	na	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00		Spec Equip Installer	na	Prop Damage Description	na	Inspected By	Inspection Not Performed
Primary Veh Use	Personal		Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Interior door panel		Explain Other	na				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 11:05:02 AM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Customer claims thermal event originating from control module in drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 05:45:13 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		f/u esls pickup
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 05:45:00 PM	SANCHERI	KINZERTH	Notify CRM		Done	10/2/2012 11:05:33 AM	esls - thermal event
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 05:44:33 PM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	10/1/2012 05:44:59 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

thermal event window components

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 05:42:48 PM	SANCHER	SANCHER	Outbound Email		Done	10/1/2012 05:43:17 PM	jerry.w.bryant@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Customer Last Name
2006 Chevrolet Trail Blazer
VIN 1GN0T13SD62
No involved dealer at this time.

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

Best wishes,
Rita Sanchez | CRS

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 05:42:30 PM	SANCHER	SANCHER	Ownership Changed	Ownership Escalated to BRC	Done	10/1/2012 05:42:30 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 05:22:46 PM	SANCHERI	SANCHERI	Outbound Call Customer	Made Contact	Done	10/1/2012 05:39:55 PM	called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Information was previously verified

crs sts what happened

cust sts i was driving the vehicle and it smelled as if something was burning, i pulled over and i had someone assist me in removing the door panel and there was evidence of a thermal event.

crs provided esis statement

cust sts i will proceed

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

cust sts ok thanks

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 04:55:01 PM	SANCHERI	SANCHERI	Scheduled Outbound Call Cust		Done	10/1/2012 04:59:33 PM	called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 04:53:50 PM	SANCHERI	SANCHERI	Outbound Call Customer	Left Message	Done	9/28/2012 04:54:59 PM	called customer
Contact Last Name	Contact First Name	Account	BAC Code				

called and left a message for customer to call in at 866-790-5700 x 41345

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 04:52:47 PM	SANCHERI	SANCHERI	Inbound Call Customer	Voice Mail Received	Done	9/28/2012 04:53:49 PM	customer called in
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Kerry Jackson calling back 704-923-8956

rita.sanchez.abx/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 10:48:49 AM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Done	9/28/2012 04:52:46 PM	call customer back
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 10:48:00 AM	SANCHERI	SANCHERI	Outbound Call Customer	Made Contact	Done	9/28/2012 10:48:47 AM	called customer
Contact Last Name	Contact First Name	Account	BAC Code				

called to speak with

cust sts he would have her call in at 866-790-5700 x 41345

rita.sanchez.ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 05:27:39 PM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Done	9/28/2012 10:48:47 AM	call customer
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 05:58:09 PM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Done	9/27/2012 03:49:08 PM	call customer

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 09:28:31 AM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Done	9/26/2012 05:25:46 PM	call customer

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 09:18:41 AM	SANCHERI	SANCHERI	Outbound Call Customer	Made Contact	Done	9/26/2012 09:26:09 AM	called

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

Comments

see initial

rla sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 08:45:54 PM	GARCIAJR	SANCHERI	Scheduled Outbound Call	Cust	Done	9/26/2012 09:18:40 AM	3rd attempt

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 10:46:31 AM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Done	9/25/2012 08:45:50 PM	3rd attempt

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 10:35:17 AM	SANCHERI	SANCHERI	Outbound Call Customer	Left Message	Done	9/25/2012 10:38:27 AM	

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

Comments

called and left a message for customer to call in regarding the vehicle
866-790-5700 x 41345

rita sanchez/ATX/PAr

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 08:18:24 PM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Done	9/25/2012 10:35:14 AM	2nd attempt

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:04:49 PM	MERCADTO	SANCHERI	Ownership Changed		Done	9/24/2012 02:04:49 PM	Service Request Ownership has changed FROM: MORENOM4 TO: SANCHERI

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:04:35 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	9/25/2012 10:45:21 AM	Called Jerry.w.bryant@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
see outbound email

rita.sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:04:22 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Dealer	Done	9/25/2012 10:45:46 AM	Called McKenney Chevrolet, Inc. (704) 825-3306
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
Tim Taylor - service writer,

7/8/2009 we put a clip in the door panel on the driver side but nothing thermal regarding a oil change and a battery, and a fuel level sensor,

crs sts ok this file was going to our central claims department If you would like to take down the claim number]

dlr sts its ok

crs sts ok thats fine

rita.sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:04:12 PM	MERCADTO	SANCHER	BRC PAR	Initial Contact- Phone	Done	9/26/2012 09:28:26 AM	Called
Contact Last Name	Contact First Name	Contact Middle Name	Account	BAC Code			

verified information and allegation

crs sts what happened

cust sts well i thought this was just a year ago but it turns out it was 3 years ago according to my girlfriend she is the owner i am just the driver
i would ask her if she wasnt asleep she just got in from work

crs sts oh ok well i can schedule to call her later to day if that would be better

cust sts yeah it would

crs sts ok between 3-5 i will try her back

cust sts ok thanks

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:04:04 PM	MERCADTO	SANCHER	BRC PAR	Acknowledgement	Done	9/24/2012 06:18:23 PM	Called
Contact Last Name	Contact First Name	Contact Middle Name	Account	BAC Code			

Comments

called and left a message for customer to call in at 866-790-5700 x 41345

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:03:55 PM	MERCADTO	SANCHERI	Research		Done	9/25/2012 10:41:32 AM	Research VIN 1GNDY13S062
Contact Last Name	Contact First Name	Account	BAC Code				

CRS Performed VIN Scan
GMVIS: Found an Open Recall - Noncompliance Recall N050109 05109 TIRE & LOADING INFORMATION LABEL INCORRECT - "EXPIRES 5/31/06"
03/24/2006 Closed

VIN: -- Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:03:47 PM	MERCADTO	SANCHERI	Notify CRM		Done	9/24/2012 06:17:20 PM	File assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:03:28 PM	MERCADTO	SANCHERI	BRC PAR	Case Assigned	Done	9/24/2012 06:17:16 PM	Assigned to Rita x41345
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:03:19 PM	MERCADTO	MORENOM4	SR Opened		Done	9/24/2012 02:03:19 PM	SR in Status of Closed has been Re-Opened by MERCADTO

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 02:03:17 PM	MERCADTO	MORENOM4	SR Closed - Dissatisfied		Done	9/24/2012 02:03:17 PM	Service Request has been Closed Dissatisfied.

Contact Last Name Contact First Name Account BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 11:29:00 AM	MAPPALPA	MORENOM4	Notify CRM	Customer Called	Done	9/24/2012 02:03:16 PM	Informing about cust contact

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 11:28:12 AM	MAPPALPA	MAPPALPA	Outbound Call Customer	Left Message	Done	9/24/2012 11:28:57 AM	Immediate cb

Contact Last Name Contact First Name Account BAC Code

Comments

aCRS adv:
-calling to fix/up, line got cut off
-pls do wait for a cb from the PAR rep that will handle file for further assistance
-gave SR#

Paula/Manila/CAC/Tier1/Auth Lvl1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 11:19:12 AM	MAPPALPA	MAPPALPA	Inbound Call Customer	Complex Request	Done	9/24/2012 11:28:10 AM	**ASSISTING ONLY**
			First Name	Account	BAC Code		

Comments

cust sis:

- been having a problem with the driverside panel window
- been reading online that it is a recalled part by GM
- dir told me that it wasn't
- gave phone#

aCRS adv:

- recalls are VIN specific, based from what I see here veh does not have any open recall
- I show here you called in & Maria had the file forwarded to the PAR dept
- pls do wait for a cb within 2 business days for further handling of your concern

cust sis:

- I really don't get it why I have to pay for the recalled part & for it to be installed with such high amount of labor when having it programmed is very easy to do
- look the veh to the dir a yr ago & was advised there was no recall on it but then I keep checking online & more & more people are having the same issue

aCRS adv:

- again it would be best for you to wait for the cb from a PAR rep for us to find out what the next step is going to be

cust was in the middle of a sentence when the line got cut off

Paula/Maria/CAC/Tier1/Auth Lvl1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 10:40:10 AM	MORENOM4	KINZERTH	Notify CRM		Done	9/24/2012 02:03:10 PM	PAR CASE
			First Name	Account	BAC Code		

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 10:39:05 AM	MORENOM4	MORENOM4	Outbound Call Third Party		Done	9/24/2012 10:40:09 AM	No answer
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/24/2012 10:37:13 AM	MORENOM4	MORENOM4	Inbound Call Customer	Complex Request	Done	9/24/2012 10:40:07 AM	Complaint vehicle
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Cust sts:My window module caught on fire a year ago and their telling me now that their is a open recall on this vehicle.

CRS sts:You dont have any open recalls but since you didnt have a thermal event im gonna go ahead and send your case to our PAR dept let me get them on the line for you.

CRS sts:Ok they are not available at the moment so im gonna go ahead and send them a notify they will contact you within 48 business hours.

Cust sts:Ok thank you

MorenoMaria/ATX/CAC/T1

Confidential Comments

UCC Information

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

[Logout](#)

October 3, 2012

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

INTERFACE WITH
CUSTOMERView 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: 1GNDT13S052 XXXXXXXXXX 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](#) XXXXXXXXXX

For this vehicle:

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

Required Field Actions

Open field actions are
highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Noncompliance Recall	N050109	05109	TIRE & LOADING INFORMATION LABEL INCORRECT - "EXPIRES 5/31/05"	03/24/2006	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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	10/30/2011	09/10/2005	10 MI	09/10/2011	100,010 MI
	Emission Select Component Ltd Wty	10/30/2011	09/10/2005	10 MI	09/10/2013	80,010 MI
	Bumper to Bumper Limited Warranty	10/30/2011	09/10/2005	10 MI	09/10/2008	36,010 MI
	Certified Used Limited Warranty	10/30/2011	09/10/2005	10 MI	12/10/2008	39,010 MI

10/3/2012

Special Coverage 10054 10/30/2011 09/10/2005 10 MI 09/10/2015 120,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/22/2006	134672	ZFAT—Field Action Recall		V1444 - 05108 - Install Label	16,728 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 3, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Build ?

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

Vehicle Information

VIN 1GNDT13S062 XXXXXXXXXX Model CT15506-2006 TRAILBLAZER 4WD
 Service Contract No XXXXXXXXXX Branded Title No XXXXXXXXXX Warranty Block No XXXXXXXXXX PDI Status No XXXXXXXXXX
 Order Type 50 - FLEET
 Field Actions: [Q Open](#) XXXXXXXXXX

Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD Order Number: JHHH4M
 Gross Vehicle Weight 2,611 Build Date: 09/09/2005
 Build Plant 2

For this vehicle:

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

Option Codes

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

1SD - 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

7HN - SPRING

9NR - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AU0 - KEYLESS REMOTE DOOR LOCK

B0T - GM PRODUCTION WEEK #36

B32 - FLOOR MATS, FRONT AND REAR

B66 - 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

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6HP - SUSPENSION

8NS - SUSPENSION

AJ1 - TINTED GLASS

AL0 - SENSOR INF RESTR. CHILD DETECT

AR0 - 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 18

10/3/2012

M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL	N40 - POWER STEERING
NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - WHEEL, FULL SIZE SPARE	PDC - SEAT, 8-WAY POWER DRIVER
QC3 - ALUMINUM WHEELS	QNF - P235/75R16 ALS BW TIRES
R6F - IDENTIFY B CODE USERS	R6P - PREMIUM PAINT
R7M - ONSTAR SERVICE NOT INCLUDED	R8M - ALAMO/NATIONAL RENT A CAR CODE
R9Z - POMS EXPEDITE-SOLD ORDERS/TSE	T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	TB4 - LIFTGATE
TFD - RETAIL AMENITY DELETE	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO WCD
UY7 - TRAILER WIRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VN9 - DAILY RENTAL REPURCHASE PROGRAM
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YD3 - BASE EQUIP FOR SCH GWW PL-FT AX	YD5 - BASE FRONT SPRING
YD8 - BASE REAR SPRING	YT1 - DAILY RENTAL FLAT RATE DEPREC.
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors All rights reserved

[Logout](#)

October 3, 2012

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

INTERFACE WITH
CUSTOMERView 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 1GNDT13S062 XXXXXXXXXX Model CT15506-2006 TRAILBLAZER 4WD
 Service Contract No. XXXXXXXXXX Branded Title No. XXXXXXXXXX Warranty Block No. XXXXXXXXXX PDI Status No. XXXXXXXXXX
 Order Type: 50 - FLEET
 Field Actions: [Open](#) XXXXXXXXXX

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

[View Vehicle Build](#)

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

Vehicle Component

Component Code 10-ENGINE ASSEMBLY Traceability: 509070507
 Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NFS
 Date Scanned: 09/09/2005 Time Scanned: 04:18:00 Scan Station: 01

Component Code 35-STEERING COLUMN - SIR SYSTEM Traceability: 101762425
 Source Plant: S-SAGINAW DIVISION SAGINAW, MI Part / Number Broadcast: XWM
 Date Scanned: 09/09/2005 Time Scanned: 05:30:00 Scan Station: 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE) Traceability: 08G970849
 Source Plant: N- Part / Number Broadcast: FK
 Date Scanned: 09/09/2005 Time Scanned: 04:29:00 Scan Station: 03

Component Code 61-TRANSMISSION Traceability: 42637048
 Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 6TDD
 Date Scanned: 09/09/2005 Time Scanned: 04:26:00 Scan Station: 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES Traceability: CAK19405
 Source Plant: G- Part / Number Broadcast: UP7
 Date Scanned: 09/09/2005 Time Scanned: 05:18:00 Scan Station: 12

Component Code 65-REAR AXLE ASSEMBLY Traceability: 243080854
 Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: CN8
 Date Scanned: 09/09/2005 Time Scanned: 05:26:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00057200
 Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3051
 Date Scanned: 09/09/2005 Time Scanned: 06:42:00 Scan Station: 21

Component Code AB-IR-MODULE ASM-INFLATOR Traceability: 1FJQLH5
 Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395
 Date Scanned: 09/09/2005 Time Scanned: 08:29:00 Scan Station: 06

Component Code AL-IR-MODULE ASM-I/P Traceability: 7ZATV88
 Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 0901
 Date Scanned: 09/09/2005 Time Scanned: 05:23:00 Scan Station: 04

Component Code CB-SEQ NUM (FLEX) BODY ASM Traceability: 0391685
 Source Plant: - Part / Number Broadcast: 1ZZ
 Date Scanned: 09/02/2005 Time Scanned: 00:03:00 Scan Station:

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 2052521

10/3/2012

Source Plant: -

Date Scanned: 09/07/2005

Part / Number Broadcast: 1WW

Time Scanned: 21:04:00 Scan Station:

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

Source Plant: -

Date Scanned: 09/08/2005

Traceability: 2053703

Part / Number Broadcast: 1PT

Time Scanned: 14:22:00 Scan Station:

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

Source Plant: -

Date Scanned: 09/08/2005

Traceability: 2052117

Part / Number Broadcast: 1PH

Time Scanned: 01:04:00 Scan Station:

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

Source Plant: -

Date Scanned: 09/09/2005

Traceability: 2052206

Part / Number Broadcast: 1GB

Time Scanned: 02:05:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

Global Warranty

October 3, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Transaction History Detail ?

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

Vehicle Information

VIN 1GNDT13S062 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type 50 - FLEET
Field Actions [Q Open](#) [REDACTED]

Job Card Date: 04/22/2006

Job Card Number: 134672

Repair Service Agent: 114034
MCKENNEY CHEVROLET, INC.
6746 WILKINSON BLVD
BELMONT NC 28012-6202
7048253306

Odometer Reading 16,728 MI
Authorization Code:

Process Date
05/05/2006

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

Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op V1444-05109 - Install Label
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

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved

10/3/2012

[Logout](#)

October 3, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ?

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

Vehicle Information

VIN: 1GNDT13S062 [REDACTED] 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](#) [REDACTED]

Invoice Information

Invoicing Service Agent: 111571
CAR/TRUCK CITY
1405 MAIN ST S
PINE CITY MN 55063-9092 3206296751

Invoice Date: 09/09/2005

Ship to Information

Ship to Service Agent: 142821
NATIONAL CAR RENTAL
DOUGLASS INTERNATIONAL A/P
CHARLOTTE NC 28219-0000

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: 09/10/2005
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

For this vehicle:

[View Vehicle Summary](#)

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

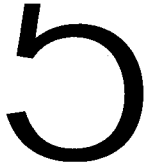
[View Vehicle Build](#)[View Vehicle](#)[Component Summary](#)[View Vehicle](#)[Transaction History](#)
[Detail](#)[View Vehicle Delivery Information](#)

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

10/3/2012



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*

Dawn McGuin
Claims Administrator

October 5, 2012

[REDACTED]
Bessemer City, NC [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 748485
Our Client: General Motors LLC
Date/Event: October 31, 2009
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDT13S062 [REDACTED]

Dear [REDACTED]

I am writing to confirm our conversation and my voicemail message of October 3, 2012 regarding your accident of October 31, 2009 in your 2006 Chevrolet Trailblazer. ESIS provides administrative claims handling services to General Motors LLC (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling.

To assist us in the investigation of your claim, we request you provide us with the following documentation:

1. An estimate from an authorized GM dealer regarding the cost to repair your vehicle.
2. 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.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

Once we have completed our investigation, a review of your claim will be conducted.

Please be advised that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Sincerely,

Dawn McGuin

Dawn McGuin
Claims Administrator

Service Request Detail

SR No.	71-1113101764	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Engine - General	Sub-Area	ESIS Escalation
Address		City	Rochester	Involved Dir		Safety	Yes
State	MN ZipCd	Con Acct		Source	Phone	Updated	10/3/2012 09:30:34 AM
Serial #/VIN	1GKDT13S662	Model Year	2006	Priority	Medium License # GMC	Owner	SANCHERI
Make	GMC	Warr. Start	07/11/2006	Status	Open	Opened	10/2/2012 12:52:33 PM
Model	Envoy	Mileage	80000	Sub-Status	Satisfied	Closed	
Abstract	Customer claims thermal event (open flame, not just smoke).						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 ***						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#									
Owner	3/1/2012 07:34:29 PM	N	0	0	Concrete	Dry	na	na									
Driver Last Name	Driver First Name	Height	DOB	Disabilities													
na	na	na	na	na													
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency														
Kolodziej	Ross	(800) 776-4737	Progressive														
Incident Loc	home address	Incident Desc	The vehicle was in the garage, and we smelt something when we got into the garage, and when i got into the vehicle i noticed evidence of a thermal event the driver side was melted and their was smoke damage in the vehicle														
Component	door controls	Damage Desc	interior damage														
Vehicle Loc	home address	Add'l Info	they totaled the vehicle														
Emgcy Svc Names	none	Maint Loc	na														

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	na
Vehicle Speed	0	Weather Condition	clear	Prop Owner	na	Property Type	N/A	
Last Service Date		Loc Last Service		Property Location	na	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost	\$0.00	Spec Equip Installer	na	Prop Damage Description	none	Inspection Date/Time		
Primary Veh Use	Personal	Inspection Thermal Event Type		Inspected By	Inspection Not Performed			
Veh Damage Description	interior damage driver door	Explain Other	sent to esis					

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 11:05:35 AM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
thermal event - vehicle was totaled by the insurance							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 09:30:03 AM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		f/u esis pickup
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 09:29:36 AM	SANCHERI	KINZERTH	Notify CRM		Done	10/3/2012 11:06:00 AM	esis - Insurance Involvement and reimbursement
Contact Last Name	Contact First Name		Account		BAC Code		
thermal event - Insurance involvement customer seeking reimbursement of deductible							
rita sanchez/ATx/PAR							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 09:28:52 AM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	10/3/2012 09:29:35 AM	lechner
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
thermal event - Insurance involvement customer seeking reimbursement of deductible							
rita sanchez/ATx/PAR							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 09:26:05 AM	SANCHERI	SANCHERI	Outbound Email		Done	10/3/2012 09:28:17 AM	charles.tedavich@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

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

Customer Last Name

2006 GMC Envoy

VIN 1GKDT13S682

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 866-790-5800 ext. 31227 | 866-857-3113 | www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 07:39:10 PM	SANCHERI	SANCHERI	Scheduled Outbound Email		Done	10/3/2012 09:25:22 AM	com pelle email and get to esls
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 07:38:44 PM	SANCHERI	SANCHERI	Scheduled Outbound Call Dlr		Done	10/3/2012 09:24:51 AM	call dealer history
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 07:33:14 PM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	10/2/2012 07:33:14 PM	Ownership Escalated to BRC

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:35:11 PM	MERCADTO	SANCHERI	Ownership Changed		Done	10/2/2012 02:35:11 PM	Service Request Ownership has changed FROM: JAVIERLA TO: SANCHERI

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:34:53 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	10/3/2012 09:25:14 AM	Called

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

Comments
see outbound email

rita.sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:34:43 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	10/3/2012 09:24:59 AM	Called

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

No need to call Dir. Vehicle beyond warranty and has not been to dealer in two years.
Rita Sanchez/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:34:32 PM	MERCADTO	SANCHER	BRC PAR	Initial Contact- Phone	Done	10/3/2012 09:22:59 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

verified information and allegation

provided esls statement

cust sts she will proceed because she wants her deductible back

crs sts ok what happen

cusst sts The vehicle was in the garage, and we smell something when we got into the garage, and when i got into the vehicle i noticed evidence of a thermal event the driver side was melted and their was smoke damage in the vehicle

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

cust sts ok thanks

rita sanchez/ATX/PA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:34:23 PM	MERCADTO	SANCHER	BRC PAR	Acknowledgement	Done	10/2/2012 07:28:46 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

see Initial

rita sanchez/ATX/PA

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:34:15 PM	MERCADTO	SANCHER	Research		Done	10/2/2012 07:26:33 PM	Research VIN 1GKDT13S662
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

CRS Performed VIN Scan
GMVIS:- Found No Open Recalls

VIN: Found No Duplicate File

SVC History: Service History may be related to Allegation - SALVAGED Date Branded: 03/01/2012
Title Number: M0946Q021 Reporting Source Code:
Reported By: MN Effective Date: 04/20/2012

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:34:05 PM	MERCADTO	SANCHER	Notify CRM		Done	10/2/2012 07:24:12 PM	File assigned
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:33:44 PM	MERCADTO	SANCHER	BRC PAR	Case Assigned	Done	10/2/2012 07:24:03 PM	Assigned to Rita x41345
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:33:31 PM	MERCADTO	JAVIERLA	SR Opened		Done	10/2/2012 02:33:32 PM	SR In Status of Closed has been Re-Opened by MERCADTO

Contact Last Name Contact First Name Account BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:33:29 PM	MERCADTO	JAVIERLA	SR Closed - Satisfied		Done	10/2/2012 02:33:30 PM	Service Request has been Closed Satisfied.

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:32:50 PM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/2/2012 02:33:26 PM	PAR V/M

Contact Last Name Contact First Name Account BAC Code

71-1113101764
thermal event
phone (507) 254-5003
Oct 2 12:57pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 12:58:54 PM	JAVIERLA	KINZERTH	Notify CRM		Done	10/2/2012 02:32:49 PM	PAR CASE - Veh was on fire

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 12:53:33 PM	JAVIERLA	JAVIERLA	Inbound Call Customer	Complex Request	Done	10/2/2012 12:55:39 PM	Customer claims thermal event (open flame, not just smoke).
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sts:

Cust sts:

*2006 GMC Envoy

*this is for potential reimbursement

*242890

*My vehicle, your vehicle. Don't have it anymore, I had it on fire, back in march.

*Regards to that. It was totalled, my insurance paid for that portion.

*I was calling you guys to see on how we can move forward

Cust aka:

*compensation/reimbursement due to the fire incident that happened to the veh

CRS advised

*her concern is handled by a different department will try to get a representative from that department for her.

Larra/Tier 1/LVL0 emp EXT# 12843

Customer Relations Specialist - Manila

Confidential Comments

UCC Information

UCC Code	Symptom	Description
J01	Flame	Engine - General

[Logout](#)

October 4, 2012

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

INTERFACE WITH
CUSTOMERView 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 1GKDT13S652 [REDACTED] Model: TT15506-2006 ENVOY 4WD (4-DOOR)
Service Contract: No Branded Title: Yes Warranty Block: Yes PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: Open [REDACTED]

For this vehicle:

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

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Brand Description: SALVAGED

Date Branded: 03/01/2012

Title Number: [REDACTED]
Reported By: MNReporting Source Code:
Effective Date: 04/20/2012

Warranty Block

Code	Description	Effective Date
BT	BRANDED TITLE	04/20/2012
Block Transaction Types:		Blocked Labour Ops:
ZPDI		
ZPTI		
ZREG		
ZSCT		

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y

OnStar Status: Inactive

XM Equipped: Y

XM Radio ID: JPH7K0RR

XM Status: Active

OnStar Vehicle Diagnostics: N

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

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

10/4/2012

Corrosion Limited Warranty	04/20/2012	07/11/2006	250 MI	07/11/2012	100,250 MI
Certified Used Limited Warranty	04/20/2012	07/11/2006	250 MI	10/11/2009	39,250 MI
Bumper to Bumper Limited Warranty	04/20/2012	07/11/2006	250 MI	07/11/2009	36,250 MI
Special Coverage 10054	04/20/2012	07/11/2006	250 MI	07/11/2016	120,250 MI
Certified Used Powertrain Limited Wty	04/20/2012	07/11/2006	250 MI	07/11/2011	100,250 MI
Emission Select Component Ltd Wty	04/20/2012	07/11/2006	250 MI	07/11/2014	80,250 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/24/2011	902083679	ZREG---Regular Vehicle Transaction		T5829 - 10054 - Customer Reimbursement Approved	78,073 MI
05/23/2008	888463	ZREG---Regular Vehicle Transaction		B1791 - Hoses, Nozzles Or Stops, Wiper Rear - Repair Or Replace	32,063 MI
03/21/2008	206124	ZREG---Regular Vehicle Transaction		C1140 - Weatherstrip - Rear Door Wheel Arch - Right - Align Or Replace	30,302 MI
03/21/2008	206124	ZREG---Regular Vehicle Transaction		C1141 - Weatherstrip - Rear Door Wheel Arch - Left - Align Or Replace	30,302 MI
03/21/2008	206124	ZREG---Regular Vehicle Transaction		F2022 - Seal, Pinion Shaft Oil - Front Differential - Replace	30,302 MI
08/06/2007	038290	ZREG---Regular Vehicle Transaction		J9991 - Customer Concern Not Duplicated (CCND) - Engine Concern	19,716 MI
08/06/2007	038290	ZREG---Regular Vehicle Transaction		H9991 - Customer Concern Not Duplicated (CCND) - Brakes	19,716 MI
05/24/2006	A47555	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors All rights reserved


[Logout](#)

October 4, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Build ?

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

Vehicle Information

VIN 1GKDT13S662 XXXXXXXXXX Model: TT15508-2008 ENVOY 4WD (4-DOOR)
 Service Contract: No Branded Title: Yes Warranty Block: Yes PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Q Open](#) XXXXXXXXXX

Vehicle Build

Model: TT15508-2008 ENVOY 4WD (4-DOOR) Order Number: KBWPDZ
 Gross Vehicle Weight: 2,611 Build Date: 05/24/2006
 Build Plant: 2

For this vehicle:

→ [View Vehicle Summary](#)

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

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

Option Codes

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

1SZ - OPTION PACKAGE DISCOUNT

482 - EBONY

4SB - SLT-2 PACKAGE INCLUDES: * HEATED FRONT SEATS * ETR AM/FM
 STEREO, CD/CASSETTE (REPLACES STD/OPT RADIO) * HEADLAMP
 WASHERS * RAIN SENSING WIPERS * CONTENT THEFT ALARM * BOSE
 PREMIUM SOUND SYSTEM

7FB - COMP FRT RH COMPUTER SEL SUSP

9NT - SUSPENSION

AJ1 - DEEP TINTED GLASS

AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT

AP9 - CONVENIENCE NET

AU0 - REMOTE KEYLESS ENTRY

B30 - COLORED - KEYED CARPETING

B33 - REAR COLOR-KEYED FLOOR MATS

BVE - RUNNING BOARDS

C5N - GVWRATING - 5,750 LBS

CE4 - HEADLAMP WASHERS

CJ2 - AUTO DUAL ZONE CLIMATE CNTRL

DD7 - ISRV MIRROR W/AUTO DIM

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE - 3.42 RATIO

41U - ONYX BLACK

481 - EBONY

8FB - COMP FRT LH
 COMPUTER SEL SUSP

8NU - SUSPENSION

AAB - DRIVER SEAT
 MEMORY

AK5 - DUAL STAGE FRONT
 AIR BAGS W/PASSENGER
 SENSING SYSTEM

AMB - REAR SPLIT
 FOLDING SEAT

AR9 - DELUXE FRONT
 BUCKET SEATS

AXP - MPV VIN
 IDENTIFICATION

B32 - FRONT COLOR-
 KEYED FLOOR MATS

B42 - REAR CARGO MAT

C49 - REAR WINDOW
 DEFOGGER

CE1 - RAIN SENSING
 WIPERS

CF5 - POWER SUNROOF

DAY - ASSEMBLY PLANT
 MORaine, OHIO

DH2 - LIGHTED VANITY
 VISOR MIRRORS

DS3 - POWER
 HEATED/TURN SIGNAL
 MIRROR

FE9 - FEDERAL
 EMISSIONS

JF8 - 4-WHEEL POWER
 DISC BRAKES

10/4/2012

JJB - SUBASSEMBLY	K18 - ELEC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	KA1 - HEATED FRONT SEATS
KG4 - 150 AMP GENERATOR	LL8 - VORTEC 4200 SFI I8
M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL	N40 - POWER STEERING
N79 - STEEL WHEEL FULL SIZE SPARE	N80 - POLISHED ALUMINUM WHEELS
NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE	NT7 - FEDERAL EMISSION SYSTEM
PCR - SUN, SOUND, AND ENTERTAINMENT PACKAGE * POWER SUNROOF * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/8 DISC CD CHANGER (REPLACES CD/CASSETTE RADIO)	QTM - P245/65R17 ALS BW TIRES
R4W - TIRE BRAND MICHELIN	R6P - PREMIUM PAINT
R8K -	R9N - LEATHER SEAT TRIM
RYJ - CARGO SHADE	SLM - STOCK ORDERS
STW - STEERING WHEEL CONTROLS	T61 - DAYTIME RUNNING LAMPS
T98 - FRONT FOG LAMPS	T98 - VIN IDENTIFICATION NUMBER
TB4 - LIFTGATE/LIFTGLASS BODY	TFE - SALES INCENTIVE-COMMITMENT PLUS
TGA - LANGUAGE,SPANISH,FRENCH,ENGLISH	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U88 - DRIVER INFO CENTER	U73 - FIXED MAST ANTENNA
UA6 - CONTENT THEFT ALARM	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UG1 - UNIVERSAL GARAGE DOOR OPENER	UK6 - REAR SEAT AUDIO CONTROLS
UM8 - NAVIGATION RADIO SYSTEM INCLUDES TWO FREE MAP UPDATES (REPLACES 6 DISC CD CHANGER)	UQA - BOSE PREMIUM SOUND SYSTEM
UY7 - HD 7-LEAD TRAIL WIRING HARNESS	V1K - LUGGAGE RACK CROSS BARS
V40 - POWER FRONT PASSENGER SEAT	V73 - STATEMENT OF CERT. U.S.
VXS - COMPLETE VEHICLE LABEL	YC6 - SLT DECOR
YD3 - BASE EQUIP FOR SCH GVW PLATE	YD5 - FRONT SPRING - BASE EQUIPMENT
YD8 - REAR SPRING - BASE EQUIPMENT	Z88 - GMC TRUCK NAMEPLATE
ZQ3 - DRIVER CONVENIENCE PACKAGE	ZW7 - PREMIUM SMOOTH RIDE SUSPENSION
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors All rights reserved


[Logout](#)

October 4, 2012

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

INTERFACE WITH
CUSTOMERView 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: 1GKDT13S662 XXXXXXXXXX Model: TT15506-2008 ENVOY 4WD (4-DOOR)
 Service Contract No: XXXXXXXXXX Branded Title: Yes Warranty Block: Yes PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: 0 Open XXXXXXXXXX

For this vehicle:

→ [View Vehicle Summary](#)

→ Service Contract

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 605110552
 Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NFS
 Date Scanned: 05/24/2008 Time Scanned: 07:07:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 000451308
 Source Plant: S-SAGINAW DIVISION SAGINAW, MI Part / Number Broadcast: A2C
 Date Scanned: 05/24/2008 Time Scanned: 07:54:00 Scan Station: 05

Component Code: 80-TRANSFER CASE (4 WHEEL DRIVE) Traceability: 08J980473
 Source Plant: N- Part / Number Broadcast: FK
 Date Scanned: 05/24/2008 Time Scanned: 07:19:00 Scan Station: 03

Component Code: 81-TRANSMISSION Traceability: 44098183
 Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 6TDD
 Date Scanned: 05/24/2008 Time Scanned: 07:18:00 Scan Station: 02

Component Code: 83-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES Traceability: 73N08268
 Source Plant: G- Part / Number Broadcast: UK2
 Date Scanned: 05/24/2008 Time Scanned: 07:58:00 Scan Station: 12

Component Code: 85-REAR AXLE ASSEMBLY Traceability: 117085224
 Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: CN8
 Date Scanned: 05/24/2008 Time Scanned: 07:54:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00317678
 Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3051
 Date Scanned: 05/24/2008 Time Scanned: 09:27:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1GTPL60
 Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2397
 Date Scanned: 05/24/2008 Time Scanned: 11:38:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 5AAHX51
 Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 5520
 Date Scanned: 05/24/2008 Time Scanned: 07:48:00 Scan Station: 04

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 2040931
 Source Plant: - Part / Number Broadcast: 1ZZ
 Date Scanned: 05/11/2008 Time Scanned: 09:03:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 2258563

10/4/2012

Source Plant: -

Date Scanned: 05/22/2008

Part / Number Broadcast: 1WW

Time Scanned: 15:55:00 Scan Station:

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

Source Plant: -

Date Scanned: 05/23/2008

Traceability: 2256535

Part / Number Broadcast: 1PT

Time Scanned: 08:18:00 Scan Station:

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

Source Plant: -

Date Scanned: 05/24/2008

Traceability: 2257014

Part / Number Broadcast: 1PH

Time Scanned: 05:16:00 Scan Station:

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

Source Plant: -

Date Scanned: 05/24/2008

Traceability: 2257631

Part / Number Broadcast: 1GB

Time Scanned: 05:48:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management Site Map[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 4, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail



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

Vehicle Information

VIN 1GKDT13S662 Model: TT15506-2006 ENVOY 4WD (4-DOOR)
Service Contract: No Branded Title: Yes Warranty Block: Yes PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: Open

For this vehicle:

[View Vehicle Summary](#)

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

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

Job Card Date: 10/24/2011

Job Card Number: 902063679

Repair Service Agent: 202156

Odometer Reading: 78,073 MI

CUSTOMER AND RELATIONSHIP SERVICES
100 RENAISSANCE CTR/MC 482-A09-B24
DETROIT MI 48265-1000

Authorization Code:

Process Date:
11/15/2011

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Special Policy

Customer Complaint Code:
0090-No Customer Complaint - Other issues

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

Labour Op T5829-10054 - Customer Reimbursement Approved

Causal Part Number

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

Job Card Date: 05/23/2008

Job Card Number: 668463

Repair Service Agent: 117439

Odometer Reading: 32,063 MI

VIKING PONTIAC-GMC
4646 HWY 52 N
ROCHESTER MN 55901-0151
5072881811

Authorization Code:

Process Date:
05/30/2008

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 B1791-Hoses, Nozzles Or Slops, Wiper Rear - Repair Or Replace

Causal Part Number

Job Card Date: 03/21/2008

Job Card Number: 206124

Repair Service Agent: 111525

Odometer Reading: 30,302 MI

GROSSMAN CHEVROLET-CADILLAC

Authorization Code:

10/4/2012

1200 W 141ST ST
BURNSVILLE MN 55337-4496
9524358501

Process Date
03/28/2008

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 C1140-Weatherstrip - Rear Door Wheel Arch - Right - Align Or Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 03/21/2008

Job Card Number: 206124

Repair Service Agent: 111525
GROSSMAN CHEVROLET-CADILLAC
1200 W 141ST ST
BURNSVILLE MN 55337-4496
9524358501

Odometer Reading: 30,302 MI
Authorization Code:

Process Date
03/28/2008

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 2 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op C1141-Weatherstrip - Rear Door Wheel Arch - Left - Align Or Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 03/21/2008

Job Card Number: 206124

Repair Service Agent: 111525
GROSSMAN CHEVROLET-CADILLAC
1200 W 141ST ST
BURNSVILLE MN 55337-4496
9524358501

Odometer Reading: 30,302 MI
Authorization Code:

Process Date
03/28/2008

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 3 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op F2022-Seal, Pinion Shaft Oil - Front Differential - Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 08/08/2007

Job Card Number: 036280

Repair Service Agent: 221914
SERRA BUICK GMC CADILLAC

Odometer Reading: 19,716 MI
Authorization Code:

12300 THIRTY MILE ROAD
WASHINGTON TOWNSHIP MI 48095-2031
5862812800

Process Date
08/10/2007

Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op J9991-Customer Concern Not Duplicated (CCND) - Engine Concern
Causal Part Number

Job Card Date: 08/06/2007

Job Card Number: 038290

Repair Service Agent 221914
SERRA BUICK GMC CADILLAC
12300 THIRTY MILE ROAD
WASHINGTON TOWNSHIP MI 48095-2031
5862812800

Odometer Reading: 19,718 MI
Authorization Code:

Process Date:
08/10/2007

Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 2 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op H9991-Customer Concern Not Duplicated (CCND) - Brakes
Causal Part Number

Job Card Date: 05/24/2006

Job Card Number: A47555

Repair Service Agent 221914
SERRA BUICK GMC CADILLAC
12300 THIRTY MILE ROAD
WASHINGTON TOWNSHIP MI 48095-2031
5862812800

Odometer Reading: 0 MI
Authorization Code:

Process Date:
05/30/2006

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 Z7000-Pre-Delivery Inspection - Base Time
Causal Part Number

[Logout](#)

October 4, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ?

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

Vehicle Information

VIN 1GKDT13S662 [REDACTED] Model: TT15506-2006 ENVOY 4WD (4-DOOR)
Service Contract: No Branded Title: Yes Warranty Block: Yes PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: Open [REDACTED]

Invoice Information

Invoicing Service Agent: 221914 Invoice Date: 05/24/2006
SERRA BUICK GMC CADILLAC
12300 THIRTY MILE ROAD
WASHINGTON TOWNSHIP MI 48095-2031 5862812800

Ship to Information

Ship to Service Agent: 221914 Ship to Date: N/A
SERRA BUICK GMC CADILLAC
12300 THIRTY MILE ROAD
WASHINGTON TOWNSHIP MI 48095-2031 5862812800

Delivery Information

Delivery Service Agent: 221914 Delivery Date: 07/11/2006
SERRA BUICK GMC CADILLAC Delivery Type: 032--RETAIL LEASE* - EMPLOYEE
12300 THIRTY MILE ROAD STOCK (GMS)
WASHINGTON TOWNSHIP MI 48095-2031 Delivery Odometer: 250
5862812800

In Service Information

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

Registration Information

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

For this vehicle:

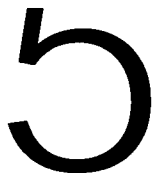
- [View Vehicle Summary](#)
 - Service
 - Contract
 - Branded Title
 - Warranty Block
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

10/4/2012



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

800.888.0164 *tel*
313.665.0911 *fax*

Kelly Kufel
Claims Administrator

10/5/12

[REDACTED]
Rochester, MN [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 748547
Our Client: General Motors LLC
Date/Event: 3/1/12
Subject vehicle: 2006 GMC Envoy
VIN: 1GKDT13S662 [REDACTED]

Dear [REDACTED]

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

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

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

1. Please provide a copy of your expert report and color copies of photos taken by your expert. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report.
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. 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.
5. Advise if there is any property damage other than the subject vehicle.
6. 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.

5

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,

A handwritten signature in cursive script that reads "Kelly Kufel".

Kelly Kufel
Claims Administrator

Service Request Detail

SR No.	71-1113094121	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	Initiate PAR- Other
Address		City	Involved Dir		Safety	Yes
State	MD	ZipCd	Source	Phone	Updated	10/4/2012 04:57:00 PM
Serial #/VIN	1GNDS13SX62	Model Year	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	Status	Open	Owner	RANGELD
Model	TrailBlazer	Mileage	Sub-Status	Dissatisfied	Opened	10/2/2012 12:44:47 PM
Abstract	(es)thermal event Electrical - Power Door Lock Motor / Switch / Wiring					
Customer Description	This is a BRC Par Case.Do not assume case. Forward any inquiries to Dalla at ext 11350					
	Closed					

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner		N	0	1			unknown	unknown
Person's Name			ne		Height	DOB	Disabilities	
					unknown		unknown	
Insurance Agent Last Name		Insurance Agent First Name		Phone #		Insurance Agency		
unknown		unknown				unknown		
Incident Loc	3152 Mine Crk BurlingtonMD				Incident Desc	noticed flames coming from the drives side door switch while sitting in the veh		
Component	unknown				Damage Desc	unknown		
Vehicle Loc	unknown				Add'l Info			
Emgcy Svc Names	unknown				Maint Loc	unknown		

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	unknown
Vehicle Speed			Weather Condition	unknown	Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service		Property Location	n/a	Prop Est Repair Cost	
Veh Est Repair Cost			Spec Equip Installer	unknown	Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Other Type		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	unknown		Explain Other	door switch- escalate to esls				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 04:56:34 PM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	10/4/2012 04:56:34 PM	Ownership Escalated to BRC

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 04:55:34 PM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been p/u by esis

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

Comments

THIS IS NOT A CALLBACK TO CUST.DO NOT ADVISE CUST OF THIS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 04:54:58 PM	RANGELD	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		thermal event

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

Cust sts had flames coming from the door switch

thermal event

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 04:54:04 PM	RANGELD	RANGELD	BRC PAR	Business Case	Done	10/4/2012 04:54:51 PM	case assessment

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

Comments

Cust sts had flames coming from the door switch

Crs escalated file to esis due to thermal event

Dalia Rangel/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 01:33:28 PM	LINGLEDA	RANGELD	Notify CRM	Letter Approved	Done	10/4/2012 04:53:17 PM	Letter Approved
Contact Last Name	Contact First Name	Account	BAC Code				

Letter Approved

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:59:08 AM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	10/4/2012 12:01:50 PM	e-mail to dma Joe Schroer
Contact Last Name	Contact First Name	Account	BAC Code				

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

2006 Chevrolet Trailblazer

1GNDS13SX62

Dealership, City, State (BAC) no dlr involved

Dealership Contact, Title/Position

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

Best wishes,

Dalia Rangel | CRS

Aditya Birla Minacs | inspired every day

7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741

Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:50:06 AM	RANGELD	RANGELD	Scheduled Follow-up		Done	10/4/2012 04:53:44 PM	check for letter approval
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:49:07 AM	RANGELD	LINGLEDA	Submit for Approval	Letter (Non Goodwill)	Done	10/4/2012 01:34:04 PM	esis utc letter
Contact Last Name		Contact First Name		Account		BAC Code	

Letter Approved

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:47:32 AM	RANGELD	RANGELD	Correspondence		Done	10/4/2012 11:47:32 AM	Created:BRCPAR_PA0041. SR#71-1113094121
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:21:13 AM	RANGELD	RANGELD	Outbound Call Customer	Received No Answer	Done	10/4/2012 11:25:35 AM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Crs called cust for initial cust contact
Cust does not have vm set up

Dalia Rangel/para/bx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 05:15:30 PM	RANGELD	RANGELD	Scheduled Outbound Call Cust	Final Attempt	Done	10/4/2012 11:21:12 AM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Initial cust contact

Dalia Rangel/parAbx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 05:12:25 PM	RANGELD	RANGELD	Outbound Call Customer	Received No Answer	Done	10/3/2012 05:13:42 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Crs called cust for initial cust contact
Cust does not have vm set up

Dalia Rangel/par/bx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 12:44:09 PM	RANGELD	RANGELD	Scheduled Outbound Call	Cust	Done	10/3/2012 05:12:23 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Initial cust contact

Dalia Rangel/par/bx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 12:43:17 PM	RANGELD	RANGELD	Outbound Call Customer	Received No Answer	Done	10/3/2012 12:44:05 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Crs called cust for initial contact
Crs was unable to leave mess. VM not set up.

Dalia Rangel/par/bx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:46:24 PM	MERCADTO	RANGELD	Ownership Changed		Done	10/2/2012 02:46:25 PM	Service Request Ownership has changed FROM: BECKJU TO: RANGELD
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:46:07 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	10/4/2012 11:58:57 AM	e-mail to dma Joe Schroer
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:45:53 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Dealer	Done	10/4/2012 11:57:49 AM	Called Svc Mgr Dennis Hughes @ Dick Shirley Chevrolet, Inc. (336) 229-5501
Contact Last Name		Contact First Name		Account		BAC Code	

Crs advsd

calling on cust veh. Not sure if cust brought veh in for concern w/door switch.

Crs spoke w/ Svc Mgr Dennis Hughes

Dir sts

cust called w/the concern but he did not bring the veh in.

Dalla Rangel/parlatx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:45:42 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact- 10 Day Letter	Done	10/4/2012 11:28:56 AM	Called

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

Comments

Crs called cust on following dates/times

10/3/12 @ 12:44 pm
@ 5:13 pm
10/4/12 @ 11:25 am

Crs was unable to reach cust. VM was not set up.

Dalia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:45:33 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact- 10 Day Letter	Done	10/4/2012 11:28:43 AM	Called

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

Crs called cust on following dates/times

10/3/12 @ 12:44 pm
@ 5:13 pm
10/4/12 @ 11:25 am

Crs was unable to reach cust. VM was not set up.

Dalia Rangel/par/abx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:45:24 PM	MERCADTO	RANGELD	Research		Done	10/4/2012 11:24:42 AM	1GNDS13SX62
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

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

no recalls

no prev repairs related to allegation

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:45:13 PM	MERCADTO	RANGELD	Notify CRM		Done	10/3/2012 12:42:02 PM	File assigned
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:44:53 PM	MERCADTO	RANGELD	BRC PAR	Case Assigned	Done	10/3/2012 12:41:58 PM	Assigned to Dalia x11350
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:44:39 PM	MERCADTO	BECKJU	SR Opened		Done	10/2/2012 02:44:41 PM	SR in Status of Closed has been Re-Opened by MERCADTO
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:44:36 PM	MERCADTO	BECKJU	SR Closed - Pend Diag/Cust Act		Done	10/2/2012 02:44:37 PM	Service Request has been Closed Pend Diag/Cust Act.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 02:35:56 PM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/2/2012 02:36:10 PM	PAR V/M

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

Comments

71-1113084121
customer
thermal event - drivers door
2006 Chevrolet TrailBlazer
Oct 2 1:02pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 01:13:42 PM	BECKJU	KINZERTH	Notify CRM		Done	10/2/2012 02:35:54 PM	assisting only

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 12:49:25 PM	BECKJU	BECKJU	Inbound Call Customer	Customer	Done	10/2/2012 12:55:39 PM	funnels
Contact Last Name	Contact First Name		Account		BAC Code		

Orig Owner? Yes
Primary driver? Yes
Personal or business? Personal
Where purchased? GM Dealership, it went out of business
Ext Svc Plan? No
Concern? Thermal Agent
When 1st notice concern? 5 Weeks
Where diagnosed? Has not been to dlr because when I call them at Dick Shirley Service about the thermal event and they state they cannot help me
Est cost of the repair? n/a
Current location of veh? Owner
Veh repaired? No
Have you been to dealer/which? No

juliennebeck/cac/atb/t1/L0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 12:49:07 PM	BECKJU	BECKJU	Inbound Call Customer	Complex Request	Done	10/2/2012 12:56:18 PM	
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Cst sts:
*my driver side door caught on fire when I was just sitting in my car in my backyard
*im not hurt but I think it has something to do with the upcoming recall that I heard about on trailblazers but when I call my dirshp, they tell me they are not aware of any upcoming recall for this issue
*Now I have no power at all for my doors and windows but my car starts

cst sks:
*cost assistance help with repair

crs adv:
*sending file to specialized dept for concern with thermal event

juliennebeck/cac/atb/t1/L0

Confidential Comments

Service Request Detail

UCC Information

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


[Logout](#)

October 5, 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: 1GNDS13SX62 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
SB	SB10168	Free Agent Best Practices for HUMMER, Pontiac, Saab and Saturn Customers or Those Affected by Dealership Consolidation	07/20/2010

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y

OnStar Status: Inactive

XM Equipped: N

XM Radio ID:

XM Status: NA

OnStar Vehicle Diagnostics: N

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	02/23/2010	03/27/2006	48 MI	03/27/2012	100,048 MI
	Bumper to Bumper Limited Warranty	02/23/2010	03/27/2006	48 MI	03/27/2009	36,048 MI
	Emission Select	02/23/2010	03/27/2006	48 MI	03/27/2014	80,048 MI

Component Ltd Wly

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/06/2011	473518	ZSSP----Special Sales Programs		Z2241 - Free Agent Retained and Discontinued 1 Yr Complimentary Service	71,058 MI
06/15/2009	089628	ZREG----Regular Vehicle Transaction		Z2175 - \$15 Maintenance Card Promotion	43,346 MI
11/10/2008	086597	ZREG----Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	35,404 MI
11/10/2008	086597	ZREG----Regular Vehicle Transaction		C9040 - Belt, Seatbelt Retractor (Front) (Right) - Replace	35,404 MI
11/10/2008	086597	ZREG----Regular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	35,404 MI
10/01/2008	086044	ZREG----Regular Vehicle Transaction		D1002 - Blower Motor Resistor Replacement	33,691 MI
10/01/2008	086044	ZREG----Regular Vehicle Transaction		K4183 - Rear Output Shaft Seal Replacement	33,691 MI
06/25/2008	084668	ZREG----Regular Vehicle Transaction		J0690 - Pulley, Accessory Drive Belt Idler - Replace	29,946 MI
12/05/2007	081676	ZREG----Regular Vehicle Transaction		C3358 - Front Side Door Trim Panel Replacement - Left Side	23,485 MI
11/06/2007	081223	ZREG----Regular Vehicle Transaction		C0140 - Channel And/Or Retainer, Front Door Window Run (Front) - Right - R&R Or Replace	22,524 MI
11/27/2006	075324	ZREG----Regular Vehicle Transaction		K9995 - Customer Concern Not Duplicated (CCND) - Automatic Transmission	9,296 MI
11/27/2006	075324	ZREG----Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	9,296 MI
04/14/2006	071199	ZREG----Regular Vehicle Transaction		C0350 - Channel, Rear Door Window Run (Lower Rear) - Right - Replace	697 MI
08/26/2005	A37367	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.


[Logout](#)

October 5, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Build



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

Vehicle Information

VIN: 1GNDS13SX62 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 - Open](#)

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Vehicle Build

Model: CS15506-2006 TRAILBLAZER SUV 2WD
 Gross Vehicle Weight: 2,520

Order Number: JJXGM2
 Build Date: 08/28/2005
 Build Plant: 2

Option Codes

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

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

22U - SUPERIOR BLUE METALLIC

28I - INT TRIM LT GRAY/DK GRAY

7HM - FRONT SPRING

9NS - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AR9 - FRT BUCKET SEAT, DELUXE

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND REAR

B42 - REVERSIBLE CARGO MAT

C49 - REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT

G80 - LOCKING DIFFERENTIAL-REAR AXLE

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

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

NT7 - EMISSION SYS FED - TIER 2

1SZ - PREFERRED EQUIPMENT SAVINGS

28H - LIGHT GRAY

6HM - FRONT SPRING

8NS - SUSPENSION

AJ1 - TINTED GLASS

AL0 - SENSOR INF RESTR, CHIL0 DETECT

AP9 - CARGO CONVENIENCE NET

AU0 - KEYLESS REMOTE DOOR LOCK

B30 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

B86 - MOLDING B/S COLOR

C4D - GVW RATING - 5550 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

LL8 - VORTEC 4200 SFI I6

N40 - POWER STEERING

NZ3 - WHEEL, FULL SIZE

PDC - SEAT, 8-WAY POWER DRIVER
QNG - P235/75R16 ALL SEASON WOL TIRES
R6Q - OPTION PKG NOT DESIRED
R9Z - POMS EXPEDITE-SOLD ORDERS/TSE
SLM - STOCK ORDERS
T98 - STAMPING VEHICLE IDENT NUMBER
U73 - FIXED MAST ANTENNA
UB0 - AM/FM STEREO W/CD
UQA - BOSE PREMIUM SOUND SYSTEM
V1K - LUGGAGE RACK CROSS-BARS
VK3 - LICENSE PLATE FRAME, FRONT
X88 - CHEVROLET CONVERSION
YD5 - BASE FRONT SPRING
ZW7 - PREMIUM RIDE SUSPENSION

SPARE
QC3 - ALUMINUM
WHEELS
R6P - PREMIUM PAINT
R9U - GM ACCESS -
AUTOBOOK IDENTIFIER
RYJ - CARGO SHADE
T61 - DAYTIME RUNNING
LIGHTS
TB4 - LIFTGATE
UA6 - THEFT DETERRENT
ALARM SYSTEM
UE1 - ONSTAR SERVICE:
INCLUDES 1 YEAR SAFE
& SOUND PLAN
UY7 - TRAILER WIRING
HARNES
V73 - STATEMENT OF
VEHICLE CERT.-
U.S. /CANADA
VXS - COMPLETE
VEHICLE LABEL
YD3 - BASE EQUIP FOR
SCH GVW PL-FT AX
YD6 - BASE REAR
SPRING
ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 5, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Component Summary



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

Vehicle Information

VIN: 1GNDS13SX62 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

For this vehicle:

[→ View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 508240576
Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NFS
Date Scanned: 08/28/2005 Time Scanned: 00:10:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 002322325
Source Plant: S-SAGINAW DIVISION SAGINAW, MI Part / Number Broadcast: XWM
Date Scanned: 08/26/2005 Time Scanned: 03:33:00 Scan Station: 05

Component Code: 61-TRANSMISSION Traceability: 42291843
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 6SDD
Date Scanned: 08/26/2005 Time Scanned: 00:18:00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 229230158
Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: AA4
Date Scanned: 08/26/2005 Time Scanned: 01:18:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00082839
Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3051
Date Scanned: 08/26/2005 Time Scanned: 04:16:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1FJ97VS
Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395
Date Scanned: 08/26/2005 Time Scanned: 06:16:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 7ZAPI01
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 0901
Date Scanned: 08/26/2005 Time Scanned: 03:01:00 Scan Station: 04

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 0302425
Source Plant: - Part / Number Broadcast: 1ZZ
Date Scanned: 08/20/2005 Time Scanned: 00:03:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 2038652
Source Plant: - Part / Number Broadcast: 1VWW
Date Scanned: 08/24/2005 Time Scanned: 19:40:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM Traceability: 2038847
Source Plant: - Part / Number Broadcast: 1PT
Date Scanned: 08/25/2005 Time Scanned: 08:37:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM Traceability: 2038496
Source Plant: - Part / Number Broadcast: 1PH
Date Scanned: 08/25/2005 Time Scanned: 19:52:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 08/25/2005

Traceability: 2038529
Part / Number Broadcast: 1GB
Time Scanned: 20:57:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.


[Logout](#)

October 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: 1GND513SX62 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Job Card Date: 01/06/2011

Job Card Number: 473518

Repair Service Agent: 113952
 DICK SHIRLEY CHEVROLET-CADILLAC
 2616 ALAMANCE RD
 BURLINGTON NC 27215-6256
 3362295501

Odometer Reading: 71,058 MI
 Authorization Code:

Process Date:
 01/18/2011

Transaction Type:
 ZSSP----Special Sales Programs

Transaction Expense Category:
 Special Sales Program

Customer Complaint Code:
 -

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op Z2241-Free Agent Retained and Discontinued 1 Yr Complimentary Service

Causal Part Number

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

Job Card Date: 06/15/2009

Job Card Number: 089628

Repair Service Agent: 114003
 STEARNS CHEVROLET, INC.
 428 AUTO PARK DR
 GRAHAM NC 27253-2965
 3362261601

Odometer Reading: 43,346 MI
 Authorization Code:

Process Date:
 06/19/2009

Transaction Type:
 ZREG---Regular Vehicle Transaction

Transaction Expense Category:
 Customer Enthusiasm

Customer Complaint Code:
 0000-Converted Claim

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

Labour Op Z2175-\$15 Maintenance Card Promotion

Causal Part Number

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

Job Card Date: 11/10/2008

Job Card Number: 086597

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 35,404 MI
Authorization Code:

Process Date:
11/14/2008

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

Customer Complaint Code:
0000-Converted Claim

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

Labour Op L1197-Fuel Level Sensor Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/10/2008

Job Card Number: 086597

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 35,404 MI
Authorization Code:

Process Date:
11/14/2008

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 C9040-Belt, Seatbelt Retractor (Front) (Right) - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/10/2008

Job Card Number: 086597

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2985
3362261601

Odometer Reading: 35,404 MI
Authorization Code:

Process Date:
11/14/2008

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 B7010-Emblem/Nameplate Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 10/01/2008

Job Card Number: 086044

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 33,691 MI
Authorization Code:

Process Date:
10/07/2008

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

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op D1002-Blower Motor Resistor Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 10/01/2008

Job Card Number: 086044

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 33,691 MI
Authorization Code:

Process Date:
10/07/2008

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 K4163-Rear Output Shaft Seal Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 08/25/2008

Job Card Number: 084668

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 29,946 MI
Authorization Code:

Process Date:
07/01/2008

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

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op J0690-Pulley, Accessory Drive Belt Idler - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 12/05/2007

Job Card Number: 081676

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 23,485 MI
Authorization Code:

Process Date:
12/07/2007

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C3358-Front Side Door Trim Panel Replacement - Left Side

Causal Part Number

→See other Parts and/or Nel Items

Job Card Date: 11/06/2007

Job Card Number: 081223

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 22,524 MI
Authorization Code:

Process Date:
11/09/2007

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C0140-Channel And/Or Retainer, Front Door Window Run (Front) - Right - R&R Or Replace

Causal Part Number

Job Card Date: 11/27/2006

Job Card Number: 075324

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 9,296 MI
Authorization Code:

Process Date:
12/01/2006

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op K9995-Customer Concern Not Duplicated (CCND) - Automatic Transmission

Causal Part Number

Job Card Date: 11/27/2006

Job Card Number: 075324

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 9,296 MI
Authorization Code:

Process Date:
12/01/2006

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

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op Z7901-1-DAY COURTESY TRANSPORTATION

Causal Part Number

→ See other Parts and/or Net Items

Job Card Date: 04/14/2006

Job Card Number: 071199

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 697 MI
Authorization Code: E

Process Date:
04/18/2006

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

Customer Complaint Code:
0000-Converted Claim

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

Labour Op C0350-Channel, Rear Door Window Run (Lower Rear) - Right - Replace

Causal Part Number

Job Card Date: 08/26/2005

Job Card Number: A37367

Repair Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965
3362261601

Odometer Reading: 0 MI
Authorization Code:

Process Date:
08/30/2005

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

Customer Complaint Code:
0000-Converted Claim

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

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

[Logout](#)

October 5, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information



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

Vehicle Information

VIN: 1GNDS13SX62 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Q_Open](#) [REDACTED]

For this vehicle:

[→ View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Invoice Information

Invoicing Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965 3362261601

Invoice Date: 08/26/2005

Ship to Information

Ship to Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965 3362261601

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 114003
STEARNS CHEVROLET, INC.
428 AUTO PARK DR
GRAHAM NC 27253-2965 3362261601

Delivery Date: 03/27/2006
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 48

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

5

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

800.888.0164 *tel*
313.665.0911 *fax*

Lawrence Harrington
Claims Administrator

10/30/12

[REDACTED]
BURLINGTON, MD [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 748622
Our Client: General Motors LLC
Date/Event: NOT SPECIFIED
Subject vehicle: 2006 CHEVROLET TRAILBLAZER
VIN: 1GNDS13SX62 [REDACTED]

Dear [REDACTED]

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

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

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

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

5

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

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

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

Sincerely,

Lawrence Harrington

Lawrence Harrington
Claims Administrator

Service Request Detail

SR No.	71-1113204093	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	East Otis	Involved Dir		Safety	Yes
State	MA	ZipCd		Source	Phone	Updated	10/4/2012 02:46:12 PM
Serial #/VIN	1GNDY13S862	Model Year	2006	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	10/27/2005	Status	Open	Owner	JACKSOFA
Model	TrailBlazer	Mileage	75000	Sub-Status	Satisfied	Opened	10/2/2012 04:33:12 PM
Abstract	Customer claims thermal event						
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to Faith Jackson @ ext.31243.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#				
Owner		N	0	2	Asphalt	Dry	n/a	n/a				
Driver Last Name	Driver First Name	Height	DOB	Disabilities								
		6'1"		none								
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency									
n/a	n/a		n/a									
Incident Loc	In Lee, MA on Pleasant Street, next to Big Y supermarket.				Incident Desc	driving 40 mph, noticed flame in the door panel						
Component	thermal event				Damage Desc	burn mark on control panel, melted and warped.						
Vehicle Loc	home; driveable. PO Box 121/ East Otis, MA				Add'l Info	incident date/time is unknown, the cust guestimates it occurred during either May or June 2012 around noon time.						
Emgcy Svc Names	did not contact emergency response.				Maint Loc	Midco or a Monroe; Mavis for Tires, or Town Fair. Always a place that was certified.						

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	40		Weather Condition	sunny			Prop Owner	n/a
Last Service Date			Loc Last Service				Property Location	n/a
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	burn mark on control panel, melted and warped. roof damage.						Inspection Date/Time	
							Explain Other	last service date and last service location is unknown.

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 02:46:15 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
Customer claims thermal event originating from control module in drivers door							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:50:16 AM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Scheduled Alarm		waiting for ESIS to pick up the case
Contact Last Name	Contact First Name		Account		BAC Code		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:50:00 AM	JACKSOFA	KINZERTH	Notify CRM		Done	10/4/2012 02:46:53 PM	review to send file to ESIS
Contact Last Name	Contact First Name	Name	Account	BAC Code			
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 11:45:07 AM	JACKSOFA	JACKSOFA	Outbound Email	DVM/CAM/Field	Done	10/4/2012 11:45:42 AM	dan.j.larca@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 that a product failure caused his vehicle's thermal event. This case is being escalated to ESIS because the customers vehicle was involved in a thermal event.

2006 Chevrolet Trailblazer

1GNDT13S862

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 06:22:52 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Done	10/4/2012 11:46:51 AM	email DMA send to ESIS.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 06:14:47 PM	JACKSOFA	JACKSOFA	Ownership Changed	Ownership Escalated to BRC	Done	10/3/2012 06:14:47 PM	Ownership Escalated to BRC

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 06:10:17 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Made Contact	Done	10/3/2012 06:22:42 PM	

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

Crs sts how long had the thermal event lasted for?

Cust sts lasted 10-20 seconds.

Crs sts where did flame start at?

Cust sta driver side control panel where you can roll up all windows and lock all doors. smelled like burned plastic and rubber. has my 4 year old w me, we pulled over.

Crs sts how long had you driven the veh that day?

Cust sts 20 minutes.

Crs sts what methods were used to put out the flame

Cust sts disconnected the battery, had a rag to snap at the flame. went out since battery was disconnected.

Falith Jackson/PAJ/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:18:46 AM	MERCADTO	JACKSOFA	Ownership Changed		Done	10/3/2012 10:18:46 AM	Service Request Ownership has changed FROM: LESHENMI TO: JACKSOFA
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:18:31 AM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact - Field	Done	10/4/2012 11:44:48 AM	dan.j.tarca@gm.com
Contact Last Name		Contact First Name		Account		BAC Code	

Subject: 71-1113204093 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging that a product failure caused his vehicle's thermal event. This case is being escalated to ESIS because the customer's vehicle was involved in a thermal event.

2006 Chevrolet Trailblazer

1GNDT13S862

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:18:22 AM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact- Dealer	Done	10/3/2012 06:22:26 PM	No Initial Contact required. Vehicle has not been to dealer in two years
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

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

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:18:12 AM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact- Phone	Done	10/3/2012 06:12:18 PM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Crs verified customer contact information.

Original owner? 2nd owner.

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:18:03 AM	MERCADTO	JACKSOFA	BRC PAR	Acknowledgement	Done	10/3/2012 08:08:16 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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 sts: Yes

Continued In Initial

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:17:55 AM	MERCADTO	JACKSOFA	Research		Done	10/3/2012 08:04:45 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CASE SCAN

S/R's: none

Recalls: none

Branded: none

Warranty Block: none

Repairs: 04/21/2009 016683 ZREG—Regular Vehicle Transaction J6372 - Sensor, Oxygen (Engine Control) - Replace 35,746 MI

08/20/2008 010904 ZREG—Regular Vehicle Transaction D2109 - Heater/Air Distribution Case, Passenger Compartment (Air Conditioning Module) - R&R Or Replace 28,352 MI

Faith Jackson/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:17:45 AM	MERCADTO	JACKSOFA	Notify CRM		Done	10/3/2012 06:02:42 PM	File assigned
Contact Last Name	Contact First Name		Account		BAC Code		

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:17:27 AM	MERCADTO	JACKSOFA	BRC PAR	Case Assigned	Done	10/3/2012 06:02:38 PM	Assigned to Faith x31243
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Faith
866-790-5600 x 31243

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:17:06 AM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/3/2012 10:17:19 AM	PAR VM
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

71-111320/000
customer
2006 Trailblazer
thermal event
Oct 2 4:39pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:17:02 AM	MERCADTO	LESHENMI	SR Opened		Done	10/3/2012 10:17:03 AM	SR in Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 10:17:01 AM	MERCADTO	LESHENMI	SR Closed - Satisfied		Done	10/3/2012 10:17:01 AM	Service Request has been Closed Satisfied.
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 04:40:07 PM	LESHENMI	KINZERTH	Notify CRM		Done	10/3/2012 10:16:57 AM	Customer claims thermal event
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 04:33:15 PM	LESHENMI	LESHENMI	Inbound Call Customer	Complex Request	Done	10/2/2012 04:38:05 PM	Customer claims thermal event
Contact Last Name	Contact First Name		Account		BAC Code		
Ashe	Tennessee						

Comments

Name: [REDACTED]
Address: [REDACTED] East Oils MA [REDACTED]
Zip: [REDACTED]
Tel#: [REDACTED]
Cell#: [REDACTED]

VIN: 62 [REDACTED]
Approx Mileage: 75000
Yr M&M: 2006 trailblazer

Customer States:

*want to know abt the RC I've heard from the news
*had a fire last yr in june 2011 abt the window

*Customer claims thermal event (open flame, not just smoke).
*veh purchased used in oct 2008 with 29000 mileage

Customer Seeks:

*RC inquiry

CRS Adv:

*recalls are VIN specific
*checking on your veh info, no RC found as of today
*if you're saying that veh was caught into fire bec of the window mechanism
*can transfer you to another dept who can further check on that

Michelle/CAC/Mia/Tier1/Lv1
866-790-5700 ext. 22946

Confidential Comments

UCC Information

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

[Logout](#)

October 5, 2012

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

INTERFACE WITH
CUSTOMERView 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: 1GNDT13S862 XXXXXXXXXX Model: CT15508-2008 TRAILBLAZER 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#) XXXXXXXXXX

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y	OnStar Status: Inactive
XM Equipped: Y	XM Radio ID: 53VRD0W6
OnStar Vehicle Diagnostics: N	XM Status: Active
	DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	10/30/2011	10/27/2005	7 MI	10/27/2013	80,007 MI
	Emission Limited Warranty	10/30/2011	10/27/2005	7 MI	10/27/2008	50,007 MI
	Bumper to Bumper Limited Warranty	10/30/2011	10/27/2005	7 MI	10/27/2008	38,007 MI
	Corrosion Limited Warranty	10/30/2011	10/27/2005	7 MI	10/27/2011	100,007 MI
	Emission Select State	10/30/2011	10/27/2005	7 MI	10/27/2012	70,007 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](#)

10/5/2012

Component Lty Wty					
Certified Used Limited Warranty	10/30/2011	10/27/2005	7 MI	10/27/2009	48,007 MI
Certified Used Powertrain Limited Wty	10/30/2011	10/27/2005	7 MI	10/27/2010	100,007 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/03/2009	01-21159	ZREG—Regular Vehicle Transaction		J0690 - Pulley, Accessory Drive Belt Idler - Replace	42,900 MI
11/03/2009	01-21159	ZREG—Regular Vehicle Transaction		E8067 - Steering Linkage Outer Tie Rod Replacement - Both Sides	42,900 MI
04/21/2009	016683	ZREG—Regular Vehicle Transaction		Z7902 - 2-DAY COURTESY TRANSPORTATION	35,746 MI
04/21/2009	016683	ZREG—Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	35,746 MI
04/21/2009	016683	ZREG—Regular Vehicle Transaction		J6372 - Sensor, Oxygen (Engine Control) - Replace	35,746 MI
04/21/2009	016683	ZREG—Regular Vehicle Transaction		C1140 - Weatherstrip - Rear Door Wheel Arch - Right - Align Or Replace	35,746 MI
04/21/2009	016683	ZREG—Regular Vehicle Transaction		C1141 - Weatherstrip - Rear Door Wheel Arch - Left - Align Or Replace	35,746 MI
04/01/2009	016213	ZREG—Regular Vehicle Transaction	Add Credit	B1792 - Hose, Rear Window Wiper (Washer Pump To Rear) - Replace	0 MI
04/01/2009	016213	ZREG—Regular Vehicle Transaction		B1792 - Hose, Rear Window Wiper (Washer Pump To Rear) - Replace	0 MI
04/01/2009	016213	ZREG—Regular Vehicle Transaction		D1002 - Blower Motor Resistor Replacement	34,950 MI
04/01/2009	016213	ZREG—Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	34,950 MI
08/20/2008	010904	ZREG—Regular Vehicle Transaction		E9050 - Power Steering Pump Replacement	28,352 MI
08/20/2008	010904	ZREG—Regular Vehicle Transaction		D2109 - Heater/Air Distribution Case, Passenger Compartment (Air Conditioning Module) - R&R Or Replace	28,352 MI
10/20/2006	313566	ZREG—Regular Vehicle Transaction		B1500 - Hood Adjustment	10,231 MI
09/21/2005	A63415	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved


[Logout](#)

October 5, 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 1GNDT13S862 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

→ [View Vehicle Summary](#)

→ Service
 → Contract
 → Branded Title
 → Warranty Block

→ [View Vehicle Build](#)

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

Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD Order Number JMIG7T
 Gross Vehicle Weight 2,611 Build Date: 09/21/2005
 Build Plant: 2

Option Codes

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

1SB - LS PREFERRED EQUIPMENT GROUP 2 *
 POWER 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

7HP - SUSPENSION

9NS - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AU0 - KEYLESS REMOTE DOOR LOCK

B30 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER

CF5 - ELECTRIC SUNROOF

DAY - ASSEMBLY PLANT MORAIN, OHIO

DP2 - POWER OSRV MIRRORS

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SFI 18

N40 - POWER STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - WHEEL, FULL SIZE SPARE

PDC - SEAT, 8-WAY POWER DRIVER

QNG - P235/75R18 ALL SEASON WOL TIRES

SLM - STOCK ORDERS

1SZ - PREFERRED EQUIPMENT SAVINGS

28I - INT TRIM LT GRAY/DK GRAY

6HP - SUSPENSION

8NS - SUSPENSION

AJ1 - TINTED GLASS

AL0 - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND REAR

B86 - MOLDING B/S COLOR

C5N - GVW RATING - 5750 LBS

CJ3 - CLIMATE CONTROL

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

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

NE1 - 50-STATE EMISSIONS

NU5 - EMISSION SYSTEM CALIFORNIA

PCR - SUN, SOUND, ENTERTAINMENT PKG: *
 POWER SUNROOF * BOSE PREMIUM SOUND
 SYSTEM * XM SATELLITE RADIO - SERVICE FEE
 EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6
 DISC CHANGER (REPLACES STD/OPT PKG RADIO)
 * CUSTOM O/H CONSOLE

QC3 - ALUMINUM WHEELS

R6P - PREMIUM PAINT

T61 - DAYTIME RUNNING LIGHTS

10/5/2012

T98 - STAMPING VEHICLE IDENT NUMBER	TB4 - LIFTGATE
U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UC8 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UQA - BOSE PREMIUM SOUND SYSTEM
UY7 - TRAILER WIRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	VK3 - LICENSE PLATE FRAME, FRONT
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YD3 - BASE EQUIP FOR SCH GWV PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

[Global Warranty Management](#) [Site Map](#)

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved


[Logout](#)

October 5, 2012

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

INTERFACE WITH
CUSTOMERView 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 1GNDT13S862 XXXXXXXXXX Model CT15508-2006 TRAILBLAZER 4WD
 Service Contract: No Branded Title No Warranty Block: No PDI Status No
 Order Type 70 - RETAIL - STOCK
 Field Actions: [Open](#) XXXXXXXXXX

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 509190406
 Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NFS
 Date Scanned: 09/20/2005 Time Scanned: 17:33:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 000052595
 Source Plant: S-SAGINAW DIVISION SAGINAW, MI Part / Number Broadcast: XWM
 Date Scanned: 09/20/2005 Time Scanned: 18:36:00 Scan Station: 05

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE) Traceability: 08H173578
 Source Plant: N- Part / Number Broadcast: FK
 Date Scanned: 09/20/2005 Time Scanned: 17:44:00 Scan Station: 03

Component Code: 61-TRANSMISSION Traceability: 42628911
 Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 6TDD
 Date Scanned: 09/20/2005 Time Scanned: 17:41:00 Scan Station: 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES Traceability: CIH11295
 Source Plant: G- Part / Number Broadcast: UP7
 Date Scanned: 09/20/2005 Time Scanned: 18:25:00 Scan Station: 12

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 251203705
 Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: CN8
 Date Scanned: 09/20/2005 Time Scanned: 18:18:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00111534
 Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3051
 Date Scanned: 09/20/2005 Time Scanned: 20:06:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1FK91DM
 Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395
 Date Scanned: 09/20/2005 Time Scanned: 22:04:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-IP Traceability: 7ZAWQ94
 Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 0901
 Date Scanned: 09/20/2005 Time Scanned: 18:28:00 Scan Station: 04

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 0471064
 Source Plant: - Part / Number Broadcast: 1ZZ
 Date Scanned: 09/16/2005 Time Scanned: 00:03:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 2065374

10/5/2012

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 09/19/2005	Time Scanned: 10:36:00 Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 2066635
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 09/20/2005	Time Scanned: 05:09:00 Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 2064997
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 09/20/2005	Time Scanned: 12:26:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2065058
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 09/20/2005	Time Scanned: 13:51:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 5, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ②

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

Vehicle Information

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

Invoice Information

Invoicing Service Agent: 115389 Invoice Date: 09/21/2005
PADDOCK CHEVROLET, INC.
3232 DELAWARE AVE
KENMORE NY 14217-1798 7168760945

Ship to Information

Ship to Service Agent: 115389 Ship to Date: N/A
PADDOCK CHEVROLET, INC.
3232 DELAWARE AVE
KENMORE NY 14217-1798 7168760945

Delivery Information

Delivery Service Agent: 115389 Delivery Date: 10/27/2005
PADDOCK CHEVROLET, INC. Delivery Type: 021--GM EMPLOYEE STOCK (GMS)
3232 DELAWARE AVE Delivery Odometer: 7
KENMORE NY 14217-1798 7168760945

In Service Information

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

Registration Information

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

For this vehicle:

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

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.


[Logout](#)

October 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 1GNDY13S862
 Service Contract No. Branded Title No Model CT15506-2006 TRAILBLAZER 4WD
 Order Type 70 - RETAIL - STOCK Warranty Block No PDI Status: No
 Field Actions: [Open](#)

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Job Card Date: 11/03/2009

Job Card Number: 01-21159

Repair Service Agent: 163979
 NORTHWEST HILLS CHEVROLET PONTIAC,
 2065 E MAIN ST
 TORRINGTON CT 06790-3111
 8604820700

Odometer Reading 42,900 MI
 Authorization Code: A

Process Date
 11/10/2009

Transaction Type:
 ZREG—Regular Vehicle Transaction
 Transaction Expense Category:
 Policy

Customer Complaint Code
 0323-Engine/Fuel/Exhaust - Engine
 Noise

Job Card Line # 3

Transaction Adjustment:

Cause Code: 3051-Rotating Part -
Worn/Stripped

Labour Op J0690-Pulley, Accessory Drive Belt Idler - Replace
 Causal Part Number 000000000012618111-PULLEYASM-BELTIDLER(W)
 -See other Parts and/or Net Items

Job Card Date: 11/03/2009

Job Card Number: 01-21159

Repair Service Agent: 163979
 NORTHWEST HILLS CHEVROLET PONTIAC,
 2065 E MAIN ST
 TORRINGTON CT 06790-3111
 8604820700

Odometer Reading 42,900 MI
 Authorization Code: A

Process Date
 11/10/2009

Transaction Type:
 ZREG—Regular Vehicle Transaction
 Transaction Expense Category:
 Policy

Customer Complaint Code
 0123-Drivability - Steering

Job Card Line # 1

Transaction Adjustment Cause Code: 3051-Rotating Part - Worn/Stripped

Labour Op E8067-Steering Linkage Outer Tie Rod Replacement - Both Sides
 Causal Part Number 000000000026100266-RODKIT,STRGLNKGOTRTIE
 -See other Parts and/or Net Items

10/5/2012

Job Card Date: 04/21/2009

Job Card Number: 016683

Repair Service Agent: 163979

Odometer Reading: 35,746 MI

NORTHWEST HILLS CHEVROLET PONTIAC,
2085 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Authorization Code

Process Date

05/05/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Enthusiasm

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7902-2-DAY COURTESY TRANSPORTATION

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/21/2009

Job Card Number: 016683

Repair Service Agent: 163979

Odometer Reading: 35,746 MI

NORTHWEST HILLS CHEVROLET PONTIAC,
2085 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Authorization Code

Process Date

04/24/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Enthusiasm

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op L1197-Fuel Level Sensor Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/21/2009

Job Card Number: 016683

Repair Service Agent: 163979

Odometer Reading: 35,746 MI

NORTHWEST HILLS CHEVROLET PONTIAC,
2085 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Authorization Code

Process Date:

04/24/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Enthusiasm

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op J6372-Sensor, Oxygen (Engine Control) - Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/21/2009

Job Card Number: 016883

Repair Service Agent 163979
NORTHWEST HILLS CHEVROLET PONTIAC,
2085 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Odometer Reading 35,746 MI
Authorization Code

Process Date
04/24/2009

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Customer Enthusiasm

Customer Complaint Code
0000-Converted Claim

Job Card Line # 4 Transaction Adjustment: Cause Code 0000-Converted Claims
Labour Op C1140-Weatherstrip - Rear Door Wheel Arch - Right - Align Or Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/21/2009

Job Card Number: 016883

Repair Service Agent 163979
NORTHWEST HILLS CHEVROLET PONTIAC,
2085 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Odometer Reading 35,746 MI
Authorization Code

Process Date
04/24/2009

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Customer Enthusiasm

Customer Complaint Code
0000-Converted Claim

Job Card Line # 5 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op C1141-Weatherstrip - Rear Door Wheel Arch - Left - Align Or Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/01/2009

Job Card Number: 016213

Repair Service Agent 163979
NORTHWEST HILLS CHEVROLET PONTIAC,
2085 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Odometer Reading: 0 MI
Authorization Code

Process Date
04/07/2009

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Customer Enthusiasm

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Add Credit Cause Code 0000-Converted Claims
Labour Op B1792-Hose, Rear Window Wiper (Washer Pump To Rear) - Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/01/2009

Job Card Number: 016213

Repair Service Agent: 163979

Odometer Reading: 0 MI

NORTHWEST HILLS CHEVROLET PONTIAC,
2085 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Authorization Code

Process Date

04/03/2009

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Enthusiasm

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

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

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/01/2009

Job Card Number: 016213

Repair Service Agent: 163979

Odometer Reading: 34,950 MI

NORTHWEST HILLS CHEVROLET PONTIAC,
2085 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Authorization Code

Process Date

04/03/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Enthusiasm

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op D1002-Blower Motor Resistor Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 04/01/2009

Job Card Number: 016213

Repair Service Agent: 163979

Odometer Reading: 34,950 MI

NORTHWEST HILLS CHEVROLET PONTIAC,
2085 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Authorization Code

Process Date

04/03/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Enthusiasm

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7901-1-DAY COURTESY TRANSPORTATION

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 08/20/2008

Job Card Number: 010904

Repair Service Agent 163979
NORTHWEST HILLS CHEVROLET PONTIAC,
2065 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Odometer Reading 28,352 MI
Authorization Code

Process Date
10/03/2008

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

Customer Complaint Code
0000-Converted Claim

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

Labour Op E9050-Power Steering Pump Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 08/20/2008

Job Card Number: 010904

Repair Service Agent 163979
NORTHWEST HILLS CHEVROLET PONTIAC,
2065 E MAIN ST
TORRINGTON CT 06790-3111
8604820700

Odometer Reading 28,352 MI
Authorization Code

Process Date
10/03/2008

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 D2109-Heater/Air Distribution Case, Passenger Compartment (Air Conditioning Module) - R&R Or Replace

Causal Part Number

Job Card Date: 10/20/2006

Job Card Number: 313566

Repair Service Agent 115369
PADDOCK CHEVROLET, INC.
3232 DELAWARE AVE
KENMORE NY 14217-1798
7168760945

Odometer Reading 10,231 MI
Authorization Code: E

Process Date
10/27/2006

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

Customer Complaint Code
0000-Converted Claim

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

Labour Op B1500-Hood Adjustment

Causal Part Number

Job Card Date: 09/21/2005

Job Card Number: A63415

Repair Service Agent: 115389
PADDOCK CHEVROLET, INC.
3232 DELAWARE AVE
KENMORE NY 14217-1798
7168760945

Odometer Reading: 0 MI

Authorization Code:

Process Date:
09/27/2005

Transaction Type:
ZPD1---Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

[Global Warranty Management Site Map](#)

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



esis

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

800.888.0164 *tel*
313.665.0911 *fax*

Bryan Schwartz
Claims Administrator

10/15/12

[REDACTED]
East Otis, MA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 748645
Our Client: General Motors LLC
Date/Event: UNKNOWN - PLEASE PROVIDE
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDT13S862 [REDACTED]

Dear [REDACTED]

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

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

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

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



esis

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

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

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

Sincerely,

Bryan Schwartz

Bryan Schwartz
Claims Administrator

Service Request Detail

SR No.	71-1114937268	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR		
Account		Site	GW SubType		Bus. Unit	BRC		
Last Name		First Name	Approval	Not Initiated	Area	PAR		
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation		
Address		City	Parker	Involved Dir	Safety	Yes		
State	CO	ZipCd	Con Acct	Source	Phone	Updated	10/9/2012 01:24:34 PM	
Serial #/VIN	1GNET16S666	Model Year	2006	Priority	Medium	License #	Owner	BABBSKE
Make	Chevrolet	Warr. Start	07/28/2005	Status	Open	Opened	10/8/2012 02:13:38 PM	
Model	TrailBlazer	Mileage	49200	Sub-Status	Satisfied	Closed		
Abstract	thermal event - driver side door							
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	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	10/5/2012 08:30:00 AM	N	0	4	Asphalt	Dry	na	na
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'10		none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unk	unk		Allied					
Incident Loc	McDonalds: 10950 S Parker Rd Parker CO 80138				Incident Desc	Customer had a small amount of water drip down on circuit area of power windows and caused flames to come out		
Component	power windows				Damage Desc	The area underneath the circuit board on the driver side of the door is melted		
Vehicle Loc	702 Prairie Rock Dr. Castlerock				Add'l Info	Customer has not filed a claim with GM		
Emgcy Svc Names	na				Maint Loc	Independent		

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none		
Vehicle Speed	0		Weather Condition	wet snowy		Prop Owner	na	Property Type	na	
Last Service Date			Loc Last Service			Property Location	na	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost	\$360.00		Spec Equip Installer	na		Prop Damage Description	na			
Primary Veh Use	Personal		Inspection Type	Thermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	The area underneath the circuit board on the driver side of the door is melted					Explain Other	case is going to ESIS			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 02:58:51 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Customer claims thermal event originating from control module in drivers door
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:35:53 PM	BABBSKE	BABBSKE	Scheduled Follow-up	Scheduled Alarm			esis - thermal event
Contact Last Name	Contact First Name	Account	BAC Code				

Customer is alleging that water dripped down onto the window console of the driver side and caused flames to arise.

kellinbabbs/par/atx
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:35:36 PM	BABBSKE	KINZERTH	Notify CRM		Done	10/9/2012 02:59:25 PM	esis - thermal
Contact Last Name	Contact First Name	Account	BAC Code				

Customer is alleging that water dripped down onto the window console of the driver side and caused flames to arise.

kellinbabbs/par/atx
Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:34:22 PM	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Field	Done	10/9/2012 01:34:44 PM	gary.cochrane@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 that they were at a McDonald's drive-thru when a little bit of water from the snow dripped down onto their power window console area causing flames to come out. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer

1GNET16S666

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

Respectfully,
Kellin Babbs | CRS

Aditya Birla Minacs | Inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 888-790-5600 31460 | Fax: 866-311-2784 | www.minacs.adityabirla.com Follow us on Twitter

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:25:16 PM	BABBSKE	BABBSKE	BRC PAR	Business Case	Done	10/9/2012 01:28:21 PM	bus case
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Customer is alleging that water dripped down onto the window console of the driver side and caused flames to arise.

kellinbabbs/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:25:07 PM	BABBSKE	BABBSKE	Other		Done	10/9/2012 01:27:44 PM	vehicle incident location
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
McDonalds: Parker CO							
kellinbabbs/par/atx							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:24:34 PM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	10/9/2012 01:24:34 PM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:13:37 PM	BABBSKE	BABBSKE	Inbound Call Customer	Complex Request	Done	10/9/2012 01:13:53 PM	see initial
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:10:33 PM	BABBSKE	BABBSKE	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	10/9/2012 01:16:26 PM	
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:10:00 PM	BABBSKE	BABBSKE	Outbound Call Customer	Left Message	Done	10/9/2012 01:10:25 PM	
Contact Last Name	Contact First 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 regarding your veh and the incident. You can contact me at 1-866-790-5600 x31460, SR# 71-1114937268 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/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:07:35 PM	BABBSKE	BABBSKE	Outbound Call Customer	Made Contact	Done	10/9/2012 01:16:39 PM	
Contact Last Name	Contact First Name		Account		BAC Code		

Comments
see initial

kellinbabbs/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 07:05:06 PM	BABBSKE	BABBSKE	Scheduled Outbound Call	Cust	Done	10/9/2012 01:07:34 PM	ack
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:22:11 PM	MERCADTO	BABBSKE	Ownership Changed		Done	10/8/2012 03:22:11 PM	Service Request Ownership has changed FROM: BRONJO TO: BABBSKE
Contact Last Name	Contact First Name		Account		BAC Code		

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:21:59 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact - Field	Done	10/9/2012 01:34:21 PM	gary.cochrane@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 that they were at a McDonald's drive-thru when a little bit of water from the snow dripped down onto their power window console area causing flames to come out. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer

1GNET16S666

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

Respectfully,
Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5600 31480 | Fax: 866-311-2784 | www.minacs.adityabirla.com Follow us on Twitter

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:21:49 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Dealer	Done	10/9/2012 01:14:45 PM	no prvs dlr hist in last 2 years
Contact Last Name	Contact First Name	Account	BAC Code				

no prvs dlr hist in last 2 years

kellinbabbs/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:21:40 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Phone	Done	10/9/2012 01:27:18 PM	
Contact Last Name		First Name	Account	BAC Code			

crs spoke w/:

crs verified email address

crs verified customer contact information.

Cust. states: Pulled into a drive through and rolled window down and some water ran down on the controls. I took my sweater that I was wearing and wiped it off. It started smoking and escalated into flame from there.

Original owner? n

rental? n

medical attn? n

par form notes:
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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:21:31 PM	MERCADTO	BABBSKE	BRC PAR	Acknowledgement	Done	10/9/2012 01:09:05 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

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 1-888-790-5800 x31460, SR# 71-1114937268 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-Type	Status	Completed	Description
10/8/2012 03:21:24 PM	MERCADTO	BABBSKE	Research		Done	10/9/2012 01:12:52 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

S/R's:
71-1114937268 - electrical - door

Recalls:
Special Coverage 10054 10/30/2011 07/28/2005 10 MI 07/28/2015 120,010 MI

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:21:15 PM	MERCADTO	BABBSKE	Notify CRM		Done	10/9/2012 01:13:04 PM	file received.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

kellinbabbs/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:20:53 PM	MERCADTO	BABBSKE	BRC PAR	Case Assigned	Done	10/9/2012 01:13:15 PM	Assigned to Kellin x31460
Contact Last Name	Contact First Name		Account		BAC Code		

Comments
file received.

kellinbabbs/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:20:44 PM	MERCADTO	BRONJO	SR Opened		Done	10/8/2012 03:20:44 PM	SR in Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:20:42 PM	MERCADTO	BRONJO	SR Closed - Satisfied		Done	10/8/2012 03:20:43 PM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:20:19 PM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/8/2012 03:20:32 PM	PAR V/M
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

71-1114937268

custome

door lock - thermal event

last

Oct 8 2:17pm

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:56:36 PM	BRONJO	BRONJO	Scheduled Outbound Call	Cust	Done	10/8/2012 03:20:18 PM	awaiting for the response from Info , and PAR to assume the case

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

Comments

not committed callback
please do not advise

JOCELYN /CAC /MAN/ TIER 1/ LVL 1
866-790-5600 ext #13095

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:23:38 PM	BRONJO	HALLMA	CAC to Info Station	Associate Used VIN	Done	10/8/2012 03:20:15 PM	2nd owner

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

Comments

Name
BNTC: cel home
VIN: 1GNET16S666
Add: Dr Parker, CC

JOCELYN /CAC /MAN/ TIER 1/ LVL 1
866-790-5600 ext #13095

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:22:46 PM	BRONJO	KINZERTH	Notify CRM		Done	10/8/2012 03:20:13 PM	PAR case

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

Comments

cust states tht the door control short circuit and started to fire

JOCELYN /CAC /MAN/ TIER 1/ LVL 1
866-790-5600 ext #13095

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:16:26 PM	BRONJO	BRONJO	Outbound Call Third Party	Left Message	Done	10/8/2012 02:21:54 PM	PAR
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

left case, last 8 of the VIN
name of cust
cust states tht the door control short circuit and started to fire

JOCELYN /CAC /MAN/ TIER 1/ LVL 1
866-790-5600 ext #13095

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:13:41 PM	BRONJO	BRONJO	Inbound Call Customer	Complex Request	Done	10/8/2012 02:23:36 PM	the control and the door lock, short circuit and started on fire,
Contact Last Name	Contact First Name		Account			BAC Code	

Comments

Name: [REDACTED]
BNTC/BTTC: [REDACTED], [REDACTED] home
VIN: 1GNET16S666 [REDACTED]
Mileage: 49200 MI
Add: [REDACTED] Parker, CO [REDACTED]
Dir Involved: none

Cust sts:
*calling about a recall found online
*called chevy dir

cust sts:
*recall ID 90883
*I open my window, the control and the door lock, short circuit and started on fire,
*started to smoke and a little fire
*just bought it used had 49K from used dir

Cust Seeks:
*open recall

CRS advised:
*recalls are VIN specific
*checked the VIN, no recalls and no special bulletin
*let me get someone from PAR to help you out
*see obcp activity - left w/m
*case park in their que, someone will call you back within 1-2 business day
*gave sn#, direct and ext#

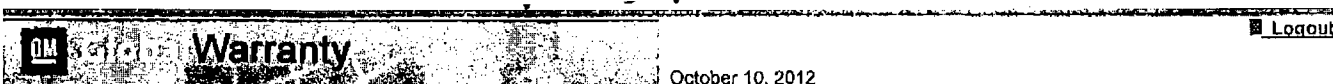
cust sts:
*ok, thank you

JOCELYN /CAC /MAN/ TIER 1/ LVL 1

Confidential Comments

UCC Information

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



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: 1GNET16S866 Model: CT15806-2006 TRAILBLAZER EXT 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 50 - FLEET
Field Actions: [0 Open](#)

For this vehicle:

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

Required Field Actions

Open field actions are
highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N050086	05086	POWER STEERING HOSE FRACTURE	10/05/2005	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	10/30/2011	07/28/2005	10 MI	07/28/2015	120,010 MI
	Emission Limited Warranty	10/30/2011	07/28/2005	10 MI	07/28/2008	50,010 MI
	Corrosion Limited Warranty	10/30/2011	07/28/2005	10 MI	07/28/2011	100,010 MI
	Emission Select Component Ltd Wty	10/30/2011	07/28/2005	10 MI	07/28/2013	80,010 MI
	Emission Select State Component Lty Wty	10/30/2011	07/28/2005	10 MI	07/28/2012	70,010 MI
	Bumper to Bumper Limited Warranty	10/30/2011	07/28/2005	10 MI	07/28/2008	36,010 MI
	Certified Used Limited	10/30/2011	07/28/2005	10 MI	10/28/2008	39,010 MI

Warranty

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/18/2006	E74754	ZREG---Regular Vehicle Transaction		Z2084 - ROADSIDE SERVICE (FLAT TIRE)	27,769 MI
06/25/2006	687248	ZREG---Regular Vehicle Transaction		L1225 - Fuel Tank Fuel Pump Module Replacement - Left Side	25,990 MI
10/30/2005	603731	ZFAT---Field Action Recall		V1415 - 05086 - Inspect Hose(s) Only - No Further Action Required	6,134 MI
07/27/2005	A01424	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

Warranty

October 10, 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: 1GNET16S666 XXXXXXXXXX Model: CT15806-2006 TRAILBLAZER EXT 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 50 - FLEET
 Field Actions: [Open](#) XXXXXXXXXX

For this vehicle:

→ [View Vehicle Summary](#)
 → Service
 → Contract

 → Branded Title
 → Warranty Block
→ [View Vehicle Build](#)→ [View Vehicle](#)→ [Component Summary](#)→ [View Vehicle](#)→ [Transaction History](#)→ [View Vehicle Delivery](#)→ [Information](#)

Vehicle Build

Model: CT15806-2006 TRAILBLAZER EXT 4WD
 Gross Vehicle Weight: 2,906

Order Number: JFGN7X

Build Date: 07/27/2005

Build Plant: 6

Option Codes

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

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

28H - LIGHT GRAY

28I - INT TRIM LT GRAY/DK GRAY

50U - SUMMIT WHITE

6HC - FRONT SPRING

7HC - FRONT SPRING

8NF -

9NF - SUSPENSION COMPONENT

AJ1 - TINTED GLASS

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AL0 - SENSOR INF RESTR, CHILD DETECT

AM7 - FOLDING REAR SEAT

AM9 - SPLIT FOLDING REAR SEAT BACK

AR9 - FRT BUCKET SEAT, DELUXE

AU0 - KEYLESS REMOTE DOOR LOCK

AXP - MPV VIN IDENT POSITION

B0L - GM PRODUCTION WEEK #29

B30 - CARPETING, COLOR-KEYED

B32 - FLOOR MATS, FRONT AND REAR

B33 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER

C7H - 6,400 LB GVW RATING

CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV MIRRORS

DT4 - ASHTRAY AND LIGHTER

EVA - EVAP EMISSION REQUIREMENT

FCH - HERTZ RENT A CAR

FLT - FLEET PROCESSING OPTION

GU6 - REAR AXLE 3.42 RATIO

JF8 - BRAKE VAC POWER, 4 WHL DISC

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

KG4 - GENERATOR 150 AMP

LL8 - VORTEC 4200 SFI I6

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

N40 - POWER STEERING

N75 - 17" SPORT ALUMINUM WHEELS

N79 - FULL SIZE SPARE

NC7 - FEDERAL OVERRIDE

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NU4 - CAL EMISSION SYSTEM, LEV2 PLUS

OKL - PLANT - OKLAHOMA CITY

PDC - SEAT, 8-WAY POWER DRIVER

QTE - P245/65R17 ON/OFF ROAD BLACKWALL TIRES

R6P - PREMIUM PAINT

R7M - ONSTAR SERVICE NOT INCLUDED

T61 - DAYTIME RUNNING LIGHTS

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

X88 - CHEVROLET CONVERSION

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

R6F - IDENTIFY B CODE
USERS

R6Q - OPTION PKG NOT
DESIRED

R7U - MISSING OPTION
CREDIT UNIT PRODUCED
WITHOUT: ***BODYSIDE
MOLDINGS***

T96 - FRONT FOG LAMPS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UB0 - AM/FM STEREO W/CD

V1K - LUGGAGE RACK
CROSS-BARS

VK3 - LICENSE PLATE FRAME,
FRONT

VXS - COMPLETE VEHICLE
LABEL

YA7 - CALIF. ASSY. LINE
EMISSION TEST

YD5 - BASE FRONT SPRING

YF5 - 50-STATE EMISSIONS

ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

**Warranty**[Logout](#)

October 10, 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: 1GNET16S666

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET

Field Actions: [Open](#)

For this vehicle:

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

Component Code: 10-ENGINE ASSEMBLY

Traceability: 507180088

Source Plant: V-CPC FLINT, MICHIGAN

Part / Number Broadcast: NFS

Date Scanned: 07/27/2005

Time Scanned: 08:16:00

Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Traceability: 110182025

Source Plant: S-SAGINAW DIVISION SAGINAW, MI

Part / Number Broadcast: XVM

Date Scanned: 07/26/2005

Time Scanned: 20:36:00 Scan Station: 05

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

Traceability: 0BG095359

Source Plant: N-

Part / Number Broadcast: FK

Date Scanned: 07/27/2005

Time Scanned: 08:28:00 Scan Station: 01

Component Code: 61-TRANSMISSION

Traceability: 40871070

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Part / Number Broadcast: 6TDD

Date Scanned: 07/27/2005

Time Scanned: 08:23:00 Scan Station: 02

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

Traceability: 86Q24195

Source Plant: G-

Part / Number Broadcast:
UP7

Date Scanned: 07/27/2005

Time Scanned: 09:02:00 Scan Station:
02Component Code: 86-ELECTRONIC CONTROL MODULE
(ECM)

Traceability: 151991DT9

Source Plant: K-DELCO ELECTRONICS KOKOMO, IN

Part / Number Broadcast:
YMSR

Date Scanned: 07/27/2005

Time Scanned: 17:43:00 Scan Station:
04

Component Code: 87-BODY CONTROL MODULE

Traceability: 152004C4H

Source Plant: M-

Part / Number Broadcast: 5466

Date Scanned: 07/27/2005

Time Scanned: 17:43:00 Scan Station: 08

Component Code: AB-IR-MODULE ASM-INFLATOR

Traceability: 1FH5R9G

Source Plant: Q-RIMIR MATAMORS MEXICO

Part / Number Broadcast: 2395

Date Scanned: 07/27/2005

Time Scanned: 14:12:00 Scan Station: 06

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

Traceability: 7ZAFF25

Source Plant: M-MORTON-THIOL

Part / Number Broadcast: 0901

Date Scanned: 07/26/2005

Time Scanned: 20:28:00 Scan Station: 03

Component Code: AS-SENSING DIAGNOSTIC MODULE

Traceability: 5202066XH

Source Plant: K-DELCO ELECTRONICS KOKOMO, IN

Part / Number Broadcast: 5629

Date Scanned: 07/27/2005

Time Scanned: 07:37:00 Scan Station: 07

Component Code: BN-LIFTGATE ELECTRONIC CONTROL
MODULE

Traceability: 25183749L

Source Plant: Y-

Date Scanned: 07/27/2005

Component Code: BO-PASSENGER DOOR ELECTRONIC
CONTROL MODULE

Source Plant: Y-

Date Scanned: 07/27/2005

Part / Number Broadcast:

2757

Time Scanned: 17:43:00 Scan Station:

09

Traceability: 051850JWF

Part / Number Broadcast:

9870

Time Scanned: 17:43:00 Scan Station:

10

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL
MODULE

Source Plant: Z-

Date Scanned: 07/27/2005

Traceability: 05200G46T

Part / Number Broadcast:

9905

Time Scanned: 17:43:00 Scan Station:

11

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

Source Plant: -

Date Scanned: 06/23/2005

Traceability: 0011373

Part / Number Broadcast: 1ZZ

Time Scanned: 12:30:00 Scan Station:

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

Source Plant: -

Date Scanned: 07/22/2005

Traceability: 0448204

Part / Number Broadcast: 1WW

Time Scanned: 11:06:00 Scan Station:

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

Source Plant: -

Date Scanned: 07/26/2005

Traceability: 0443366

Part / Number Broadcast: 1TT

Time Scanned: 08:54:00 Scan Station:

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

Source Plant: -

Date Scanned: 07/26/2005

Traceability: 0441789

Part / Number Broadcast: 1GA

Time Scanned: 19:51:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.



Warranty

[Logout](#)

October 10, 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: 1GNET16S666 [REDACTED] Model: CT15806-2006 TRAILBLAZER EXT 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 50 - FLEET
 Field Actions: [Open](#)

For this vehicle:

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

Job Card Date: 07/18/2006

Job Card Number: E74754

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

Odometer Reading: 27,769 MI
 Authorization Code: C

Process Date:
 07/28/2006

Transaction Type:
 ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z2084-ROADSIDE SERVICE (FLAT TIRE)

Causal Part Number

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

Job Card Date: 06/25/2006

Job Card Number: 687248

Repair Service Agent: 126646
 HERTZ CORPORATION
 1215 S 27TH ST
 PHOENIX AZ 85034-4913

Odometer Reading: 25,990 MI
 Authorization Code:

Process Date:
 07/14/2006

Transaction Type:
 ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op L1225-Fuel Tank Fuel Pump Module Replacement - Left Side

Causal Part Number

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

Job Card Date: 10/30/2005

Job Card Number: 603731

Repair Service Agent: 126644
 HERTZ-MILLBRAE
 177 S. AIRPORT BLVD
 SOUTH SAN FRANCISCO CA 94080-6003

Odometer Reading: 6,134 MI
 Authorization Code:

Process Date:

11/15/2005

Transaction Type:

ZFAT---Field Action Recall

Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

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

Causal Part Number

Job Card Date: 07/27/2005

Job Card Number: A01424

Repair Service Agent: 126646

Odometer Reading: 0 MI

HERTZ CORPORATION

Authorization Code:

1215 S 27TH ST

PHOENIX AZ 85034-4913

Process Date:

08/02/2005

Transaction Type:

ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

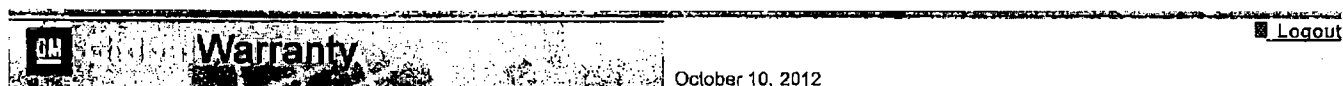
Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information



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

Vehicle Information

VIN: 1GNET16S866 [REDACTED] Model: CT15806-2006 TRAILBLAZER EXT 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 50 - FLEET
Field Actions: [0 Open](#) [REDACTED]

Invoice Information

Invoicing Service Agent: 113019
BURT CHEVROLET, INC.
5200 S BROADWAY
ENGLEWOOD CO 80113-6708 3037610333

Invoice Date: 08/11/2005

Ship to Information

Ship to Service Agent: 160895
HERTZ CORPORATION
1711 EAST BUCKEYE ROAD
PHOENIX AZ 85034-4202

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 113019
BURT CHEVROLET, INC.
5200 S BROADWAY
ENGLEWOOD CO 80113-6708 3037610333

Delivery Date: 07/28/2005
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

For this vehicle:

→ [View Vehicle Summary](#)→ Service
Contract

→ Branded Title

→ Warranty Block

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

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



esis

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

800.888.0164 *tel*
313.665.0911 *fax*

Eric Wilt
Claims Administrator

October 15, 2012

[REDACTED]
Parker, CO [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 748968
Our Client: General Motors LLC
Date/Event: 10/5/12
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNET16S666 [REDACTED]

Dear [REDACTED]

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file. I tried to contact you on 10/11/012 but was unable to do so. Please contact our office within 15 days.

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

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

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



esis

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

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

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

Sincerely,

Eric Wilt
Claims Administrator

Service Request Detail

SR No.	71-1114886389	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address		City	Greenup	Involved Dir		Safety	Yes
State	IL ZipCd	Con Acct		Source	Phone	Updated	10/10/2012 12:05:53 PM
Serial #/VIN	1GKET16S086	Model Year	2008	Priority	Medium License # GMC	Owner	EICHORLY
Make	GMC	Warr. Start	09/27/2005	Status	Open	Opened	10/8/2012 10:56:10 AM
Model	Envoy	Mileage	145000	Sub-Status	Satisfied	Closed	
Abstract	(ESIS) Driver's side door panel - thermal event						
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to Lynda Eichorst @ ext.31093						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	10/8/2012 11:00:00 AM	N	0	0	Dirt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Heinhl	DOB	Disabilities				
Not occupied	Not occupied	Not occupied	Not occupied	Not occupied				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Unknown	Unknown		Country Co. Insurance Co.					
Incident Loc	1191 City Rd Greenup, IL 62428				Incident Desc	Cust parked the veh and noticed smoke and flames coming from the driver's door panel.		
Component	Door panel - electrical				Damage Desc	Plastic parts and wires melted on the driver's door panel		
Vehicle Loc	with cust				Add'l Info	n/a		
Emgcy Svc Names	n/a				Main Loc	a friend does repairs and maint.		

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a
Vehicle Speed	0		Weather Condition	Clear		Prop Owner	n/a	Property Type
Last Service Date			Loc Last Service			Property Location	n/a	Prop Est Repair Cost
Veh Est Repair Cost			Spec Equip Installer	n/a		Prop Damage Description	n/a	
Primary Veh Use	Personal		Inspection Type	Thermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Wires and plastic parts inside the driver's door panel was burned.					Explain Other	n/a	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 12:33:32 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

customer claims thermal event originating from control module in drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 12:08:24 PM	EICHORLY	EICHORLY	Scheduled Follow-up	Scheduled Alarm			ESIS - Verify file was picked up.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 12:07:58 PM	EICHORLY	KINZERTH	Notify CRM		Done	10/11/2012 12:34:00 PM	Please escalate to ESIS - thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust alleges after parking her veh, she noticed smoke and flames coming from the driver's side door panel. No injuries. No property damage. No insurance involvement.

Lynda Eichors/FAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 12:06:51 PM	EICHORLY	EICHORLY	BRG PAR	Business Case	Done	10/10/2012 12:07:51 PM	Business Case

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust alleges after parking her veh, she noticed smoke and flames coming from the driver's side door panel. No injuries. No property damage. No insurance involvement.

Lynda Eichors/FAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 12:05:53 PM	EICHORLY	EICHORLY	Ownership Changed	Ownership Escalated to BRC	Done	10/10/2012 12:05:53 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 04:48:24 PM	EICHORLY	EICHORLY	Scheduled Outbound Call	Cust	Done	10/10/2012 11:46:49 AM	Initials

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:09:59 PM	EICHORLY	EICHORLY	Scheduled Outbound Call	Cust	Done	10/9/2012 04:46:03 PM	Initials

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 01:09:45 PM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	10/10/2012 12:03:18 PM	Emailled James Kamosky, DDMA at james.l.kamosky@gm.com NORTH CENTRAL REGION
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

2008 GMC Envoy
1GKET16S068
No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

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

Lynda Eichorst/VPAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 02:25:18 PM	MERCADTO	EICHORLY	Ownership Changed		Done	10/8/2012 02:25:18 PM	Service Request Ownership has changed FROM: MANGILMA TO: EICHORLY
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:25:05 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact - Field	Done	10/8/2012 01:09:43 PM	See outbound email.
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:24:58 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Dealer	Done	10/9/2012 01:08:03 PM	No dlr contact required.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Lynda Eichors/VPAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:24:47 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Phone	Done	10/10/2012 11:50:46 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs verified customer contact information.

Cust. states: Cust had just parked the veh when the driver's side door panel caught on fire. It frid the circuit panel nothing on the driver's side works. The plastic circuit part melted. Pulled the circuit out so cust can still drive it.

Original owner? Yes ☐

Currently in a rental or loaner vehicle? no

Who placed you in a rental or loaner vehicle? n/a

Cust. sustained injuries? No

Did the injured party seek medical attention? n/a

Are cust/injured party in the medical field? 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 depl.

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 Eichors/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:24:38 PM	MERCADTO	EICHORLY	BRC PAR	Acknowledgement	Done	10/9/2012 01:09:02 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

CRS left vm

Continued-In-Initial

Lynda Eichors/PA/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:24:30 PM	MERCADTO	EICHORLY	Research		Done	10/10/2012 11:59:35 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Summary:

S/R's and VIN: No other files found in GWM.

Recalls: Product Safety Recall N050086 05086 POWER STEERING HOSE FRACTURE 10/05/2005 Closed. Not related to allegation.

Branded: No

Warranty Block: No

Repairs: No related repairs found in GWM.

research complete

Lynda Eichors/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:24:21 PM	MERCADTO	EICHORLY	Notify CRM		Done	10/9/2012 01:06:25 PM	File assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:24:07 PM	MERCADTO	EICHORLY	BRC FAR	Case Assigned	Done	10/8/2012 01:06:21 PM	Assigned to Lynda x31093

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:24:00 PM	MERCADTO	MANGLIMA	SR Opened		Done	10/8/2012 02:24:00 PM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:23:59 PM	MERCADTO	MANGLIMA	SR Closed - Satisfied		Done	10/8/2012 02:23:59 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 02:23:42 PM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/8/2012 02:23:59 PM	PAR V/M

Contact Last Name	Contact First Name	Account	BAC Code

Comments

71-1114886386

customer

phone

Oct 8 11:02am

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 11:24:55 AM	MANGLIMA	KINZERTH	Notify CRM		Done	10/8/2012 02:23:40 PM	driver side door caught on fire

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 11:09:06 AM	MANGLIMA	MANGLIMA	Outbound Call Third Party	Left Message	Done	10/8/2012 11:26:12 AM	left message for PAR dept
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

reached Voice Mail for PAR dept
-left a message
-provide SR #
-left name and contact info of cust
-driver side door caught on fire

May/CAC T1/MAN/Level 0 Empowered
886-790-5700 EXT. 42939

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 10:57:16 AM	MANGLIMA	MANGLIMA	Inbound Call Customer	Complex Request	Done	10/8/2012 11:26:56 AM	driver side caught on fire

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

BNTC:
1GKET16S066100685 miles
Address 650 East Greenup IL

Cust States:

-I was calling about a recall
-I have 2008 GMC Envoy
-the driver side door of my veh caught on fire it happened last Saturday
-driver side door had a fire and it's smoking and there is some sparks and it melted the window panel
-we need to pull out the panel to prevent it from damaging the veh
-veh is now in my garage
-I was curious if there is a recall or is it my veh or whats the deal about this
-part is around \$400
-no one was injured and I am ok

Cust Seeks:

-cost assistance

CRS Adv:

-I will transfer your call to our PAR department
-the dept that can assist you with type of concern is currently not available but I did left them a message and they will contact you within 24-48 business hours
-provide cust of SR #

Source: d_108767
May/CAC T1/MAN/Level 0 Empowered
866-780-5700 EXT. 42839

Confidential Comments

UCC Information

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



October 12, 2012

[Logout](#)

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

INTERFACE WITH
CUSTOMER

View Vehicle Summary

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

Vehicle Information

VIN: 1GKET16S068

Model: TT15806-2006 ENVOY XL DENALI 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [0 Open](#)

Required Field Actions

Open field actions are
highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N050088	05088	POWER STEERING HOSE FRACTURE	10/05/2005	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y

OnStar Status: Inactive

XM Equipped: N

XM Radio ID:

XM Status: NA

OnStar Vehicle Diagnostics: N

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	08/05/2011	09/27/2005	228 MI	09/27/2013	80,228 MI

For this vehicle:

[View Vehicle Summary](#)

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

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

Bumper to Bumper Limited Warranty	08/05/2011	09/27/2005	228 MI	09/27/2008	36,228 MI
Corrosion Limited Warranty	08/05/2011	09/27/2005	228 MI	09/27/2011	100,228 MI
Special Coverage 10054	08/05/2011	09/27/2005	228 MI	09/27/2015	120,228 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/08/2009	003034	ZREG—Regular Vehicle Transaction		Z2175 - \$15 Maintenance Card Promotion	66,328 MI
04/11/2008	113538	ZREG—Regular Vehicle Transaction		Z2175 - \$15 Maintenance Card Promotion	41,652 MI
10/02/2007	109727	ZREG—Regular Vehicle Transaction		Z2159 - National Fall Promotion 2007	31,036 MI
07/28/2007	108365	ZREG—Regular Vehicle Transaction		J6360 - Powertrain Control Module Replacement	27,207 MI
07/28/2007	108365	ZREG—Regular Vehicle Transaction		N2328 - Switch - Ignition/Key Warning - Replace	27,207 MI
07/19/2007	108213	ZREG—Regular Vehicle Transaction		C3128 - Headlining Trim Panel Replacement	27,124 MI
04/03/2007	106092	ZREG—Regular Vehicle Transaction		L1225 - Fuel Tank Fuel Pump Module Replacement - Left Side	18,561 MI
11/08/2005	094838	ZFAT—Field Action Recall		V1415 - 05086 - Inspect Hose(s) Only - No Further Action Required	1,519 MI
07/28/2005	A00685	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



October 12, 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 1GKET16S066
 Service Contract No Branded Title No Warranty Block: No PDI Status: No
 Order Type 70 - RETAIL - STOCK
 Field Actions: [Open](#)

Vehicle Build

Model: TT15806-2006 ENVOY XL DENALI 4WD
 Gross Vehicle Weight 2,906

Order Number: JGNPRW
 Build Date 07/26/2005
 Build Plant: 6

Option Codes

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

1SZ - OPTION PACKAGE DISCOUNT
 48H - EBONY
 67U - LIQUID SILVER METALLIC
 7HC - SUSPENSION
 9NF - COMPONENT RR RH COMP SEL SUSP
 AJ1 - DEEP TINTED GLASS
 AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT
 AM9 - REAR SPLIT FOLDING SEAT
 AXP - MPV VIN IDENTIFICATION
 B32 - FRONT COLOR-KEYED FLOOR MATS
 C49 - REAR WINDOW DEFOGGER
 CJ3 - DUAL ZONE CLIMATE CONTROL
 DT4 - ASHTRAY AND LIGHTER
 FE9 - 50-STATE EMISSIONS
 JF8 - 4-WHEEL POWER DISC BRAKES
 K34 - CRUISE CONTROL
 LL8 - VORTEC 4200 SFI 16
 N40 - POWER STEERING
 N80 - POLISHED ALUMINUM WHEELS
 NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE
 OKL - PLANT CODE OKLAHOMA
 R4Y - TIRE BRAND GOODYEAR
 R6P - PREMIUM PAINT
 SLM - STOCK ORDERS
 T96 - FRONT FOG LAMPS
 TB4 - LIFTGATE/LIFTGLASS BODY
 U73 - FIXED MAST ANTENNA
 UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & UY7 - HD 7-LEAD TRAIL WIRING HARNESS

3SA - SLE-1 PACKAGE
 48I - EBONY
 6HC - SUSPENSION
 8NF - COMPONENT RR LH COMP SEL SUSP
 A50 - DELUXE CLOTH RECLINING BUCKETS
 AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM
 AM7 - FOLDING REAR SEAT
 AU0 - REMOTE KEYLESS ENTRY
 B30 - COLORED - KEYED CARPETING
 B33 - REAR COLOR-KEYED FLOOR MATS
 C7H - GVW RATING - 6,400 LBS
 DP2 - POWER OSRV MIRRORS
 EVA - EVAP EMISSION REQUIREMENT
 GT4 - REAR AXLE - 3.73 RATIO
 JJB - SUBASSEMBLY
 KG4 - 150 AMP GENERATOR
 M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL
 N79 - STEEL WHEEL FULL SIZE SPARE
 NP5 - LEATHER WRAPPED STEERING WHEEL
 NT8 - FEDERAL EMISSIONS SYSTEM
 OTM - P245/65R17 ALS BW TIRES
 R6J - CUSTOMER DIALOG NETWORK
 R9Q - SALES PROCESSING OPTION #91
 T61 - DAYTIME RUNNING LAMPS
 T98 - VIN IDENTIFICATION NUMBER
 TFE - SALES INCENTIVE-COMMITMENT PLUS
 UB0 - AM/FM STEREO W/GD

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](#)

SOUND PLAN

V73 - STATEMENT OF CERT. U.S.

YC5 - SLE DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

Z88 - GMC TRUCK NAMEPLATE

ZY1 - SOLID PAINT

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PLATE

YD8 - REAR SPRING - BASE EQUIPMENT

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 12, 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 1GKET16S066 [REDACTED] Model: TT15806-2006 ENVOY XL DENALI 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 508270651
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 07/28/2005	Time Scanned: 10:02:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001741805
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: XVM
Date Scanned: 07/25/2005	Time Scanned: 22:29:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 08F938190
Source Plant: N-	Part / Number Broadcast: DC
Date Scanned: 07/28/2005	Time Scanned: 10:15:00 Scan Station: 01
Component Code: 81-TRANSMISSION	Traceability: 42085132
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 07/28/2005	Time Scanned: 10:10:00 Scan Station: 02
Component Code: 83-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 8EL26495
Source Plant: G-	Part / Number Broadcast: UP6
Date Scanned: 07/26/2005	Time Scanned: 10:27:00 Scan Station: 02
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 151950U81
Source Plant: K-DELCO ELECTRONICS KOKOMO, IN	Part / Number Broadcast: YMSR
Date Scanned: 07/26/2005	Time Scanned: 18:46:00 Scan Station: 04
Component Code: 87-BODY CONTROL MODULE	Traceability: 151994JMT
Source Plant: M-	Part / Number Broadcast: 5466
Date Scanned: 07/26/2005	Time Scanned: 19:48:00 Scan Station: 08
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1FH4J80
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2387
Date Scanned: 07/26/2005	Time Scanned: 17:31:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-IP	Traceability: 7ZAAD12
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 0900
Date Scanned: 07/26/2005	Time Scanned: 22:24:00 Scan Station: 03
Component Code: AS-SENSING DIAGNOSTIC MODULE	Traceability: 520003U60
Source Plant: K-DELCO ELECTRONICS KOKOMO, IN	Part / Number Broadcast: 5629

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](#)

Date Scanned: 07/28/2005	Time Scanned: 09:24:00	Scan Station: 07
Component Code: BN-LIFTGATE ELECTRONIC CONTROL MODULE	Traceability: 251826ZK2	
Source Plant: Y-	Part / Number Broadcast: 2757	
Date Scanned: 07/28/2005	Time Scanned: 19:48:00	Scan Station: 09
Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE	Traceability: 051710DGU	
Source Plant: Y-	Part / Number Broadcast: 9839	
Date Scanned: 07/28/2005	Time Scanned: 19:48:00	Scan Station: 10
Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE	Traceability: 051960HR4	
Source Plant: Z-	Part / Number Broadcast: 9849	
Date Scanned: 07/28/2005	Time Scanned: 19:48:00	Scan Station: 11
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0010566	
Source Plant: -	Part / Number Broadcast: 1ZZ	
Date Scanned: 06/23/2005	Time Scanned: 12:30:00	Scan Station:
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0447397	
Source Plant: -	Part / Number Broadcast: 1WW	
Date Scanned: 07/20/2005	Time Scanned: 11:16:00	Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 0442577	
Source Plant: -	Part / Number Broadcast: 1TT	
Date Scanned: 07/22/2005	Time Scanned: 13:09:00	Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 0441370	
Source Plant: -	Part / Number Broadcast: 1GA	
Date Scanned: 07/25/2005	Time Scanned: 21:42:00	Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

[Global Warranty Management Site Map](#)

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

Job Card Date: 10/02/2007

Job Card Number: 109727

Repair Service Agent: 213537
POAGE CADILLAC BUICK GMC, INC.
1500 KOESTER DR
FORSYTH IL 62535-8918
2178752110

Odometer Reading: 31,036 MI
Authorization Code

Process Date
10/05/2007

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 Z2159-National Fall Promotion 2007

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 07/28/2007

Job Card Number: 108365

Repair Service Agent: 213537
POAGE CADILLAC BUICK GMC, INC.
1500 KOESTER DR
FORSYTH IL 62535-8918
2178752110

Odometer Reading: 27,207 MI
Authorization Code

Process Date:
08/21/2007

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op J6360-Powertrain Control Module Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 07/26/2007

Job Card Number: 108365

Repair Service Agent: 213537
POAGE CADILLAC BUICK GMC, INC.
1500 KOESTER DR
FORSYTH IL 62535-8918
2178752110

Odometer Reading: 27,207 MI
Authorization Code

Process Date
08/21/2007

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op N2328-Switch - Ignition/Key Warning - Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 07/19/2007

Job Card Number: 108213

Repair Service Agent: 213537
POAGE CADILLAC BUICK GMC, INC.
1500 KOESTER DR
FORSYTH IL 62535-8918
2178752110

Odometer Reading: 27,124 MI
Authorization Code E

Process Date
07/31/2007

Transaction Type
ZREG—Regular Vehicle Transaction
Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op C3128-Headlining Trim Panel Replacement
Causal Part Number

Job Card Date: 04/03/2007

Job Card Number: 108092

Repair Service Agent: 213537
POAGE CADILLAC BUICK GMC, INC.
1500 KOESTER DR
FORSYTH IL 62535-8918
2178752110

Odometer Reading: 19,561 MI
Authorization Code

Process Date
04/08/2007

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 L1225-Fuel Tank Fuel Pump Module Replacement - Left Side
Causal Part Number

→ See other Parts and/or Nel Items

Job Card Date: 11/08/2005

Job Card Number: 094838

Repair Service Agent: 213537
POAGE CADILLAC BUICK GMC, INC.
1500 KOESTER DR
FORSYTH IL 62535-8918
2178752110

Odometer Reading 1,519 MI
Authorization Code

Process Date
11/11/2005

Transaction Type
ZFAT—Field Action Recall
Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op V1415-05086 - Inspect Hose(s) Only - No Further Action Required
Causal Part Number

Job Card Date: 07/26/2005

Job Card Number: A00885

Repair Service Agent: 115977

Odometer Reading: 0 MI

BURTON PONTIAC-BUICK-GMC TRUCK, INC
4687 DIXIE HWY
BEDFORD IN 47421-9714
8122754405

Authorization Code:

Process Date:
07/29/2005

Transaction Type:
ZPDI—Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.



GlobalWarranty

October 12, 2012

[Logout](#)

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information

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

Vehicle Information

VIN 1GKET18S068

Model TT15806-2006 ENVOY XL DENALI 4WD

Service Contract No

Branded Title No

Warranty Block No

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions [0 Open](#)

Invoice Information

Invoicing Service Agent 115977
BURTON PONTIAC-BUICK-GMC TRUCK, INC
4887 DIXIE HWY
BEDFORD IN 47421-9714 8122754405

Invoice Date 07/28/2005

Ship to Information

Ship to Service Agent 115977
BURTON PONTIAC-BUICK-GMC TRUCK, INC
4887 DIXIE HWY
BEDFORD IN 47421-9714 8122754405

Ship to Date N/A

Delivery Information

Delivery Service Agent 213537
POAGE CADILLAC BUICK GMC, INC.
1500 KOESTER DR
FORSYTH IL 62535-8918 2178752110

Delivery Date 09/27/2005
Delivery Type 010--INDIVIDUAL
Delivery Odometer 228

In Service Information

Invoicing Service Agent

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

Registration Information

Registration Service Agent N/A

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

For this vehicle:

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

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

10/12/2012

This CARFAX Vehicle History Report provided free of charge by:



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

SHOW ME THE CARFAX



CARFAX® Vehicle History Report™

US \$39.99

Vehicle Information:

2006 GMC ENVOY XL
VIN: 1GKET16S066
4 DOOR WAGON/SPORT UTILITY
4.2L V6 MPI
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



No accident / damage reported to CARFAX



2 Previous owners



9 Service records available



Personal vehicle



83,047 Last reported odometer reading



\$180 Above retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/15/12 at 10:58:03 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.

CARFAX Price Calculator™

Adjust the value of this 2006 GMC Envoy XL based on the information available in this report

1) Retail Book Value

\$ 0

Enter retail book value here

2) CARFAX Price Adjustment™



+ \$180

Above retail book value

3) Adjusted Retail Value

Begin by entering the retail book value



Start by entering the retail book value from a pricing guide website.



This vehicle is worth more than average, based on information in this report.



Compare adjusted retail value to seller's asking price when making your decision.

CARFAX Ownership History

The number of owners is estimated

Year purchased

Type of owner

Estimated length of ownership

Owned in the following states/provinces

Estimated miles driven per year

Last reported odometer reading

Owner 1

Owner 2

2005

2010

Personal

Personal

3 yrs. 10 mo.

2 yrs. 6 mo.

Illinois

Illinois

19,459/yr

82,250

83,047



Title History

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Not Actual Mileage | Exceeds Mechanical Limits

Owner 1

Owner 2

Guaranteed
No Problem

Guaranteed
No Problem

Guaranteed
No Problem

Guaranteed
No Problem



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



Additional History

Not all accidents / issues are reported to CARFAX

Total Loss

No total loss reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Structural Damage

No structural damage reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Airbag Deployment

No airbag deployment reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Odometer Check

No indication of an odometer rollback.

☒ No Issues
Indicated

☒ No Issues
Indicated

Accident / Damage

No accidents or damage reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Manufacturer Recall

Check with an authorized [General Motors dealer](#) for any open recalls.

☒ No Recalls
Reported

☒ No Recalls
Reported

Basic Warranty

[Original warranty](#) estimated to have expired.

Warranty
Expired

Warranty
Expired



Detailed History

[Glossary](#)

Owner 1				
Purchased:	2005	Date:	Mileage:	Source:
Type:	Personal	Original		OnStar
Where:	Illinois	Equipment		
Est. miles/year:	19,459/yr			Orig Equipment
Est. length	10/27/05			Vehicle equipped with OnStar &
owned:	9/15/09			Personal Calling
	(3 yrs. 10 mo.)			Press the Blue OnStar button in this vehicle, or
				click here for activation and membership
				information
		09/27/2005		Poage Auto Mall
				Forsyth, IL
				217-875-2110
				poageautomall.com
		10/27/2005	228	Illinois
				Motor Vehicle Dept.
				Cerro Gordo, IL
				Title # [REDACTED]
				First owner reported
				Registered as
				personal vehicle
		11/08/2005	1,519	Poage Auto Mall
				Forsyth, IL
				217-875-2110
				poageautomall.com
		12/13/2005	2,679	Poage Auto Mall
				Forsyth, IL
				217-875-2110
				poageautomall.com
		03/20/2006	6,031	Poage Auto Mall
				Forsyth, IL
				217-875-2110
				poageautomall.com
		07/10/2006	9,138	Poage Auto Mall
				Forsyth, IL
				217-875-2110

		poageautomall.com	
10/16/2006	11,943	Poage Auto Mall Forsyth, IL 217-875-2110 poageautomall.com	Oil and filter changed
03/18/2009	62,915	Poage Auto Mall Forsyth, IL 217-875-2110 poageautomall.com	Oil and filter changed
05/06/2009	66,328	Poage Auto Mall Forsyth, IL 217-875-2110 poageautomall.com	Oil and filter changed Tires rotated
06/02/2009		Illinois Motor Vehicle Dept. Cerro Gordo, IL	Registration issued or renewed
06/18/2009	69,223	Poage Auto Mall Forsyth, IL 217-875-2110 poageautomall.com	Oil and filter changed Washed/detailed
07/28/2009	73,236	Poage Auto Mall Forsyth, IL 217-875-2110 poageautomall.com	Oil and filter changed
09/15/2009	77,250	Online Listing	Vehicle offered for sale
01/19/2010	82,250	Online Listing	Vehicle offered for sale
04/09/2010		Illinois Motor Vehicle Dept. Greenup, IL	Registration issued or renewed

Owner 2 Purchased: 2010 Type: Personal Where: Illinois Est. length: 4/13/10 - owned: present (2 yrs. 6 mo.)	Date:	Mileage:	Source:	Comments:
	04/13/2010	83,047	Illinois Motor Vehicle Dept. Greenup, IL Title # [REDACTED]	Title issued or updated New owner reported Loan or lien reported
	03/03/2011		Illinois Motor Vehicle Dept. Greenup, IL	Registration issued or renewed
	02/16/2012		Illinois Motor Vehicle Dept. Greenup, IL	Registration issued or renewed



I'm here to help! Print and bring my [SmartBuyer Checklist](#) when you go to test drive this 2006 GMC Envoy XL.

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



Glossary

[View Full Glossary](#)

CARFAX Price Adjustment™

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

First Owner

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

New Owner Reported

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

Ownership History

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

Title Issued

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

Follow Us: [facebook.com/CARFAX](https://www.facebook.com/CARFAX) [@CarfaxReports](https://twitter.com/CarfaxReports) [CARFAX on Google+](https://www.google.com/+CARFAX)

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.

10/15/12 10:58:03 AM (EDT)

CARFAX VEHICLE HIGHLIGHTS

2006 GMC ENVOY XL

VIN: 1GKET16S066

Body Style: 4 DOOR WAGON/SPORT
UTILITY

Engine Size: 4.2L V6 MPI

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

OWNERSHIP HISTORY:

Number of Owners:	2
Last owned in the following state/province:	Illinois

STATE DMV-REPORTED TITLE PROBLEMS:

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



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

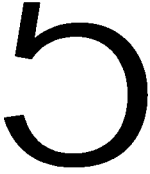
ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment	<input checked="" type="checkbox"/> No Issues Reported
Odometer Rollback	<input checked="" type="checkbox"/> No Issues Reported
Other Accidents / Damage	<input checked="" type="checkbox"/> No Issues Reported

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

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.



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

800.888.0164 *tel*
313.665.0911 *fax*

Sasha Henson
Claims Administrator
sasha.henson@gm.com

October 15, 2012

[REDACTED]
Greenup, IL [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 749091
Our Client: General Motors LLC
Date/Event: 10/6/12

Dear [REDACTED]

I am writing regarding your incident in a 2006 GMC Envoy. I am the claims administrator handling your claim. Please contact me regarding this matter.

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

To assist us in the investigation of your claim, we request that you provide us with the following information:

1. Documentation to substantiate the amount of damages to your vehicle;
2. All medical records concerning the injuries suffered as a result of this accident. An *Authorization for Use and/or Disclosure of Confidential Medical Information* form is enclosed to assist our office in obtaining these records. Please provide the names and complete addresses for all medical providers who treated the injuries sustained in the above accident. Please be advised that we may or may not use the medical records to evaluate your claim;
3. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim;
4. Copy of the accident report;
5. Current location of the vehicle.

Once we have completed our investigation, a review of your claim will be conducted.

5

Please be advised that you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Should you have any questions regarding this letter or your claim, please feel free to contact me directly at 1.800.888.0164, Monday through Friday, 7:30 a.m. to 4:00 p.m., EST.

Sincerely,

Sasha Henson

Sasha Henson
Claims Administrator

Service Request Detail

SR No.	71-1115481751	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address		City	Chelsea	Involved Dir		Safety	Yes
State	OK	ZipCd		Source	Phone	Updated	10/12/2012 02:17:49 PM
Serial #/VIN	1GNDT13S272	Model Year	2007	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	08/16/2006	Status	Open	Owner	SANCHERI
Model	TrailBlazer	Mileage	124000	Sub-Status	Satisfied	Opened	10/9/2012 04:46:04 PM
Abstract	burnt switches interior door panel						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 ***						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Relative	10/9/2012 05:21:43 PM	N	0	2	Asphalt	Dry	a	na
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5 8		none				
unk	unk	st Name	Phone #	Insurance Agency				
				state farm				
Incident Loc	Chelsea Oklahoma (Ajaps Grocery on Hwy 66) unknown address				Incident Desc	I was driving the vehicle to the grocery store, and we smelled smoke, and I popped off the interior door panel and there was evidence of a flame, and the connectors had smoldered , i disconnected all the plug ins to prevent it from going any further.		
Component	interior window component				Damage Desc	Interior driver door		
Vehicle Loc	9345 south hwy 28 in chelsea				Add'l Info	no claim was made at this time,		
Emgcy Svc Names	none				Maint Loc	na		

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	na
Vehicle Speed	0		Weather Condition	clear			Prop Owner	na
Last Service Date			Loc Last Service				Property Location	na
Veh Est Repair Cost	\$0.00		Spec Equip Installer	na			Prop Damage Description	na
Primary Veh Use	Personal		Inspection Other Type				Inspected By	Inspection Not Performed
Veh Damage Description	Interior door panel						Explain Other	sent over to esis
							Inspection Date/Time	

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 02:17:52 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer claims thermal event originating from control module in drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 08:09:26 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		f/u esis pick up

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 06:09:09 PM	SANCHERI	KINZERTH	Notify CRM		Done	10/12/2012 02:18:24 PM	esis - thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 06:06:40 PM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	10/11/2012 06:09:07 PM	kelsey

Contact Last Name	Contact First Name	Account	BAC Code

Comments

thermal event interior door panel

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 06:06:28 PM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	10/11/2012 06:06:29 PM	Ownership Escalated to BRC

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 05:38:31 PM	SANCHERI	SANCHERI	Outbound Email		Done	10/11/2012 06:04:42 PM	tony.dipiero@gm.com

Contact Last Name Contact First Name Account BAC Code

Comments

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

Customer Last Name
2007 Chevrolet Trailblazer
VIN 1GNDT13S2721
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 866-790-5700 ext. 41345 | 866-857-3113 | www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 08:40:28 AM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Done	10/11/2012 03:36:09 PM	call customer 2nd attempt

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 07:32:49 PM	SANCHERI	SANCHERI	Scheduled Outbound Call	Dir	Done	10/11/2012 08:39:33 AM	call dealer

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 07:32:23 PM	SANCHERI	SANCHERI	Scheduled Outbound Call	Initial Attempt	Done	10/11/2012 08:39:38 AM	call customer

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:36:43 PM	MERCADTO	SANCHERI	Ownership Changed		Done	10/10/2012 02:36:43 PM	Service Request Ownership has changed FROM: MANCILGI TO: SANCHERI

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:36:30 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	10/11/2012 08:40:01 AM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

see outbound email

rita sanchaz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:36:20 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	10/11/2012 08:40:13 AM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:36:11 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Phone	Done	10/11/2012 05:34:54 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

verified information and allegation

cust sts i was driving the vehicle to the grocery store, and we smelled smoke, and i popped off the interior door panel and there was evidence of a flame, and the connectors had smoldered, i disconnected all the plug ins to prevent it from going any further. we were in the grocery store and im glad that we came back to the car when we did because it could have gotten alot worse

ors provided esls statement

cust sts i will proceed

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

cust sts ok thanks

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:36:01 PM	MERCADTO	SANCHERI	BRC PAR	Acknowledgement	Done	10/11/2012 08:39:24 AM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

called and left a message for customer to call in at 866-790-5700 x 41345

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:35:53 PM	MERCADTO	SANCHERI	Research		Done	10/11/2012 08:38:52 AM	Research VIN 1GNDT13S272

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS Performed VIN Scan
GMVIS: Found an Open Recall - Service Update Bulletins N060091 06091 ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM **EXTENDED TO NOVEMBER 30, 2006** 08/30/2006 Closed

VIN: - Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:35:44 PM	MERCADTO	SANCHERI	Notify CRM		Done	10/11/2012 08:36:06 AM	File assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:35:29 PM	MERCADTO	SANCHERI	BRC PAR	Case Assigned	Done	10/11/2012 08:36:02 AM	Assigned to Rita x41345

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:35:22 PM	MERCADTO	MANCILGI	SR Opened		Done	10/10/2012 02:35:22 PM	SR in Status of Closed has been Re-Opened by MERCADTO

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 02:35:21 PM	MERCADTO	MANCILGI	SR Closed - Dissatisfied		Done	10/10/2012 02:35:21 PM	Service Request has been Closed Dissatisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 10:55:19 AM	MANCILGI	KINZERTH	Notify CRM	Other	Done	10/10/2012 02:35:19 PM	veh caught fire

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 10:51:31 AM	MANCILGI	MANCILGI	Outbound Call Customer	Left Message	Done	10/10/2012 12:02:13 PM	called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

left msg:
we were able to receive the email your mother in law sent in abt the condition
we would like this concern to be reviewed by our PAR team
you will be contacted in 2 business days
pls give us a call should you need further asst
provided SR and crs#

Gina / T1 / CAC / Manila / Lvl 1
866-790-5600 ext 32976

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 03:18:39 AM	CARBONRA	MANCILGI	Notify CRM	Other	Done	10/10/2012 10:03:04 AM	E-mail received
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 03:18:10 AM	CARBONRA	CARBONRA	Email - Outbound		Done	10/10/2012 03:18:32 AM	The Chevrolet Consumer Support Team
Contact Last Name	Contact First Name	Account	BAC Code				

Service Request: 71-1115481751
Customer Relationship Specialist: Jay

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. I understand that the door lock module of your 2007 Chevrolet TrailBlazer caught fire.

I apologize for the safety concern this has caused you. I will attach the e-mail that you sent to the Service Request that Gina is assisting you on, and I will also send her a notification about your e-mail. Please expect a follow-up regarding the latest e-mail that you sent.

If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at (800) 222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 AM to 9:00 PM Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

[THREAD ID:1-IGSE65]

—Original Message—

From: [REDACTED]
Sent: 10/9/2012 05:40:36 PM
To: cac@gmc.com
Subject: GMC Vehicle Concern Topic2

```
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1" />
<title></title>
</head>
<style type="text/css">
body {
color:#302318;
font-family: Trebuchet MS,Arial,Helvetica,Sans-Serif;
font-size: 12px;
}
.bold{
font-weight:bold;
}
link
```

Report Generated for toporowm

on 10/15/2012

Page 9 of 14

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 03:17:48 AM	CARBONRA	MANCILGI	SR Opened		Done	10/10/2012 03:17:48 AM	SR in Status of Closed has been Re-Opened by CARBONRA
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 08:11:36 PM	DEDIOST1	MANCILGI	SR Closed - Dissatisfied		Done	10/9/2012 08:11:36 PM	Service Request has been Closed Dissatisfied.
		Name		Account	BAC Code		

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 05:41:16 PM		CARBONRA	Email - Inbound		Done	10/10/2012 03:18:31 AM	GMC Vehicle Concern Topic2
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

```
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1" />
<title></title>
</head>
<style type="text/css">
body {
color:#302318;
font-family:Trebuchet MS,Arial,Helvetica,Sans-Serif;
font-size:12px;
}
.bold{
font-weight:bold;
}
.link{
color:#0068CF;
}
.linkhover{
text-decoration:underline;
}
.footer{
color:#888888;
font-size:11px;
}
</style>
<body>
<div id="emailContent">
<p>Dear CAC,</p>
<p>A submission has been sent to promo code GCB0K8779. Below is the information:</p>
<p>First Name: <br />
Last Name: <br />
<p>Email Address: <br />
Day Phone: <br />
Evening Phone: <br />
Street Address: <br />
Chelsea, OK <br />
<p>Subject: <subject><br />
Comments: <comment/></p>
<p>
Nature: assistance<br />
Message: I am very concerned about what has transpired with my vehicle. About 30 min ago I was driving my trailblazer and smelled smoke. Pulled over and located the smoke coming from the window and lock module. I popped the cover off and found that the module had caught fire, burning the module, cover and part of the door. Had my daughter-in-law not known to look the vehicle would have caught fire. I found that there is a recall for this same problem that was published in the August 18th issue of the New York times. I contacted the number the paper gave (866...
```

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 04:47:34 PM	MANCILGI	DEDIOST1	Manager Review	Case Assessment	Done	10/9/2012 08:11:32 PM	closing SR dissat
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Reason cust called:
*recall coverage

Crs adv:

*adv theres no recall
-recommended to take veh to dlr for it to be checked out
adv the switches are covered under 3 36 warranty only
repairs gonna be out of pocket
located a dlr and offered to call dlr for cust but cust declined

Result of the adv: -
*cust accepted info

Reason for closing:
*no further assistance needed from CAC at this time
*veh has 124000 ml, first time concern

Gina / T1 / CAC / Manila / Lvl 1
866-790-5600 ext 32976

APPROVED

Thereša.TeamLead.CAC.MAN

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 04:46:20 PM	MANCILGI	MANCILGI	Dealer Visit Referred by CAC	Customer Will Schedule	Done	10/9/2012 04:46:29 PM	Customer Will Schedule
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 04:46:07 PM	MANCILGI	MANCILGI	Inbound Call Customer	Complex Request	Done	10/9/2012 07:35:15 PM	burnt switches
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

called
owner is mother in law

CUST STS:

2007 trailblazer 124000 mi
1GNDT13S272
it was smoking
we took it by the handle
popped up the switches
we had everything unplugged
switch for windows and doors are all melted
first time issue
happened 20mins ago
rfi recall

CUST SKS:

recall coverage

original owner? --no
where maintenance done? --none gm
veh's owned? --none

CRS ADV:

checked vin and didnt see any recalls/sc related to the concern
-its best for this concern to be checked out to prevent further damage to it
locate dlr CROSSROADS CHEVROLET OF VINITA495 S 7TH
VINITA, OK 74301-3738
Phone: (918) 258-8482
recalls/SC are vin specific
-recommended to take veh to dlr
and adv repairs gonna be out of pocket being these switches are covered under 3 36 warranty only
should there be any recalls/SC in the future you would be sent a notification by GM
offered to call dlr set appt --cust declined

Gina / T1 / CAC / Manila / Lvl 1
866-790-6600 ext 32976

Confidential Comments

Service Request Detail

UCC Information

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


[Logout](#)

October 15, 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: 1GNDT13S272 [REDACTED] 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](#)

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Required Field Actions

Open field actions are
highlighted

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

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	10/30/2011	08/16/2006	10 MI	08/16/2016	120,010 MI
	Bumper to Bumper Limited Warranty	10/30/2011	08/16/2006	10 MI	08/16/2009	36,010 MI
	Powertrain Limited Warranty	10/30/2011	08/16/2006	10 MI	08/16/2011	100,010 MI
	Certified Used Limited Warranty	10/30/2011	08/16/2006	10 MI	11/16/2009	39,010 MI

Emission Limited Warranty	10/30/2011	08/16/2006	10 MI	08/16/2009	50,010 MI
Corrosion Limited Warranty	10/30/2011	08/16/2006	10 MI	08/16/2012	100,010 MI
Emission Select Component Ltd Wty	10/30/2011	08/16/2006	10 MI	08/16/2014	80,010 MI
Emission Select State Component Lty Wty	10/30/2011	08/16/2006	10 MI	08/16/2013	70,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/15/2006	A29598	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 15, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Build



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

Vehicle Information

VIN: 1GNDT13S272 XXXXXXXXXX Model: CT15506-2007 TRAILBLAZER 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 50 - FLEET
 Field Actions: [Open](#)

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD Order Number: KCSQ6Q
 Gross Vehicle Weight: 2,611 Build Date: 08/15/2006
 Build Plant: 2

Option Codes

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

1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS	1SZ - PREFERRED EQUIPMENT SAVINGS
* 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	28I - INT TRIM LT GRAY/DK GRAY
54U - GRAPHITE METALLIC	6FB - COMP FRT LH COMPUTER SEL SUSP
7AA - FRONT SPRING	8UY - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	A50 - FRT BUCKET SEATS & FLR CONSOLE
AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	B0Q - GM PRODUCTION WEEK #33
B30 - FULL CARPET-COLOR KEYED	B32 - FLOOR MATS, FRONT/REAR
B33 - REAR COLOR KEYED FLOOR MATS	B86 - MOLDING B/S COLOR
C1U - ENTERPRISE RENT A CAR	C49 - REAR WINDOW DEFROSTER
C5N - GVW RATING - 5750 LBS	CJ3 - CLIMATE CONTROL
DAY - ASSEMBLY PLANT MORAIN, OHIO	DP2 - POWER OSRV MIRRORS
EVA - EVAP EMISSION REQUIREMENT	FLT - FLEET PROCESSING OPTION
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC

10/15/2012

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI I6

N40 - POWER STEERING

NC7 - FEDERAL OVERRIDE

NU5 - EMISSION SYSTEM CALIFORNIA

QTM - ALL-SEASON TIRES

R6F - IDENTIFY B CODE USERS

R6P - SPECIAL PAINT

R9N - LEATHER SEAT TRIM

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UB0 - AM/FM STEREO W/C/D

UY7 - TRAILER WIRING HARNESS

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

VX7 - LONG TERM DAILY RENTAL PROGRAM

X88 - CHEVROLET CONVERSION

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

K18 - ELECTRIC AIR
INJECTION SYSTEM

KG4 - GENERATOR
150 AMP

M30 - TRANSMISSION,
4 SPD AUTOMATIC

N75 - 17" ALUMINUM
WHEELS

NP8 - 2-SPEED
ACTIVE TRANSFER
CASE

NZ3 - 18" FULL SIZE
SPARE WHEEL

R4Y - TIRE BRAND-
GOODYEAR

R6K - ONSTAR TURN-
BY-TURN NAVIG
AVAIL

R7M - ONSTAR
DELETE

R9Z - POMS
EXPEDITE-SOLD
ORDERS/TSE

T98 - STAMPING
VEHICLE IDENT
NUMBER

TFD - RETAIL
AMENITY DELETE

UA6 - THEFT
DETERRENT ALARM
SYSTEM

UJ8 - TIRE PRESSURE
MONITOR

V1K - LUGGAGE RACK
CROSS-BARS

VQ2 - FLEET
ORDERING AND
ASSISTANCE

VXS - COMPLETE
VEHICLE LABEL

YA7 - CALIF. ASSY.
LINE EMISSION TEST

YD5 - BASE FRONT
SPRING

YF5 - 50-STATE
EMISSIONS

ZW7 - PREMIUM RIDE
SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 15, 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: 1GNDT13S272

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET

Field Actions: [Open](#)

For this vehicle:

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY

Traceability: 608010497

Source Plant: V-CPC FLINT, MICHIGAN

Part / Number Broadcast: NAX

Date Scanned: 08/15/2006

Time Scanned: 22:54:00

Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Traceability: 000942056

Source Plant: S-SAGINAW DIVISION SAGINAW, MI

Part / Number Broadcast: A1Z

Date Scanned: 08/15/2006

Time Scanned: 07:12:00

Scan Station: 05

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

Traceability: 0BL377550

Source Plant: N-

Part / Number Broadcast: FK

Date Scanned: 08/14/2006

Time Scanned: 23:05:00

Scan Station: 03

Component Code: 61-TRANSMISSION

Traceability: 44486544

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Part / Number Broadcast: 7TDD

Date Scanned: 08/14/2006

Time Scanned: 23:02:00

Scan Station: 02

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

Traceability: B1L53116

Source Plant: G-

Part / Number Broadcast: UK2

Date Scanned: 08/14/2006

Time Scanned: 23:57:00

Scan Station: 12

Component Code: 65-REAR AXLE ASSEMBLY

Traceability: 215070946

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Part / Number Broadcast: CN8

Date Scanned: 08/14/2006

Time Scanned: 23:55:00

Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY

Traceability: 00033835

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast: 5724

Date Scanned: 08/15/2006

Time Scanned: 08:23:00

Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR

Traceability: 1GWE0P2

Source Plant: Q-RIMIR MATAMORS MEXICO

Part / Number Broadcast: 2395

Date Scanned: 08/15/2006

Time Scanned: 10:22:00

Scan Station: 06

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

Traceability: 5AAYB80

Source Plant: M-MORTON-THIOKOL

Part / Number Broadcast: 5521

Date Scanned: 08/15/2006

Time Scanned: 07:02:00

Scan Station: 04

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

Traceability: 0320250

Source Plant: -

Part / Number Broadcast: 1ZZ

Date Scanned: 08/09/2006

Time Scanned: 03:01:00

Scan Station:

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

Traceability: 3031175

10/15/2012

Source Plant: -
Date Scanned: 08/11/2006

Part / Number Broadcast: 1WW
Time Scanned: 08:32:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS
Source Plant: -
Date Scanned: 08/14/2006

Traceability: 3031077
Part / Number Broadcast: 1PT
Time Scanned: 08:13:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS
Source Plant: -
Date Scanned: 08/14/2006

Traceability: 3030985
Part / Number Broadcast: 1PH
Time Scanned: 18:38:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 08/14/2006

Traceability: 3030925
Part / Number Broadcast: 1GB
Time Scanned: 19:06:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 15, 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: 1GNDT13S272 [REDACTED] 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](#)

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Job Card Date: 08/15/2006

Job Card Number: A29598

Repair Service Agent: 114685
SANDS MOTOR COMPANY
5418 NW GRAND AVE
GLENDALE AZ 85301-4501
6239319331

Odometer Reading: 0 Mi
Authorization Code:

Process Date:
08/18/2006

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 Part Number

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 15, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information



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

Vehicle Information

VIN: 1GNDT13S272

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](#)

For this vehicle:

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

Invoice Information

Invoicing Service Agent: 114685

Invoice Date: 08/15/2006

SANDS MOTOR COMPANY

5418 NW GRAND AVE

GLENDALE AZ 85301-4501 6239319331

Ship to Information

Ship to Service Agent: 114685

Ship to Date: N/A

SANDS MOTOR COMPANY

5418 NW GRAND AVE

GLENDALE AZ 85301-4501 6239319331

Delivery Information

Delivery Service Agent: 114685

Delivery Date: 08/16/2006

SANDS MOTOR COMPANY

Delivery Type: 020---DAILY RENTAL

5418 NW GRAND AVE

Delivery Odometer: 10

GLENDALE AZ 85301-4501 6239319331

In Service Information

Invoicing Service Agent:

In Service Date: N/A

In Service Type: 0000

In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

Registration Date: N/A

Registration Number: N/A

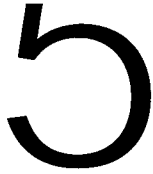
Registration Odometer: 0

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

10/15/2012



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*

Kelly Kufel
Claims Administrator

10/15/12

[REDACTED]
Chelsea, OK [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 749127
Our Client: General Motors LLC
Date/Event: 10/9/12
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDT13S272 [REDACTED]

Dear [REDACTED]

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

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

1. Please provide **color copies** of photos taken. Please do not send originals, as they may not be returned.
2. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
3. 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,

5

Kelly Kufel

Kelly Kufel
Claims Administrator

Service Request Detail

SR No.	71-1115887071	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address		City	Houston	Involved Dir		Safety	Yes
State	TX ZipCd	Con Acct		Source	Phone	Updated	10/15/2012 12:40:17 PM
Serial #/VIN	1GND513S572	Model Year	2007	Priority	Medium License # CHEVROL	Owner	JACKSOFA
Make	Chevrolet	Warr. Start	05/19/2007	Status	Open	Opened	10/10/2012 06:27:33 PM
Model	TrailBlazer	Mileage	87000	Sub-Status	Satisfied	Closed	
Abstract	PAR CASE- Thermal Event						
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all Inquiries to Fallh Jackson @ ext.31243.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	9/29/2012 11:30:04 AM	Y	0	2	Asphalt	Dry	unknown	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
unknown	unknown	5'2"		none				
	Agent First Name	Phone #	Insurance Agency					
			Geico Insurance					
Incident Loc	6500 N Freeway/ Houston, TX 77076				Incident Desc	driving, noticed deep smoke, pulled over, veh on fire.		
Component	thermal event				Damage Desc	Melted part of door panel and main control switch to roll windows down, big whole in the door.		
Vehicle Loc	home; 8655 Jones Rd Apt. 1001 Houston TX 77065. veh drives.				Add'l Info	insurance agent claim #, and name, and phone # Is unknown fire dept report # Is unknown.		
Emgcy Svc Names	Houston Fire Dept.				Maint Loc	Lonestar Chevrolet.		

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed			Weather Condition	clear			Prop Owner	n/a
Last Service Date			Loc Last Service				Property Location	n/a
Veh Est Repair Cost	\$443.00		Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	Melted part of door panel and main control switch to roll windows down, big whole in the door.				Explain Other	veh speed is unknown.		
							Inspection Date/Time	

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Driver	unknown
Injury Description			Medical Rpt#	Treatment Location		Treated By
headache, dizziness, nausea			n/a	n/a		n/a
Street Address			City	State	Zip Code	
			Houston	TX		

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 12:40:24 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

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

customer claims thermal event originating from control module in drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 12:40:17 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	10/15/2012 12:40:17 PM	Ownership Escalated to BRC

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:24:33 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Scheduled Alarm		waiting for ESIS to pick up the file.

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:24:16 PM	JACKSOFA	KINZERTH	Notify CRM		Done	10/15/2012 12:40:51 PM	review to send file to ESIS

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:21:55 PM	JACKSOFA	JACKSOFA	Outbound Email	DVM/CAM/Field	Done	10/12/2012 01:22:29 PM	Jason.b.ralph@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 a product failure caused a thermal event. This case is being escalated to ESIS because a thermal event occurred with their vehicle.

2007 Chevrolet Trailblazer

1GND513S572

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 12:52:31 PM	JACKSOFA	JACKSOFA	Inbound Call Customer	Complex Request	Done	10/12/2012 12:55:26 PM	cust called in.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Was in a rental veh through Geico for 4 days, already returned the rental veh.

Crs sts how long did flame last for?

Cust sts not sure, jumped out of the truck and called Fire Dept. deep dark smoke as well.

Crs sts how long have you driven that day.

Cust sts went to get my nails done, 20 minutes from house, drove 5 minutes up road and door panel started smoking.

Crs sts did veh operate differently earlier that day?

Cust sts no.

Crs at swhere did flame start from?

Cust sts driver side door,

Crs sts damages?

Cust sts Melled part of door panel and main control switch to roll windows down, big whole in the door.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 10:49:13 AM	JACKSOFA	JACKSOFA	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	10/12/2012 12:52:25 PM	complete initial.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:39:09 AM	MERCADTO	JACKSOFA	Ownership Changed		Done	10/11/2012 10:39:09 AM	Service Request Ownership has changed FROM: BAUTISKR TO: JACKSOFA
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:38:58 AM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact - Field	Done	10/12/2012 01:21:54 PM	jason.b.ralph@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Subject: 71-1115887071 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging a product failure caused a thermal event. This case is being escalated to ESIS because a thermal event occurred with their vehicle.

Forston

2007 Chevrolet Trailblazer

1GNDS13S572

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:38:49 AM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact- Dealer	Done	10/12/2012 12:58:11 PM	Called LONE STAR CHEVROLET / 18900 NORTHWEST FWY JERSEY VILLAGE TX 77065-4738 /2815177000
Contact Last Name		Contact First Name	Account		BAC Code		
Comments							
Kimberly, informed of product allegation.							
Crs sts any past concerns or repairs on the driver door panel or window switch?							
Dir sts Vian is her service advisor, he is out of the office today, will return on Monday.							
left message							
—explained product allegation, calling to get some service history on veh.							
Faith Jackson/PAR/ATX							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:38:41 AM	MERCADTO	JACKSOFA	BRG PAR	Initial Contact- Phone	Done	10/12/2012 12:54:55 PM	cust called in.

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

Comments

Crs verified customer contact information.

Cust. states: see inbound call customer.

Original owner? yes

Currently in a rental or loaner vehicle? Was in a rental veh through Gelco for 4 days, already returned the rental veh.

Who placed you in a rental or loaner vehicle?

Cust. sustained injuries? none; headache, diarrhea, nausea for 3 days.

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 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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:38:34 AM	MERCADTO	JACKSOFA	BRC PAR	Acknowledgement	Done	10/12/2012 10:48:05 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
left message

Crs Adv: This is Faith calling from the GM Product Allegation Dept. I have received your file and do require further information. Your claim # is [REDACTED] my contact phone number is 866-790-5600 x 31243.

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:38:27 AM	MERCADTO	JACKSOFA	Research		Done	10/12/2012 01:17:53 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
CASE SCAN

S/R's: none

Recalls: none

Branded: none

Warranty Block: none

Repairs: none

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:38:18 AM	MERCADTO	JACKSOFA	Notify CRM		Done	10/12/2012 10:47:28 AM	File assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:38:00 AM	MERCADTO	JACKSOFA	BRC PAR	Case Assigned	Done	10/12/2012 10:47:24 AM	Assigned to Faith x31243
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Faith
866-790-5500 x 31243.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:37:54 AM	MERCADTO	BAUTISKR	SR Opened		Done	10/11/2012 10:37:54 AM	SR In Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 10:37:53 AM	MERCADTO	BAUTISKR	SR Closed - Satisfied		Done	10/11/2012 10:37:53 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 06:33:31 PM	BAUTISKR	BAUTISKR	Scheduled Outbound Call Cust		Done	10/11/2012 10:37:50 AM	
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 08:31:59 PM	BAUTISKR	KINZERTH	Notify CRM		Done	10/11/2012 10:37:47 AM	PAR Case -Thermal Event

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

Comments

name: [REDACTED]
phone: [REDACTED] BNTC
add: [REDACTED] Houston TX [REDACTED]

Customer seeks for repair assistance

Driver side door of the vehicle was caught on fire

Kristline/ T1/ Man/ L1
(866)790-5600 ext. 32704

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 06:27:36 PM	BAUTISKR	BAUTISKR	Inbound Call Customer	Complex Request	Done	10/10/2012 06:31:56 PM	Door Switch - Thermal Event

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

name: [REDACTED]
phone: [REDACTED]
add: [REDACTED] Houston TX [REDACTED]

VIN: 1GND513S572 [REDACTED]
mfg: 87000
dtr: Lonestar Chevrolet

cust sta:

- would like to check if there's any open recall
- 2007 Chevrolet Trailblazer
- driver side door, was caught on fire.
- motor in the window shorted
- saw in the news that there's recall on it
- fire department told me that the motor was bad.
- left front door panel.

cust sks:

- repair assistance

crs adv:

- new or used? new
- when happened? two weeks ago on a Saturday
- current location of the vehicle: it's with the customer
- when did you take the veh to the dealer: last week
- upon checking the VIN, there's no open recall included in the vehicle
- are there any repairs done? none
- informed customer that the file will be forwarded to PAR
- gave file number
- will receive a phone call from them within 1-2 business days

Kristine/ T1/ Man/ L1
(866)790-5600 ext. 32704

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N42	No Symptom Indicated	Electrical - Power Door Lock Motor / Switch / Wiring



GlobalWarranty

[Logout](#)

October 18, 2012

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

INTERFACE WITH
CUSTOMERView 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 1GNDS13S572 XXXXXXXXXX Model CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract Yes Branded Title No Warranty Block No PDI Status No
 Order Type: 70 - RETAIL - STOCK
 Field Actions 0 Open XXXXXXXXXX

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y	OnStar Status: Inactive
XM Equipped: Y	XM Status: Active
OnStar Vehicle Diagnostics: N	DMN Enabled: N
XM Radio ID: DH3BU0MM	

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	05/19/2007	6 MI	05/19/2013	100,008 MI
	Special Coverage 10054	08/05/2011	05/19/2007	6 MI	05/19/2017	120,008 MI
	Emission Select Component Ltd Wty	08/05/2011	05/19/2007	6 MI	05/19/2015	80,008 MI
	Bumper to Bumper Limited Warranty	08/05/2011	05/19/2007	6 MI	05/19/2010	35,006 MI

For this vehicle:

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

Powertrain Limited
Warranty

08/05/2011 05/19/2007 6 MI 05/19/2012 100,006 MI

Service Contract

Policy Number [REDACTED]

Owner FORTSON

Description GMPP 60/60 MAJOR GUARD

Deductible Amount: 100.00

Effective Date: 05/19/2007

Expiration Date: 05/19/2012

Effective Odometer: 6 MI

Expiration Odometer: 60006 MI

Daily Rental Limit: 35.00

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/30/2011	366107	ZREG—Regular Vehicle Transaction	Add Credit	T5828 - 10054 - Replace Fuel Level Sensor	67,041 MI
08/30/2011	366107	ZREG—Regular Vehicle Transaction	Full Debit - Reversal	T5828 - 10054 - Replace Fuel Level Sensor	67,041 MI
08/30/2011	366107	ZREG—Regular Vehicle Transaction		T5828 - 10054 - Replace Fuel Level Sensor	67,041 MI
06/10/2009	246186	ZREG—Regular Vehicle Transaction		J6370 - Manifold Absolute Pressure Sensor Replacement	35,450 MI
06/10/2009	246198	ZREG—Regular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	35,450 MI
06/10/2009	246198	ZREG—Regular Vehicle Transaction		Z7910 - 1-WAY SHUTTLE COURTESY TRANSPORTATION	35,450 MI
12/04/2007	179973	ZREG—Regular Vehicle Transaction		D1812 - Temperature Valve Actuator Replacement - Left Side	8,238 MI
12/04/2007	179973	ZREG—Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	8,238 MI
08/01/2007	164350	ZREG—Regular Vehicle Transaction		B8990 - Molding And/Or Pocket, License Plate - R&R Or Replace	1,930 MI
04/23/2007	A69308	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.


[Logout](#)

October 16, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN 1GNDS13S572 XXXXXXXXXX Model CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract Yes Branded Title No Warranty Block No PDI Status No
 Order Type 70 - RETAIL - STOCK
 Field Actions Open XXXXXXXXXX

Vehicle Build

Model CS15506-2007 TRAILBLAZER SUV 2WD Order Number: KWPCXN
 Gross Vehicle Weight 2,520 Build Date: 04/23/2007
 Build Plant 2

For this vehicle:

[View Vehicle Summary](#)

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

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

Option Codes

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

1SD - LT PREFERRED EQUIPMENT GROUP 1

27H - LIGHT CASHMERE/EBONY

41U - BLACK

7AC - SUSPENSION

9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR

AU0 - REMOTE KEYLESS ENTRY

B30 - FULL CARPET-COLOR KEYED

B33 - REAR COLOR KEYED FLOOR MATS

B86 - MOLDING B/S COLOR

C4D - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAIN, OHIO

DH2 - LIGHTED LH & RH VISOR MIRRORS

DP2 - POWER OSRV MIRRORS

FEB - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N74 - 17" BRIGHT ALUMINUM WHEELS

NZ3 - 16" FULL SIZE SPARE WHEEL

QTR - WOL ON/OFF ROAD TIRES

R6P - SPECIAL PAINT

R9L - SPRING WHOLESale FLOORPLAN PLUS

R9X - XM RADIO STANDARD IDENTIFIER

1S2 - PREFERRED EQUIPMENT SAVINGS

27I - INT TRIM CASHMERE/EBONY

6AC - SUSPENSION

8UY - COMPONENT RR LH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

AL0 - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT/REAR

B42 - REVERSIBLE CARGO MAT

C49 - REAR WINDOW DEFROSTER

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL6 - ENGINE, VORTEC 4.2L SFI I6

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

PDC - PWR SEAT ADJUST-DRIVER, 8 WAY

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R6Q - OPTION PKG NOT DESIRED

R9N - LEATHER SEAT TRIM

SLM - STOCK ORDERS

10/16/2012

STW - LEATHER WRAPPED STG WHL W/CONTR

T96 - FOG LAMPS

TB4 - LIFTGATE

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

U73 - FIXED MAST ANTENNA

UB0 - AM/FM STEREO W/CD

UG1 - UNIVERSAL HOME REMOTE

UK6 - REAR SEAT RADIO & HVAC CONTROLS

V1K - LUGGAGE RACK CROSS-BARS

VK3 - FRONT LICENSE PLATE BRACKET

X88 - CHEVROLET CONVERSION

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTR

ZY1 - SOLID PAINT

T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE IDENT NUMBER

TGA - LANGUAGE CONTROL ENG, FR, SPAN

U68 - DRIVER INFO CENTER DISPLAY

UA6 - THEFT DETERRENT ALARM SYSTEM

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

UJ6 - TIRE PRESSURE MONITOR

UY7 - TRAILER WIRING HARNESS

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

VXS - COMPLETE VEHICLE LABEL

YC5 - LT DECOR

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.


[Logout](#)

October 16, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Component Summary ②

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

Vehicle Information

VIN 1GNDS13S672 XXXXXXXXXX Model: CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: No
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#) XXXXXXXXXX

For this vehicle:

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 704130496
 Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NAX
 Date Scanned: 04/23/2007 Time Scanned: 09:17:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 001371097
 Source Plant: S-SAGINAW DIVISION SAGINAW, MI Part / Number Broadcast: F9D
 Date Scanned: 04/23/2007 Time Scanned: 10:10:00 Scan Station: 05

Component Code: 61-TRANSMISSION Traceability: 45818780
 Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 7SDD
 Date Scanned: 04/23/2007 Time Scanned: 09:28:00 Scan Station: 02

Component Code: 85-REAR AXLE ASSEMBLY Traceability: 101085622
 Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: ZM4
 Date Scanned: 04/23/2007 Time Scanned: 09:56:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00134204
 Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3172
 Date Scanned: 04/23/2007 Time Scanned: 11:45:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1H88NG6
 Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395
 Date Scanned: 04/23/2007 Time Scanned: 13:42:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 4BAGJ48
 Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 8434
 Date Scanned: 04/23/2007 Time Scanned: 10:01:00 Scan Station: 04

Component Code: CC-SEQ NUM (FLEX) BODY ASM Traceability: 1890606
 Source Plant: - Part / Number Broadcast: 1ZZ
 Date Scanned: 04/12/2007 Time Scanned: 03:01:00 Scan Station:

Component Code: CD-SEQ NUM (FLEX) BODY ASM Traceability: 3175813
 Source Plant: - Part / Number Broadcast: 1WW
 Date Scanned: 04/19/2007 Time Scanned: 16:01:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 3175775
 Source Plant: - Part / Number Broadcast: 1PT
 Date Scanned: 04/20/2007 Time Scanned: 15:28:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS Traceability: 3174855
 Source Plant: - Part / Number Broadcast: 1PH
 Date Scanned: 04/21/2007 Time Scanned: 00:45:00 Scan Station:

10/16/2012

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 04/21/2007

Traceability: 3175072
Part / Number Broadcast: 1GB
Time Scanned: 01:15:00 Scan Station:

Component Code: DF---
Source Plant: Q-
Date Scanned: 04/23/2007

Traceability: 4G0CQM1
Part / Number Broadcast: 1273
Time Scanned: 09:58:00 Scan Station: 16

Component Code: DG---
Source Plant: Q-
Date Scanned: 04/23/2007

Traceability: 4G0CLSM
Part / Number Broadcast: 1272
Time Scanned: 09:58:00 Scan Station: 16

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 16, 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 1GND513S572
Service Contract **Yes** Branded Title: No Model CS15506-2007 TRAILBLAZER SUV 2WD
Order Type: 70 - RETAIL - STOCK Warranty Block: No PDI Status: No
Field Actions: [0 Open](#)

For this vehicle:

[View Vehicle Summary](#)

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

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

Job Card Date: 08/30/2011

Job Card Number: 366107

Repair Service Agent 184829
LONE STAR CHEVROLET
18900 NORTHWEST FWY
JERSEY VILLAGE TX 77065-4738
2815177000

Odometer Reading: 67,041 MI
Authorization Code

Process Date
10/03/2011

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Special Policy

Customer Complaint Code
0321-Engine/Fuel/Exhaust - "Check
Engine" Light

Job Card Line # 3

Transaction Adjustment: Add Credit

Cause Code: 6579-
Module/Component - Shorted

Labour Op T5828-10054 - Replace Fuel Level Sensor

Causal Part Number 000000000019178477-SENSORKIT,FUELLVL

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

Job Card Date: 08/30/2011

Job Card Number: 366107

Repair Service Agent 184829
LONE STAR CHEVROLET
18900 NORTHWEST FWY
JERSEY VILLAGE TX 77065-4738
2815177000

Odometer Reading: 67,041 MI
Authorization Code

Process Date
10/03/2011

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Special Policy

Customer Complaint Code
0321-Engine/Fuel/Exhaust - "Check
Engine" Light

Job Card Line # 3

Transaction Adjustment: Full Debit

Cause Code: 6579-
Module/Component - Shorted

Labour Op T5828-10054 - Replace Fuel Level Sensor

Causal Part Number 000000000019178477-SENSORKIT,FUELLVL

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

Job Card Date: 08/30/2011

Job Card Number: 366107

Repair Service Agent 184829
LONE STAR CHEVROLET
18900 NORTHWEST FWY
JERSEY VILLAGE TX 77065-4738
2815177000

Odometer Reading 67,041 MI
Authorization Code

Process Date
09/01/2011

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Special Policy

Customer Complaint Code
0321-Engine/Fuel/Exhaust - "Check
Engine" Light

Job Card Line # 3

Transaction Adjustment: Cause Code: 6579-Module/Component -
Shorted

Labour Op T5828-10054 - Replace Fuel Level Sensor

Causal Part Number 000000000019178477-SENSORKIT,FUELLVL

-See other Parts and/or Net Items

Job Card Date: 06/10/2009

Job Card Number: 246196

Repair Service Agent 184829
LONE STAR CHEVROLET
18900 NORTHWEST FWY
JERSEY VILLAGE TX 77065-4738
2815177000

Odometer Reading 35,450 MI
Authorization Code

Process Date
06/19/2009

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op J6370-Manifold Absolute Pressure Sensor Replacement

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 06/10/2009

Job Card Number: 246196

Repair Service Agent 184829
LONE STAR CHEVROLET
18900 NORTHWEST FWY
JERSEY VILLAGE TX 77065-4738
2815177000

Odometer Reading 35,450 MI
Authorization Code

Process Date
06/19/2009

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category
Warranty

Customer Complaint Code
0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B7010-Emblem/Nameplate Replacement

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 06/10/2009**Job Card Number:** 248196**Repair Service Agent:** 184829
LONE STAR CHEVROLET
18900 NORTHWEST FWY
JERSEY VILLAGE TX 77085-4738
2815177000**Odometer Reading:** 35,450 MI**Authorization Code:**

Process Date:
06/19/2009**Transaction Type:**
ZREG---Regular Vehicle Transaction**Transaction Expense Category:**
Customer Enthusiasm**Customer Complaint Code:**
0000-Converted Claim**Job Card Line #:** 3**Transaction Adjustment:****Cause Code:** 0000-Converted Claims**Labour Op:** Z7810-1-WAY SHUTTLE COURTESY TRANSPORTATION**Causal Part Number:**--See other Parts and/or Net Items

Job Card Date: 12/04/2007**Job Card Number:** 179973**Repair Service Agent:** 114879
LANDMARK CHEVROLET ,LTD.
9111 N FWY
HOUSTON TX 77037-2038
2818208100**Odometer Reading:** 8,238 MI**Authorization Code:**

Process Date:
12/14/2007**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:** D1812-Temperature Valve Actuator Replacement - Left Side**Causal Part Number:**--See other Parts and/or Net Items

Job Card Date: 12/04/2007**Job Card Number:** 179973**Repair Service Agent:** 114879
LANDMARK CHEVROLET ,LTD.
9111 N FWY
HOUSTON TX 77037-2038
2818208100**Odometer Reading:** 8,238 MI**Authorization Code:**

Process Date:
12/14/2007**Transaction Type:**
ZREG---Regular Vehicle Transaction**Transaction Expense Category:****Customer Complaint Code:**
0000-Converted Claim**Job Card Line #:** 2**Transaction Adjustment:****Cause Code:** 0000-Converted Claims**Labour Op:** Z7901-1-DAY COURTESY TRANSPORTATION**Causal Part Number:**--See other Parts and/or Net Items

Job Card Date: 08/01/2007

Job Card Number: 164350

Repair Service Agent: 114879
LANDMARK CHEVROLET LTD.
9111 N FWY
HOUSTON TX 77037-2038
2818208100

Odometer Reading: 1,930 MI
Authorization Code:

Process Date
08/07/2007

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

Customer Complaint Code
0000-Converted Claim

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

Labour Op B8990-Molding And/Or Pocket, License Plate - R&R Or Replace

Causal Part Number

-See other Parts and/or Nel Items

Job Card Date: 04/23/2007

Job Card Number: A69308

Repair Service Agent: 114914
CHAMPION CHEVROLET HWY. 6
8100 S HWY 6
HOUSTON TX 77083-5701
2815619900

Odometer Reading: 0 MI
Authorization Code:

Process Date
04/27/2007

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

Customer Complaint Code
0000-Converted Claim

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

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved

[Logout](#)



October 16, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information 

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

Vehicle Information

VIN 1GNDS13S572  Model CS15506-2007 TRAILBLAZER SUV 2WD
Service Contract Yes Branded Title No Warranty Block No PDI Status No
Order Type 70 - RETAIL - STOCK
Field Actions: [Open](#) 

Invoice Information

Invoicing Service Agent 114914
CHAMPION CHEVROLET HWY. 6
8100 S HWY 6
HOUSTON TX 77083-5701 2815619900

Invoice Date: 04/23/2007

Ship to Information

Ship to Service Agent 114914
CHAMPION CHEVROLET HWY. 6
8100 S HWY 6
HOUSTON TX 77083-5701 2815619900

Ship to Date N/A

Delivery Information

Delivery Service Agent 114914
CHAMPION CHEVROLET HWY. 6
8100 S HWY 6
HOUSTON TX 77083-5701 2815619900

Delivery Date: 05/19/2007
Delivery Type: 010--INDIVIDUAL
Delivery Odometer 6

In Service Information

Invoicing Service Agent

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

Registration Information

Registration Service Agent N/A

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

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](#)

This CARFAX Vehicle History Report provided free of charge by:



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

SHOW ME THE CARFAX



CARFAX® Vehicle History Report™

US \$39.99

Vehicle Information:

2007 CHEVROLET TRAILBLAZER LS/LT
VIN: 1GNDS13S572 [REDACTED]
4 DOOR WAGON/SPORT UTILITY
4.2L V6 MPI
REAR 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



No accident / damage reported to CARFAX



CARFAX 1-Owner vehicle



2 Service records available



Personal vehicle



75,273 Last reported odometer reading



\$200 Above retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/17/12 at 7:45:02 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.

CARFAX Price Calculator™

Adjust the value of this 2007 Chevrolet Trailblazer LS/LT based on the information available in this report

1) Retail Book Value

\$

0

Enter retail book value here



+ \$200

Above retail book value



3) Adjusted Retail Value

Begin by entering the retail book value



Start by entering the retail book value from a pricing guide website.



This vehicle is worth more than average, based on information in this report.



Compare adjusted retail value to seller's asking price when making your decision.



Ownership History

The number of owners is estimated

Owner 1

Year purchased

2007

Type of owner	Personal
Estimated length of ownership	5 yrs. 4 mo.
Owned in the following states/provinces	Texas
Estimated miles driven per year	15,955/yr
Last reported odometer reading	75,273



Title History

Owner 1

CARFAX guarantees the information in this section

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Guaranteed
No Problem

Not Actual Mileage | Exceeds Mechanical Limits

Guaranteed
No Problem



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



Additional History

Owner 1

Not all accidents / issues are reported to CARFAX

Total Loss

No total loss reported to CARFAX.

☒ No Issues
Reported

Structural Damage

No structural damage reported to CARFAX.

☒ No Issues
Reported

Airbag Deployment

No airbag deployment reported to CARFAX.

☒ No Issues
Reported

Odometer Check

No indication of an odometer rollback.

☒ No Issues
Indicated

Accident / Damage

No accidents or damage reported to CARFAX.

☒ No Issues
Reported

Manufacturer Recall

Check with an authorized [General Motors dealer](#) for any open recalls.

☒ No Recalls
Reported

Basic Warranty

[Original warranty](#) estimated to have expired.

Warranty
Expired




Detailed History


[Glossary](#)

Owner 1		Date:	Mileage:	Source:	Comments:
Purchased:	2007	05/08/2007	20	Champion Chevrolet - Highway 6 Houston, TX 281-561-9900 championdealers.com	Orig Equipment
Type:	Personal				Vehicle equipped with OnStar & Personal Calling
Where:	Texas				Press the Blue OnStar button in this vehicle, or click here for activation and membership information
Est. miles/year:	15,955/yr				
Est. length owned:	5/19/07 - present (5 yrs. 4 mo.)				
					State inspection completed Pre-delivery inspection completed VIN glass etching

05/19/2007		Texas Motor Vehicle Dept. Houston, TX	Registered as personal vehicle
06/29/2007		Texas Motor Vehicle Dept. Houston, TX Title [REDACTED]	Title issued or updated First owner reported Loan or lien reported
06/06/2008		Texas Motor Vehicle Dept. Houston, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection
06/05/2009		Texas Motor Vehicle Dept. Houston, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection
02/19/2010	47,063	Texas Inspection Station Houston, TX	Passed emissions inspection
06/01/2010		Texas Motor Vehicle Dept. Houston, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection
06/01/2011		Texas Motor Vehicle Dept. Houston, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as Black
02/04/2012	75,273	MyMechanic Houston, TX 281-970-9100 pepboys.com	Oil and filter changed Tires rotated
06/01/2012		Texas Motor Vehicle Dept. Houston, TX Title [REDACTED]	Registration issued or renewed Loan or lien reported Passed safety inspection Vehicle color noted as Black



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



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

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.

Ownership History

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

Title Issued

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

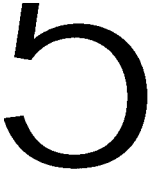
Follow Us:  facebook.com/CARFAX  [@CarfaxReports](https://twitter.com/CarfaxReports)  [CARFAX on Google+](#)

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.

10/17/12 7:45:02 AM (EDT)



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

800.888.0164 *tel*
313.665.0911 *fax*

Nikki Jackson
Neatrice.Jackson@gm.com
Claims Administrator

10/23/12

[REDACTED]
Houston TX [REDACTED]

RE:

Our File No.: 749189
Our Client: General Motors LLC
Date/Event: 9/29/12
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S572 [REDACTED]

Dear [REDACTED]

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

As follow-up to our previous conversation you stated you had photographs showing the fire damage to your vehicle. Please forward the photographs to me at your earliest convenience. Further, please review the items listed below and forward whatever may be relevant to your claim to us as well.

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

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

5

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

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

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

Sincerely,

Nikki Jackson

Nikki Jackson
Claims Administrator

SR No.	71-1117173396	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Garrettsville	Involved Dir	Charles Chevrolet-Oldsmobile, Inc.	Safety	Yes
State	OH	ZipCd		Source	Phone	Updated	10/15/2012 10:43:49 AM
Serial #/VIN	1GNDS13S5621	Model Year	2006	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warc Start	07/25/2006	Status	Open	Opened	10/15/2012 09:50:01 AM
Model	TrailBlazer	Mileage	63000	Sub-Status	Satisfied	Closed	
Abstract	(es)PAR, driver module, veh caught flames and its fixed now						
Customer Description	This is a BRC Par Case.Do not assume case. Forward any inquiries to Dale at ext 11350						

Pre-PAR

Owner	1/12/2011 04:00:00 PM	N	0	1	Agent	State	License	n/a
Incident Loc		Mark		(330) 527-4321		West Field Insurance		
Incident Loc	Ste Rte 422 in Bainbridge,OH (exact address not avail)			Incident Desc	my wife was driving to school and she started to smell something burning. She pulled over and noticed smoke coming from the drivers side door panel. At passer by got a fire extinguisher and put the flames out.			
Component	drivers door switch			Damage Desc	drivers door switch,glass,door panel			
Vehicle Loc	cust has veh			Add'l Info	pf \$ 500. for deduct			
Emgcy Svc Names				Maint Loc	unknown			

PAR Detail

Collision	N	Non Collision	Property Damage	N	Thermal Evt	Y	Spec Equip	none		
Vehicle Speed	60		Weather Condition				Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	drivers door switch,glass,door panel						Explain Other	escalate to esis		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:43:49 AM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	10/15/2012 10:43:49 AM	Ownership Escalated to BRC

Contact Last Name: _____ Contact First Name: _____ Account: _____ PAC Code: _____

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:38:15 AM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been p/u by esis

Contact Last Name: _____ Contact First Name: _____ Account: _____ PAC Code: _____

THIS IS NOT A CALLBACK TO CUST.DO NOT ADVISE CUST OF THIS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:37:30 AM	RANGELD	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		thermal event

Contact Last Name: _____ Contact First Name: _____ Account: _____ PAC Code: _____

Cust sts had flames coming from the drivers door switch

thermal event

Dalia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:31:20 AM	RANGELD	RANGELD	BRC PAR	Business Case	Done	10/15/2012 10:32:17 AM	case assessment

Contact Last Name: _____ Contact First Name: _____ Account: _____ PAC Code: _____

Comments

Cust sts had flames coming from the drivers door switch

Crs escalated file to esis due to thermal event

Dalia Rangel/par/abx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:27:36 AM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	10/15/2012 10:31:18 AM	e-mail to dma Harry Albert
Product Line/Vehicle		Customer First Name		HOLDUP		BAC Code	

Comments

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

2006 Chevrolet Trailblazer

1GNDS13S562

Dealership, City, State (BAC) no dlr involved

Dealership Contact, Title/Position

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

Best wishes,

Dalia Rangel | CRS

Aditya Birla Minacs | Inspired every day

7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741

Phone: 866-790-5800 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:23:02 AM	RANGELD	RANGELD	Research		Done	10/15/2012 10:25:27 AM	1GNDS13S562
Product Line/Vehicle		Name		Amount		BAC Code	

Comments

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

no recalls

no prev repairs related to allegation

Dalia Rangel/per/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:22:44 AM	RANGELD	RANGELD	BRC PAR	Initial Contact - Field	Done	10/15/2012 10:27:29 AM	e-mail to dma Harry Albert

Contact Last Name: Contact First Name: Account: BWC Code:

Comments:

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:22:32 AM	RANGELD	RANGELD	BRC PAR	Initial Contact- Dealer	Done	10/15/2012 10:25:54 AM	"No Initial Contact required. Vehicle has not been to dealer in two years."

Contact Last Name: Contact First Name: Account: BWC Code:

Comments:

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:18:01 AM	RANGELD	RANGELD	BRC PAR	Initial Contact- Phone	Done	10/15/2012 10:22:21 AM	cust transferred from cac

Contact Last Name: Contact First Name: Account: BWC Code:

Comments:

Cust sta

my wife was driving to school and she started to smell something burning. She pulled over and noticed smoke coming from the drivers side door panel. At passer by got a fire extinguisher and put the flames out. The FD was contacted and but the flames were out when the got there. They did make a report but I do not have that avail. I contacted my insurance and they did make repairs to my veh w/a \$ 500. deduct which I had to pay. We currently have the veh. We purch veh used.

Cust sta to adv of thermal even on veh.

Crs read statement

Crs advsd

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

Dalia Rangel/par/atx

Confidential Comments:

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:17:33 AM	RANGELD	RANGELD	BRC PAR	Acknowledgement	Done	10/15/2012 10:17:59 AM	transferred from cac
Contact Last Name		Contact First Name		Account		PAC Code	

Comments

Continued in Initial

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:04:25 AM	RANGELD	RANGELD	BRC PAR	Case Assigned	Done	10/15/2012 10:17:32 AM	Dalia Rangel x11350
Contact Last Name		Contact First Name		Account		PAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:04:20 AM	RANGELD	RANGELD	Ownership Changed		Done	10/15/2012 10:04:20 AM	Service Request Ownership has changed FROM: MACAPASE TO: RANGELD
Contact Last Name		Contact First Name		Account		PAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Create	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:00:19 AM	MACAPASE	MACAPASE	Inbound Call Customer	Complex Request	Done	10/15/2012 10:01:26 AM	recall notice for door module

Contact Last Name	Contact First Name	Account	DAY Phone

Name: [redacted] caller
[redacted] owner (wife)

Tel: [redacted]

VIN: 62281344 [redacted]

Address: [redacted] Garrettsville OH [redacted]

Used/New: Used

Cus sts:

- recall letter on the driver
- me veh already caught on fire
- its repaired now
- can you cover the repair for that
- it went to Pennys autobody, they put the door switches
- then I took it to Charles Chevrolet for computer programming
- alright, thank you

Cus sks:

- reimb

CRS adv:

- apologized for that issue
- that recall has not been released by GM, we still dont have updates for the recall notice that you got
- how is the veh now
- keep the receipts for the repair and as soon as we have that recall released, we will further review your file for reimb
- however, since you mentioned that veh caught on fire prior receiving that recall notice, we will forward your case to PAR and they will further assist you re that experience that you had
- on w.c dlr have you taken the veh
- provide sr num

Sam/CAC/T1/Lv10/MLA
866-790-5700 ext 22733

Confidential Communication

UCC Information

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

[Logout](#)

Global

October 16, 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: 1GND513S562 Model: CS15506-2006 TRAILBLAZER SUV 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#)

For this vehicle:

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

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y

OnStar Status: Inactive

XM Equipped: Y

XM Radio ID: 83XBH004

XM Status: Inactive

OnStar Vehicle Diagnostics: N

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	10/30/2011	07/25/2006	40 MI	07/25/2016	120,040 MI
	Corrosion Limited Warranty	10/30/2011	07/25/2006	40 MI	07/25/2012	100,040 MI
	Bumper to Bumper Limited Warranty	10/30/2011	07/25/2006	40 MI	07/25/2009	36,040 MI
	Certified Used Limited Warranty	10/30/2011	07/25/2006	40 MI	07/25/2010	48,040 MI

Certified Used Powertrain Limited Wty	10/30/2011	07/25/2006	40 MI	07/25/2011	100,040 MI
Emission Select Component Ltd Wty	10/30/2011	07/25/2006	40 MI	07/25/2014	80,040 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/04/2009	088126	ZREG---Regular Vehicle Transaction		N2833 - Exterior Lighting Relay Replacement	30,974 MI
06/04/2009	088126	ZREG---Regular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	30,974 MI
08/21/2007	453782	ZREG---Regular Vehicle Transaction		B7540 - Molding, Windshield Reveal - R&R Or Replace	11,023 MI
09/01/2006	427926	ZREG---Regular Vehicle Transaction		J8995 - Customer Concern Not Duplicated	1,171 MI
02/23/2006	A81344	ZPDI---Pre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

 Logout

October 16, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN: 1GND513S562 Model: CS15506-2006 TRAILBLAZER SUV 2WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#)

Vehicle Build

Model: CS15506-2006 TRAILBLAZER SUV 2WD Order Number: JVXRQ6
 Gross Vehicle Weight: 2,520 Build Date: 02/23/2006
 Build Plant: 2

For this vehicle:

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

Option Codes

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

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

22U - SUPERIOR BLUE METALLIC

28I - INT TRIM LT GRAY/DK GRAY

7HM - FRONT SPRING

9NS - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AU0 - KEYLESS REMOTE DOOR LOCK

B30 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER

CF5 - ELECTRIC SUNROOF

DAY - ASSEMBLY PLANT MORAIN, OHIO

DP2 - POWER OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT

G80 - LOCKING DIFFERENTIAL-REAR AXLE

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

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

NT7 - EMISSION SYS FED - TIER 2

PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO) * CUSTOM O/H CONSOLE

QC3 - ALUMINUM WHEELS

1S2 - PREFERRED EQUIPMENT SAVINGS

28H - LIGHT GRAY

6HN - SPRING

8NS - SUSPENSION

AJ1 - TINTED GLASS

AL0 - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND REAR

B86 - MOLDING B/S COLOR

C4D - GVW RATING - 5550 LBS

CJ3 - CLIMATE CONTROL

DK7 - OVERHEAD CONSOLE

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SFI I6

N40 - POWER STEERING

NZ3 - WHEEL, FULL SIZE SPARE

PDC - SEAT, 8-WAY POWER DRIVER

QNG - P235/75R16 ALL SEASON

10/16/2012

R6P - PREMIUM PAINT
R9U - GM ACCESS - AUTOBOOK IDENTIFIER
T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)

UQA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS-BARS

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

ZY1 - SOLID PAINT

WOL TIRES

R8K -

SLM - STOCK ORDERS

T98 - STAMPING VEHICLE IDENT NUMBER

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

UA6 - THEFT DETERRENT ALARM SYSTEM

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN

UY7 - TRAILER WIRING HARNESS

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

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

Global

October 18, 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: 1GND513S562
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#)

For this vehicle:

[View Vehicle Summary](#)

→ Service Contract
→ Branded Title
→ Warranty Block

[View Vehicle Build](#)

→ View Vehicle
→ Component Summary
→ View Vehicle
→ Transaction History
→ Detail
→ View Vehicle Delivery
→ Information

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 602090718
Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NFS
Date Scanned: 02/23/2006 Time Scanned: 08:09:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 006800476
Source Plant: S-SAGINAW DIVISION SAGINAW, MI Part / Number Broadcast: XWM
Date Scanned: 02/23/2006 Time Scanned: 07:02:00 Scan Station: 05

Component Code: 61-TRANSMISSION Traceability: 43690917
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 6SDD
Date Scanned: 02/23/2006 Time Scanned: 08:17:00 Scan Station: 02

Component Code: 85-REAR AXLE ASSEMBLY Traceability: 045082403
Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: AA4
Date Scanned: 02/23/2006 Time Scanned: 08:53:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00255529
Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3051
Date Scanned: 02/23/2006 Time Scanned: 08:20:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1GQWVRE
Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395
Date Scanned: 02/23/2006 Time Scanned: 10:24:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 7AAFR97
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 0901
Date Scanned: 02/23/2006 Time Scanned: 08:53:00 Scan Station: 04

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 1371083
Source Plant: - Part / Number Broadcast: 1ZZ
Date Scanned: 02/17/2006 Time Scanned: 00:03:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 2189684
Source Plant: - Part / Number Broadcast: 1VWV
Date Scanned: 02/22/2006 Time Scanned: 02:05:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM Traceability: 2190731
Source Plant: - Part / Number Broadcast: 1PT
Date Scanned: 02/22/2006 Time Scanned: 16:53:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM Traceability: 2188260
Source Plant: - Part / Number Broadcast: 1PH
Date Scanned: 02/23/2006 Time Scanned: 01:34:00 Scan Station:

10/16/2012

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 02/23/2006

Traceability: 2188721
Part / Number Broadcast: 1GB
Time Scanned: 03:04:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 16, 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: 1GNDS13S562 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#)

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Job Card Date: 06/04/2009

Job Card Number: 088126

Repair Service Agent: 113583
CHARLES AUTO FAMILY
10851 NORTH ST
GARRETTSVILLE OH 44231-1017
3305272101

Odometer Reading: 30,974 MI
Authorization Code:

Process Date:
06/12/2009

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 N2633-Exterior Lighting Relay Replacement

Causal Part Number

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

Job Card Date: 06/04/2009

Job Card Number: 088126

Repair Service Agent: 113583
CHARLES AUTO FAMILY
10851 NORTH ST
GARRETTSVILLE OH 44231-1017
3305272101

Odometer Reading: 30,974 MI
Authorization Code:

Process Date:
06/12/2009

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 Z5000-DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)

Causal Part Number

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

Job Card Date: 06/21/2007

Job Card Number: 453782

10/16/2012

Repair Service Agent: 115088
BUFF WHELAN CHEVROLET, INC.
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736
5869397300

Odometer Reading: 11,023 MI
Authorization Code:

Process Date:
06/26/2007

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

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

Labour Op B7540-Molding, Windshield Reveal - R&R Or Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 09/01/2006

Job Card Number: 427926

Repair Service Agent: 115088
BUFF WHELAN CHEVROLET, INC.
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736
5869397300

Odometer Reading: 1,171 MI
Authorization Code:

Process Date:
09/08/2006

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

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

Labour Op J9995-Customer Concern Not Duplicated

Causal Part Number

Job Card Date: 02/23/2008

Job Card Number: A81344

Repair Service Agent: 115088
BUFF WHELAN CHEVROLET, INC.
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736
5869397300

Odometer Reading: 0 MI
Authorization Code:

Process Date:
02/28/2008

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

[Logout](#)

October 18, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information



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

Vehicle Information

VIN: 1GNDS13S562
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#)

Model: CS15508-2008 TRAILBLAZER SUV 2WD

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

→ [View Vehicle Build](#)

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

Invoice Information

Invoicing Service Agent: 115088
BUFF WHELAN CHEVROLET, INC.
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736 5869397300

Invoice Date: 02/23/2006

Ship to Information

Ship to Service Agent: 115088
BUFF WHELAN CHEVROLET, INC.
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736 5869397300

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 115088
BUFF WHELAN CHEVROLET, INC.
40445 VAN DYKE AVE
STERLING HEIGHTS MI 48313-3736
5869397300

Delivery Date: 07/25/2008
Delivery Type: 032---RETAIL LEASE* - EMPLOYEE STOCK (GMS)
Delivery Odometer: 40

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

1 OF 1 RECORD(S)

Motor Vehicle Registrations

This data is for informational purposes only.

Ohio Motor Vehicle Registration**Registrant Information**

Name: [REDACTED]
Date of Birth: [REDACTED]
Address: [REDACTED]

GARRETTSVILLE, OH [REDACTED]
PORTAGE COUNTY

Registration Information

Original Registration Date: 08/11/2009
Registration Date: 08/10/2012
Registration Expiration Date: 08/31/2013

Vehicle Information

VIN: 1GNDS13S562 [REDACTED]
Transmission: J
Vehicle Class: PASSENGER CAR/LIGHT TRUCK
Power Steering: Standard
Air Conditioning: Standard
Model Year: 2006
Roof: None / not available
Front Wd: No
Make: Chevrolet
Optional Roof: Power sun/moon roof
4WD: No
Model: Trailblazer
Anti-Lock Brakes: 4 wheel standard
Series: TRAILBLAZER LS/LT
Tilt Wheel: Standard
Power Brakes: Standard
Style: 4 Dr Wagon Sport Utility
Security System: Passive Engine Immobilizer & keyless entry
Power Windows: Standard
Color: UNKNOWN
Radio: AM/FM CD
Daytime Running Lights: Standard
Engine Type: 6
Engine Size: 256
Base Price: \$26,700

Plate Information











License Plate Number: [REDACTED]
License Plate Type: Private
Plate State: Ohio
Previous License Plate Number: [REDACTED]
Previous Plate State: Ohio

Important: The Public Records and commercially available data sources used on reports have errors. Data is sometimes entered poorly, processed incorrectly and is generally not free from defect. This system should not be relied upon as definitively accurate. Before relying on any data this system supplies, it should be independently verified. For Secretary of State documents, the following data is for information purposes only and is not an official record. Certified copies may be obtained from that individual state's Department of State.

Your DPPA Permissible Use is: Insurer

Your GLBA Permissible Use is: Resolving Customer Disputes or Inquiries

Copyright© 2012 LexisNexis, a division of Reed Elsevier Inc. All rights reserved.

	1000000000
	2000000000
	3000000000
	4000000000
	5000000000
	6000000000
	7000000000
	8000000000
	9000000000
	10000000000

1. *Pharmaceuticals* (1998) 10: 101-102.
 2. *Pharmaceuticals* (1998) 10: 103-104.
 3. *Pharmaceuticals* (1998) 10: 105-106.
 4. *Pharmaceuticals* (1998) 10: 107-108.
 5. *Pharmaceuticals* (1998) 10: 109-110.
 6. *Pharmaceuticals* (1998) 10: 111-112.
 7. *Pharmaceuticals* (1998) 10: 113-114.
 8. *Pharmaceuticals* (1998) 10: 115-116.
 9. *Pharmaceuticals* (1998) 10: 117-118.
 10. *Pharmaceuticals* (1998) 10: 119-120.
 11. *Pharmaceuticals* (1998) 10: 121-122.
 12. *Pharmaceuticals* (1998) 10: 123-124.
 13. *Pharmaceuticals* (1998) 10: 125-126.
 14. *Pharmaceuticals* (1998) 10: 127-128.
 15. *Pharmaceuticals* (1998) 10: 129-130.
 16. *Pharmaceuticals* (1998) 10: 131-132.
 17. *Pharmaceuticals* (1998) 10: 133-134.
 18. *Pharmaceuticals* (1998) 10: 135-136.
 19. *Pharmaceuticals* (1998) 10: 137-138.
 20. *Pharmaceuticals* (1998) 10: 139-140.
 21. *Pharmaceuticals* (1998) 10: 141-142.
 22. *Pharmaceuticals* (1998) 10: 143-144.
 23. *Pharmaceuticals* (1998) 10: 145-146.
 24. *Pharmaceuticals* (1998) 10: 147-148.
 25. *Pharmaceuticals* (1998) 10: 149-150.
 26. *Pharmaceuticals* (1998) 10: 151-152.
 27. *Pharmaceuticals* (1998) 10: 153-154.
 28. *Pharmaceuticals* (1998) 10: 155-156.
 29. *Pharmaceuticals* (1998) 10: 157-158.
 30. *Pharmaceuticals* (1998) 10: 159-160.
 31. *Pharmaceuticals* (1998) 10: 161-162.
 32. *Pharmaceuticals* (1998) 10: 163-164.
 33. *Pharmaceuticals* (1998) 10: 165-166.
 34. *Pharmaceuticals* (1998) 10: 167-168.
 35. *Pharmaceuticals* (1998) 10: 169-170.
 36. *Pharmaceuticals* (1998) 10: 171-172.
 37. *Pharmaceuticals* (1998) 10: 173-174.
 38. *Pharmaceuticals* (1998) 10: 175-176.
 39. *Pharmaceuticals* (1998) 10: 177-178.
 40. *Pharmaceuticals* (1998) 10: 179-180.
 41. *Pharmaceuticals* (1998) 10: 181-182.
 42. *Pharmaceuticals* (1998) 10: 183-184.
 43. *Pharmaceuticals* (1998) 10: 185-186.
 44. *Pharmaceuticals* (1998) 10: 187-188.
 45. *Pharmaceuticals* (1998) 10: 189-190.
 46. *Pharmaceuticals* (1998) 10: 191-192.
 47. *Pharmaceuticals* (1998) 10: 193-194.
 48. *Pharmaceuticals* (1998) 10: 195-196.
 49. *Pharmaceuticals* (1998) 10: 197-198.
 50. *Pharmaceuticals* (1998) 10: 199-200.
 51. *Pharmaceuticals* (1998) 10: 201-202.
 52. *Pharmaceuticals* (1998) 10: 203-204.
 53. *Pharmaceuticals* (1998) 10: 205-206.
 54. *Pharmaceuticals* (1998) 10: 207-208.
 55. *Pharmaceuticals* (1998) 10: 209-210.
 56. *Pharmaceuticals* (1998) 10: 211-212.
 57. *Pharmaceuticals* (1998) 10: 213-214.
 58. *Pharmaceuticals* (1998) 10: 215-216.
 59. *Pharmaceuticals* (1998) 10: 217-218.
 60. *Pharmaceuticals* (1998) 10: 219-220.
 61. *Pharmaceuticals* (1998) 10: 221-222.
 62. *Pharmaceuticals* (1998) 10: 223-224.
 63. *Pharmaceuticals* (1998) 10: 225-226.
 64. *Pharmaceuticals* (1998) 10: 227-228.
 65. *Pharmaceuticals* (1998) 10: 229-230.
 66. *Pharmaceuticals* (1998) 10: 231-232.
 67. *Pharmaceuticals* (1998) 10: 233-234.
 68. *Pharmaceuticals* (1998) 10: 235-236.
 69. *Pharmaceuticals* (1998) 10: 237-238.
 70. *Pharmaceuticals* (1998) 10: 239-240.
 71. *Pharmaceuticals* (1998) 10: 241-242.
 72. *Pharmaceuticals* (1998) 10: 243-244.
 73. *Pharmaceuticals* (1998) 10: 245-246.
 74. *Pharmaceuticals* (1998) 10: 247-248.
 75. *Pharmaceuticals* (1998) 10: 249-250.
 76. *Pharmaceuticals* (1998) 10: 251-252.
 77. *Pharmaceuticals* (1998) 10: 253-254.
 78. *Pharmaceuticals* (1998) 10: 255-256.
 79. *Pharmaceuticals* (1998) 10: 257-258.
 80. *Pharmaceuticals* (1998) 10: 259-260.
 81. *Pharmaceuticals* (1998) 10: 261-262.
 82. *Pharmaceuticals* (1998) 10: 263-264.
 83. *Pharmaceuticals* (1998) 10: 265-266.
 84. *Pharmaceuticals* (1998) 10: 267-268.
 85. *Pharmaceuticals* (1998) 10: 269-270.
 86. *Pharmaceuticals* (1998) 10: 271-272.
 87. *Pharmaceuticals* (1998) 10: 273-274.
 88. *Pharmaceuticals* (1998) 10: 275-276.
 89. *Pharmaceuticals* (1998) 10: 277-278.
 90. *Pharmaceuticals* (1998) 10: 279-280.
 91. *Pharmaceuticals* (1998) 10: 281-282.
 92. *Pharmaceuticals* (1998) 10: 283-284.
 93. *Pharmaceuticals* (1998) 10: 285-286.
 94. *Pharmaceuticals* (1998) 10: 287-288.
 95. *Pharmaceuticals* (1998) 10: 289-290.
 96. *Pharmaceuticals* (1998) 10: 291-292.
 97. *Pharmaceuticals* (1998) 10: 293-294.
 98. *Pharmaceuticals* (1998) 10: 295-296.
 99. *Pharmaceuticals* (1998) 10: 297-298.
 100. *Pharmaceuticals* (1998) 10: 299-300.
 101. *Pharmaceuticals* (1998) 10: 301-302.
 102. *Pharmaceuticals* (1998) 10: 303-304.
 103. *Pharmaceuticals* (1998) 10: 305-306.
 104. *Pharmaceuticals* (1998) 10: 307-308.
 105. *Pharmaceuticals* (1998) 10: 309-310.
 106. *Pharmaceuticals* (1998) 10: 311-312.
 107. *Pharmaceuticals* (1998) 10: 313-314.
 108. *Pharmaceuticals* (1998) 10: 315-316.
 109. *Pharmaceuticals* (1998) 10: 317-318.
 110. *Pharmaceuticals* (1998) 10: 319-320.
 111. *Pharmaceuticals* (1998

Submit the manuscript to the Springer Nature website at www.springer.com

[illegible]

1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 26




Figure 1. A photograph of a person in a white lab coat standing in a laboratory setting, with a large, dark, rectangular object in the background.



1. *Pharmaceutical industry* – The pharmaceutical industry is the largest of the three industries, with sales of \$10.5 billion in 1997. It is the only industry in the sample that has a significant presence in the generic drug market. The industry is characterized by a high degree of concentration, with the top 10 firms accounting for 70% of sales. The industry is also characterized by a high degree of innovation, with a large number of new drugs being developed and marketed.



Designing the Hardware

The: making of *125* *125* *125*

1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 26


1000

1. 2014年12月15日，甲公司以每股10元的价格购入乙公司普通股10000股，占乙公司普通股股本总额的10%。

[illegible][illegible]

1. *Journal of Management Studies*, 1990, 27, 1, 1-14.

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26



THESE
 2014
 2014
 2014
 2014

Abstract The purpose of this study was to determine the effect of a 12-week training program on the heart rate (HR) and blood pressure (BP) of sedentary, middle-aged men. The subjects were divided into two groups: a control group and an exercise group. The exercise group performed a 12-week training program consisting of aerobic and resistance exercises. The HR and BP were measured at baseline and at the end of the 12-week program. The results showed that the exercise group had a significant decrease in both HR and BP compared to the control group. The HR decreased from 72 to 68 beats per minute, and the BP decreased from 120/80 to 110/70 mmHg. The control group showed no significant changes in HR and BP. The findings suggest that a 12-week training program can effectively reduce HR and BP in sedentary, middle-aged men.

9 B61

SHOW ME THE CARFAX[®]

History Report™

US \$29.99

d in 1986

ported

S

available

Personal lease.

ported odometer

il book value



CARFAX and available as of 10/16/12 at 3:28:36 PM
been reported to CARFAX. Use this report as one
decision about your next used car.

Information available in this report

ntTM

3) Adjusted Retail Value



Begin by entering
the retail book value

e

th
2,
on



Compare adjusted retail value to seller's asking price when making your decision.

	 Owner 1	 Owner 2
	2006	2009
	Personal lease	Personal
	2 yrs. 4 mo.	3 yrs. 8 mo.
	Michigan, Ohio	Ohio
	11,244/yr	9,821/yr
	26,662	61,000



Title History

CARFAX guarantees the information in this section

Owner 1

Owner 2

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Guaranteed
No Problem

Guaranteed
No Problem

Not Actual Mileage | Exceeds Mechanical Limits

Guaranteed
No Problem

Guaranteed
No Problem



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



Additional History

Not all accidents / issues are reported to CARFAX

Owner 1

Owner 2

Total Loss

No total loss reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Structural Damage

No structural damage reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Airbag Deployment

No airbag deployment reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Odometer Check

No indication of an odometer rollback.

☒ No Issues
Indicated

☒ No Issues
Indicated

Accident / Damage

Accident reported on 01/31/2009.

☒ No Issues
Reported

**Minor
Damage**

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**



Detailed History

[Glossary](#)

Owner 1

Purchased: 2006
Type: Personal lease
Where: Michigan, Ohio
Est. miles/year: 11,244/yr
Est. length owned: 8/2/06 - 12/8/08
(2 yrs. 4 mo.)

Low mileage!
This owner drove less than the industry average of 15,000 miles per year.




**CERTIFIED
PRE-OWNED**

No Worries.™

[▶ LEARN MORE](#)

Date:	Mileage:	Source:	Comments:
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
03/01/2006	9	Buff Whelan Chevrolet Sterling Heights, MI 888-249-4001 buffused.com	Pre-delivery inspection completed
07/25/2006	40	Buff Whelan Chevrolet Sterling Heights, MI 888-249-4001 buffused.com	Vehicle sold
08/02/2006		Michigan Motor Vehicle Dept. Warren, MI Title # [REDACTED]	Title or registration issued First owner reported Registered as personal lease vehicle
09/01/2006	1,171	Buff Whelan Chevrolet Sterling Heights, MI 888-249-4001 buffused.com	Engine/powertrain computer/module checked
09/06/2006		Michigan Motor Vehicle Dept.	Title or registration issued


		Warren, MI Title # [REDACTED]	
06/21/2007	11,023	Buff Whelan Chevrolet Sterling Heights, MI 888-249-4001 buffused.com	Vehicle serviced
09/07/2007		Michigan Motor Vehicle Dept. Warren, MI Title # [REDACTED]	Title or registration issued
10/02/2008		Michigan Motor Vehicle Dept. Warren, MI Title # [REDACTED]	Title or registration issued
12/08/2008	26,462	Auto Auction	Sold at auction
 <div>Millions of used vehicles are bought and sold at auction every year.</div>			
12/15/2008	26,662	GM Certified Dealer Warren, OH	Offered for sale as a GM Certified Used Vehicle
12/16/2008		Online Listing	Vehicle offered for sale
12/29/2008		GM Certified Dealer Warren, OH	Sold as a GM Certified Used Vehicle
01/21/2009		Ohio Motor Vehicle Dept. Warren, OH Title # [REDACTED]	Title issued or updated Dealer took title of this vehicle while it was in inventory

Owner 2


Purchased: 2009
 Type: Personal
 Where: Ohio
 Est. miles/year: 9,821/yr
 Est. length owned: 1/21/09 - present
 (3 yrs. 8 mo.)

Low mileage!
 This owner drove less than the industry average of 15,000 miles per year.



Date:	Mileage:	Source:	Comments:
01/21/2009	26,665	Ohio Motor Vehicle Dept. Garrettsville, OH Title # [REDACTED]	Title issued or updated Registration issued or renewed New owner reported Loan or lien reported
01/31/2009		Ohio Damage Report	Accident reported Involving front center impact It hit a deer Center front primarily damaged Minor damage reported Airbags did not deploy
 <div>Minor damage is usually cosmetic, including dents or scratches to the vehicle body.</div>			
06/04/2009	30,974	Charles Chevrolet Garrettsville, OH 330-527-2101 charlesautofamily.com	Maintenance inspection completed
08/11/2009		Ohio Motor Vehicle Dept. Garrettsville, OH Title # [REDACTED]	Registration issued or renewed
08/19/2010	42,000	Ohio Inspection Station	Passed emissions inspection
08/20/2010		Ohio Motor Vehicle Dept. Garrettsville, OH Title # [REDACTED]	Registration issued or renewed

02/10/2011	46,954	Charles Chevrolet Garrettsville, OH 330-527-2101 charlesautofamily.com	Body electrical system checked
08/02/2011		Ohio Motor Vehicle Dept. Garrettsville, OH Title # [REDACTED]	Registration issued or renewed
07/20/2012	61,000	Ohio Inspection Station	Passed emissions inspection
08/10/2012		Ohio Motor Vehicle Dept. Garrettsville, OH Title # [REDACTED]	Registration issued or renewed



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2006 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.



Glossary

[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 10/16/12 at 3:28:36 PM (EDT). New data will result in a change to this report.

CARFAX Price Adjustment™

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

First Owner

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

New Owner Reported

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

Ownership History

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

Title Issued

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

Follow Us:  facebook.com/CARFAX  [@CarfaxReports](https://twitter.com/CarfaxReports)  CARFAX on Google+

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.

10/16/12 3:28:36 PM (EDT)

Service Request Detail

SR No.	71-1118244830	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address		City	Riley	Involved Dir		Safety	Yes
State	NC ZipCd	Con Acct		Source	Phone	Updated	10/16/2012 05:12:35 PM
Serial #/VIN	1GKDS13S962	Model Year	2006	Priority	Medium License # GMC	Owner	GARCIAJR
Make	GMC	Warr. Start	06/06/2006	Status	Open	Opened	10/11/2012 03:39:25 PM
Model	Envoy	Mileage	123000	Sub-Status	Dissatisfied	Closed	
Abstract	Thermal event - 06 GMC Envoy						
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#									
Owner	3/15/2012 08:00:00 PM	N	0	2	Asphalt	Dry	n/a	n/a									
Driver Last Name	Driver First Name	Height	DOB	Disabilities													
		5'4"		none													
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency														
n/a	n/a		did not file claim														
Incident Loc	Riley NC	Incident Desc	was in the drivetru when the d/s door started sparkling and actually saw small flames														
Component	d/s control module	Damage Desc	d/s door panel - control module														
Vehicle Loc	w/cust	Add'l Info	n/a														
Emgcy Svc Names	n/a	Maint Loc	Pep Boys														

PAR Detail

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 05:24:35 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 05:24:05 PM	GARCIAJR	ESISBJQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

06 GMC Envoy - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 05:23:29 PM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	10/16/2012 05:24:04 PM	Business case

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 05:21:18 PM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	10/16/2012 05:21:53 PM	FYI email sent to DDMA
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

2006 GMC Envoy
1GKDS13S962
no involved dealer

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

Best wishes,
Joe Garcia | CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:17:32 AM	GARCIAJR	GARCIAJR	Scheduled Outbound Call	Cust	Done	10/16/2012 05:04:14 PM	ct cust
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:17:01 AM	GARCIAJR	GARCIAJR	Outbound Call Customer	Left Message	Done	10/16/2012 11:17:26 AM	l/m for cust
Contact Last Name	Contact First Name	Account	BAC Code				

Called daytime phone #.

Calling to f/u w/cust re the product allegation case.

Joe G/PAF/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 03:47:49 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	10/15/2012 03:47:49 PM	Ownership Escalated to BRC

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 03:47:23 PM	GARCIAJR	GARCIAJR	Scheduled Outbound Call		Done	10/16/2012 11:17:32 AM	ct cust

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 03:46:45 PM	GARCIAJR	GARCIAJR	Outbound Call Customer	Received No Answer	Done	10/15/2012 03:47:23 PM	v/m full

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

Comments

Called daytime phone #.

Not able to leave message.

Joe G/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:32:41 PM	MERCADTO	GARCIAJR	Ownership Changed		Done	10/12/2012 01:32:41 PM	Service Request Ownership has changed FROM: LIMGE TO: GARCIAJR

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:32:28 PM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact - Field	Done	10/15/2012 03:45:23 PM	email attached to the file

Contact Last Name	Contact First Name	Account	BAC Code

Comments

FYI email sent to DDMA

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:32:17 PM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	10/15/2012 03:45:43 PM	no dir ct needed

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:32:06 PM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	10/16/2012 05:17:21 PM	made initial ct w/cust
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Called daytime phone #, [REDACTED]

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

Cust stated that is correct, was in the drivethru of a McDonald's when she saw sparks and actual flames coming from the d/s door panel control module, no injuries.

Cust stated she already got it repaired at GM dk, paid approx \$450.

Crm verifd pre-par & par detail screen info.

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

Cust stated that is fine..

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:31:55 PM	MERCADTO	GARCIAJR	BRC PAR	Acknowledgement	Done	10/15/2012 01:31:07 PM	acknowledgement made
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

see initial ct activity

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:31:47 PM	MERCADTO	GARCIAJR	Research		Done	10/15/2012 03:44:51 PM	Research VIN

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

Comments

Summary:

Repairs - no related repairs

Recalls - no open recalls

Sr's - no other files for this veh

Joe G/PARATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:31:39 PM	MERCADTO	GARCIAJR	Notify CRM		Done	10/15/2012 10:28:14 AM	File assigned

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:31:24 PM	MERCADTO	GARCIAJR	BRC PAR	Case Assigned	Done	10/15/2012 10:28:11 AM	Assigned to Joe x11291

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:31:17 PM	MERCADTO	LIMGE	SR Opened		Done	10/12/2012 01:31:17 PM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:31:16 PM	MERCADTO	LIMGE	SR Closed - Satisfied		Done	10/12/2012 01:31:16 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:30:58 PM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/12/2012 01:31:12 PM	PAR V/M

Contact Last Name	Contact First Name	Account	BAC Code

Comments

71-1116244830

customer

phone

Oct 11 7:41pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 07:39:05 PM	LIMGE	KINZERTH	Notify CRM		Done	10/12/2012 01:30:57 PM	Service Request for PAR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

*Customer states her door caught fire

* There is an upcoming recall for driver's door module

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 05:48:22 PM	LIMGE	LIMGE	Outbound Call Customer	Received No Answer	Done	10/11/2012 05:58:37 PM	F/ Up
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Sorry That Mailbox is Full							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/11/2012 03:39:34 PM	LIMGE	LIMGE	Inbound Call Customer	Complex Request	Done	10/11/2012 05:58:34 PM	RFI
Contact Last Name		Contact First Name		Account		BAC Code	

Cust States:

- Last 8 VIN 62
- Recently received letter
- A couple of months ago, my door caught on fire.
- Rolled down window and then it was sparking, then caught on fire.
- Thank you, we're alright
- Called GMC dealer and they told me there were no recalls on it
- Paid around 400\$+
- It was something I have never experienced.
- Oh ok.
- Can you send out a claim form to me?
- Since I had it fixed at a GM dealer

CRS Adv:

- Gathered info
- Glad you guys are OK
- You must be referring to Recall 12180
- It's a advanced notification to our customers, that they will soon receive actual recall letter with the claim form as well.
- Unfortunately we cannot send out claim form yet.
- Best to wait for recall letter.
- Once you receive it you need:
 1. A completed recall reimbursement claim form must be signed by the customer (one claim form per recall per vehicle).
 2. Original or clear copy of all receipts, invoices and/or repair orders that show:
The Vehicle Identification Number (VIN) of the vehicle that was repaired or proof of ownership for the vehicle for which a reimbursement claim is being made
- Documentation of concern and repair, including when and at which facility the repair was performed
- >Total cost of the repair expense that is being claimed
- >Proof of payment for the repair in question including the date of payment.

SOURCE:

- GWM
- KANA: d_1345489426070

Gerard/CAC T1/MAN/Level 1 Empowered

Confidential Comments

UCC Information

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

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Summary ?

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

For this vehicle:

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

Vehicle Information

VIN 1GKDS13S962 [REDACTED] Model: TS15506-2006 ENVOY 2WD (4-DOOR)
Service Contract No Branded Title No Warranty Block No PDI Status No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y	OnStar Status: Inactive
XM Equipped: Y	XM Status: Inactive
OnStar Vehicle Diagnostics: N	DMN Enabled: N
XM Radio ID: CKMYHDW4	

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	02/23/2010	06/06/2006	255 MI	06/06/2009	36,255 MI
	Emission Select Component Ltd Wty	02/23/2010	06/06/2006	255 MI	06/06/2014	80,255 MI
	Corrosion Limited Warranty	02/23/2010	06/06/2006	255 MI	06/06/2012	100,255 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/31/2008	462027	ZREG---Regular Vehicle Transaction		N3860 - Windshield Washer Pump Replacement	31,534 MI
03/31/2008	462027	ZREG---Regular Vehicle Transaction		R0240 - Radio Antenna Base Replacement	31,534 MI
01/21/2008	458467	ZREG---Regular Vehicle Transaction		R0754 - RADIO RECEIVER- RETURN TO AC/DELCO ESC	30,002 MI
01/21/2008	458564	ZREG---Regular Vehicle Transaction	Add Credit	R0760 - Radio, Remove and Replace	30,019 MI
01/21/2008	458564	ZREG---Regular Vehicle Transaction		R0760 - Radio, Remove and Replace	30,019 MI
01/21/2008	458467	ZREG---Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	30,002 MI
09/27/2007	P72305	ZREG---Regular Vehicle Transaction		Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	25,000 MI
12/30/2006	I94517	ZREG---Regular Vehicle Transaction		Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	10,000 MI
12/05/2006	I35812	ZREG---Regular Vehicle Transaction		Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	8,000 MI
04/13/2006	A26637	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

[Global Warranty Management Site Map](#)

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved


[Logout](#)

October 17, 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)

For this vehicle:

[View Vehicle Summary](#)

→ Service Contract
→ Branded Title
→ Warranty Block

[View Vehicle Build](#)

→ [View Vehicle Component Summary](#)

→ [View Vehicle Transaction History Detail](#)

→ [View Vehicle Delivery Information](#)

Vehicle Information

VIN 1GKDS13S962 Model: TS15506-2006 ENVOY 2WD (4-DOOR)
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type 70 - RETAIL - STOCK
Field Actions [Open](#)

Vehicle Build

Model: TS15506-2006 ENVOY 2WD (4-DOOR) Order Number JZKS5W
Gross Vehicle Weight: 2,520 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 refer to the original vehicle invoice or window sticker.

1S2 - OPTION PACKAGE DISCOUNT

42U - SILVER BLUE METALLIC

48I - EBONY

7AC - FRONT SPRING

9NS - SUSPENSION

AK5 - DUAL STAGE FRONT AIR BAGS
W/PASSENGER SENSING SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

AU0 - REMOTE KEYLESS ENTRY

B30 - COLORED - KEYED CARPETING

B33 - REAR COLOR-KEYED FLOOR MATS

C4D - GVWRATING - 5,550 LBS

CJ3 - DUAL ZONE CLIMATE CONTROL

DF5 - ISRV MIRROR W/COMPASS & TEMP & AUTO
DIM

DK2 - POWER/HEATED OSRV MIRRORS

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE - 3.42 RATIO

JJB - SUBASSEMBLY

K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SFI I6

N40 - POWER STEERING

N86 - CALIFORNIA EMISSION OVERRIDE

NT7 - FEDERAL EMISSION SYSTEM

PCR - SUN, SOUND, AND ENTERTAINMENT
PACKAGE * POWER SUNROOF * BOSE PREMIUM
SOUND SYSTEM * XM SATELLITE RADIO -
SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. *
AM/FM STEREO W/6 DISC CD CHANGER

3SB - SLE-2 PACKAGE INCLUDES: * POWER/HEATED
OSRV MIRRORS * POWER DRIVER SEAT *
OVERHEAD CONSOLE * LIGHTED VANITY VISOR
MIRRORS * LUGGAGE RACK CROSS BARS UNIT
PRODUCED WITHOUT: * ISRV MIRROR W/COMPASS
& TEMP

48H - EBONY

6AC - SUSPENSION

8NT - SUSPENSION

AJ1 - DEEP TINTED GLASS

AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT

AR9 - DELUXE FRONT BUCKET SEATS

AXP - MPV VIN IDENTIFICATION

B32 - FRONT COLOR-KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER

CF5 - POWER SUNROOF

DAY - ASSEMBLY PLANT MORAIN, OHIO

DH2 - LIGHTED VANITY VISOR MIRRORS

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

G80 - LOCKING DIFFERENTIAL

JF8 - 4-WHEEL POWER DISC BRAKES

K18 - ELEC AIR INJECTION SYSTEM

KG4 - 150 AMP GENERATOR

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

N80 - POLISHED ALUMINUM WHEELS

NP5 - LEATHER WRAPPED STEERING WHEEL

N23 - STEEL WHEEL FULL SIZE SPARE

QTM - P245/65R17 ALS BW TIRES

10/17/2012

(REPLACES STD/OPT PKG RADIO)

R4Y - TIRE BRAND GOODYEAR

R6P - PREMIUM PAINT

SLM - STOCK ORDERS

T96 - FRONT FOG LAMPS

TB4 - LIFTGATE/LIFTGLASS BODY

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

UA8 - CONTENT THEFT ALARM

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE
& 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 - P235/75R18 BLACKWALL SPARE

ZY1 - SOLID PAINT

R6J - CUSTOMER DIALOG NETWORK

R8K -

T81 - DAYTIME RUNNING LAMPS

T98 - VIN IDENTIFICATION NUMBER

TFE - SALES INCENTIVE-COMMITMENT PLUS

U73 - FIXED MAST ANTENNA

UC8 - AM/FM STEREO, W/6 DISC CD CHANGER
(REPLACES STD/OPT PKG RADIO)

UG1 - UNIVERSAL GARAGE DOOR OPENER

UY7 - HD 7-LEAD TRAIL WIRING HARNESS

V73 - STATEMENT OF CERT. U.S.

YC5 - SLE DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

Z86 - GMC TRUCK NAMEPLATE

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAID codes.

[Global Warranty Management Site Map](#)

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved


[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView 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 1GKDS13S962 XXXXXXXXXX Model TS15506-2006 ENVOY 2WD (4-DOOR)
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type 70 - RETAIL - STOCK
 Field Actions: [Open](#) XXXXXXXXXX

For this vehicle:

[View Vehicle Summary](#)

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

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

Vehicle Component

Component Code 10-ENGINE ASSEMBLY Traceability: 604080653
 Source Plant V-CPC FLINT, MICHIGAN Part / Number Broadcast: NFS
 Date Scanned 04/13/2006 Time Scanned 13:55:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM Traceability: 002771006
 Source Plant S-SAGINAW DIVISION SAGINAW, MI Part / Number Broadcast: XWM
 Date Scanned 04/13/2006 Time Scanned 15:03:00 Scan Station: 05

Component Code 61-TRANSMISSION Traceability: 43829450
 Source Plant Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 6SDD
 Date Scanned 04/13/2006 Time Scanned 14:04:00 Scan Station: 02

Component Code 65-REAR AXLE ASSEMBLY Traceability: 090135852
 Source Plant C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: AA4
 Date Scanned 04/13/2006 Time Scanned 14:29:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00308324
 Source Plant K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3051
 Date Scanned 04/13/2006 Time Scanned 15:54:00 Scan Station: 21

Component Code AB-IR-MODULE ASM-INFLATOR Traceability: 1GSKPTV
 Source Plant Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2397
 Date Scanned 04/13/2006 Time Scanned 17:55:00 Scan Station 06

Component Code AL-IR-MODULE ASM-I/P Traceability: 6AAEH65
 Source Plant M-MORTON-THIOKOL Part / Number Broadcast: 5520
 Date Scanned 04/13/2006 Time Scanned 14:53:00 Scan Station 04

Component Code CB-SEQ NUM (FLEX) BODY ASM Traceability: 1780652
 Source Plant: - Part / Number Broadcast: 1ZZ
 Date Scanned 04/08/2006 Time Scanned: 00:03:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 2237196
 Source Plant: - Part / Number Broadcast: 1WW
 Date Scanned 04/12/2006 Time Scanned 12:25:00 Scan Station

Component Code CK-SEQ NUM (FLEX) GEN ASM Traceability: 2238272
 Source Plant: - Part / Number Broadcast: 1PT
 Date Scanned 04/13/2006 Time Scanned 04:37:00 Scan Station

Component Code CM-SEQ NUM (FLEX) GEN ASM Traceability: 2235404
 Source Plant: - Part / Number Broadcast: 1PH
 Date Scanned 04/13/2006 Time Scanned 11:59:00 Scan Station

10/17/2012

Component Code CP-SEQ NUM (FLEX) GEN ASM

Traceability: 2235902

Source Plant -

Part / Number Broadcast 1GB

Date Scanned: 04/13/2008

Time Scanned: 12:26:00 Scan Station:

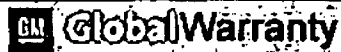
Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Transaction History Detail ?

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

Vehicle Information

VIN 1GKDS13S962 [REDACTED] Model TS15506-2006 ENVOY 2WD (4-DOOR)
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#) [REDACTED]

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Job Card Date: 03/31/2008

Job Card Number: 462027

Repair Service Agent: 184883
RED HOLMAN BUICK GMC
35100 FORD RD
WESTLAND MI 48185-3173
7347211144

Odometer Reading: 31,534 MI
Authorization Code:

Process Date
04/04/2008

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code:
0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op N3860-Windshield Washer Pump Replacement

Causal Part Number

Job Card Date: 03/31/2008

Job Card Number: 462027

Repair Service Agent: 184883
RED HOLMAN BUICK GMC
35100 FORD RD
WESTLAND MI 48185-3173
7347211144

Odometer Reading: 31,534 MI
Authorization Code:

Process Date
04/04/2008

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code:
0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op R0240-Radio Antenna Base Replacement

Causal Part Number

Job Card Date: 01/21/2008

Job Card Number: 458467

Repair Service Agent: 192110
SPECMO ENTERPRISES
1200 E. AVIS
MADISON HEIGHTS MI 48071-1507

Odometer Reading: 30,002 MI
Authorization Code:

10/17/2012

Process Date

01/29/2008

Transaction Type

ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op R0754-RADIO RECEIVER-RETURN TO AC/DELCO ESC

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 01/21/2008

Job Card Number: 458564

Repair Service Agent 184883

Odometer Reading 30,019 MI

RED HOLMAN BUICK GMC

Authorization Code: G

35100 FORD RD

WESTLAND MI 48185-3173

7347211144

Process Date

01/29/2008

Transaction Type

ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment Add Credit Cause Code: 0000-Converted Claims

Labour Op R0760-Radio, Remove and Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 01/21/2008

Job Card Number: 458564

Repair Service Agent 184883

Odometer Reading 30,018 MI

RED HOLMAN BUICK GMC

Authorization Code

35100 FORD RD

WESTLAND MI 48185-3173

7347211144

Process Date

01/25/2008

Transaction Type

ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op R0760-Radio, Remove and Replace

Causal Part Number

Job Card Date: 01/21/2008

Job Card Number: 458467

Repair Service Agent 184883

Odometer Reading 30,002 MI

RED HOLMAN BUICK GMC

Authorization Code

35100 FORD RD

WESTLAND MI 48185-3173

7347211144

Process Date

01/25/2008

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code:

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op L1197-Fuel Level Sensor Replacement

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 09/27/2007

Job Card Number: P72305

Repair Service Agent 207453

Odometer Reading: 25,000 MI

GM ROADSIDE ASSISTANCE/CCAS

Authorization Code: C

ONE CABOT RD

MEDFORD MA 02155-5117

Process Date:

10/05/2007

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 Z2083-ROADSIDE SERVICE (BATTERY/JUMP START)

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 12/30/2008

Job Card Number: I94517

Repair Service Agent: 207453

Odometer Reading: 10,000 MI

GM ROADSIDE ASSISTANCE/CCAS

Authorization Code: C

ONE CABOT RD

MEDFORD MA 02155-5117

Process Date:

01/05/2007

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 Z2082-ROADSIDE SERVICE (FUEL DELIVERY)

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 12/05/2006

Job Card Number: I35812

Repair Service Agent 207453

Odometer Reading: 8,000 MI

GM ROADSIDE ASSISTANCE/CCAS

Authorization Code: C

ONE CABOT RD

MEDFORD MA 02155-5117

Process Date

12/15/2006

Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z2082-ROADSIDE SERVICE (FUEL DELIVERY)

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/13/2006

Job Card Number: A28837

Repair Service Agent: 184883

Odometer Reading: 0 MI

RED HOLMAN BUICK GMC

Authorization Code:

35100 FORD RD

WESTLAND MI 48185-3173

7347211144

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 Part Number

Global Warranty Management: Site Map

Privacy Policy | Terms of Use

© 2005 General Motors. All rights reserved.

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ②

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

Vehicle Information

VIN 1GKDS13S962 XXXXXXXXXX Model TS15506-2006 ENVOY 2WD (4-DOOR)
Service Contract No XXXXXXXXXX Branded Title No Warranty Block No PDI Status No
Order Type 7D - RETAIL - STOCK
Field Actions: [0 Open](#) XXXXXXXXXX

Invoice Information

Invoicing Service Agent: 184883
RED HOLMAN BUICK GMC
35100 FORD RD
WESTLAND MI 48185-3173 7347211144

Invoice Date: 04/13/2006

Ship to Information

Ship to Service Agent: 184883
RED HOLMAN BUICK GMC
35100 FORD RD
WESTLAND MI 48185-3173 7347211144

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 184883
RED HOLMAN BUICK GMC
35100 FORD RD
WESTLAND MI 48185-3173 7347211144

Delivery Date: 06/06/2006
Delivery Type: 032---RETAIL LEASE* - EMPLOYEE STOCK (GMS)
Delivery Odometer: 255

In Service Information

Invoicing Service Agent

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

Registration Information

Registration Service Agent: N/A

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

For this vehicle:

[View Vehicle Summary](#)

→ Service Contract
→ Branded Title
→ Warranty Block

[View Vehicle Build](#)

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

This CARFAX Vehicle History Report provided free of charge by:



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

SHOW ME THE CARFAX



CARFAX® Vehicle History Report™

US \$39.99

Vehicle Information:

2006 GMC ENVOY

VIN: 1GKDS13S962

4 DOOR WAGON/SPORT UTILITY

4.2L V6 MPI

REAR 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



Minor damage reported



3 Previous owners



4 Service records available



Types of owners: Personal lease,
Personal



108,992 Last reported odometer
reading



\$420 Below retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/30/12 at 11:11:34 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 2006 GMC Envoy based on the information available in this report

1) Retail Book Value

\$

0

Enter retail book value here



2) CARFAX Price Adjustment™

- \$420

Below retail book value

3) Adjusted Retail Value

Begin by entering
the retail book value



Start by entering the
retail book value from a
pricing guide website.



This vehicle is worth
less than average,
based on information
in this report.



Compare adjusted retail
value to seller's asking
price when making
your decision.



Ownership History

The number of owners is estimated

Year purchased

Owner 1

2006

Personal lease

Owner 2

2008

Personal

Owner 3

2011

Personal



Type of owner

Estimated length of ownership	2 yrs. 1 mo.	2 yrs. 3 mo.	1 yr. 8 mo.
Owned in the following states/provinces	Michigan	North Carolina	North Carolina
Estimated miles driven per year	15,230/yr	18,024/yr	---
Last reported odometer reading	31,762	74,603	108,992

CARFAX Title History	Owner 1	Owner 2	Owner 3
CARFAX guarantees the information in this section			
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	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	Owner 1	Owner 2	Owner 3
Not all accidents / issues are reported to CARFAX			
Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage No structural damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
Accident / Damage Accidents reported on: 08/24/2007, 01/30/2010 and 09/21/2010.	Very Minor Damage	Minor Damage	No New Issues Reported
Manufacturer Recall Check with an authorized General Motors dealer for any open recalls.	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired	Warranty Expired

CARFAX Detailed History	Glossary		
Owner 1 Purchased: 2006 Type: Personal lease Where: Michigan Est. miles/year: 15,230/yr Est. length owned: 6/8/06 - 7/8/08 (2 yrs. 1 mo.)	Date:	Mileage:	Source:
			Comments:
	Original Equipment		OnStar Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
	06/08/2006	255	Michigan Motor Vehicle Dept. Livonia, MI Title # [REDACTED] Title or registration issued First owner reported Registered as personal lease vehicle
	04/05/2007		Michigan Motor Vehicle Dept. Livonia, MI Title # [REDACTED] Title or registration issued

08/24/2007		Michigan Damage Report	Accident reported Involving rear impact It hit another motor vehicle Very minor damage reported
			 <div>Minor damage is usually cosmetic, including dents or scratches to the vehicle body.</div>
02/23/2008		Michigan Motor Vehicle Dept. Livonia, MI Title # [REDACTED]	Title or registration issued
07/08/2008	31,754	Auto Auction Georgia	Listed as a dealer vehicle Sold at auction
			 <div>Millions of used vehicles are bought and sold at auction every year.</div>
07/15/2008	31,762	North Carolina Inspection Station Charlotte, NC	Passed emissions inspection
07/23/2008		Online Listing	Vehicle offered for sale

Owner 2		Date:	Mileage:	Source:	Comments:
Purchased:	2008	08/08/2008	31,784	North Carolina Motor Vehicle Dept. Rockingham, NC Title # [REDACTED]	Registration issued or renewed New owner reported Loan or lien reported Passed safety inspection
Type:	Personal	02/13/2009	42,533	Griffin Toyota Hamlet, NC 910-582-3300 griffintoy.com	Oil and filter changed
Where:	North Carolina	08/28/2009		North Carolina Motor Vehicle Dept. Rockingham, NC Title # [REDACTED]	Registration issued or renewed Passed safety inspection
Est. miles/year:	18,024/yr	01/30/2010		North Carolina Damage Report	Accident reported Involving right front impact It hit a traffic island It hit a sign Minor right front damage reported CARFAX began reporting this information on 01/13/2012.
Est. length owned:	8/8/08 - 11/29/10 (2 yrs. 3 mo.)	09/21/2010		North Carolina Damage Report	Accident reported Vehicle involved in rear-end collision Involving right front impact Involving front impact Involving left front impact Minor front end damage reported CARFAX began reporting this information on 01/13/2012.
		11/29/2010	73,413	Auto Auction Southeast Region	Sold at auction

12/03/2010	73,489	North Carolina Inspection Station Raleigh, NC	Passed emissions inspection
02/12/2011	74,603	Thompson Cadillac Raleigh, NC 919-834-0311 thompsoncars.com	Maintenance inspection completed

Owner 3 Purchased: 2011 Type: Personal Where: North Carolina Est. length owned: 2/23/11 - present (1 yr. 8 mo.)	Date:	Mileage:	Source:	Comments:
	02/23/2011		North Carolina Motor Vehicle Dept. Raleigh, NC Title [REDACTED]	Registration issued or renewed New owner reported Loan or lien reported Passed safety inspection
	11/07/2011	96,726	Precision Tune Auto Care Raleigh, NC 919-231-8863 precisiontune.com	Oil and filter changed Power steering fluid flushed/changed Antifreeze/coolant flushed/changed Brakes checked Tire condition and pressure checked Maintenance inspection completed Transmission fluid changed Fluids checked Cooling system checked
	02/10/2012	105,378	North Carolina Inspection Station Raleigh, NC	Passed emissions inspection
	02/10/2012		North Carolina Motor Vehicle Dept. Raleigh, NC Title [REDACTED]	Registration issued or renewed Loan or lien reported
	03/22/2012	108,992	Thompson Cadillac Raleigh, NC 919-834-0311 thompsoncars.com	Maintenance inspection completed

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 2006 GMC Envoy.

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



Glossary

[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 10/30/12 at 11:11:34 AM (EDT). New data will result in a change to this report.

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.

Follow Us:  facebook.com/CARFAX  [@CarfaxReports](https://twitter.com/CarfaxReports)  [CARFAX on Google+](#)

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.

10/30/12 11:11:34 AM (EDT)



VEHICLE HIGHLIGHTS

2006 GMC ENVOY

VIN: 1GKDS13S962

Body Style: 4 DOOR WAGON/SPORT UTILITY

Engine Size: 4.2L V6 MPI

Drivetrain: REAR 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.

OWNERSHIP HISTORY:

Number of Owners:	3
Last owned in the following state/province:	North Carolina
Annual average mileage:	18,818

STATE DMV-REPORTED TITLE PROBLEMS:

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



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

ACCIDENTS AND OTHER ISSUES:

No issues reported to CARFAX on the following:

Total Loss	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment	<input checked="" type="checkbox"/> No Issues Reported
Odometer Rollback	<input checked="" type="checkbox"/> No Issues Reported

Minor damage reported on this vehicle. Please see the full CARFAX Vehicle History Report for more details.

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



CARFAX® SmartBuyer Checklist

Vehicle Information:

2006 GMC ENVOY

VIN: 1GKDS13S962 [REDACTED]

4 DOOR WAGON/SPORT UTILITY

4.2L V6 MPI

REAR WHEEL DRIVE

CARFAX Report Provided By:

ESIS GM

300 Renaissance Center Mc 482 C19
B61

Detroit, MI 48265

586-212-2141

CARFAX Vehicle History Report Summary:



Minor damage reported



3 Previous owners



4 Service records available



Types of owners: Personal lease,
Personal



108,992 Last reported odometer
reading



\$420 Below retail book value



PRINT AND TAKE THIS CHECKLIST WITH YOU

This checklist utilizes information from your CARFAX report to help you make an informed used car purchase.

General Questions

Is the car still under manufacturer warranty or is a warranty available at the time of purchase?

Has the seller accounted for the CARFAX Price Adjustment in their asking price?
Use the CARFAX Price Calculator to compare.

Test Drive and Visual Inspection

Turn on the ignition without starting the car. Do all the warning lights and gauges work?

Ensure the airbag light appears momentarily and goes out upon starting the vehicle.

Is the odometer consistent with the last reading of 108,992 on the CARFAX report summary above?

Do the tires appear to be in good shape and without uneven wear?

Test all internal controls. Do all lights, turn signals, windows and the heater and air conditioner work?

Mechanical Questions

Minor damage reported: You may want to have the dealer, a mechanic, or body shop inspect the repair.

Does the vehicle appear to have been well maintained?

When should you schedule the next regular service?

Notes & Observations:

Enter your notes or additional questions here.

Salesperson:

Appointment Time:

Price:

Color:



CARFAX® Warranty Check™

Print Report

CARFAX has estimated the remaining original manufacturer warranty coverage based on information reported to us on this 2006 GMC ENVOY (1GKDS13S962326637).

VIN: 1GKDS13S962 [REDACTED]
Estimated start date of warranty: 06/08/2006
Last CARFAX reading reported on 03/22/2012: 108,992 miles
Today's Date: October 30, 2012

Enter the current mileage and click 'Recalculate Warranty' to update the remaining warranty coverage.

Enter current mileage:

Recalculate Warranty

Type of Coverage:	Original Warranty:	Estimated Remaining Coverage:
Basic	36 months or 36,000 miles	Coverage expired
Drivetrain	36 months or 36,000 miles	Coverage expired
Emissions	96 months or 80,000 miles	Coverage expired
Corrosion	72 months or 100,000 miles	Coverage expired
Transferable	No cost, unlimited owners covered	Same
Roadside Assistance	No data reported to CARFAX	
Safety belt & inflatable restraint	No data reported to CARFAX	
Specific Components	96 months or 80,000 miles	Coverage expired

Notes:

Emissions: Applicable to light duty trucks equipped with light duty gasoline engine. Manufacturer covers emissions components under basic warranty. Emissions coverage may vary by state. Refer to owners manual for specific details. Transferable: No cost, unlimited owners covered. Roadside Assistance: See notes below. Specific Components: See notes below. Maintenance: Alignment and wheel balancing are considered maintenance after 7,500 miles. Diesel: 6.6L Duramax diesel, 6.2L & 6.5L diesel covered for 5/100,000 with \$100 deductible after 3/36,000. Beginning with 2005 model year the 6.6L Duramax diesel engine will have federal emission coverage for 5/50,000, no deductible. Notes: Includes surface corrosion, batteries, adjustments, alternate transportation, roadside assistance, tires.

- CARFAX Warranty Check provides an **estimate** of this vehicle's remaining warranty coverage. It does not take into account some vehicle history events such as some title brands that may void the original manufacturer warranty or ownership transfers that may decrease warranty coverage. This warranty information is only valid for vehicles manufactured for the United States. Complete warranty coverage information is available for this vehicle at the [GMC web site](#).



CARFAX BUYBACK GUARANTEE

CARFAX Buyback Coverage

Guarantee Coverage: 10/30/2012 - 10/30/2013

CARFAX Vehicle Description: 2006 GMC ENVOY

VIN: 1GKDS13S96 [REDACTED]

Body Style: 4 DOOR WAGON/SPORT
UTILITY

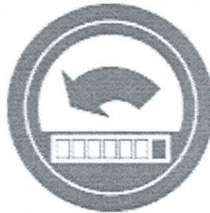
Driveline: REAR WHEEL DRIVE

Engine: 4.2L V6 MPI

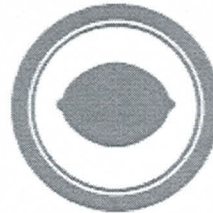
CARFAX will buy this vehicle back if
you find that any of these severe problems were reported by a
Department of Motor Vehicles and were not included in this report.



SEVERE DAMAGE
Salvage/Junk
Rebuilt/Reconstructed
Dismantled
Fire/Flood/Hail



ODOMETER PROBLEMS
Exceeds Mechanical Limits
Not Actual Mileage



LEMON HISTORY
Manufacturer Buyback

Terms and Conditions Apply

CARFAX agrees to buy this vehicle back from the holder of this Vehicle History Report if the report indicates the vehicle qualifies for the CARFAX Buyback Guarantee and if a Branded Title listed above (as fully defined in the Terms and Conditions) actually exists for this vehicle. View Terms and Conditions at

<http://www.carfaxonline.com/terms-conditions.cfx>.

THOMPSON

BUICK - GMC - CADILLAC

2600 WAKE FOREST ROAD P.O. BOX 18409 RALEIGH, NC 27609
(919) 834-0311 800-543-6537



GMC



www.thompsoncars.com

CELL: [REDACTED]

CUSTOMER NO. 117823	ADVISOR CHRISTOPHER AMES	48	TAG NO 1113	INVOICE DATE 03/22/12	INVOICE NO GCC5442463
[REDACTED] RALEIGH, NC [REDACTED]	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 108,992	COLOR LT BLUE/	STOCK NO.
	YEAR/MAKE/MODEL 06/GMC/ENVOY/4DR 2WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1 G K D S 1 3 S 9 6 2			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.			P.O. NO.	H.O. DATE 03/22/12
BUSINESS PHONE		COMMENTS			

MO: 108992

LABOR & PARTS
J# 1 00GCZ
***GENERAL LINE
C/S WINDOW INOP SHORTED OUT AND STARTED TO SMOKE WHEN WATER GOT INTO DOOR LAST NIGHT AT A DRIVE THRU. NOW MIRRORS AND ALL SWITCHES INOP AND WINDOW IS STUCK DOWN
C/R DRIVER MASTER DOOR SWITCH BE REPLACED. DECLINED DIAG. GIVE ESTIMATE
DRIVERS DOOR MODULE SHORTED AND FAILED, ALSO BLEW FUSE FOR DDM UNDER REAR SEAT.
REPLACED DDM FUSE, REPLACED DDM, REPROGRAMMED TO VEHICLE.

TERMS: CASH UNLESS ARRANGEMENTS MADE
DISCLAIMER OF WARRANTIES
THE ONLY WARRANTIES, IF ANY, APPLYING TO THESE PARTS, AND FOR SERVICES ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

TOLL FREE (800) 543-6537
MAIN (919) 834-0311

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	25866993	SWITCH 16.263	327.62
JOB # 1 TOTAL PARTS				327.62
JOB # 1 TOTAL LABOR & PARTS				419.62

J# 2 02GCZMP MULTI POINT CHECK
MULTI POINT INSPECTION
COMPLETE
TECH(S): 225 0.00

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A	SH	RECORD RETENTION FEE	0.95
JOB # A	SS	SHOP SUPPLIES	9.20
TOTAL - MISC			10.15

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
SHUTTLE

Goodyear
Service

THOMPSON

BUICK - GMC - CADILLAC

2600 WAKE FOREST ROAD P.O. BOX 18409 RALEIGH, NC 27609
(919) 834-0311 800-543-6537



GMC



www.thompsoncars.com

CELL: [REDACTED]

CUSTOMER NO 117823	ADVISOR CHRISTOPHER AMES	48	TAG NO. 1113	INVOICE DATE 03/22/12	INVOICE NO. GCC5442463
[REDACTED]	LABOR RATE	LICENSE NO. ACD6508	MILEAGE 108,992	COLOR LT BLUE/	STOCK NO.
RALEIGH, NC [REDACTED]	YEAR / MAKE / MODEL 06/GMC/ENVOY/4DR 2WD			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID NO. 1 G K D S 1 3 S 9 6 2			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	P.T.E. NO.	R.O. NO.	R.O. DATE 03/22/12		
[REDACTED]	BUSINESS PHONE	COMMENTS		MO: 108992	

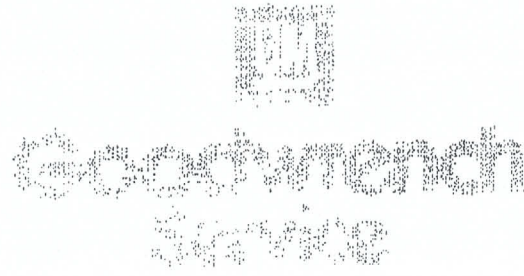
TOTALS-----		TERMS: CASH UNLESS ARRANGEMENTS MADE	
***** WE ARE NOW OPEN FOR SATURDAY SERVICE***** ***** SEE ADVISOR FOR APPOINTMENT*****		DECLARATION OF WARRANTIES	
You may receive a survey from General Motors or your insurance provider in the next few days. If for any reason you cannot grade us COMPLETELY SATISFIED on every question, please contact Gino Lattarulo / SERVICE @ (919-645-2040) or Armand DeNuzzio / BODY SHOP @ (919-645-2056) or John Reeves / Fixed Operations Manager @ (919-645-2039). Thank you for allowing us to provide for your automotive needs.		THE ONLY WARRANTIES, IF ANY, APPLYING TO THESE PARTS AND FOR SERVICE ARE THOSE OFFERED BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS AND/OR SERVICES. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.	
TOTAL LABOR....	92.00	TOTAL INVOICE \$	451.88
TOTAL PARTS....	327.62	TOLL FREE (800) 543-8537	
TOTAL SUBLET....	0.00	MAIN (919) 834-0311	
TOTAL G.O.G....	0.00		
TOTAL MISC CHG.	10.15		
TOTAL MISC DISC	0.00		
TOTAL TAX.....	22.11		

CUSTOMER PAYMENT () CASH () CHECK #
() CHARGE () CREDIT CARD

CASHIER..... PAYMENT DATE

CUSTOMER SIGNATURE

***** DUPLICATE INVOICE *****





esis

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

800.888.0164 *tel*
313.665.0911 *fax*

Eric Wilt
Claims Administrator

October 19, 2012

[REDACTED]
Riley, NC [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 749277
Our Client: General Motors LLC
Date/Event: 3/15/12
Subject vehicle: 2006 GMC Envoy
VIN: 1GKDS13S962 [REDACTED]

Dear [REDACTED]

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file. I tried to contact you on 10/17/12 but was unable to do so. Please contact our office within 15 days.

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

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

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



esis

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

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

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

Sincerely,

Eric Wilt

Eric Wilt
Claims Administrator

Service Request Detail

SR No.	71-1116460091	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Titusville	Involved Dir		Safety	Yes
State	FL	ZipCd		Source	Phone	Updated	10/16/2012 11:41:11 AM
Serial #/VIN	1GKDS13S062	Model Year	2006	Priority	Medium	License #	GMC
Make	GMC	Warr. Start	08/15/2006	Status	Open	Opened	10/12/2012 10:59:11 AM
Model	Envoy	Mileage	51000	Sub-Status	Satisfied	Closed	

Abstract (ESIS) Thermal Event - Electrical

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

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	10/4/2012 05:00:00 AM	N	0	0	Concrete	Dry	Unknown	Unknown
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
Not occupied.	Not occupied.	Not	Not occupied.					
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Height	Morielle	(407) 949-3767	Progressive Insurance Co.					
Incident Loc	4340 abbott ave Titusville FL 32780	Incident Desc	The veh was parked in the driveway. Cust heard the horn blowing about 5:00 AM. Cust noticed flames coming out from the inside of the veh.					
Component	Electrical	Damage Desc	Ins totaled the veh. The inside was completely burnt.					
Vehicle Loc	Ins. Co has possession of the veh	Add'l Info	n/a					
Emgcy Svc Names	Titusville FD and PD. Fire Marshall, Bill Newman 386-323-0904	Maint Loc	Sweeny's					

PAR Detail

Collision	Non Collision	Y	Property Damage	Y	Thermal Evt	Y	Spec Equip	n/a
Vehicle Speed	0		Weather Condition	Clear			Prop Owner	Shirley Hostens
Last Service Date			Loc Last Service				Property Location	4340 abbott ave Titusville FL 32780
Veh Est Repair Cost			Spec Equip	n/a			Prop Damage Description	Custom leather jackets (2), camping equipment, CD's (35), umbrella, raincoats (2), shoes, Garmin GPS, cell phone charger. Driveway was burnt and the top of the
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	Ins totaled the veh. The inside was completely burnt.						Inspection Date/Time	
			Explain Other	n/a				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 12:50:56 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

thermal event

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:53:21 AM	EICHORLY	EICHORLY	Scheduled Follow-up		Scheduled Alarm		ESIS - Verify file was picked up.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:52:48 AM	EICHORLY	KINZERTH	Notify CRM		Done	10/16/2012 12:51:13 PM	Please escalate to ESIS - thermal event, property damage, ins. involvement

Contact Last Name	Contact First Name	Account	BAC Code

The veh was parked in the driveway. Cust heard the horn blowing about 5:00 AM. Cust noticed flames coming out from the inside of the veh. Cust contacted 911. Cust put the fire out with 2 fire extinguishers and the water hose. The Fire Marshall stated it was an electrical fire. Windshield busted out and the entire inside of the veh burned. Insurance involvement and property damage.

Property Damage:

Owner:

Location: Titusville FL

Type of property: Personal items burned. Damage to a tree and driveway.

Items: leather jackets (2), camping equipment, CD's (35), umbrella,

raincoats (2), shoes.

Lynda Eichorst/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:49:19 AM	EICHORLY	EICHORLY	BRC PAR	Business Case	Done	10/16/2012 11:52:42 AM	Business Case
Contact Last Name	Contact First Name		Account		BAC Code		

The veh was parked in the driveway. Cust heard the horn blowing about 5:00 AM. Cust noticed flames coming out from the inside of the veh. Cust contacted 911. Cust put the fire out with 2 fire extinguishers and the water hose. The Fire Marshall stated it was an electrical fire. Windshield busted out and the entire inside of the veh burned. Insurance involvement and property damage.

Property Damage:

Owner [REDACTED]
Location [REDACTED] Titusville FL [REDACTED]
Type of property: Personal items burned. Damage to a tree and driveway.
Items: leather jackets (2), camping equipment, CD's (35), umbrella, raincoats (2), shoes.

Lynda Eichors/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:43:36 AM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	10/16/2012 11:48:22 AM	Emailed: Bonnie Wojtasik, DDMA at bonnie.wojtasik@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 an electrical fire started inside the vehicle. This case is being escalated to ESIS because of a thermal event, insurance involvement and property damage.

2006 GMC Envoy
1GKDS13S062
No dealer involvement

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8086. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

Lynda Eichorst

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

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:38:47 AM	EICHORLY	EICHORLY	Ownership Changed	Ownership Escalated to BRC	Done	10/16/2012 11:38:47 AM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:10:38 AM	EICHORLY	EICHORLY	Outbound Call Customer	Made Contact	Done	10/16/2012 11:43:34 AM	Returning call - initials Called: [REDACTED] Rick Hill, cust's friend.
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Cust Stated: CRS will need to speak with me instead of [REDACTED] I was there the morning of the fire and the cust gets too upset talking about it.

CRS Advised: Cust asked CRS yesterday to contact Rick Hill today for more info.

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 09:54:35 AM	GALLAWWE	EICHORLY	Notify CRM		Done	10/16/2012 11:08:49 AM	cust called
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 09:50:49 AM	GALLAWWE	GALLAWWE	Inbound Call Customer	Customer	Done	10/16/2012 09:54:19 AM	Ricky Hill
Contact Last Name	Contact First Name		Account		BAC Code		

Comments

cust sts: You can reach me at [REDACTED] Do not call Shirley anymore.

crs transferred cust to agent

Wesley Gallaway/ATX/T1/Lv2

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 04:04:59 PM	EICHORLY	EICHORLY	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	10/16/2012 11:09:35 AM	Initials
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Cust request CRS speak with her boyfriend, Rick regarding this issue due to cust's health issues.							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:40:02 AM	MERCADTO	EICHORLY	Ownership Changed		Done	10/15/2012 09:40:02 AM	Service Request Ownership has changed FROM: CHAVEZBR TO: EICHORLY
Contact Last Name		Contact First Name		Account	BAC Code		
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:39:50 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact - Field	Done	10/16/2012 11:12:56 AM	See outbound email.
Contact Last Name		Contact First Name		Account		BAC Code	
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:39:38 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Dealer	Done	10/16/2012 11:12:44 AM	No dlr contact required.
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
No Initial Contact required. Vehicle has not been to dealer in two years.							
Other than special sales promotions. Veh has not been to dlr for service in 2 years.							
Lynda Eichorst/PAR/ATX							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:39:28 AM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Phone	Done	10/16/2012 11:23:32 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs verified customer contact information.

Cust. states:

The veh was parked in the driveway. Cust heard the horn blowing about 5:00 AM. Cust noticed flames coming out from the inside of the veh. Cust contacted 911. Cust noticed the side window was down and the cust put the fire out with 2 fire extgulshers and the water hose. The Fire Marshall stated it was an electrical fire. Windshield busted out from the heat. Insurance involvement. Burnt a tree and the driveway. No injuries. A lot of misc. items were destroyed in the veh. leather jackets (2), camping equipment, CD's (35), umbrella, raincoats (2), shoes.

Original owner? No, it was a demo with about 5000-6000 miles on it.

Currently in a rental or loaner vehicle? Yes

Who placed you in a rental or loaner vehicle? Ina. Co.

Cust. sustained injuries? No

Did the injured party seek medical attention? n/a

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

Crs gathered prePAR and PAR Detail info.

CRS advised customer of required verbiage as stated in d_1075834

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

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

Crs provided contact information and the case number

Lynda Eichorst/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:39:19 AM	MERCADTO	EICHORLY	BRC PAR	Acknowledgement	Done	10/15/2012 04:03:45 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Cust sts: No, maybe tomorrow.

Continued in Initial

Lynda Eichorst/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:39:11 AM	MERCADTO	EICHORLY	Research		Done	10/16/2012 11:41:33 AM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Summary:

S/R's and VIN: No other files found for VIN.

Recalls: No open recalls found in GWM.

Branded: No

Warranty Block: No

Repairs: No related repairs found in GWM.

research complete

Lynda Eichorst/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:39:02 AM	MERCADTO	EICHORLY	Notify CRM		Done	10/15/2012 04:01:18 PM	File assigned

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:38:46 AM	MERCADTO	EICHORLY	BRC PAR	Case Assigned	Done	10/15/2012 04:01:14 PM	Assigned to Lynda x31093

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:38:38 AM	MERCADTO	CHAVEZBR	SR Opened		Done	10/15/2012 09:38:38 AM	SR in Status of Closed has been Re-Opened by MERCADTO

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:38:37 AM	MERCADTO	CHAVEZBR	SR Closed - Satisfied		Done	10/15/2012 09:38:37 AM	Service Request has been Closed Satisfied.

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:38:05 AM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/15/2012 09:38:18 AM	PAR VM
Contact Last Name	Contact First Name		Name	Account	BAC Code		

71-1116460091
Morielle Haight
from insurance company
claim on
2008 GMC Envoy
thermal event
phone
Oct 12 11:04am

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 11:11:14 AM	CHAVEZBR	KINZERTH	Notify CRM	Customer Called	Done	10/15/2012 09:38:03 AM	PAR
Contact Last Name	Contact First Name		Account	BAC Code			

callers info:
name:morielle haight - from insurance company
phone #

*Veh caught on fire
VIN:62

Original owner
name:
phone:
address: Titusville FL

Brenda/t1/cac/man/lvl1
886-790-5700 ext 22755

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 11:10:16 AM	CHAVEZBR	CHAVEZBR	Outbound Call Third Party	Left Message	Done	10/12/2012 11:11:12 AM	PAR
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

left cust and veh info
left SR
overview of the case

Brenda/t1/cac/man/tv1
866-790-5700 ext 22755

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 10:59:15 AM	CHAVEZBR	CHAVEZBR	Inbound Call Third Party	Complex Request	Done	10/12/2012 11:02:34 AM	insurance company
Contact Last Name		Contact First Name		Account		BAC Code	

Cust sts:

name:

phone #

Add/zip code:

Yr,make,model/VIN:62

mileage:

details:

the veh caught on fire

oct 4th

calling to check for a recall

we understand that there is a recall

we feel that it was caused by that recall

and that we should file a claim

Original owner:

Titusville Fl

Cust sks:

file a claim

CRS adv:

adv that there's no associated recall on the veh

adv that re this concern we have a separate dept that handles this

will create a file and transfered her over to PAR

*cust agreed

Brenda/t1/cac/man/v1

866-790-5700 ext 22755

Confidential Comments

Service Request Detail

UCC Information

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


[Logout](#)

October 17, 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: 1GKDS13S062 [REDACTED] Model: TS15506-2006 ENVOY 2WD (4-DOOR)
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

For this vehicle:

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

Required Field Actions

Open field actions are
highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N060022	06022	SERVICE UPDATE - DRIVER'S SEAT MODULE REPROGRAM - EXPIRES WBASE WARRANTY	03/20/2006	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-556-3800.

OnStar Equipped: Y

OnStar Status: Inactive

XM Equipped: N

XM Radio ID:

XM Status: NA

OnStar Vehicle Diagnostics: N

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	08/15/2006	110 MI	08/15/2016	120,110 MI
	Emission Select	08/05/2011	08/15/2006	110 MI	08/15/2014	80,110 MI
	Component Ltd Wly					
	Bumper to Bumper	08/05/2011	08/15/2006	110 MI	08/15/2009	36,110 MI

Limited Warranty					
Corrosion Limited Warranty	08/05/2011	08/15/2006	110 MI	08/15/2012	100,110 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/03/2011	250009	ZSSP----Special Sales Programs		Z2236 - Pontiac Pte Offer - 1Yr Free Maint Pontiac Dealers	44,626 MI
12/15/2010	245271	ZSSP----Special Sales Programs		Z2241 - Free Agent Retained and Discontinued 1 Yr Complimentary Service	41,737 MI
09/14/2010	242044	ZSSP----Special Sales Programs		Z2236 - Pontiac Pte Offer - 1Yr Free Maint Pontiac Dealers	39,639 MI
06/29/2010	239299	ZSSP----Special Sales Programs		Z2228 - Sales and Service Private Free Agent Incentive Program	38,206 MI
07/09/2008	213827	ZREG----Regular Vehicle Transaction		N2117 - Switch - Switch Module, Front Door - Left - Replace	22,321 MI
07/09/2008	213827	ZREG----Regular Vehicle Transaction		N4808 - Body Control Module Reprogramming with SPS	22,321 MI
07/03/2008	213684	ZREG----Regular Vehicle Transaction		D1002 - Blower Motor Resistor Replacement	21,728 MI
07/02/2008	213588	ZREG----Regular Vehicle Transaction		D1322 - Motor And/Or Fan, Blower - R&R Or Replace	21,695 MI
11/20/2006	189281	ZREG----Regular Vehicle Transaction		N2117 - Switch - Switch Module, Front Door - Left - Replace	2,023 MI
11/20/2006	189281	ZREG----Regular Vehicle Transaction		Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	2,023 MI
04/13/2006	063809	ZREG----Regular Vehicle Transaction		Y0080 - SB 06022 Product Enhancement - Reprogram Driver's Seat Memory Module	17 MI
10/12/2005	A86705	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.


[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Build



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

Vehicle Information

VIN: 1GKDS13S062 XXXXXXXXXX Model: TS15506-2006 ENVOY 2WD (4-DOOR)
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Vehicle Build

Model: TS15506-2006 ENVOY 2WD (4-DOOR)
 Gross Vehicle Weight: 2,520

Order Number: JPBB65
 Build Date: 10/12/2005
 Build Plant: 2

Option Codes

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

1SZ - OPTION PACKAGE DISCOUNT

272 - LIGHT TAN

271 - LIGHT TAN

49U - CRANBERRY RED METALLIC

4SA - SLT-1 PACKAGE

6HN - SUSPENSION

7HN -

8NT - SUSPENSION

9NS - SUSPENSION

AAB - DRIVER SEAT MEMORY

AJ1 - DEEP TINTED GLASS

AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM

AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT

AM9 - REAR SPLIT FOLDING SEAT

AP9 - CONVENIENCE NET

AR9 - DELUXE FRONT BUCKET SEATS

AU0 - REMOTE KEYLESS ENTRY

AXP - MPV VIN IDENTIFICATION

B30 - COLORED - KEYED CARPETING

B32 - FRONT COLOR-KEYED FLOOR MATS

B33 - REAR COLOR-KEYED FLOOR MATS

B42 - REAR CARGO MAT

BVE - RUNNING BOARDS

C49 - REAR WINDOW DEFOGGER

C4D - GVW RATING - 5,550 LBS

CJ2 - AUTO DUAL ZONE CLIMATE CNTRL

DAY - ASSEMBLY PLANT MORaine, OHIO

DD7 - ISRV MIRROR W/AUTO DIM

DH2 - LIGHTED VANITY VISOR MIRRORS

DK7 - OVERHEAD CONSOLE

DS3 - POWER HEATED/TURN SIGNAL MIRROR

EVA - EVAP EMISSION REQUIREMENT

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE - 3.42 RATIO

JF8 - 4-WHEEL POWER DISC BRAKES

JJB - SUBASSEMBLY

K18 - ELEC AIR INJECTION SYSTEM

K34 - CRUISE CONTROL

KG4 - 150 AMP GENERATOR

LL8 - VORTEC 4200 SFI I6

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

N40 - POWER STEERING

N77 - 17X7 DELUXE ALUMINUM WHEELS

N79 - STEEL WHEEL FULL SIZE SPARE

NT7 - FEDERAL EMISSION SYSTEM

QTM - P245/65R17 ALS BW TIRES

R4W - TIRE BRAND MICHELIN

R6J - CUSTOMER DIALOG NETWORK

R8P - PREMIUM PAINT

R9N - LEATHER SEAT TRIM

SLM - STOCK ORDERS

STW - STEERING WHEEL CONTROLS

T61 - DAYTIME RUNNING LAMPS

T96 - FRONT FOG LAMPS

T98 - VIN IDENTIFICATION NUMBER

TB4 - LIFTGATE/LIFTGLASS BODY

TFE - SALES INCENTIVE-COMMITMENT PLUS

TGA - LANGUAGE, SPANISH, FRENCH, ENGLISH

U68 - DRIVER INFO CENTER	U73 - FIXED MAST ANTENNA
UB0 - AM/FM STEREO W/CD	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UG1 - UNIVERSAL GARAGE DOOR OPENER	UK6 - REAR SEAT AUDIO CONTROLS
UY7 - HD 7-LEAD TRAIL WIRING HARNESS	V1K - LUGGAGE RACK CROSS BARS
V40 - POWER FRONT PASSENGER SEAT	V73 - STATEMENT OF CERT. U.S.
VP6 - NOISE CONTROL	VXS - COMPLETE VEHICLE LABEL
YC6 - SLT DECOR	YD3 - BASE EQUIP FOR SCH GVW PLATE
YD5 - FRONT SPRING - BASE EQUIPMENT	YD6 - REAR SPRING - BASE EQUIPMENT
Z88 - GMC TRUCK NAMEPLATE	ZQ3 - DRIVER CONVENIENCE PACKAGE
ZW7 - PREMIUM SMOOTH RIDE SUSPENSION	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 17, 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: 1GKDS13S062 [REDACTED] Model: TS15506-2006 ENVOY 2WD (4-DOOR)
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#) [REDACTED]

For this vehicle:

[View Vehicle Summary](#)

→ Service Contract
→ Branded Title
→ Warranty Block

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 510080628
Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NFS
Date Scanned: 10/12/2005 Time Scanned: 12:32:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 004242835
Source Plant: S-SAGINAW DIVISION SAGINAW, MI Part / Number Broadcast: XWF
Date Scanned: 10/12/2005 Time Scanned: 13:40:00 Scan Station: 05

Component Code: 61-TRANSMISSION Traceability: 42773035
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 6SDD
Date Scanned: 10/12/2005 Time Scanned: 12:41:00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY Traceability: 277084029
Source Plant: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: CN8
Date Scanned: 10/12/2005 Time Scanned: 13:23:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00141639
Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3051
Date Scanned: 10/12/2005 Time Scanned: 14:47:00 Scan Station: 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1FL4Y8A
Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2397
Date Scanned: 10/12/2005 Time Scanned: 17:49:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 7ZAQX12
Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 0900
Date Scanned: 10/12/2005 Time Scanned: 13:33:00 Scan Station: 04

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 0630790
Source Plant: - Part / Number Broadcast: 1ZZ
Date Scanned: 10/08/2005 Time Scanned: 00:03:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 2089432
Source Plant: - Part / Number Broadcast: 1WW
Date Scanned: 10/11/2005 Time Scanned: 08:25:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM Traceability: 2090569
Source Plant: - Part / Number Broadcast: 1PT
Date Scanned: 10/11/2005 Time Scanned: 23:28:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM Traceability: 2088750
Source Plant: - Part / Number Broadcast: 1PH
Date Scanned: 10/12/2005 Time Scanned: 08:00:00 Scan Station:

10/17/2012

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 10/12/2005

Traceability: 2088933
Part / Number Broadcast: 1GB
Time Scanned: 09:46:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 17, 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: 1GKDS13S062 [REDACTED] Model: TS15506-2006 ENVOY 2WD (4-DOOR)
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REDACTED]

For this vehicle:

[View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Job Card Date: 05/03/2011

Job Card Number: 250009

Repair Service Agent: 118307
RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Odometer Reading: 44,626 MI
Authorization Code:

Process Date:
05/03/2011

Transaction Type:
ZSSP----Special Sales Programs

Transaction Expense Category:
Special Sales Program

Customer Complaint Code:

Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op Z2236-Pontiac Pte Offer - 1Yr Free Maint Pontiac Dealers
Causal Part Number
→ [See other Parts and/or Net Items](#)

Job Card Date: 12/15/2010

Job Card Number: 245271

Repair Service Agent: 118307
RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Odometer Reading: 41,737 MI
Authorization Code:

Process Date:
12/15/2010

Transaction Type:
ZSSP----Special Sales Programs

Transaction Expense Category:
Special Sales Program

Customer Complaint Code:

Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op Z2241-Free Agent Retained and Discontinued 1 Yr Complimentary Service
Causal Part Number
→ [See other Parts and/or Net Items](#)

Job Card Date: 09/14/2010

Job Card Number: 242044

Repair Service Agent: 118307
RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Odometer Reading: 39,639 MI
Authorization Code:

Process Date:
09/21/2010
Transaction Type:
ZSSP---Special Sales Programs
Transaction Expense Category:
Special Sales Program
Customer Complaint Code:

Job Card Line #: 1 Transaction Adjustment:
Labour Op Z2236-Pontiac Pte Offer - 1Yr Free Maint Pontiac Dealers
Causal Part Number
→See other Parts and/or Net Items

Cause Code: -

Job Card Date: 06/29/2010

Job Card Number: 239299

Repair Service Agent: 118307
RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Odometer Reading: 38,206 MI
Authorization Code:

Process Date:
06/30/2010
Transaction Type:
ZSSP---Special Sales Programs
Transaction Expense Category:
Special Sales Program
Customer Complaint Code:

Job Card Line #: 1 Transaction Adjustment:
Labour Op Z2228-Sales and Service Private Free Agent Incentive Program
Causal Part Number
→See other Parts and/or Net Items

Cause Code: -

Job Card Date: 07/09/2008

Job Card Number: 213827

Repair Service Agent: 118307
RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Odometer Reading: 22,321 MI
Authorization Code: B

Process Date:
07/22/2008
Transaction Type:
ZREG---Regular Vehicle Transaction
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment:
Labour Op N2117-Switch - Switch Module, Front Door - Left - Replace
Causal Part Number
→See other Parts and/or Net Items

Cause Code: 0000-Converted Claims

Job Card Date: 07/09/2008

Job Card Number: 213827

Repair Service Agent: 118307

Odometer Reading: 22,321 MI

RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Authorization Code: B

Process Date:
07/22/2008

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op N4808-Body Control Module Reprogramming with SPS

Causal Part Number

Job Card Date: 07/03/2008

Job Card Number: 213684

Repair Service Agent: 118307

Odometer Reading: 21,728 MI

RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Authorization Code: B

Process Date:
07/15/2008

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 D1002-Blower Motor Resistor Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 07/02/2008

Job Card Number: 213588

Repair Service Agent: 118307

Odometer Reading: 21,695 MI

RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Authorization Code:

Process Date:
07/04/2008

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op D1322-Motor And/Or Fan, Blower - R&R Or Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/20/2006

Job Card Number: 189281

Repair Service Agent: 118307
RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Odometer Reading: 2,023 MI
Authorization Code: E

Process Date:
11/24/2006

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

Customer Complaint Code:
0000-Converted Claim

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

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

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/20/2006

Job Card Number: 189281

Repair Service Agent: 118307
RON NORRIS BUICK GMC
1350 S WASHINGTON AVE
TITUSVILLE FL 32780-4294
3212692011

Odometer Reading: 2,023 MI
Authorization Code:

Process Date:
11/24/2006

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

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims

Labour Op Z7200-CORPORATE PARTS RETURN REIMBURSEMENT

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/13/2006

Job Card Number: 063809

Repair Service Agent: 118330
LANE BUICK-GMC, INC.
510 E NASA BLVD
MELBOURNE FL 32901-1944
3217245263

Odometer Reading: 17 MI
Authorization Code:

Process Date:
04/18/2006

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

Customer Complaint Code:
0000-Converted Claim

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

Labour Op Y0090-SB 06022 Product Enhancement - Reprogram Driver's Seat Memory Module

Causal Part Number

Job Card Date: 10/12/2005

Job Card Number: A86705

Repair Service Agent: 116330

Odometer Reading: 0 MI

LANE BUICK-GMC, INC.
510 E NASA BLVD
MELBOURNE FL 32901-1944
3217245283

Authorization Code:

Process Date:
10/18/2005

Transaction Type:
ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information



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

Vehicle Information

VIN: 1GKDS13S062
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#)

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

Invoice Information

Invoicing Service Agent: 116330
LANE BUICK-GMC, INC.
510 E NASA BLVD
MELBOURNE FL 32901-1944 3217245263

Invoice Date: 10/12/2005

Ship to Information

Ship to Service Agent: 116330
LANE BUICK-GMC, INC.
510 E NASA BLVD
MELBOURNE FL 32901-1944 3217245263

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 160138
COURTESY PONTIAC GMC BUICK
850 N HWY 17 92
LONGWOOD FL 32750-3267 4077672070

Delivery Date: 08/15/2006
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 110

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

For this vehicle:

→ [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

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

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

10/17/2012

1 OF 1 RECORD(S)

Motor Vehicle Registrations

This data is for informational purposes only.

Florida Motor Vehicle Registration**Registrant Information**

Name: [REDACTED]
Date of Birth: 04/1949
Address: [REDACTED]
TITUSVILLE, FL [REDACTED]
BREVARD COUNTY

Registration Information

Original Registration Date: 03/20/2009
Registration Date: 03/07/2012
Registration Expiration Date: 04/30/2014
Decal Number: 00230456

Vehicle Information

VIN: 1GKDS13S062 [REDACTED]
Transmission: J
Vehicle Class: PASSENGER CAR/LIGHT TRUCK
Power Steering: Standard
Air Conditioning: Standard
Model Year: 2006
Roof: None / not available
Front Wd: No
Make: GMC
Optional Roof: Power sun/moon roof
4WD: No
Model: Envoy
Fuel: Gas
Anti-Lock Brakes: 4 wheel standard
Series: ENVOY
Tilt Wheel: Standard
Power Brakes: Standard
Style: 4 Dr Wagon Sport Utility
Security System: Passive Engine Immobilizer & keyless entry
Power Windows: Standard
Color: UNKNOWN
Radio: AM/FM CD
Daytime Running Lights: Standard
Engine Type: 6
Engine Size: 256
Base Price: \$28,590
Net Weight: 4,423 lbs.

Plate Information

License Plate Number: [REDACTED]
License Plate Type: Private
Plate State: Florida
Previous License Plate Number: [REDACTED]
Previous Plate State: Florida

Important: The Public Records and commercially available data sources used on reports have errors. Data is sometimes entered poorly, processed incorrectly and is generally not free from defect. This system should not be relied upon as definitively accurate. Before relying on any data this system supplies, it should be independently

verified. For Secretary of State documents, the following data is for information purposes only and is not an official record. Certified copies may be obtained from that individual state's Department of State.

Your DPPA Permissible Use is: Insurer

Your GLBA Permissible Use is: Resolving Customer Disputes or Inquiries

Copyright© 2012 LexisNexis, a division of Reed Elsevier Inc. All rights reserved.

This CARFAX Vehicle History Report provided free of charge by:



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

SHOW ME THE CARFAX



CARFAX® Vehicle History Report™

US \$39.99

An independent company established in 1986

Vehicle Information:

2006 GMC ENVOY
VIN: 1GKDS13S062
4 DOOR WAGON/SPORT UTILITY
4.2L V6 MPI
REAR 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



3 Service records available



Personal vehicle



28,000 Last reported odometer reading



\$50 Above retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/17/12 at 8:10:16 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.



Price Calculator™

Adjust the value of this 2006 GMC Envoy based on the information available in this report

1) Retail Book Value

\$ 0

Enter retail book value here



+ \$50

Above retail book value



3) Adjusted Retail Value

Begin by entering the retail book value



Start by entering the retail book value from a pricing guide website.



This vehicle is worth more than average, based on information in this report.



Compare adjusted retail value to seller's asking price when making your decision.



Ownership History

The number of owners is estimated

	Owner 1	Owner 2
Year purchased	2006	2008
Type of owner	Personal	Personal
Estimated length of ownership	2 yrs. 2 mo.	3 yrs. 11 mo.
Owned in the following states/provinces	Florida	Florida
Estimated miles driven per year	---	---
Last reported odometer reading	110	28,000



Title History

CARFAX guarantees the information in this section

Owner 1

Owner 2

Salvage | Junk | Rebuilt | Fire | Flood | Hail | Lemon

Guaranteed
No Problem

Guaranteed
No Problem

Not Actual Mileage | Exceeds Mechanical Limits

Guaranteed
No Problem

Guaranteed
No Problem



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



Additional History

Not all accidents / issues are reported to CARFAX

Owner 1

Owner 2

Total Loss

No total loss reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Structural Damage

No structural damage reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Airbag Deployment

No airbag deployment reported to CARFAX.

☒ No Issues
Reported

☒ No Issues
Reported

Odometer Check

No indication of an odometer rollback.


☒ No Issues
Indicated

☒ No Issues
Indicated

Accident / Damage

Accident reported on 12/13/2008.

☒ 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



Detailed History

[Glossary](#)

Owner 1

Purchased: 2006
Type: Personal
Where: Florida
Est. length owned: 8/15/06 - 10/20/08
(2 yrs. 2 mo.)

Date:	Mileage:	Source:	Comments:
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
12/05/2005	12	Lane Pontiac Buick GMC Inc Melbourne, FL 321-724-5263 lanegm.com	Vehicle serviced
04/05/2006	15	Lane Pontiac Buick GMC Inc Melbourne, FL 321-724-5263 lanegm.com	Vehicle serviced
06/21/2006		Courtesy Pontiac Buick GMC Longwood, FL 407-767-2070 autonation.com	Pre-delivery inspection completed VIN glass etching Washed/detailed
06/21/2006	17	Lane Pontiac Buick GMC Inc Melbourne, FL 321-724-5263 lanegm.com	Vehicle sold

08/15/2006	110	Florida Motor Vehicle Dept. Titusville, FL	Odometer reading reported Registered as personal vehicle
08/22/2006		Florida Motor Vehicle Dept. Titusville, FL Title # [REDACTED]	Title issued or updated Registration issued or renewed Title or registration issued First owner reported Registered as personal vehicle Loan or lien reported Vehicle color noted as Maroon
10/15/2007		Florida Motor Vehicle Dept. Titusville, FL Title # [REDACTED]	Registration issued or renewed Registered as personal vehicle Loan or lien reported Vehicle color noted as Maroon

Owner 2

Purchased: 2008
Type: Personal
Where: Florida
Est. length owned: 10/20/08 - present
(3 yrs. 11 mo.)

Date:	Mileage:	Source:	Comments:
10/20/2008	28,000	Florida Motor Vehicle Dept. Titusville, FL Title # [REDACTED]	Vehicle purchase reported Title issued or updated New owner reported Vehicle color noted as Maroon
12/13/2008		Florida Damage Report	Accident reported Involving right front impact
03/20/2009		Florida Motor Vehicle Dept. Titusville, FL Title # [REDACTED]	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Maroon
03/15/2010		Florida Motor Vehicle Dept. Titusville, FL Title # [REDACTED]	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Maroon
03/07/2012		Florida Motor Vehicle Dept. Titusville, FL Title # [REDACTED]	Registration issued or renewed Registered as personal vehicle Vehicle color noted as Maroon



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2006 GMC Envoy.

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



Glossary

[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 10/17/12 at 8:10:16 PM (EDT). New data will result in a change to this report.

Florida 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.
 - DISABLED: The vehicle had to be towed or hauled away from the accident location.
 - FUNCTIONAL: The vehicle could be driven from the accident location.
 - 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 \$500

CARFAX Price Adjustment™

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

First Owner

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

New Owner Reported

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

Ownership History

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

Title Issued

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

Follow Us:  facebook.com/CARFAX  [@CarfaxReports](https://twitter.com/CarfaxReports)  [CARFAX on Google+](#)

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.

10/17/12 8:10:16 PM (EDT)



[REDACTED] (749279) - Your File: 125046061
Sean Z Kelly to: mhaight1

10/19/2012 09:57 AM

From: Sean Z Kelly/C/US/GM/GMC
To: mhaight1@progressive.com

Morielle,

ESIS investigates the product claims on behalf of General Motors, LLC (GM). Thank you for discussing this matter with me on Oct. 19, 2012.

This will confirm that GM will not be sending a representative to attend Progressive's inspection of the subject 2006 GMC Envoy.

Also, as the owner of the subject 2006 Envoy, Progressive must ensure that the vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as Progressive or its insured, Shirley Hostens, intends to pursue a cause of action.

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)

Received from BRC

October 12, 2012

CERTIFIED MAIL 91 7199 9991 7030 5668 0058

ATTN: Product Allegation/Recall Department
GMC
PO Box 33172
Detroit, MI 48232

RECEIVED
OCT 25 2012
ESIS-GM CLAIMS UNIT

Re: Policy Holder: [REDACTED]
Claim Number: [REDACTED]
Date of Loss: 10/04/2012
VIN: 1GKDS13S062 [REDACTED]
* Vehicle: 2006 GMC Envoy

Please consider this letter notice that the above captioned vehicle has been declared a total loss and placed on hold at the facility listed below.

Insurance Auto Auction (IAA)
2500 Adesa Dr
Sanford, FL 32772

Phone Number: 407-323-4090
Stock Number: 10310101

An investigation into the cause of the loss is pending; our expert noted below will be completing an inspection of the vehicle to determine the specific cause of the fire loss.

Jack Ward Fire Consultants
PO Box 16467
Jacksonville, FL 32245

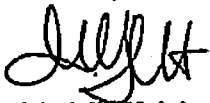
Phone Number: 407-454-2705

This notification is to allow GMC to attend this inspection and/or view the vehicle. If we do not receive a response within 30 days of this letter, the inspection of the vehicle will be completed on November 14, 2012 at 09:00 A.M. EST.

This letter is also notice to GMC of Progressive American Insurance Company's subrogation rights in this matter.

If there are questions, please feel free to contact me at the number listed below.

Sincerely,


Morielle Haight
Claims Adjuster
407-949-3767

CERTIFIED MAIL

Progressive
901 North Lake Destiny Road, Suite 200
Maitland, FL 32751

U.S. 4501



91 7199 9991 7030 5668 0058



02 1M \$ 04.55⁰
0008001018 OCT 15 2012
MAILED FROM ZIP CODE 32789

10-19-12 A10:28 1R

PROGRESSIVE

ATTN: Product Allegation/Recall Department
GMC
PO Box 33172
Detroit, MI 48232

4823235172 B051





fortwaynefallsale.com

>>>click here

Fort Wayne
**FALL HOME
SHOW & SALE**



ONE WEEKEND ONLY!

100'S OF PRODUCTS ON SALE

September 21, 22 & 23

Allen Co. War Memorial Coliseum

Your Town. Your Voice.

News~Sentinel.com

New

0

Like

0

0

comments

0

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.

Service Request Detail

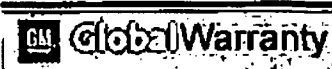
SR No.	71-1118935942	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Linkin Park	Involved Dir	McGuire Chevrolet	Safety	Yes
State	NJ ZipCd	Con Acct		Source	Phone	Updated	10/16/2012 04:18:24 PM
Serial #/VIN	1GKDT13S862	Model Year	2006	Priority	Medium License # GMC	Owner	SANCHERI
Make	GMC	Warr. Start	03/28/2006	Status	Open	Opened	10/13/2012 04:00:27 PM
Model	Envoy	Mileage	88000	Sub-Status	Satisfied	Closed	
Abstract	thermal evenIRC 12180						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 ***						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#				
Owner	5/18/2011 02:43:14 PM	N	0	1	Asphalt	Dry	na	na				
Police Last Name	Police First Name	Height	DOB	Disabilities								
		55		na								
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency									
unklepter	Fred		allstate									
Incident Loc	on hwy in riverdale new jersey, route 23				Incident Desc	I was driving and I smelled something burning when I got home there was smoke coming from the door, I was able to shut the car down and I didnt have to use the fire extinguisher						
Component	window module				Damage Desc	Interior door panel						
Vehicle Loc	home address				Add'l Info	no claim filed with insurance						
Emgcy Svc Names	none				Maint Loc	na						

PAR Detail

Collision	N	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	na
Vehicle Speed	55	Weather Condition	clear	Prop Owner	na	Property Type	na	Property	na
Last Service Date		Loc Last Service		Property Location	na	Prop Est Repair Cost	\$0.00	Property	na
Veh Est Repair Cost	\$800.00	Spec Equip Installer	na	Prop Damage Description	na	Inspected By	Inspection Not Performed	Inspection Date/Time	
Primary Veh Use	Personal	Inspection Thermal Event Type		Inspected By	Inspection Not Performed	Inspection Date/Time		Inspection	
Veh Damage Description	interior door damage				Explain Other	sent to esis			

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView 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 1GKDT13S862 XXXXXXXXXX Model TT15506-2006 ENVOY 4WD (4-DOOR)
Service Contract Yes Branded Title No Warranty Block No PDI Status No
Order Type 70 - RETAIL - STOCK
Field Actions: [Open](#) XXXXXXXXXX

For this vehicle:

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

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 (877.438.8677 Canada) and in the USA: 800-556-3600.

OnStar Equipped Y		OnStar Status Inactive
XM Equipped Y	XM Radio ID 96P9H0HU	XM Status Inactive
OnStar Vehicle Diagnostics N		DMN Enabled N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	08/05/2011	03/28/2006	16 MI	03/28/2014	80,016 MI
	Bumper to Bumper Limited Warranty	08/05/2011	03/28/2006	16 MI	03/28/2009	36,016 MI
	Corrosion Limited Warranty	08/05/2011	03/28/2006	16 MI	03/28/2012	100,016 MI
	Emission Select State Component Lty Wty	08/05/2011	03/28/2006	16 MI	03/28/2013	70,016 MI

10/17/2012

Special Coverage 10054	08/05/2011	03/28/2006	16 MI	03/28/2016	120,016 MI
Emission Limited Warranty	08/05/2011	03/28/2006	16 MI	03/28/2009	50,016 MI

Service Contract

Policy Number [REDACTED]

Owner FRANCIS

Description GMPP 48/48 SMART PROT MG

Deductible Amount 0.00

Effective Date 03/28/2006

Expiration Date: 03/28/2010

Effective Odometer 16 MI

Expiration Odometer 48016 MI

Daily Rental Limit 35.00

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/01/2008	016588	ZREG—Regular Vehicle Transaction		C6555 - Panel, Front Seat Cushion Outer Finish - Left - Replace	28,273 MI
01/22/2008	014633	ZREG—Regular Vehicle Transaction		B8990 - Molding And/Or Pocket, License Plate - R&R Or Replace	24,526 MI
01/22/2008	014633	ZREG—Regular Vehicle Transaction		N8995 - Customer Concern Not Duplicated - Electrical	24,526 MI
04/21/2006	002609	ZREG—Regular Vehicle Transaction		N0110 - Battery Replacement	310 MI
04/10/2006	002609	ZREG—Regular Vehicle Transaction		N6606 - Fuel System Wiring and/or Connector Repair or Replacement	310 MI
03/29/2006	002472	ZREG—Regular Vehicle Transaction		J5017 - Air Cleaner Resonator Replacement	75 MI
03/17/2006	A02312	ZPD—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors All rights reserved


[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN 1GKDT13S882 [REDACTED] Model: TT15506-2006 ENVOY 4WD (4-DOOR)
 Service Contract Yes Branded Title: No Warranty Block: No PDI Status: No
 Order Type 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Vehicle Build

Model: TT15506-2006 ENVOY 4WD (4-DOOR) Order Number: JVBNVB
 Gross Vehicle Weight: 2,811 Build Date: 03/17/2006
 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.

1S2 - OPTION PACKAGE DISCOUNT
 481 - EBONY

67U - LIQUID SILVER METALLIC
 7HX -
 8JN - SUSPENSION
 AJ1 - DEEP TINTED GLASS

AL0 - SENSOR INDICATOR, INFLATABLE RESTRAINT
 AP0 - CONVENIENCE NET
 AU0 - REMOTE KEYLESS ENTRY
 B30 - COLORED - KEYED CARPETING
 B33 - REAR COLOR-KEYED FLOOR MATS
 BVE - RUNNING BOARDS
 C5N - GVWRATING - 5,750 LBS
 CE4 - HEADLAMP WASHERS
 CJ2 - AUTO DUAL ZONE CLIMATE CNTRL
 DD7 - ISRV MIRROR W/AUTO DIM
 DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT
 G80 - LOCKING DIFFERENTIAL
 JF8 - 4-WHEEL POWER DISC BRAKES
 K18 - ELEC AIR INJECTION SYSTEM
 KA1 - HEATED FRONT SEATS
 LL8 - VORTEC 4200 SFI I6
 N40 - POWER STEERING
 N80 - POLISHED ALUMINUM WHEELS
 NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER CASE
 PCR - SUN, SOUND, AND ENTERTAINMENT PACKAGE *

482 - EBONY
 4S8 - SLT-2 PACKAGE INCLUDES: * HEATED FRONT SEATS * ETR AM/FM STEREO, CD/CASSETTE (REPLACES STD/OPT RADIO) * HEADLAMP WASHERS * RAIN SENSING WIPERS * CONTENT THEFT ALARM * BOSE PREMIUM SOUND SYSTEM
 6HX - SUSPENSION
 8JN - SUSPENSION
 AAB - DRIVER SEAT MEMORY
 AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER SENSING SYSTEM
 AM9 - REAR SPLIT FOLDING SEAT
 AR9 - DELUXE FRONT BUCKET SEATS
 AXP - MPV VIN IDENTIFICATION
 B32 - FRONT COLOR-KEYED FLOOR MATS
 B42 - REAR CARGO MAT
 C49 - REAR WINDOW DEFOGGER
 CE1 - RAIN SENSING WIPERS
 CF5 - POWER SUNROOF
 DAY - ASSEMBLY PLANT MORAIN, OHIO
 DH2 - LIGHTED VANITY VISOR MIRRORS
 DS3 - POWER HEATED/TURN SIGNAL MIRROR
 G67 - LOAD LEVELING SUSPENSION
 GT4 - REAR AXLE - 3.73 RATIO
 JJB - SUBASSEMBLY
 K34 - CRUISE CONTROL
 KG4 - 150 AMP GENERATOR
 M30 - 4-SPD AUTO TRANS W/ OVERDRIVE AND ELECTRONIC CONTROL
 N79 - STEEL WHEEL FULL SIZE SPARE
 NE1 - 50-STATE EMISSIONS
 NU5 - EMISSION SYSTEM CALIFORNIA
 QTM - P245/85R17 ALS BW TIRES

10/17/2012

POWER SUNROOF * XM SATELLITE RADIO - SERVICE
FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6
DISC CD CHANGER (REPLACES CD/CASSETTE RADIO)

R4W - TIRE BRAND MICHELIN

R6P - PREMIUM PAINT

R9N - LEATHER SEAT TRIM

STW - STEERING WHEEL CONTROLS

T96 - FRONT FOG LAMPS

TB4 - LIFTGATE/LIFTGLASS BODY

TGA - LANGUAGE,SPANISH,FRENCH,ENGLISH

U68 - DRIVER INFO CENTER

UA6 - CONTENT THEFT ALARM

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE &
SOUND PLAN

UK6 - REAR SEAT AUDIO CONTROLS

UY7 - HD 7-LEAD TRAIL WIRING HARNESS

V40 - POWER FRONT PASSENGER SEAT

VX3 - FRONT LICENSE PLATE BRACKET

YC8 - SLT DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

Z88 - GMC TRUCK NAMEPLATE

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

R6J - CUSTOMER DIALOG NETWORK

R8K -

SLM - STOCK ORDERS

T61 - DAYTIME RUNNING LAMPS

T96 - VIN IDENTIFICATION NUMBER

TFE - SALES INCENTIVE-COMMITMENT PLUS

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

U73 - FIXED MAST ANTENNA

UC6 - AM/FM STEREO, W/6 DISC CD
CHANGER (REPLACES STD/OPT PKG RADIO)

UG1 - UNIVERSAL GARAGE DOOR OPENER

UOA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS BARS

V73 - STATEMENT OF CERT. U.S.

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PLATE

YD6 - REAR SPRING - BASE EQUIPMENT

ZQ3 - DRIVER CONVENIENCE PACKAGE

ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAID codes.

Global Warranty Management Site Map

Privacy Policy | Terms of Use

© 2005 General Motors All rights reserved

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView 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 1GKDT13S862 [REDACTED] Model: TT15506-2006 ENVOY 4WD (4-DOOR)
Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 603100366
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 03/17/2006	Time Scanned: 14:11:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000550668
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: XWF
Date Scanned: 03/17/2006	Time Scanned: 14:05:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BJ623762
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 03/17/2006	Time Scanned: 14:24:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 43836754
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 03/17/2006	Time Scanned: 14:21:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 3CT48206
Source Plant: G-	Part / Number Broadcast: UK3
Date Scanned: 03/17/2006	Time Scanned: 15:10:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 062193952
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: AA5
Date Scanned: 03/17/2006	Time Scanned: 14:05:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00295895
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 03/17/2006	Time Scanned: 15:35:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GRLR6X
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2397
Date Scanned: 03/17/2006	Time Scanned: 17:34:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5AAAA77
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5520
Date Scanned: 03/17/2006	Time Scanned: 13:57:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 1530394
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 03/11/2006	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 2210586

10/17/2012

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 03/15/2006	Time Scanned: 12:22:00 Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 2212775
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 03/17/2006	Time Scanned: 00:37:00 Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 2210107
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 03/17/2006	Time Scanned: 09:35:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2210549
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 03/17/2006	Time Scanned: 10:02:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved

[Logout](#)

October 17, 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 1GKDT13S862 [REDACTED] Model TT15506-2006 ENVOY 4WD (4-DOOR)
Service Contract Yes Branded Title No Warranty Block No PDI Status No
Order Type 70 - RETAIL - STOCK
Field Actions [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 05/01/2008

Job Card Number: 016588

Repair Service Agent 217072
DIAMOND BUICK PONTIAC GMC CADILLAC
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Odometer Reading: 28,273 MI
Authorization Code

Process Date:
05/06/2008

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 C6555-Panel, Front Seat Cushion Outer Finish - Left - Replace

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 01/22/2008

Job Card Number: 014633

Repair Service Agent 217072
DIAMOND BUICK PONTIAC GMC CADILLAC
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Odometer Reading: 24,526 MI
Authorization Code

Process Date:
01/25/2008

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B8990-Molding And/Or Pocket, License Plate - R&R Or Replace

Causal Part Number

Job Card Date: 01/22/2008

Job Card Number: 014633

Repair Service Agent 217072
DIAMOND BUICK PONTIAC GMC CADILLAC

Odometer Reading: 24,526 MI
Authorization Code:

10/17/2012

768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Process Date
01/25/2008

Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category

Customer Complaint Code:
0000-Converted Claim

Job Card Line # 2 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op N8995-Customer Concern Not Duplicated - Electrical
Causal Part Number

Job Card Date: 04/21/2008

Job Card Number: 002609

Repair Service Agent 217072
DIAMOND BUICK PONTIAC GMC CADILLAC
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Odometer Reading: 310 MI
Authorization Code:

Process Date
05/05/2008

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 N0110-Battery Replacement
Causal Part Number
—See other Parts and/or Nel Items

Job Card Date: 04/10/2008

Job Card Number: 002609

Repair Service Agent 217072
DIAMOND BUICK PONTIAC GMC CADILLAC
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Odometer Reading 310 MI
Authorization Code:

Process Date:
04/28/2008

Transaction Type
ZREG—Regular Vehicle Transaction
Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line # 2 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op N6605-Fuel System Wiring and/or Connector Repair or Replacement
Causal Part Number

Job Card Date: 03/29/2008

Job Card Number: 002472

Repair Service Agent 217072
DIAMOND BUICK PONTIAC GMC CADILLAC
768 WASHINGTON STREET
AUBURN MA 01501-2708
5088320400

Odometer Reading: 75 MI
Authorization Code

Process Date:
04/11/2006

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

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

Labour Op J5017-Air Cleaner Resonator Replacement

Causal Part Number

Job Card Date: 03/17/2006

Job Card Number: A02312

Repair Service Agent: 117950
EDWARD BUICK-GMC TRUCK, INC.
72 SHREWSBURY ST
WORCESTER MA 01604-4625
5087912350

Odometer Reading: 0 MI

Authorization Code:

Process Date:
03/21/2006

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

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ?

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

Vehicle Information

VIN 1GKDT13S862 XXXXXXXXXX Model: TT15506-2006 ENVOY 4WD (4-DOOR)
Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#) XXXXXXXXXX

Invoice Information

Invoicing Service Agent: 117950 Invoice Date: 03/17/2006
EDWARD BUICK-GMC TRUCK, INC.
72 SHREWSBURY ST
WORCESTER MA 01604-4825 5087912350

Ship to Information

Ship to Service Agent: 117950 Ship to Date: N/A
EDWARD BUICK-GMC TRUCK, INC.
72 SHREWSBURY ST
WORCESTER MA 01604-4825 5087912350

Delivery Information

Delivery Service Agent: 217072 Delivery Date: 03/28/2006
DIAMOND BUICK PONTIAC GMC CADILLAC Delivery Type: 015--RETAIL LEASE - INDIVIDUAL
768 WASHINGTON STREET Delivery Odometer: 16
AUBURN MA 01501-2708 5088320400

In Service Information

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

Registration Information

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

For this vehicle:

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

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

10/17/2012

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 04:18:27 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer claims thermal event originating from control module in drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 03:05:46 PM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	10/16/2012 03:05:46 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 03:05:11 PM	SANCHERI	SANCHERI	Scheduled Follow-up	Scheduled Alarm			flu esls pick up

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 03:04:58 PM	SANCHERI	KINZERTH	Notify CRM		Done	10/16/2012 04:20:00 PM	esis - thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 03:04:26 PM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	10/16/2012 03:04:57 PM	

Contact Last Name Contact First Name Account BAC Code

Comments

thermal event - door compartment

rdia sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 03:02:37 PM	SANCHERI	SANCHERI	Outbound Email	DVM/CAM/Field	Done	10/16/2012 03:03:49 PM	Rhonda.Greene@gm.com

Contact Last Name Contact First Name Account BAC Code

Comments

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

Customer Last Name

2006 GMC Envoy

VIN 1GKDT13S862

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 866-790-5700 ext. 41345 | 866-857-3113 | www.minacs.adityabirla.com

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 02:24:19 PM	SANCHERI	SANCHERI	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	10/16/2012 02:41:28 PM	2nd attempt
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 02:22:56 PM	SANCHERI	SANCHERI	Outbound Call Customer	Left Message	Done	10/16/2012 02:24:16 PM	called
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

called and left a message for customer to call in at 866-7905700 x 41345

rita.sanchez/ATX.PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 08:53:56 AM	SANCHERI	SANCHERI	Scheduled Outbound Call Cust		Done	10/16/2012 02:22:54 PM	2nd attempt
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:20:30 PM	MERCADTO	SANCHERI	Ownership Changed		Done	10/15/2012 02:20:30 PM	Service Request Ownership has changed FROM: SHERWIHA TO: SANCHERI
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:20:14 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	10/16/2012 08:55:10 AM	Called Rhonda.Greene@gm.com

Contact Last Name	Contact First Name	Account	BAC Code

Comments
see outbound email

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:20:04 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	10/16/2012 08:54:29 AM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments
No need to call Dir. Vehicle beyond warranty and has not been to dealer in two years.
Rita Sanchez/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:19:54 PM	MERCADTO	SANCHER	BRC PAR	Initial Contact- Phone	Done	10/16/2012 02:59:16 PM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

verified information and allegation

provided eais statement

cust sts i was driving and i smelled something burning when i got home there was smoke coming from the door, i was able to shut the car down and i didnt have to use the fire extinguisher, but clearly evidence of a thermal event , i had the dealership look at it and repaired it

crs sts ok so your seeking reimbursement

cust sts yes

crs sts what i will be doing is getting this over to our central claims department and they will contact you within 7-10 busines day s

custs is ok thanks

rita sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:19:45 PM	MERCADTO	SANCHER	BRC PAR	Acknowledgement	Done	10/16/2012 08:53:51 AM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

called and left a message for customer to call in at 856-7905700 x 41346

rita sanchez/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:19:37 PM	MERCADTO	SANCHER	Research		Done	10/16/2012 08:53:14 AM	Research VIN 1GKDT13S862

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

Comments

CRS Performed VIN Scan
GMVIS: Found No Open Recalls

VIN: -- Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:19:28 PM	MERCADTO	SANCHER	Notify CRM		Done	10/16/2012 08:52:28 AM	File assigned

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:19:11 PM	MERCADTO	SANCHER	BRC PAR	Case Assigned	Done	10/16/2012 08:52:25 AM	Assigned to Rita x41345

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:19:02 PM	MERCADTO	SHERWIHA	SR Opened		Done	10/15/2012 02:19:02 PM	SR in Status of Closed has been Re-Opened by MERCADTO

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:19:01 PM	MERCADTO	SHERWIHA	SR Closed - Satisfied		Done	10/15/2012 02:19:01 PM	Service Request has been Closed Satisfied.

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/13/2012 08:09:29 PM	SHERWIHA	SHERWIHA	Scheduled Follow-up		Done	10/15/2012 02:18:57 PM	check

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/13/2012 05:41:35 PM	SHERWIHA	KINZERTH	Notify CRM	Customer Called	Done	10/15/2012 02:18:54 PM	Veh caught in fire

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/13/2012 04:00:35 PM	SHERWIHA	SHERWIHA	Inbound Call Customer	Complex Request	Done	10/13/2012 05:41:26 PM	Veh caught in fire

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

Comments

Name

Tel#:

VIN: 1GKDT13S862

Mileage:66000

Cust Sts:

- received a letter for the door locks
- door already been replaced
- the veh caught in fire
- It was all melted, the wirings and everything, theres smoke so they had to replace the door
- happened last year
- Mc guire che in Rte 46

Cust Sks:

- assistance

CRS Adv

- the letter you received is the pre -notification that your veh is associated with a recall for the door locks
- for what happened, this need to be directed to the products allegation team
- will have the case forwarded, their office is currently close
- please expect a callback within the next 24-48 business hrs
- provided SR

Rena/CAC/T1/MAN/LVL1

Confidential Comments

UCC Information

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

Service Request Detail

SR No.	71-1116812589	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	ESIS Escalation
Address		City	Swartz Creek	Involved Dir		Safety	Yes
State	MI ZipCd	Con Acct		Source	Phone	Updated	10/16/2012 11:45:48 AM
Serial #/VIN	1GNDT13S962	Model Year	2006	Priority	Medium License #	Owner	GARCIAJR
Make	Chevrolet	Warr. Start	01/25/2006	Status	Open	Opened	10/12/2012 01:47:51 PM
Model	TrailBlazer	Mileage	100000	Sub-Status	Dissatisfied	Closed	
Abstract	Thermal event - 06 Chevrolet TrailBlazer						
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#				
Owner	8/17/2011 02:00:00 PM	N	0	1	Asphalt	Wet	n/a	n/a				
Owner Last Name	Owner First Name	Height	DOB	Disabilities								
		5'2"		none								
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency									
n/a	n/a		did not file claim									
Incident Loc	662 Burgoy Rd, Fife Lake MI	Incident Desc	d/s door panel									
Component	d/s door panel switch	Damage Desc	d/s door panel burned									
Vehicle Loc	w/cust	Add'l Info	n/a									
Emergency Svc Names	n/a	Maint Loc	La Fontaine Chevrolet									

PAR Detail

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

This CARFAX Vehicle History Report provided free of charge by:



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

SHOW ME THE CARFAX



CARFAX® Vehicle History Report™

US \$39.99

Vehicle Information:

2006 CHEVROLET TRAILBLAZER LS/LT

VIN: 1GNDT13S962

4 DOOR WAGON/SPORT UTILITY

4.2L V6 MPI

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



No accident / damage reported to CARFAX



2 Previous owners



14 Service records available



Types of owners: Personal lease,
Personal



102,343 Last reported odometer
reading



\$390 Above retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/17/12 at 3:05:39 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.



Price Calculator™

Adjust the value of this 2006 Chevrolet Trailblazer LS/LT based on the information available in this report

1) Retail Book Value

\$ 0

Enter retail book value here



+ \$390

Above retail book value



3) Adjusted Retail Value

Begin by entering
the retail book value



Start by entering the
retail book value from a
pricing guide website.



This vehicle is worth
more than average,
based on information
in this report.



Compare adjusted retail
value to seller's asking
price when making
your decision.



Ownership History

The number of owners is estimated

Year purchased



Owner 1




Owner 2

2006

2008

Type of owner	Personal lease	Personal
Estimated length of ownership	2 years	4 yrs. 7 mo.
Owned in the following states/provinces	Michigan	Michigan
Estimated miles driven per year	15,277/yr	17,482/yr
Last reported odometer reading	31,492	102,343

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

CARFAX Detailed History	Glossary			
Owner 1 Purchased: 2006 Type: Personal lease Where: Michigan Est. miles/year: 15,277/yr Est. length owned: 1/26/06 - 2/11/08 (2 years)	Date:	Mileage:	Source:	Comments:
	01/23/2006		Hank Graff Dealerships hankgraff.com	Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information Pre-delivery inspection completed



01/26/2006	369	Michigan Motor Vehicle Dept. Swartz Creek, MI Title # [REDACTED]	Title or registration issued First owner reported Registered as personal lease vehicle
03/09/2006		Michigan Motor Vehicle Dept. Swartz Creek, MI Title # [REDACTED]	Title or registration issued
02/13/2007		Michigan Motor Vehicle Dept. Swartz Creek, MI Title # [REDACTED]	Title or registration issued
02/11/2008	31,225	Auto Auction	Sold at auction
 <p>Millions of used vehicles are bought and sold at auction every year.</p>			
02/12/2008		Highpoint Auto & Truck Center Cadillac, MI 231-775-1222 highpointauto.com	Vehicle offered for sale
02/18/2008		GM Certified Dealer Cadillac, MI	Sold as a GM Certified Used Vehicle
02/19/2008	31,492	Highpoint Auto & Truck Center Cadillac, MI 231-775-1222 highpointauto.com	Maintenance inspection completed

Owner 2		Date:	Mileage:	Source:	Comments:
Purchased:	2008	02/20/2008		Michigan Motor Vehicle Dept. Fife Lake, MI Title # [REDACTED]	Title or registration issued New owner reported
Type:	Personal	04/29/2008	35,860	Highpoint Auto & Truck Center Cadillac, MI 231-775-1222 highpointauto.com	Battery/charging system checked Emblem replaced
Where:	Michigan	05/19/2008	36,921	Midas Of Kalkaska Kalkaska, MI 231-258-2889	Brakes checked Exhaust system checked
Est. miles/year:	17,482/yr	06/10/2008		Michigan Motor Vehicle Dept. Fife Lake, MI	Registration issued or renewed
Est. length owned:	2/20/08 - present (4 yrs. 7 mo.)	09/12/2008		Voice Motor Sales Kalkaska, MI 231-258-9178 voicemotors.com	Engine checked
		09/15/2008	42,090	Highpoint Auto & Truck Center Cadillac, MI 231-775-1222 highpointauto.com	Ignition switch replaced

09/17/2008	42,420	Midas Of Kalkaska Kalkaska, MI 231-258-2889	Exhaust system checked
01/05/2009	49,435	Midas Of Kalkaska Kalkaska, MI 231-258-2889	Exhaust system checked
06/08/2009		Michigan Motor Vehicle Dept. Fife Lake, MI	Registration issued or renewed
02/02/2010	69,781	Midas Of Kalkaska Kalkaska, MI 231-258-2889	Exhaust system checked
05/10/2010	74,874	Midas Of Kalkaska Kalkaska, MI 231-258-2889	Exhaust system checked
06/09/2010		Michigan Motor Vehicle Dept. Fife Lake, MI	Registration issued or renewed
08/18/2010	79,676	Highpoint Auto & Truck Center Cadillac, MI 231-775-1222 highpointauto.com	Maintenance inspection completed Battery/charging system checked Tire condition and pressure checked Brakes checked Oil and filter changed Front wheel bearing(s)/hub(s) replaced
12/09/2010	84,481	Midas Of Kalkaska Kalkaska, MI 231-258-2889	Exhaust system checked
06/09/2011		Michigan Motor Vehicle Dept. Fife Lake, MI	Registration issued or renewed
09/12/2011	94,778	Midas Of Kalkaska Kalkaska, MI 231-258-2889	Oil and filter changed
02/16/2012	102,343	Midas Of Kalkaska Kalkaska, MI 231-258-2889	Oil and filter changed
06/22/2012		Michigan Motor Vehicle Dept. Fife Lake, MI	Registration issued or renewed
<div>  <div> <p>I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2006 Chevrolet Trailblazer LS/LT.</p> </div> </div>			

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

**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.

Follow Us:  facebook.com/CARFAX  [@CarfaxReports](https://twitter.com/CarfaxReports)  [CARFAX on Google+](#)

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.

10/17/12 3:05:39 PM (EDT)

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView 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 1GNDT13S962 XXXXXXXXXX Model CT15506-2006 TRAILBLAZER 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#) XXXXXXXXXX

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped Y		OnStar Status: Inactive
XM Equipped Y	XM Radio ID: 1E33G0WU	XM Status: Inactive
OnStar Vehicle Diagnostics N		DMN Enabled N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Certified Used Powertrain Limited Wty	10/30/2011	01/25/2008	369 MI	01/25/2011	100,369 MI
	Emission Select Component Ltd Wty	10/30/2011	01/25/2006	369 MI	01/25/2014	80,369 MI
	Bumper to Bumper Limited Warranty	10/30/2011	01/25/2006	369 MI	01/25/2009	36,369 MI
	Corrosion Limited Warranty	10/30/2011	01/25/2006	369 MI	01/25/2012	100,369 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](#)

10/17/2012

Certified Used Limited Warranty	10/30/2011	01/25/2006	369 MI	04/25/2009	39,369 MI
Special Coverage 10054	10/30/2011	01/25/2006	369 MI	01/25/2016	120,369 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
09/15/2011	299504	ZREG---Regular Vehicle Transaction		T5826 - 10054 - Replace Fuel Level Sensor	95,112 MI
08/18/2010	140863	ZREG---Regular Vehicle Transaction		E2320 - Front Wheel Bearing and Hub Replacement	79,676 MI
09/15/2008	124103	ZREG---Regular Vehicle Transaction		N2328 - Switch - Ignition/Key Warning - Replace	42,090 MI
04/29/2008	120556	ZREG---Regular Vehicle Transaction		N0100 - Battery Charging and Testing	35,860 MI
04/29/2008	120556	ZREG---Regular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	35,860 MI
01/12/2006	193107	ZPDI---Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	5 MI
01/04/2006	A50207	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors All rights reserved

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Build ?

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

Vehicle Information

VIN 1GNDT13S962 Model CT15506-2006 TRAILBLAZER 4WD
 Service Contract No Branded Title No Warranty Block No PDI Status No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#)

For this vehicle:

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

Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD Order Number JSPGQG
 Gross Vehicle Weight: 2,611 Build Date: 01/04/2006
 Build Plant 2

Option Codes

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

1SB - LS PREFERRED EQUIPMENT GROUP 2 *
 POWER 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

22U - SUPERIOR BLUE METALLIC
 281 - INT TRIM LT GRAY/DK GRAY
 7HN - SPRING
 9NS - SUSPENSION

AJ1 - TINTED GLASS

AL0 - SENSOR INF RESTR, CHILD DETECT
 AU0 - KEYLESS REMOTE DOOR LOCK
 B30 - CARPETING, COLOR-KEYED
 B33 - REAR COLOR KEYED FLOOR MATS
 C49 - REAR WINDOW DEFOGGER
 CF5 - ELECTRIC SUNROOF
 DAY - ASSEMBLY PLANT MORAIN, OHIO
 DP2 - POWER OSRV MIRRORS
 FE9 - FEDERAL EMISSIONS
 JF6 - BRAKE VAC POWER, 4 WHL DISC
 K18 - ELECTRIC AIR INJECTION SYSTEM
 KG4 - GENERATOR 150 AMP
 M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND
 ELECTRONIC CONTROL
 NP8 - 2-SPEED ACTIVE TRANSFER CASE
 NZ3 - WHEEL, FULL SIZE SPARE

OC3 - ALUMINUM WHEELS

1SZ - PREFERRED EQUIPMENT SAVINGS

28H - LIGHT GRAY
 6HP - SUSPENSION
 8NS - SUSPENSION
 A50 - FRONT RECLINING BUCKET SEATS WITH
 FLOOR CONSOLE
 AK5 - DRIVER & RIGHT FRONT PASSENGER AIR
 BAG
 AM9 - SPLIT FOLDING REAR SEAT BACK
 AXP - MPV VIN IDENT POSITION
 B32 - FLOOR MATS, FRONT AND REAR
 B86 - MOLDING B/S COLOR
 CSN - GVW RATING - 5750 LBS
 CJ3 - CLIMATE CONTROL
 DK7 - OVERHEAD CONSOLE
 EVA - EVAP EMISSION REQUIREMENT
 GU6 - REAR AXLE 3.42 RATIO
 JJB - PT DRESS SUBASSY NOT INSTALLED
 K34 - CRUISE CONTROL
 LL8 - VORTEC 4200 SFI I6
 N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2
 PCR - SUN, SOUND, ENTERTAINMENT PKG: *
 POWER SUNROOF * BOSE PREMIUM SOUND
 SYSTEM * XM SATELLITE RADIO - SERVICE FEE
 EXTRA, 1ST 3 MONTHS INCL * AM/FM STEREO
 W/6 DISC CHANGER (REPLACES STD/OPT PKG
 RADIO) * CUSTOM O/H CONSOLE
 QNF - P235/75R16 ALS BW TIRES

10/17/2012

R6P - PREMIUM PAINT	SLM - STOCK ORDERS
T61 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
TB4 - LIFTGATE	U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA 1ST 3 MONTHS INCL
U73 - FIXED MAST ANTENNA	UA6 - THEFT DETERRENT ALARM SYSTEM
UC8 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UQA - BOSE PREMIUM SOUND SYSTEM	UY7 - TRAILER WIRING HARNESS
V1K - LUGGAGE RACK CROSS-BARS	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YD3 - BASE EQUIP FOR SCH GVW PL-FT AX	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

[Global Warranty Management](#) | [Site Map](#)

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved


[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView 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 1GNDT13S962 XXXXXXXXXX Model: CT15506-2006 TRAILBLAZER 4WD
 Service Contract No XXXXXXXXXX Branded Title No Warranty Block No PDI Status No
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#) XXXXXXXXXX

For this vehicle:

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 512230068
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 01/04/2008	Time Scanned: 02:33:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 104793485
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: XVM
Date Scanned: 01/04/2008	Time Scanned: 03:39:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0B1620320
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 01/04/2008	Time Scanned: 02:45:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 43262889
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 01/04/2008	Time Scanned: 02:42:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: HFO24175
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 01/04/2008	Time Scanned: 03:50:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 350142120
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 01/04/2008	Time Scanned: 03:40:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00229447
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 01/04/2008	Time Scanned: 05:17:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1FNZ3B1
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 01/04/2008	Time Scanned: 07:22:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 7ZCCA22
Source Plant: M-MORTON-THICKOL	Part / Number Broadcast: 0901
Date Scanned: 01/04/2008	Time Scanned: 03:31:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 1120299
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 12/21/2005	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 2157621

10/17/2012

Source Plant: -	Part / Number Broadcast: 1VWV
Date Scanned: 01/03/2006	Time Scanned: 01:50:00 Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 2156855
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 01/03/2006	Time Scanned: 16:50:00 Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 2156523
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 01/04/2006	Time Scanned: 00:17:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2156872
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 01/04/2006	Time Scanned: 06:57:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

[Global Warranty Management Site Map](#)

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Transaction History Detail ?

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

Vehicle Information

VIN 1GNDT13S962 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 09/15/2011

Job Card Number: 299504

Repair Service Agent: 115891

Odometer Reading: 95,112 MI

LAFONTAINE CADILLAC, BUICK, GMC, IN
4000 W HIGHLAND RD
HIGHLAND MI 48357-4007
2488874747

Authorization Code:

Process Date:
09/27/2011

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:
Special Policy

Customer Complaint Code:
0821-Features/Controls/Displays -
Gauges/Warning Lights

Job Card Line # 1

Transaction Adjustment: Cause Code 9090-Other - Field Action /
Tech Bulletin

Labour Op T5828-10054 - Replace Fuel Level Sensor

Causal Part Number 000000000019178477-SENSORKIT,FUELLVL

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

Job Card Date: 08/18/2010

Job Card Number: 140883

Repair Service Agent: 167047

Odometer Reading: 79,676 MI

HIGHPOINT AUTO AND TRUCK CENTER, IN
7555 S 131
CADILLAC MI 49801-0000
2317751222

Authorization Code:

Process Date:
08/18/2010

Transaction Type:
ZREG---Regular Vehicle
Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0128-Drivability - Noise

Job Card Line # 1

Transaction Adjustment

Cause Code 3083-Rotating Part - Noise during
operation

Labour Op E2320-Front Wheel Bearing and Hub Replacement

Causal Part Number 000000000015130858-HUB,FRTWHL(WWHLSPDSEN)

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

10/17/2012

Job Card Date: 09/15/2008

Job Card Number: 124103

Repair Service Agent: 167047

Odometer Reading: 42,080 MI

HIGHPOINT AUTO AND TRUCK CENTER, IN

Authorization Code

7555 S 131

CADILLAC MI 49601-0000

2317751222

Process Date

09/23/2008

Transaction Type

ZREG—Regular Vehicle Transaction

Transaction Expense Category

Policy

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op N2328-Switch - Ignition/Key Warning - Replace

Causal Part Number

—See other Parts and/or Net Items

Job Card Date: 04/29/2008

Job Card Number: 120558

Repair Service Agent: 167047

Odometer Reading: 35,860 MI

HIGHPOINT AUTO AND TRUCK CENTER, IN

Authorization Code

7555 S 131

CADILLAC MI 49601-0000

2317751222

Process Date

05/02/2008

Transaction Type

ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op N0100-Battery Charging and Testing

Causal Part Number

Job Card Date: 04/29/2008

Job Card Number: 120558

Repair Service Agent: 167047

Odometer Reading: 35,860 MI

HIGHPOINT AUTO AND TRUCK CENTER, IN

Authorization Code

7555 S 131

CADILLAC MI 49601-0000

2317751222

Process Date

05/02/2008

Transaction Type

ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op B7010-Emblem/Nameplate Replacement

Causal Part Number

—See other Parts and/or Net Items

Job Card Date: 01/12/2006

Job Card Number: 193107

Repair Service Agent: 115151
GRAFF CHEVROLET, INC.
3636 E WILDER RD
BAY CITY MI 48706-2128
9896844411

Odometer Reading: 5 MI
Authorization Code:

Process Date:
01/27/2006

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

Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op Z6999-PDI Related Fluid Adds
Causal Part Number
---See other Parts and/or Net Items

Job Card Date: 01/04/2006

Job Card Number: A50207

Repair Service Agent: 115151
GRAFF CHEVROLET, INC.
3636 E WILDER RD
BAY CITY MI 48706-2128
9896844411

Odometer Reading: 0 MI
Authorization Code:

Process Date:
01/10/2006

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 Part Number

Global Warranty Management: Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved

10/17/2012

[Logout](#)

October 17, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ?

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

Vehicle Information

VIN 1GNDT13S962 XXXXXXXXXX Model CT15506-2006 TRAILBLAZER 4WD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#) XXXXXXXXXX

Invoice Information

Invoicing Service Agent: 115151
GRAFF CHEVROLET, INC.
3636 E WILDER RD
BAY CITY MI 48706-2126 9896844411

Invoice Date: 01/04/2006

Ship to Information

Ship to Service Agent: 115151
GRAFF CHEVROLET, INC.
3636 E WILDER RD
BAY CITY MI 48706-2126 9896844411

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 158313
PRESTIGE CHEVROLET, INC.
1416 E PIERSON RD
FLUSHING MI 48433-1814 8108595651

Delivery Date: 01/25/2006
Delivery Type: 032—RETAIL LEASE* - EMPLOYEE STOCK (GMS)
Delivery Odometer: 369

In Service Information

Invoicing Service Agent

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

Registration Information

Registration Service Agent: N/A

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

For this vehicle:

[View Vehicle Summary](#)

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

[View Vehicle Build](#)

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

Global Warranty Management Site Map

[Privacy Policy](#) | [Terms of Use](#)

© 2005 General Motors. All rights reserved.

10/17/2012

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:45:48 AM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	10/16/2012 11:45:48 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:45:23 AM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:44:55 AM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

06 Chevrolet TrailBlazer - thermal event

Joe G/PA/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:42:42 AM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	10/16/2012 11:44:11 AM	FYI email sent to DDMA
Contact Last Name	Contact First Name	Account	BAC Code				

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

2008 Chevrolet TrailBlazer
1GNDT13S962/ [REDACTED]
No involved dealer

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

Best wishes,
Joe Garcia | CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 11:19:26 AM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	10/16/2012 11:44:54 AM	Business case
Contact Last Name	Contact First Name	Account	BAC Code				

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

Joe GIPAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 08:52:38 PM	GARCIAJR	GARCIAJR	Scheduled Outbound Call	Cust	Done	10/16/2012 11:18:48 AM	ct cust
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:17:18 AM	MERCADTO	GARCIAJR	Ownership Changed		Done	10/15/2012 10:17:18 AM	Service Request Ownership has changed FROM: LEALDA1 TO: GARCIAJR
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:17:05 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact - Field	Done	10/16/2012 10:05:05 AM	email attached to the file
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

FYI email sent to DDMA

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:16:55 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	10/16/2012 11:39:41 AM	LaFontaine Cadillac-Buick-GMC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Called dlr @

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

Business consultant rep, Julie Finch, they took care of a fuel gauge that was inop, they also addressed a stabilitrak issue (veh not accelerating) and the d/s window switch that was replaced.

Svc adv also stated that did some maintenance.

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:16:44 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	10/16/2012 11:35:30 AM	made initial ct w/cust
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Called daytime/cell phone #

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

Cust stated that is correct, his wife was trying to start the veh in the garage when she started yelling smoke. Cust stated he ran into the gargage and saw the d/s door panel smoking, he pulled it out and saw small flames from the wiring, no injuries. Cust stated he already had it repaired at GM dlr, paid out of pocket.

Crm verifd pre-par & par detail screen info.

Crm also read ESIS scripiting, advised will need to refer this file to our central claim dept, they will f/u w/cust w/in 710 business days.

Cust stated that is fine.

Joe G/PAR/ATX

Joe G/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:16:37 AM	MERCADTO	GARCIAJR	BRC PAR	Acknowledgement	Done	10/16/2012 10:03:01 AM	acknowledgement made
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

see initial ct activity

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:16:30 AM	MERCADTO	GARCIAJR	Research		Done	10/16/2012 10:04:40 AM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Summary:

Repairs - no related repairs

Recalls - no open recalls

Sr's - 71-991521001, not related to allegation

Joe G/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:16:21 AM	MERCADTO	GARCIAJR	Notify CRM		Done	10/16/2012 10:02:17 AM	File assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:16:07 AM	MERCADTO	GARCIAJR	BRC PAR	Case Assigned	Done	10/16/2012 10:02:12 AM	Assigned to Joe x11291
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:15:47 AM	MERCADTO	LEALDA1	SR Opened		Done	10/15/2012 10:15:47 AM	SR in Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:15:46 AM	MERCADTO	LEALDA1	SR Closed - Satisfied		Done	10/15/2012 10:15:46 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:15:30 AM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/15/2012 10:15:42 AM	PAR V/M
Contact Last Name	Contact First Name	Account	BAC Code				

71-1116812580
customer
2006 Chevrolet TrailBlazer
thermal vent
phone
Oct 12 1:55pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:56:23 PM	LEALDA1	KINZERTH	Notify CRM	Customer Called	Done	10/15/2012 10:15:26 AM	veh concern
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 01:50:23 PM	LEALDA1	LEALDA1	Inbound Call Customer	Complex Request	Done	10/12/2012 01:54:05 PM	veh concern
Contact Last Name		Account		BAC Code			

CUST STS: received a letter about a recall and a year ago when this occurred, the veh caught fire and I had to replace the whole door module now I received this letter about this issue and want to see what can be done

CUST SKS: asst with veh concern

CRS ADV: well with this concern here and what had happened a year ago I would need to get this case over to another department and they will further asst with this.

daniel lei/ATX/T1/CAC/LVL0

Confidential Comments

UCC Information

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