# INFORMATION Redacted PURSUANT TO THE FREEDOM OF

R No. 71-1115782431	Ref No.	Goodwill	No Goodwill Offered	BRC Type	FOIA), 5 U.S.C. 55
ccount	Site	GW SubType		Bus, Unit	
ast Name	First Name	Approval	Not initiated	Area	PAR
aytime #	Evening #	UCC	Electrical - General	Sub-Area	ESIS Escalation
ddress	City Nemours	Involved Dir	Cole Chevrolet-Cadillac, Inc.	Safety	Yes
tate WV ZipCd	Con Acct	Source	Phone	Updated	10/16/2012 12:41:36 PM
erial #/VIN 1GNDT13S872	Model Year 2007	Priority	Medium License #	Owner	BABBSKE
lake Chevrolet	Warr. Start 08/11/2007	Status	Open	Opened	10/10/2012 01:12:52 PM
iodei TrailBlazer	Mileage 82000	Sub-Status	Satisfied	Closed	
bstract thermal event - power w	indow				

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries # Other Ve	h #Fe		ad Surfac	e Road	Cond. Fire Report#	Police Report#
wner river Lest Na	9/8/2011 08:30:00 AM	N 0			ohalt	Dry	na	na
Worlast Na	ima	Deliver Elect Name		Height	DO		lities	
				5'2	,	none		
nk		unk	ırst Nam	e Phone	ii	AAA	? /\gency	
cident oc	300 Dupont St Nemours WV	2738			Incident Desc		arted to use their window v	when their vehicle went up in flames
omponent	window switch on door							
					Damag	e circuit board	fired	
	300 Dupont St Nemours WV	2738			Desc			
oc					Add'l In	fo insurance d	aim paid out	
mgcy Svc ames	па				Maint L			
PAR Det	tail				Maint	oc independen		
******								
ollision	Non Collision	Y Property Damage		Thermai Evt	Y	Spec Equip	none	·
ehicle peed	0	Weather Condition		ny		Prop Owner	na	Property na Type
ast Service late		Loc Las Service	t			Property Location	na	Prop Est \$0.00 Repair Cost
eh Est lepair Cost	\$382.00	Spec Ed Installe				Prop Damage Description	na	
rimary eh Use	Personal	Inspect Type	on Them	nal Event		Inspected By	Inspection Not Performed	d Inspection Date/Time
eh Damage Description	circuit board inside and need	ded replacement				Explain Other	case is going to eass for t	thermal

Report Generated for toporowm

on 10/17/2012

Page 1 of 12



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

Paul Olle Claims Administrator

10/18/12

NEMOURS, WV

RE:

Claimant:

Our File No.:

749297

Our Client:

General Motors LLC

Date/Event:

9/8/2011

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S872

Dear

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

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

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

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

# C

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

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

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

Sincerely.

Paul Olle

Paul Olle

Claims Administrator



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

INTERFACE WITH CUSTOMER

### View Vehicle Summary

3

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

### **Vehicle Information**

VIN: 1GNDT13\$872 Service Contract: No

Branded Title: No

Model: CT15506-2007 TRAILBLAZER 4WD

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### **Branded Title**

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

Vehicle has no current record of branded titles.

#### **Warranty Block**

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y

XM Equipped: Y

XM Radio ID: 2H5YT0R8

OnStar Status: Active

OnStar Vehicle Diagnostics: Y

XM Status: Active DMN Enabled: N

Applic	Applicable Warranties Valid warranties are highlighte											
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer						
•	Bumper to Bumper Limited Warranty	10/30/2011	08/11/2007	15 <b>M</b> I	08/11/2010	36,015 MI						
	Powertrain Limited Warranty	10/30/2011	08/11/2007	15 MI	08/11/2012	100,015 MI						
	Certified Used Limited Warranty	10/30/2011	08/11/2007	15 MI	11/11/2010	39,015 MI						
	Special Coverage 10054	10/30/2011	08/11/2007	15 MI	08/11/2017	120,015 MI						

Logout

#### For this vehicle:

- → View Vehicle Summary

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

10/17/2012

Corrosion Limited Warranty 10/30/2011 08/11/2007 15 MI 08/11/2013 100,015 MI **Emission Select** 10/30/2011 08/11/2007 08/11/2015 80,015 MI Component Ltd Wty **Service Contract** Vehicle has no current record of service contracts. **Transaction History** View Details Job Card Job Card Odometer Transaction Transaction Type **Labour Operation** Number Adjustment Reading

Z7000 - Pre-Delivery

Inspection - Base Time

O MI

ZPDI----Pre-Delivery

Inspection

Global Warranty Management: Site Map

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04/17/2007 A65377

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Logout 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).

Warranty Block: No

### Vehicle Information

VIN: 1GNDT13S872:

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Title: No

PDI Status; No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

#### Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: KWMH3T Build Date: 04/17/2007

Build Plant: 2

### Option Codes

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

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

28H - LIGHT GRAY

54U - GRAPHITE METALLIC

7FB - COMP FRT RH COMPUTER SEL SUSP

9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

**AXP - MPV VIN IDENT POSITION** 

B32 · FLOOR MATS, FRONT/REAR

**B42 - REVERSIBLE CARGO MAT** 

**BVE - RUNNING BOARD, ASSIST STEPS** 

C5N - GVW RATING - 5750 LBS

**CJ3 - CLIMATE CONTROL** 

**DK7 - OVERHEAD CONSOLE** 

**EVA - EVAP EMISSION REQUIREMENT** 

G80 - DIFFERENTIAL, LOCKING REAR

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

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

LH COMPUTER SEL

AJ1 - GLASS, DEEP

TINTED

ALD - SENSOR INF RESTR, CHILD DETECT AR9 - FRT BUCKET

SEAT, DELUXE AU0 - REMOTE **KEYLESS ENTRY B30 - FULL CARPET-**

COLOR KEYED **B33 - REAR COLOR KEYED FLOOR MATS** 

B86 - MOLDING B/S

COLOR

C49 - REAR WINDOW

DEFROSTER

CF5 - POWER

SUNROOF (INCLUDES OVERHEAD CONSOLE)

DAY - ASSEMBLY PLANT MORAINE, OHIO DP2 - POWER OSRV

MIRRORS

FE9 - FEDERAL

**EMISSIONS** 

GU6 - REAR AXLE 3.42

RATIO

#### For this vehicle:

- → View Vehicle Summary

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

10/17/2012

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM WHEELS

NT7 - EMISSION SYS FED - TIER 2

PDC - PWR SEAT ADJUST-DRIVER, 8 WAY

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

**R6Q - OPTION PKG NOT DESIRED** 

**R9N - LEATHER SEAT TRIM** 

SLM - STOCK ORDERS

**T98 - STAMPING VEHICLE IDENT NUMBER** 

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

**UA6 - THEFT DETERRENT ALARM SYSTEM** 

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

UPGRADE)

**UY7 - TRAILER WIRING HARNESS** 

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

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

JJB - PT DRESS SUBASSY NOT

INSTALLED K34 - CRUISE

CONTROL

LL8 - ENGINE, VORTEC

4.2L SFI 16

N40 - POWER

STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE WHEEL

QTM - ALL-SEASON

TIRES

R6P - SPECIAL PAINT

R9L - SPRING WHOLESALE FLOORPLAN PLUS

R9X - XM RADIO

STANDARD IDENTIFER

T61 - DAYTIME **RUNNING LIGHTS** 

TB4 - LIFTGATE U73 - FIXED MAST

**ANTENNA** 

UBO - AM/FM STEREO W/CD

UJ6 - TIRE PRESSURE MONITOR

V1K - LUGGAGE RACK

**CROSS-BARS** VK3 - FRONT LICENSE

PLATE BRACKET

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT

SPRING

ZNF - SPARE, ALL-SEASON TIRE

**ZY1 - SOLID PAINT** 

### **Added Option Codes**

Vehicle has no current record of SAIO codes.

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Lagout



October 17, 2012

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

INTERFACE WITH CUSTOMER

# View Vehicle Component Summary

3

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

Vehicle Information

VIN: 1GNDT13S872:

Branded Title: No

Model; CT15506-2007 TRAILBLAZER 4WD Warranty Block: No PDI Status: No

Service Contract: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Vehicle Component

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

Date Scanned: 04/16/2007

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 04/16/2007

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

Source Plant: N-

Date Scanned: 04/16/2007

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

Date Scanned: 04/16/2007

Traceability: 704040466 Part / Number Broadcast: NAX

Time Scanned: 17;36:00

Scan Station: 01

Traceability: 001051027 Part / Number Broadcast: F9A

Time Scanned: 18:45:00 Scan Station: 05

Traceability: 0BN635751 Part / Number Broadcast: JN

Time Scanned: 17;48:00 Scan Station: 03

Traceability: 45828901

Part / Number Broadcast: 7TDD

Time Scanned: 17:45:00 Scan Station: 02

Traceability: 52N19287

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

**HUB ASSEMBLIES** Source Plant: G-

Part / Number Broadcast:

Traceability: 082095740

Traceability: 00130034

Part / Number Broadcast:

Part / Number Broadcast: ZM3

Date Scanned: 04/16/2007

Time Scanned: 18:35:00 Scan Station:

Time Scanned: 18:31:00 Scan Station: 11

3172 Time Scanned: 19:53:00 Scan Station:

UM<sub>1</sub>

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

Date Scanned: 04/16/2007

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 04/16/2007

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 04/16/2007

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

Source Plant: M-MORTON-THIOKOL

Date Scanned: 04/16/2007

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

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

Source Plant: -

Date Scanned: 04/06/2007

Traceability: 1H3SAGA Part / Number Broadcast: 2395

Time Scanned: 22:38:00 Scan Station: 06

Traceability: 4BAJU96

Parl / Number Broadcast: 8435

Scan Station: 04 Time Scanned: 18:36:00

Traceability: 1850213 Part / Number Broadcast: 1ZZ

Time Scanned: 03:01:00 Scan Station:

Traceability: 3171757

For this vehicle:

→ View Vehicle Summary

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

View Vehicle Build

View Vehicle

Component Summary View Vehicle

Transaction History <u>Detail</u>

View Vehicle Delivery

<u>Information</u>

Source Plant: -

Date Scanned: 04/13/2007

Part / Number Broadcast: 1WW

Time Scanned: 08:38:00 Scan Station:

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

Dale Scanned: 04/13/2007

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

Date Scanned: 04/16/2007

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

Source Plant: -

Date Scanned: 04/16/2007

Traceability: 3171725 Part / Number Broadcast: 1PT

Time Scanned: 23:29:00 Scan Station:

Traceability: 3170854

Part / Number Broadcast: 1PH

Time Scanned: 12:33:00 Scan Station;

Traceability: 3171085

Part / Number Broadcast: 1GB

Time Scanned: 13:02:00 Scan Station:

# Service Agent installed Component

Vehicle has no current record of vehicle component.

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**⊠** Logout

October 17, 2012

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

INTERFACE WITH CUSTOMER

# View Vehicle Transaction History Detail

3

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

Vehicle Information

VIN: 1GNDT13S872 Service Contract: No

Branded Title: No

Model: CT15506-2007 TRAILBLAZER 4WD

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Job Card Date: 04/17/2007

Field Actions: 0 Open

Repair Service Agent: 112900 RAMEY CHEVROLET, INC.

27992 GOVERNOR GC PERRY HWY TAZEWELL VA 24651-0000 2769886526

Job Card Number: A65377

Odometer Reading: 0 MI

Authorization Code:

Process Date: 04/20/2007

Transaction Type.

ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

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

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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For this vehicle: → View Vehicle Summary

View Vehicle Component Summary

 $\to \frac{\text{Service}}{\text{Contract}}$ 

→ Branded Title

View Vehicle
→ Transaction History Detail

View Vehicle Delivery

Information

For this vehicle:

→ View Vehicle Summary → Service Contract

→ Branded Title

→ Warranty Block

View Vehicle Delivery

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

Detail

Information



**B** Logout

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

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information

3

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

Warranty Block: No

### Vehicle Information

VIN: 1GNDT13S872 Service Contract: No

Branded Title: No

Model: CT15506-2007 TRAILBLAZER 4WD

October 17, 2012

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Fleid Actions: 0 Open

#### Invoice information

Invoicing Service Agent: 112900 RAMEY CHEVROLET, INC. 27992 GOVERNOR GC PERRY HWY TAZEWELL VA 24651-0000 2769886526 Invoice Date: 04/17/2007

#### Ship to Information

Ship to Service Agent: 112900 RAMEY CHEVROLET, INC. 27992 GOVERNOR GC PERRY HWY TAZEWELL VA 24651-0000 2769886526 Ship to Date: N/A

### **Delivery Information**

Delivery Service Agent: 112900 RAMEY CHEVROLET, INC. 27992 GOVERNOR GC PERRY HWY TAZEWELL VA 24651-0000 2769886526 . Delivery Date: 08/11/2007 Delivery Type: 010---INDIVIDUAL Delivery Odometer: 15

#### In Service Information

Invoicing Service Agent:

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

#### Registration Information

Registration Service Agent: N/A

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

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 12:54:17 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name		Contact Firs	l Name	Account		BAC Code	
Comments							=
thermal event							_
Confidential Comments							<b>T</b>
·							_
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 12:47:46 PM	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Field	Done	10/16/2012 12:53:43 PM	lisa.cogglns@gm.com
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							_

A product allegation claim has been made in your region. The customer is alleging that their power window control switch caused the vehicle to go up in flames. This case is being escalated to ESIS because of a thermal event.

2007 Chevrolet TrailBlazer

1GNDT13S872

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

Respectfully, Kellin Babbs I CRS

Confidential Comments

Aditya Birla Minaca I inspired every day
7401 E. Ben White Bivd, Bidg. F, Austin, TX 78741
Phone: 866-790-5600 31460 I Fax: 886-311-2784 I www.minacs.adityabirla.com Foliow us on Twitter

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# **Activities**

10/16/2012 12:45:19 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Al	Completed arm	Description ;esis thermal
Contact Last Name		Contact Firs	t Name	Account		BAC Code	•
customer is alleging the	at their power win	ndows caused th	e vehicle to go up in flame	3.			
kellinbabbs/par/atx Confidential Comments							•
Prested 10/16/2012 12:45:06 PM	Created By BABBSKE	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 10/15/2012 12:54:33 PM	Description esis thermal
Contact Leat Name.		n Fire	st Name	Account		BAC Code	
oominans .							
customer is alleging the	at their power wi	ndows caused th	ne vehicle to go up in flame	8			<del>-</del>
ellinbabbs/par/atx		ndows caused th	ne vehicle to go up in flame				•
cellinbabbs/par/atx Contidential Comments Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
cellinbabbs/par/atx Confidential Comments Created 0/16/2012 12:44:43 PM				Activity Sub-Type Business Case	Status Done	10/16/2012 12:45:04 PM	Description bus case
cellinbabbs/par/atx Contidential Comments Created 10/16/2012 12:44:43	Created By	Assigned To	Activity Type	Activity Sub-Type		10/16/2012 12:45:04	

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# Activities

reated 0/16/2012 12:43:59 M	Created By BABBSKE	Assigned To BABBSKE	Activity Type Other	Activity Sub-Type	Status Done	Completed 10/16/2012 12:44:39 PM	Description vehicle incident location
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
0 Dupont St Nemour	s WV 2738						
ellinbabbs/par/atx							
onfidential Comments							
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/16/2012 12:41:36 M	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	10/16/2012 12:41:36 PM	Ownership Escalated to BRC
ontact Last Name		Contact Fire	t Name	Account		BAC Code	
							•
onfidential Comments							-
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/16/2012 12:22:44 M	BABBSKE	BABBSKE	Outbound Call Customer	Made Contact	Done	10/16/2012 12:23:14 PM	
ontact Last Name		Contact Fire	<sup>at</sup> Name	Account		BAC Code	
							•
	***						-
ee initial							
ee initial ellinbabbs/par/atx onfidential Comment:							

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on 10/17/2012

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# **Activities**

eated /16/2012 12:22:15 1	Created By BABBSKE	Assigned To BABBSKE	Activity Type Inbound Call Customer	Activity Sub-Type Voice Mail Received	Status Done	Completed 10/16/2012 12:22:25	Description update from customer
ntact Last Name		Control Firs	i Name	Account		PM BAC Code	
st sts; someone called	i me from there	named Rita, got	a message to speak with you	about case reference. Lef	t a message for y	ou and haven't heard from you.	
inbabbs/par/atx 11:06 nfidential Comments							
cated							
/12/2012 01:57:28 /	Created By SANCHERI	BABBSKE	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type	Status Done	Completed 10/16/2012 12:21:24 PM	Description call csutomer 2nd attempt
niact Last Name		Contact Firs	t Name	Account		BAC Code	
imments					_		
nfidential Comments							
eated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
'11/2012 06:58:20 PN	GARCIAJR	BABBSKE	Scheduled Outbound Call Cust		Done	10/12/2012 01:58:25 PM	ack
ntact Last Name		Contact Fire	Name	Account		BAC Code	
mments nfidential Comments							
Indential Comments							·
eated 10/2012 08:59:00	Created By BABBSKE		Activity Type	Activity Sub-Type	Status	Completed	Description
1	BABBSKE	BABBSKE	Scheduled Outbound Call Cust		Done	10/11/2012 06:58:20 PM	ack
ntact Last Name		Centact Fin	st Name	Account		BAC Code	
mments							
infidential Comments							

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on 10/17/2012

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# **Activities**

Created 10/10/2012 03:23:28 PM Contact Last Name	Created By MERCADTO	Assigned To BABBSKE	Ownership Changed	Activity Sub-Type  Account	Status Done	Completed 10/10/2012 03:23:28 PM BAC Code	Description Service Request Ownership has changed FROM: PEROLLO TO: BABBSKE
Contidential Comments							1
Created 10/10/2012 03:23:14 PM	Created By MERCADTO	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Type initial Contact - Field	Status Done	Completed 10/12/2012 01:57:24 PM	Description Called lisa.coggins@gm.com
Contact Last Name		Contact Fire	st Name	Account		BAC Code	l I
rita sanchez/ATX/PAR Confidential Comments							ı
Created 10/10/2012 03:23:04 PM	Created By MERCADTO	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 10/12/2012 01:56:48 PM	Description Called
Contact Last Name		Contact Fir		Account		HAC Code	l I
No need to call Dir. Vehi Rita Sanchez/PAR/ATX Confidential Comments	de beyond warr	anty and has n	ot been to dealer in two yea	ars.			1

### **Activities**

Greated 10/10/2012 03:22:55 PM Created By Assigned To Activity Type
MERCADTO BABBSKE BRC PAR Activity Sub-Type Status Initial Contact- Phone Done 10/16/2012 12:43:35 PM (304) 920-2280 BAC Code crs spoke w/: crs verified email address crs verified customer contact information. Cust. states: Vehicle was parked and when two got in it and started to leave started to smell burnt plastic and electrical. Original owner? n

rental? n

medical attn? n

par form notes; insurance claim made and paid out.

Crs gathered prePAR and PAR Datail 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 03:22:46 PM	MERCADTO	BABBSKE	BRC PAR	Acknowledgement	Done	10/12/2012 01:56:24 PM	Called
Contact Last Name		Contact Fire	it Name	Account		BAC Code	
							-
Comments							
called and left a messa	ge for customer t	o call Kellin x31	460 866-7905600				
rita sanchez/aTx/PAR							
Confidential Comments							
-							_
						4 14 M. 104 A11 M. 104 M. 114	

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# Activities

Created 10/10/2012 03:22:38 PM	Created By MERCADTO	Assigned To BABBSKE	Activity Type Research	Activity Sub-Type	Status Done	Completed 10/12/2012 01:59:03 PM	Description Research VIN 1GNDT13S872
Contact Last Name		Contact Firs	t Name	Account	•	BAC Code	I
CRS Performed VIN Sc							•
SMVIS: - Found No Op							
IN: - Found No Duplic	cate File						
VC History: No Service	e History Related	l to Allegation					
Rita Sanchez/PAR/ATX							
Confidential Comments							ı
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/10/2012 03:22:30 M	MERCADTO	BABBSKE	Notify CRM		Done	10/12/2012 01:54:38 PM	File assigned
ontact Last Name		Contact Fire	t Name	Account		BAC Code	
Comments							
Confidential Comments							1
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/10/2012 03:22:15 M	MERCADTO	BABBSKE	BRC PAR	Case Assigned	Done	10/12/2012 01:54:34 PM	Assigned to Kellin x31460
ontact Last Name		Contact Firs	st Name	Account		BAC Code	
omments					_		
onfidential Comments							•
							•

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# **Activities**

reated 0/10/2012 03:22:07 M	Created By MERCADTO	Assigned To PEROLLO	Activity Type SR Opened	Activity Sub-Type	Status Done	Completed 10/10/2012 03:22:07 PM	Description SR in Status of Closed has been Re- Opened by MERCADTO
ontact Last Name		Contact First	Name	Account		BAC Code	
onfidential Comments	-						1
reated 0/10/2012 03:22:06 M	Created By MERCADTO	Assigned To PEROLLO	Activity Type SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 10/10/2012 03:22:06 PM	Description Service Request has been Closed Satisfied.
ontact Last Name		Contact Fire	Name	Account		BAC Code	[
onfidential Comments							- 1
reated 0/10/2012 03:21:47 M	Created By MERCADTO	Assigned To KINZERTH	Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 10/10/2012 03:22:03 PM	Description PAR V/M
ontact Last Name		Contact Firs	t Name	Account		BAC Code	•
I-1115782431 ustomer ermal event				"			
007 Chevrolet TrailBla: ct 10 1:18pm onfidential Comments		<u> </u>					_

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 01:25:58 PM	PEROLLO	KINZERTH	Notify CRM	Other	Done	10/10/2012 03:21:45 PM	cust claims that veh burned up
Contact Last Name		Contact Firs	t Name	Account		BAC Code	ı
cust claims that veh but	med up 8-9 mon	ths ago					

Lorie/CAC Tier 1/MAN/ Lvl 1 Empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 01:21:56 PM	PEROLLO	PEROLLO	Other		Done	10/10/2012 01:23:52 PM	IBCC continuation
Contact Last No		^ · · - s	1 Name	Account		BAC Code	
COMMENTS							

CRS Adv:
no open recalls on the vhe /no related recalls
> veh base warranty expired

> thank you for reporting this issue
> we will create a file and document everything on the file
> no open recalls on the vehicle
> base warranty already expired
we will forward case to a special dept: PAR Team
will take note of you CB numbers
(crs tried dialling PAR and got VM; left VM)
> crs wentr back with cust and adv cust taht PAR rep will call you asap; i will assign the case to their queue

> adv of SR# for reference > cust very thankful > acknowledged

Lorie/ CAC Tier 1/ MAN/ Lvl 1 Confidential Comments

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# **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 01:13:03 PM	PEROLLO	PEROLLO	Outbound Call Third Party	Left Message	Done	10/10/2012 03:21:40 PM	left VM for PAR
Contact Last Name		Contact First	Name	Account		BAC Code	
							=
left VM for PAR			<del>_</del>				
gave SR# and cust's co	oncem						
Lorie/CAC Tier 1/MAN/	Lvl 1 Empowere	d					
Confidential Comments							_
Soundertial Comment	,					<del></del>	
***************************************							

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 01:12:55 PM	PEROLLO	PEROLLO	Inbound Call Customer	Complex Request	Done	10/10/2012 01:23:49 PM	veh burned up
Contact Last Name		Contact Firs	i Name	Account		BAC Code	
Comments							
Cust states:	· · · · · · · · · · · · · · · · · · ·						

Cust states.
2000 Chevy Trailblazer: power window controls

veh burned up before; we were so afraid, good thing no one was hurt checking if any recalls on the issue checking if any related recalls reg the vhe burning up

the moisture got in it and when roll the window; caught on fire/ burned the circuit board out and inside of vhe was full of smoke : happened 8-9 months ago that time, it was slitting in my driveway; it was raining before :my husband, Larry - he rolled window up 1 inch and quarter; the circuit board blew and burned suddenly

> he shut off the engine asap i called up and we took it to Cole Motors for it

> they replaced circuit board and reprogrammed it : \$400

> another electrical system recall: im looking at it in the internet in NHTSA 12 > vhe is with us now

I was wondering if there GM dlr : Cole Motors

im the 2nd owner, bought it used; forgot the mileage we seek further investigation reg the case

Cust seeks: If any related recalls reg the vhe burning inside further investigation reg the case

Lorie/CAC Tier 1/MAN/ Lvl 1 Empowe

Confidential Comments

# **UCC Information**

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

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@ @lobalWarranty October 18, 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 Venicle Information, Field Actions, Service Information, Applicable Warranges Transaction History, Service Contract(s) if applicable, Warrangy Block, Branded Title information and OnStar and XM Radio information (if applicable) Vehicle Information VIN 1GNDT135972 Model CT15506-2007 TRAILBLAZER 4WD Service Contract No. Branded Title: No Warranty Block No. PDI Status No Order Type. 50 - FLEET Field Actions. O\_Open Open field actions are highlighted Required Field Actions Vohicle has no current record of required field actions. **Branded Title** \*The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty ventication and shall not be used for any other purpose whatsoever Volsicle has no current record of branded titles. **Warranty Block** Vehicle has no current record of warranty block. Service Information Vehicle has no current record of outstanding service information. OnStar and XM Satellite Radio Information Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600. OnStar Status Inactive OnStar Equipped Y XM Status Inactive XM Equipped Y XM Radio tD 4B2LU04V OnStar Vehicle Diagnostics N DMN Enabled: N

**⊠**\_Logout

### For this vehicle:

- → <u>View Vehicle Summary</u>

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

#### Valid warranties are highlighted **Applicable Warranties**

Valid	Description	Warranty Add Date	Start Date	Effective Odomoter	End Date	End Odometer
	Corrosion Limited Werranty	08/05/2011	06/08/2007	10 MI	06/08/2013	100,010 MI
	Bumper to Bumper Limited Warranty	08/05/2011	08/08/2007	10 MI	06/08/2010	38,010 MI
	Emission Limited Warranty	08/05/2011	06/08/2007	10 MI	06/08/2010	50,010 MI
	Emission Select State Component Lty Wty	08/05/2011	08/08/2007	10 MI	06/08/2014	70,010 MI
	Special Coverage 10054	08/05/2011	08/08/2007	10 MI	06/08/2017	120,010 MI



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

10/19/12



RE:

Claimant:

No.:

Our File No.:
Our Client:

749314 General Motors LLC

Date/Event:

9/12/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S972

Dear

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

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

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

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



# esis

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

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

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

Sincerely,

Eric Wilt

Claims Administrator

Exic Will

#### Service Request Detail 71-1110274216 SR No. Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Bus, Unit BRC Account Site Last Name First Name Approval Not Initiated Area PAR Daytime # Evening # UCC Electrical - Power Door Lock Motor I Sub-Area ESIS Escalation Crivelli Chevrolet Inc. Safety Address Pilisburgh Involved Dir Yes City Updated 10/17/2012 04:10:05 PM PA ZipCd Source Phone State Con Acct License # CHEVROL EICHORLY Serial #/VIN 1GNDT13S972 Model Year 2007 Priority Medium Owner Status Open Opened 9/24/2012 11:41:19 AM Make Chevrolet Warr. Start 06/08/2007 Model TrailBlazer Closed Mileage 83000 Sub-Status Salisfied Abstract (ESIS) Thermal Event (recall 12180) This is a BRC PAR File. Please do not Assume. Forward all inquiries to Lynda Elchorst @ ext.31093 Customer

# Description

### Pre-PAR

10-11-01	•									
AR Notifier	Incident Date/Time		# Other Veh	# Peop	ole in Veh Ro		Road			Police Report#
Owner		N	a			ncrete	Wet	n/a		n/a
Driver Last Na		Driver	First Name		Height	DOE				
lot occupied		Not oc	cupied		Not occ	cupied	Notar	cupled		
nsurance Age	ent Last Name	Insura	nce Agent En	st Name	Phone:	#	Insurance			
Jaknown		Unkna	W/B				State Fau	m insurance Co.		
ncident .oc	1222 Lakewood Ave Pittsburg	gh PA 152	20	,		Incident Desc	Cust noticed	i the driver's door was	s metted inside and smel	led burning.
Component	Electrical - driver's side door									
/ehicle	with cust					Damage Desc	Door module	a was melted, Insulat	ion was burned.	
.OC						Add'l info	Cust stated	it happened about 5 v	wks ago. He didn't know	the approx date or time.
	n/a							-	-	••
Vames						Maint Loc	cust doesn	uls own maint or som	etimes takes it to Jiffy Lu	be.
PAR De	tail									
Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a		
/ehicle Speed	0		Weather Condition	Rain	Buß		Prop Owner	rva	Prope Type	
.ast Service Jate	•		Loc Last Service				Property Location	n√a	Prop Repa	Est ir Cost
/eh Est Repair Cost			Spec Equi Installer	ip Na			Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	1 Therma	al Event		Inspected By	Inspection Not Peri	ormed Inspe Date	
veh Damage	Door module was melted, in	sulation w	as bumed.				Explain Other	n/a		

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# Activities

Crosled 10/17/2012 04:24:27 PM	Created By KINZERTH	Assigned To ESISBIQU	Activity Typo Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Customer dalms therms Confidential Comments		ng from control t	module in drivers door				L :
Croated 10/17/2012 04:13:14 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Typo Scheduled Follow-up	Activity Sub-Typo	Status Scheduled Alam	Completed 1	Poscription ESIS - Verify file was picked up.
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	l I
Confidential Comments							1
Proated 10/17/2012 04:12:50 PM	Created By EICHORLY	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 10/17/2012 04:25:01 PM	Dogoription Please escalate to ESIS - thermal event
Confidence		ëe		Account		BAC Code	i I
inside the driver's door.	No injuries. No		or burning. The Insulation was e. No insurance involvement.	s burnt and the control mobule	was meked. Cust	disconnected the module	
Lynda Elchorst/PAR/AT Considerinal Comments							1
Granted 10/17/2012 04:10:05 PM	Crested By EICHORLY	Assigned To EICHORLY	Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 10/17/2012 04:10:06 PM	Doscription Ownership Escalated to BRC
Centard Last Name		Contact Fir	st Name	Account		BAC Code	
Contidential Comments	5	***		***			•

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# **Activities**

O/16/2012 02:35:02 EICHORLY EICHORLY Scheduled Follow-up Done 10/17/2012 04:08:13 PM Contact Last Name Account BAC Code  Complete file  Complete file	reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Confidential Comments  Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description  10/15/2012 12:07:43 EICHORLY EICHORLY BRC PAR Business Case Done 10/17/2012 04:12:46 PM  Contact Last Name Contact First Name Account BAC Code		EICHORLY				Done		Complete file
Confidential Comments  Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description  10/15/2012 12:07:43 EICHORLY EICHORLY BRC PAR Business Case Done 10/17/2012 04:12:46 PM  Contact Last Name Contact First Name Account BAG Code	Innfact Last Name		Contact Fire	I Name	Account		BAC Code	
Created Created By Assigned To Activity Typo Activity Sub-Type Status Completed Description  O/15/2012 12:07:43 EICHORLY EICHORLY BRC PAR Business Case Done 10/17/2012 04:12:46 Business Case  PM  Contact Last Name Contact First Name Account BAC Code	onimens							
10/15/2012 12:07:43 EICHORLY EICHORLY BRC PAR Business Case Done 10/17/2012 04:12:46 Business Case PM Contact Last Name Contact Last Name BAC Code	Confidential Comments							
PM Contact Last Name Contact First Name Account BAC Code	Creatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
		EICHORLY	EICHORLY	BRC PAR	Business Case	Done		Business Case
Continents	Contact Last Name		Centact Fire	st Name	Account		BAC Code	
	Comments							
Cust alleges he smelled something the driver's side door burning. The insulation was burnt and the control mobule was melted. Cust disconnected the module inside the driver's door. No injuries. No property damage. No insurance involvement.						ule was melled. Cu	ist disconnected the module	
	Lynda Eichorst/PAR/AT	X						
Lynda Eichorst/PAR/ATX Gon/idential Gomments								

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### Activities

Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 11:59:32 AM EICHORLY	EICHORLY Outbound Email	DVM/CAM/Field	Done	10/15/2012 12:07:10 PM	Emailed: Gordon Simmons, DDMA at gordon.simmons@gm.com
Contact Last Name	Contact First Name	Account	~	BAC Code	NORTHEAST REGION

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

2007 Chevrolet TrailBlazar 1GNDT13S97 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.

Lynda Elchorst

Aditya Birta 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.adityabiria.com| Follow us on Twitter

Lynda Elchorst/PAR/ATX Confidential Comments

Created Created By	Assigned To Activity Type	Activity Sub-Typo	Status	Completed	Description
10/15/2012 09:34:59 AM MERCADTO	EICHORLY Ownership Changed		Done	10/15/2012 09:35:00 AM	Service Request Ownership has
Contact Last Name	Centact First Name	Account		BAC Code	changed FROM: INOCENKA TO: EICHORLY
					. CONONE!
Comments					
Confidential Comments					

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# Activities

Confidential Comments	10/15/2012 09:34:48 AM MERCADTO	Assigned To Activity Type EICHORLY BRC PAR	Activity Sub-Type Initial Contact - Field	Status Done	Completed 10/15/2012 11:43:29 AM	Description See outbound email.
Groated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 10/15/2012 09:34:38 AM MERCADTO EICHORLY BRC PAR Initial Contact-Dealer Done 10/15/2012 11:43:20 AM Officential required.  Contact Last Name Contact First Name Account BAC Code	Control Last Name	Contact Crist Name	Account		BAC Code	
Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 10/15/2012 09:34:38 AM MERCADTO EICHORLY BRC PAR Initial Contact-Dealer Done 10/15/2012 11:43:20 AM No dir contact required.  Contact Last Name Contact First Name Account BAC Code	Constitution					
10/15/2012 09:34:38 AM MERCADTO EICHORLY BRC PAR Initial Contact- Dealer Done 10/15/2012 11:43:20 AM No dir contact required.  Contact Last Name Account BAC Code	Солнаелия Сомпекс					
Contact Last Name Contact First Name Account BAC Code	Created Sv	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Proscription
					<del></del>	
No Initial Contact required. Vehicle has not been to dealer in two years.					<del></del>	
	10/15/2012 09:34:38 AM MERCADTO	EICHORLY BRC PAR	Initial Contact- Dealer		10/15/2012 11:43:20 AM	
Lynda Elchora/PAR/ATX	10/15/2012 09:34:38 AM MERCADTO Confact Last Name	EICHORLY BRC PAR Contact First Name	Initial Contact- Dealer		10/15/2012 11:43:20 AM	
Confidental Comments	10/15/2012 09:34:38 AM MERCADTO Confact Last Name	EICHORLY BRC PAR Contact First Name	Initial Contact- Dealer		10/15/2012 11:43:20 AM	

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### **Activities**

10/15/2012 09:34:28 AM MERCADTO EICHORLY BRC PAR Initial Contact-Phone Done 10/15/2012 11:50:51 AM Called Contact First Name Account BAC Code	Created Ey	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
Contact Last Name Contact First Name Account BAC Code	10/15/2012 09:34:28 AM MERCADTO	EICHORLY	BRC PAR	Initial Contact- Phone	Done	10/15/2012 11:50:51 AM	Called
	Contact Last Name	Contact First	Name	Account		BAC Code	

Crs verified customer contact information.

Cust. states: Cust smelled something burning, Cust disconnected the module inside the driver's door, Window went down on its own and cust had to "jump" the veh to get the window up. Cust contacted the dirs but no dir had them in stock.

Original owner? No

Currently in a rental or loaner vehicle? No, cust still driving the veh.

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/s

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 Elchorst/PAR/ATX Confidential Comments

### **Activities**

Groated Created By 10/15/2012 09:34:20 AM MERCADTO	Assigned To Activity Type EICHORLY BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 10/15/2012 11:44:18 AM	Descrit Called
Contact Last Name	Contact First Name	Account		BAC Code	
					*

Crs Adv: This is Lynda calling from the GM Product Allagation 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 Elchorst/PAR/ATX Confidential Comments

Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:34:11 AM MERCADTO	D EICHORLY Research		Done	10/15/2012 11:59:17 AM	Research VIN
Contact Last Name	Contact First Name	Account		BAC Code	
		•			

Summary:

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

Recalls: No recalls found in GVM.

Branded: No

Warranty Block: No

Repairs: No related repairs found in GWM.

research complete

Lynda Elcherst/PAR/ATX Confidential Comments

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# Activities

Created Created By		Activity Sub-Type	Status	Completed	Description
10/15/2012 09:34:03 AM MERCADTO			Done	10/15/2012 11:42:17 AM	File assigned
Conlact Last Name	Chatact First Name	Account		BAC Code	
Comments					
Confidential Comments					
Created Created By	Assigned To Activity Typo	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:33:49 AM MERCADTO		Case Assigned	Done	10/15/2012 11:42:13 AM BAC Code	Assigned to Lynda x31093
Contact Last Name	Contact First Name	Account		BAC Code	
Comments					
Confidential Comments					
Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed 10/15/2012 09:33:42 AM	Description SR in Status of Closed has been Re-
10/15/2012 09:33:42 AM MERCADTO	INOCENKA SR Opened	Account	Done	10/15/2012 09:33:42 AM BAC Code	Opened by MERCADTO
Contact Carridans	r annae First Name	Account		BAC Cede	•
Comments					1
23 - 2 - 1 - 2 - 2 - 2 - 2 - 2 - 2 - 2 - 2					•
Confidential Comments					
Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:33:41 AM MERCADTO	NOCENKA SR Closed - Satisfied		Done	10/15/2012 09:33:41 AM	Service Request has been Closed
Contact Last Name	Contact First Name	Account		BAC Code	Satisfied.
(Comments					•
Comments.					
Confidential Comments					I

Report Generated for toporowm on 10/18/2012

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# Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/15/2012 09:33:21 AM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	10/15/2012 09:33:35 AM	PAR V/M
Centael Last Nama		Contact Firs	! Name	Account		BAC Code	
Comments							
71-1110274218							
customer 2007 Chevrolet Traiblaze	ć						
thermal event	•						
Oct 12 9:39am							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 09:39:21 AM	GAJECY	KINZERTH	Notify CRM	Customer Called	Done	10/15/2012 09:33:19 AM	PAR - Thermal Event
Contact Last Name		Contact Firs	t Name	Account		BAC Gode	
Sourcerra							
Contractor Community					_		
Confidential Comments							

Report Generaled for toporowm

on 10/18/2012

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# Activities

Created Evaluation Created Evaluation Activity Type Activity Sub-Type Status Completed Description 10/12/2012 09:38:04 AM GAJECY GAJECY Inbound Cat Customer Complex Request Done 10/12/2012 09:40:52 AM "Assisting Only" Contact Last Name Contact First Name Account GAG Code  VIN: 1GNDT135972 84000miles Cust states: got a recall notice for recall 12180 for driver door module vehicle caught on fire a month ago called different dealers and they said they do not have the part  Cust six: repair  CRS adv. gave SR will endorse the case to PAR  **Called PAR and got vm  CRS adv will have someone call you back within 2 business days  cust agree Gard Cyndy Gaje/Tier 1/CAC/Man/Lvi 1/ EXT. 23058  Cyndy Gaje/Tier 1/CAC/Man/Lvi 1/ EXT. 23058  Cyndy Gaje/Tier 1/CAC/Man/Lvi 1/ EXT. 23058	7.007.000						
VIN: 1GNDT13S972 84000mbes  Cust states: got a recall notice for receil 12 180 for ofliver door module vehicle caught on fire a month ago called different dealers and they said they do not have the part  Cust sks: repair  CRS adv: gave SR will endorse the case to PAR  "Called PAR and got wm  CRS adv will have someone call you back within 2 business days  cust agreed  Cyndy Gaje/Tier 1/CAC/Man/Lyl 1/ EXT. 23058							
VIN: 1GNDT13S972 84000mBes  Cust states: got a recal notice for recall 12180 for driver door module vehicle caught on fire a month ago called different dealers and they said they do not have the part  Cust sks: repair  CRS adv: gave SR will endorse the case to PAR  "Called PAR and got vm  CRS adv will have someone call you back within 2 business days  cust agreed  Cyndy Gaje/Tier 1/CAC/Man/Lvl 1/ EXT. 23058	Contact Last Name		Contact First	Name	Account	BAC Code	
Cust states: got a recell notice for recell 12180 for driver door module vehicle caught on fire a month ago called different dealers and they said they do not have the part  Cust sks: repair  CRS adv: gave SR will endorse the case to PAR  "Called PAR and got vm  CRS adv will have someone call you back within 2 business days  cust agreed  Cyndy Gaje/Tier 1/CAC/Man/Lvl 1/ EXT. 23058		burgh PA 1					
got a recall notice for recall 12180 for driver door module vehicle caught on five a month ago called different dealers and they said they do not have the part  Cust sks: repair  CRS adv: gave SR will endorse the case to PAR  **Called PAR and got vm  CRS adv will have someone call you back within 2 business days  cust agreed  Cyndy Gaja/Tier 1/CAC/Man/Lvi 1/ EXT. 23058			_				
CRS adv: gave SR will endorse the case to PAR ***Called PAR and got vm  CRS adv will have someone call you back within 2 business days cust agreed  Cyndy Gaja/Tier 1/CAC/Man/Evi 1/ EXT. 23058	got a recall notice for reca for driver door module vahicle caught on fire a m	nonth ago	to not have th	ne part	·		
gave SR will endorse the case to PAR  "Called PAR and got vm  CRS adv will have someone call you back within 2 business days cust agreed  Cyndy Gaja/Tier 1/CAC/Man/Evi 1/ EXT. 23058							
CRS adv will have someone call you back within 2 business days cust agreed Cyndy Gaje/Tier 1/CAC/Man/Lyl 1/ EXT. 23058	gave SR	'AR					
cust agreed Cyndy Gaje/Tier 1/CAC/Man/Evi 1/ EXT. 23058	**Called PAR and got vm						
Cyndy Gaje/Tier 1/CAC/Man/Lvl 1/ EXT. 23058	CRS adv will have someo	me call you back v	within 2 busin	ess days			
	cust agreed						
		lan/Lvl 1/ EXT. 230	058				

Created By 10/12/2012 09:35:57 AM GAJECY	Assigned To Activ	vity Typo Activity Opened	Sub-Typo Status Done	Completed 10/12/2012 09:35:57 AM	Description SR in Status of Closed has been Re-
Contact Last Name	Contact First Name	e Account		BAC Code	Opened by GAJECY
Comments					
Confidential Comments					

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# Activities

eated 6/2012 07:32:08 PM ntact Last Name	Greated By INOCENKA	Assigned To INOCENKA Contact Fire	SR Closed - Satisfied	Activity Sub-Typo	Status	Completed	Doscription
	INOCENKA				D		
ntact Last Name		Contact First			Done	9/26/2012 07:32:08 PM	Service Request has been Closed
			1 Name	Account		BAC Code	Satisfied.
							•
mmerns							
nfidential Comments							İ
pated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/2012 06:22:24 PM	INOCENKA	INOCENKA	Outbound Call Customer	Made Contact	Done	9/26/2012 07:23:10 PM	called cust
ntact Last Name		Contact Firs	it Name	Account	· · · · · · · · · · · · · · · · · · ·	BAC Code	•
							_
mments							l
sts: bound call verblage							
uld like to know if you v	vere able to tal	ke the veh to the	e dealer,				
st sts:							
l wait until i receive a le	tter from om re	garding the rec	ali.				
	•						
RL/CAC/MNL/T1/L1							

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### Activities

mated 25/2012 07:23:14 PM	Created By INOCENKA	Assigned To INOCENKA	Scheduled Outbound Call Cust	Activity Sub-Type Initial Attempt	Status Done	Completed 9/26/2012 05:42:22 PM	Description call cust
ontaci i ast Name		Contact First	Name	Account		BAC Code	
6ET							
OA: all cust f/u on hether he will take the v	reh to the deale	r to have il looke	d at.				·
ARL/CAC/MNL/T1/L1							
onfidential Comments							I
realed 25/2012 04:48:32 PM	Created By	Assigned To	Activity Type Outbound Call Customer	Activity Sub-Typo Received No Answer	Status Done	Completed 9/25/2012 04:48:55 PM	Description called cust
ontact Last Name		Contact Lust	Name	Account		BAC Code	
eceived No Answer enfidential Comments							· 
roated	Created By		Activity Type	Activity Sub-Typo	Status	Completed	Doscription
/24/2012 08:07:37 PM	INOCENKA	INOCENKA	Scheduled Oulboand Call Cust	Initial Attempt	Done	9/25/2012 03:47:49 PM	call cust
ontact Last Name		Contact First	Name	Account		BAC Code	
4ET			<del></del> -				
OA: all cust fitu on hether he will take the t	veh to the deak	er to have it looke	ed at.				
ARL/CAC/MNL/T1/L1							
ordidential Comments							1

Report Generated for toporowm

on 10/18/2012

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### **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
9/24/2012 11:42:19 AM	INOCENKA	INOCENIKA	Inbound Call Customer	Complex Request	Done	9/24/2012 11:47:03 AM	Door Module
Contact Last Name		Contact Firs	t Name	Account		BAC Code	ŧ
							•
Comments Name							
Phone:							
Vin: 1GNDT13S972							
Mileage: 83 000 miles Address:							
Pittsburnh PA							
Zip:			*	•			

Dealer: ROHRICH CHEVROLET, INC 2885 WEST LIBERTY AVE. PITTSBURGH, PA 15216-3407 Phone: (412) 343-2100 Fax: (412) 308-7248

Cust sts: \*2007 trail blazer, window buttons caught on fire, a hear there is a recall.

It burned the installation part.

i saw smoke coming from it, so I took the button thing out and you can see the internal buttons melted,

veh was purchased used, car rental place, fleet depot inc. news sis that there is a chance that it will catch on fire.

I cant use the window.

Cust sks: If veh is included on a recall.

CRS Adv:
\*recalls are vin specific.
\*does not show here that the veh is included in that recall.
\*I suggest you take the veh to a gm dealer to have it looked it if youre having a concern so we can determine what fix is necessary.

KARL/CAC/MNL/T1/L1

Confidential Comments

Report Generated for toporowm

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### **UCC Information**

UCC Code Symptom Description
N42 Thermal Event Electrical - Power Door Lack Motor / Switch / Wining

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06/08/2012 100,010 MI Powertrain Umited Werranty 10 MI 08/05/2011 08/08/2007 Emission Select Component Ltd Wity 08/05/2011 06/08/2007 10 MI 80,010 MI Service Contract Vehicle has no current record of service contracts. View Details **Transaction History** Job Card Number Transaction Adjustment Ödometer Job Card Labour Operation Transaction Type Reading Date Z7000 - Pre-Delivery Inspection - Base Time O MI 04/30/2007 A73357 ZPD1----Pre-Dielivery Inspection

Global Warranty Management: Site Map

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@@CiWarranty

October 18, 2012

Logout

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

INTERFACE WITH CUSTOMER

### View Vehicle Build

@

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

### Vehicle Information

VIN 1GNDT13\$972 Service Contract: No

Branded Title No

Model CT15506-2007 TRAILBLAZER 4WD Warranty Block, No.

PDI Status, No.

Order Type 50 - FLEET

Field Actions 0 Open

- View Vehicle Build View Vehicle Component Summary

View Vehicle Transaction History

For this vehicle:

- View Vehicle Summary · Service Contract

- Branded Title

Warranty Block

View Vehicle Delivery Information

### Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number: KWZKQ4 Build Date 04/30/2007 Build Plant 2

### **Option Codes**

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

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

27H · LIGHT CASHMERE/EBONY

41U - BLACK

7FB - COMP FRT RH COMPUTER SEL SUSP

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

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 85/35 FOLDING 2ND ROW SEAT

AR9 - FRT BUCKET SEAT, DELUXE

**AUO - REMOTE KEYLESS ENTRY** 

**B30 FULL CARPET-COLOR KEYED** 

**B33 · REAR COLOR KEYED FLOOR MATS** 

C49 - REAR WINDOW DEFROSTER

**CJ3 - CLIMATE CONTROL** 

**DP2 - POWER OSRV MIRRORS** 

**EVA - EVAP EMISSION REQUIREMENT** 

FLT - FLEET PROCESSING OPTION

**GU6 - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

1SZ - PREFERRED EQUIPMENT SAVINGS

271 - INT TRIM CASHMERE/EBONY 6FB - COMP FRT LH COMPUTER SEL SUSP **8UZ - COMPONENT RR LH** COMPUTER SEL AJ1 - GLASS, DEEP TINTED ALO - SENSOR INF RESTR, CHILD DETECT AP9 - CONVENIENCE NET, CARGO ATB - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING AXP - MPV VIN IDENT POSITION B32 - FLOOR MATS, FRONT/REAR **B86 - MOLDING B/S COLOR** CSN - GVW RATING - 5750 LBS DAY - ASSEMBLY PLANT MORAINE, OHIO **E2C - ORDER TO** DELIVERY - EXPEDITE F4E - FLT-RETAIL VENTURE G60 - DIFFERENTIAL LOCKING REAR JF8 - BRAKE VAC POWER, 4 WHL DISC K18 · ELECTRIC AIR INJECTION SYSTEM

**K34 - CRUISE CONTROL** KG4 - GENERATOR 150 AMP M30 - TRANSMISSION, 4 LLB - ENGINE, VORTEC 4.2L SFI I6 SPD AUTOMATIC N40 - POWER STEERING N75 - 17" ALUMINUM WHEELS NP8 - 2-SPEED ACTIVE **NE1 - 60-STATE EMISSIONS** TRANSFER CASE NU5 - EMISSION SYSTEM CALIFORNIA NZ3 - 16" FULL SIZE SPARE WHEEL PDC - PWR SEAT ADJUST-DRIVER, 8 WAY QTM - ALL-SEASON TIRES R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL R6P - SPECIAL PAINT R9N · LEATHER SEAT TRIM **R9L - SPRING WHOLESALE FLOORPLAN PLUS** R92 - POMS EXPEDITE-**R9X - XM RADIO STANDARD IDENTIFER** SOLD ORDERS/TSE SLL - SOLD ORDERS **T61 - DAYTIME RUNNING** LIGHTS **198 - STAMPING VEHICLE IDENT NUMBER TB4 - LIFTGATE** U73 - FIXED MAST U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. **ANTENNA** LIA6 - THEFT DETERRENT ALARM SYSTEM U80 - AM/FM STEREO WCD UJ8 - TIRE PRESSURE UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN MONITOR UPGRADE) VIK - LUGGAGE RACK UY7 - TRAILER WIRING HARNESS CROSS-BARS VK3 - FRONT LICENSE V73 - STATEMENT OF VEHICLE CERT.-U.S. ICANADA

DPGRADE)

WONTOR

VYK - LUGGAGE RACK
CROSS-BARS

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

VK3 - FRONT LICENSE
PLATE BRACKET

VXS - COMPLETE VEHICLE LABEL

X88 - CHEVROLET
CONVERSION

YD3 - BASE AXLE

YD5 - BASE FRONT
SPRING

YD6 - BASE REAR SPRING
ZNF - SPARE, ALL-SEASON
TIRE
ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT

### **Added Option Codes**

Vohicle has no current record of SAIO codes.

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回。 @ lobal Warranty

October 18, 2012

**B** Logout

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

### View Vehicle Component Summary

**(?**)

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

Vehicle Information

VIN 1GNDT13S972 Service Contract: No

Branded Title, No

Model: CT15506-2007 TRAILBLAZER 4WD Warranty Block No. PDI Status No

Order Type. 50 - FLEET Field Actions O Open

Vehicle Component

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

Date Scanned 04/27/2007

Traceability: 704200706 Part / Number Broadcast. NAX Time Scanned 20:55:00

Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 04/27/2007

Traceability, 002661157 Part / Number Broadcast F9A

Time Scanned 21:05:00 Scan Station: 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 04/27/2007

Traceability OBN733201 Part / Number Broadcast JN

Time Scanned: 21:06:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 04/27/2007

Traceability 45985400 Part / Number Broadcast: 7TDD

> Time Scanned: 21:03:00 Scan Station: 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant, G-

Traceability 58028557 Part / Number Broadcast

Date Scanned 04/27/2007

Time Scanned 21:43:00 Scan Station.

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

Date Scanned 04/27/2007

Traceability, 109071558 Part / Number Broadcast ZM3

Time Scanned: 21:02:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00140684

Part / Number Broadcast

Date Scenned 04/27/2007

Time Scanned 22:38:00 Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 04/30/2007

Traceability 1HB9N5N

Part / Number Broadcast 2395

Time Scanned 07:28:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL Date Scanned 04/27/2007

Traceability 4BAGP18 Part / Number Broadcast. 8434

Time Scanned 20:57:00

Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant .

Date Scanned: 04/24/2007

Traceability 1940215

Part / Number Broadcast 122

Time Scanned 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability 3180022

For this vehicle:

- View Vehicle Summary

- Service Contract
- Branded Title
- Warranty Block
- View Vehicle Build

View Vehicle Component Summary

View Vehicle

Trensaction History Detail

View Vehicle Delivery

Information

Source Plant: -

Date Scanned: 04/28/2007

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned: 04/26/2007

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

Source Plant: -

Date Scanned: 04/27/2007.

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

Source Plant: -

Date Scanned: 04/27/2007

Part / Number Broadcast: 1WW

Time Scanned: 09:16:00 Scan Station:

Traceability: 3179987

Part / Number Broadcast: 1PT

Time Scanned: 23:02:00 Scan Station:

Traceability 3179075

Part / Number Broadcast: 1PH

Time Scanned: 14:57:00 Scan Station:

Traceability 3179318

Part / Number Broadcast: 1GB

Time Scanned: 16:36:00 Scan Station:

### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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I Logout @ @lobel Warranty October 18, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER 7 View Vehicle Transaction History Detail This screen allows IVH users to view the eveilable information on individual transaction for the VIN selected. For this vehicle: View Vehicle Summary Vehicle Information Service Contract VIN 1GNDT13\$972 Model CT15508-2007 TRAILBLAZER 4WD PDI Status: No → Branded Title Service Contract No Warranty Block No Branded Title No. Warranty Order Type 50 - FLEET → Block Field Actions 0 Open - View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Job Card Number: A73357 Job Card Date: 04/30/2007 Detail Odometer Reading, 0 MI Repair Service Agent 113523 View Vehicle Delivery DAY CHEVROLET INC. Authonzation Code 1600 GOLDEN MILE HWY MONROEVILLE PA 15146-2010 7243270900 Process Date 05/04/2007 Transaction Type ZPDI----Pre-Delivery Inspection Transaction Expense Category: **Customer Complaint Code** 0000-Converted Claim Cause Code: 0000-Converted Claims Job Card Line # 1 Transaction Adjustment Labour Op Z7000-Pre-Delivery Inspection - Base Time Causal Part Number

Global Warranty Management: Site Map

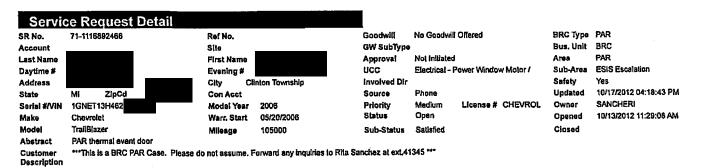
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	October 18, 2012	
obal Warranly Management: Main > Interface With NTERFACE WITH SUSTOMER	Customer > View Vehicle Delivory Information	
iew Vehicle Delivery Informatio	n 🄞	
ns screen allows IVH users to view the available inf e ultimate customer. Not all sections will be populat	formation for the selected VIN delivered to the Service Agent and ed for all VINs	For this vehicle:  • <u>View Vehicle Summery</u>
Vehicle Information VIN 1GNDT13S972 Service Contract No Branded Title No Order Type 50 - FLEET Field Actions 0 Open	Model CT15506-2007 TRAILBLAZER 4WD Warranty Block: No PDI Status: No	Service Contract Branded Title Warranty Block View Vehicle Build View Vehicle
Invoice Information Invoicing Service Agent 113523 DAY CHEVROLET INC. 1600 GOLDEN MILE HWY MONROEVILLE PA 15146-2010 724327090D	Invoice Date 06/05/2007	View Vehicle Transaction History Detail View Vehicle Delivery Information
Ship to information Ship to Service Agent 114958 MIRAK CHEVROLET, INC. 1125 MASSACHUSETTS AVE. ARLINGTON MA 02478-4316 7816438000	Shap to Date: N/A	
Delivery Information Delivery Service Agent 113523 DAY CHEVROLET INC. 1600 GOLDEN MILE HWY MONROEVILLE PA 15148-2010 7243270900	Delivery Data: 06/08/2007 Delivery Type: 035—BUSINESS ORGANIZATION Delivery Odometer 10	
In Service information invacing Service Agent	in Service Date: N/A In Service Type: 0000 In Service Odometer: 0	
Registration information Registration Service Agent N/A	Registration Date N/A Registration Number N/A Registration Odometer 0	

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Pre-PAR

Pre-PAK	•									
PAR Notifier	Incident Date/Time	njuries #	Olher Veh	# Pec	ple iπ Veh Ro			Cond. Fire Report#		Report#
Owner	9/15/2011 08:25:58 AM	N	0			ncrete	Dry	unk	na	
Driver Last Na	me	Driver F	irst Name		Height	ĐO		lities		
					59		1983 na			
				st Name				e Agency		
Mayfield		Melissa			(313) 6	43-2834	SafeCo			
Incident Loc	2254 Courland street Detroit MI	48206	-			Incident Desc	the car off a	nd i stepped out the car a	anked the car up and the doo and the door went into flames at out the flames. I made a cla	the fire department came out
Component	window module								or var are manner times a second	
Vehicle Loc	home address					Damage Desc Add'i Infe		ar door		
						Autim	J			
Emgcy Svc Names	Detroit Fire Department					Maint Lo	с ла			
PAR De	tail									
Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	Alarm		
Vehicle Speed	0		Weather Condition	dea	ır		Prop Owner	na	Property Type	na .
Last Service Date			Loc Last Service				Property Location	na	Prop Est Repair Cost	\$0,00
Veh Est Repair Cost	\$4,000.00		Spec Equi	p sho	p?		Prop Damage Description	DB .		
Primary Veh Use	Personal		Inspection Type	Them	ial Event		Inspected By	Inspection Not Perform	ned Inspection Date/Time	
Veh Damage Description	interior door panel						Explain Other	sent to		

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on 10/18/2012

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# ED RINKE CHEVROLET BUICK PONTIAC GM&TCB407236







GMC.

26125 Van Dyke + P.O. Sox 3377 + CENTER LINE, MICHIGAN 48615-0377 Phone: (586) 754-0440 - Fax: (586) 754-5670

# Goodwrench

engines

THAN THUS BUILD

TOMER NO. 691066	SUE"		30° AMN 3869	"\\"10/25/11	TE REG. NO. F-1017 - ETER407236
	<sup>2608</sup> 68€.11	481.06	WILEAGE 72,000	BLACK/	44298
	"08/CHEVROLI	ET TRUCK/TRAIL	BLAZER/4DR 4	<b>08711/0</b> 6	35,99
LINION IWP, MI		13H462		SCLUNG DEALER NO	้าจรอบราชพอศร
	S.S. S.NO	P. O. NI	The second secon	****09/15/11	THE RESIDENCE OF THE PROPERTY SHAPE STORE
	SON <b>M</b> ĒKTS		Seffermanyahan se financia financia (1975) e e e e e e e e e e e e e e e e e e e	And the second s	
SEE ESTIMATE FOR REPAIRS REPLACE AND REFINISH LT FRT DO REPLACE LT NAMEPLATE, REPLACE W/STRIP, R&I LT OUTER HANDLE.  RTS	CHRS DO: 00 TECH(S)  DR ASSY, REPLACE LT LT SWITCH ASSY, R&I CLEAN AND DEODERIZE SCRIPTION	DOOR TRIM LT BELT INTERIOR IST PRICE-UNIT PRI 22.42 22 618.75 93 618.75 618 261.35 281 453.49 453 12.00 10 11.07 11 47.65 47 223.21 223 DOB # 1 TOTAL PAR	CE42	That the underlagest append to P RINKE Critical Support to P RINKE Critical Research of the unitary of the annihilate and steed of the unitary of Draftis Sali (insurance Company) of our) entermobile Bushooks acastooic position (for we) memory during attempts shall or may toxical LIMITED WARRANTY OF THE MANUFACTURER THE MANUFACTURER THE MANUFACTURER THE PREPARES OF MPLED, RECURT OF LERCHATABLITY OF PURPOSE AND NETTHES SO THER PERSON TO ASSOCIATED WITH THE DEPARCE SUPER BRAINES SUPER BRAINES FROM THE SELLMAGES, DAMAGET OF SELLMAGET OF SELLMAG	de pregistantis. Ossa consultate Oraciolistis boucht Ponti Installations, to sego the desirable of any found desirable of any found do the present of the present of the present do the present of the present of the present do the present of the present of the present do the present of the do the present do th
		TOTAL LABOR & PAR		OTHER INCIDENTAL DANAS	58
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[CONTINUED ON NEXT PAGE] 12:185m

PAGE 2 OF 2

# ED RINKE CHEVROLET BUICK PONTIAC GMCTCB407236







GMC

26125 Van Dyke • P.O. Box 3377 • CENTER LINE, MICHIGAN 48015-0377 Phone: (586) 754-0440 • Fax: (586) 754-5670

Goodwrench WES. THANKALISTIONS STATE REG. NO. F-101791 BODY SHOP INVOICE 7030<sup>6-20186</sup>3869 10725/11 TETES407236 691066 JUE ASOF 68.11 748Y58 48106 72.000 BLACK/ <sup>ট্রেডিস</sup> শর্রই , 992 68/CHEVROLET TRUCK/TRAILBLAZER/4DR 40EN 08/11/06 CLINTON TWP, MI BELLING DEALER NO "106"N" ET13H462 F 7 2 VC 09/15/11 OF MENTS POWER OF ATTORNEY KNOW ALL MEN BY THESE PRESENTS.

That the undersigned does hencely constitute and appoint ED RINKE CHEVEOLET SL. CN. PONTIAC GMC my for and the and taking attorney to sign name, place and steed of the undersigned on any insurance Checks or Drafts issued to the undersigned on any insurance Company covering any repairs to my for our judentable sufficiency by myself (or ourselves) in whatever manner is necessary to place check or draft in a cashable position. 965.00 1**85**5.44 TOTAL LABOR.... TOTAL PARTS...
TOTAL SUBLET...
TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX... 580.00 115.74 0.00 WINDOWS MARINE I BASENSES TO DEED CHECK OF CRAFT IN ECONOMISM MARINE ACTION SAID AND COMPANY ACTION SAID AND COMPANY ACTION SAID AND COMPANY ACTION SAID AND COMPANY ACTION OF A 118.28 **TOTAL INVOICE \$** 3634.46 CUSTOMER STEWATURE OTHER INCIDENTAL DAMAGES Customer acknowledges recept of heghance estimate and reglance of power of attemper ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE ASPAIRS PROPERLY CONVILSTED & LINEOXED BY

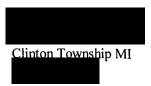
[ END OF INVOICE ] 12,18pm



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

Nikki Jackson Claims Administrator

October 25, 2012



RE:

: Our File No.:

749321

Our Client:

General Motors LLC

Date/Event:

9/15/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNET13H462

Dear

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

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained property damage as a result of a manufacturer's product defect. Your insurance company repaired the subject vehicle however, you are seeking reimbursement of your deductable and out-of-pocket rental expenses. Please forward copies of documents to substantiate you deductable and out of pocket rental expenses. Also, please review the items listed below and forward any additional information you feel will support your claim.

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

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

# C

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

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

Sincerely,

Nikki Jackson

Claims Administrator

Valid Description

Certified Used Powertrain Limited Wty

**Emission Select** 

Component Ltd Wity Certified Used Limited Warranty

Bumper to Bumper Limited Warranty

Date

10/30/2011

10/30/2011

10/30/2011

10/30/2011

<b>四回题Warrant</b>		<u> '</u>	Octobe	ır 18, 2012	
obal Worranty Management: Man >	· Interface With Cust	omer > Via	w Vahicle Sumn	iory	
VTERFACE WITH SUSTOMER					
iew Vehicle Summary					(2
ns screen allows IVH users to view tropicable Warranties, Transaction His ad OnStar and XM Radio information	tory, Service Contr	icle Informa sct(s) if app	ition, Field Actio dicable, Warrant	ins, Service Infor ly Block, Brander	mation, I Tille informatio
Vehicle Information					
VIN 1GNET13H462		Mod	el CT15506-20	06 TRAILBLAZE	R 4WD
	ed Titte: No V	Varranty Bir	ock No	PDI Status	No
Order Type 70 - RETAIL - STOCK					
Field Actions <u>0 Open</u>					·
Required Field Actions			o	pen field actions	are highlighted
			<del></del>	-	
Vehicle has no current record of	Lednied Held aci				
purpose whalsoever  Vehicle has no current record or	f branded litles.				
Warranty Block					
Vehicle has no current record of	f warranty block.				
Service Information					
Vehicle has no current record o	f outstanding ser	vice inform	ation.		
OnStar and XM Satellite R	adio informati	O.D.			
Refer to Help page for details. F contact 877.GET.XMST (877.438	or OnStar contact	888.ON.S	TAR1 (888.667.1 A:800-556-360	8271) and for Xf 0.	1 Radio
OnStar Equipped Y	•			QaStar	Status Inactive
XM Equipped Y	XM Rad	io ID Q30G	HOMB	XI	VI Status: Active
OnStar Vehicle Diagnostics N					MN Enabled: N
Applicable Warranties				Valid warrankes	are highlighted
Make Constitutes	Warranty Add	Start	Effective	End	End

Date

08/11/2011

08/11/2014

10/16/2010

08/11/2009

Odomater

450 MI

450 MI

35,856 MI

450 MI

08/11/2006

08/11/2006

10/16/2009

08/11/2006

Odométer

100,450 MI

80,450 MI

47,856 MI

36,450 MI

Loquut

### For this vehicle:

- → <u>View Vehicle Summary</u>

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

Special Coverage 10054 10/30/2011 08/11/2006 Corrosion Limited
Warranty

10/30/2011

08/11/2006

450 MI 450 MI

08/11/2012 100,450 MI

08/11/2016 120,450 MI

### **Service Contract**

Vehicle has no current record of service contracts.

Transacti	on History				View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/03/2012	902075133	ZREGRegular Vehicle Transaction		T5829 - 10054 - Customer Reimbursement Approved	82,878 MI
03/03/2010	352239	ZREGRegular Vehicle Transaction		B1785 - Arm, Wiper - Back Glass • Replace	47,089 MI
03/03/2010	352239	ZREG—Regular Vehicle Transaction		J1200 - Crankshaft - Replace	47,089 MI
03/03/2010	352239	ZREG—Regular Vehicle Transaction		C2850 - Console Assembly - R&R Or Replace	47,089 MI
11/24/2009	344021	ZREGRegular Vehicle Transaction		J3480 • Water Pump Replacement	39,521 MI
11/24/2009	344021	ZREG—Regular Vehicle Transaction		J0667 - Belt, Primary Accessory Drive - Replace	39,521 MI
11/24/2009	344021	ZREGRegular Vehicle Transaction		T2020 - Towing	39,521 Mi
11/24/2009	344021	ZREGRegular Vehicle Transaction		Z7902 - 2-DAY COURTESY TRANSPORTATION	39,521 MI
08/27/2009	336491	ZREG—Regular Vehicle Transaction		N6620 - Power and Grounds Distribution Wiring and/or Connector Repair of Replacement	35,814 MI
02/09/2009	319965	ZREG—Regular Vehicle Transaction		E7690 - Sensor, Sleering Wheel Rotation - Replace	31,411 MI
11/13/2008	313441	ZREGRegular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	29,917 MI
10/23/2008	311759	ZREGRegular Vehicle Transaction		B4051 - Link Or Spring, Front Door Hold Open - Left - Replace	29,258 MI
03/19/2008	293688	ZREGRegular Vehicle Transaction		87280 - Headlamp - Alm	19,658 MI
11/28/2007	284765	ZREGRegular Vehicle Transaction		84155 - Outside Rearview Mirror Replacement	19,079 MI
09/07/2007	280387	ZREGRegular Vehicle Transaction		C7575 - Panel, Folding Second Seat Cushion - Dual Seat - Left - R&R Or Replace	18,319 MI
08/21/2007	081216	ZREGRegular Vehicle Transaction		C2540 - Panel/Pad Assembly, Instrument Panel - Replace	16,542 MI
08/21/2007	081215	ZREGRegular Vehicle Transaction	•	H0122 - Front Brake Rotor Refinishing	16,542 MI
08/21/2007	081215	ZREGRegular Vehicle Transaction		H0132 - Rear Brake Rotor Refinishing	16,542 MI
06/11/2007	275359	ZREGRegular Vehicle Transaction		R0754 • RADIO RECEIVER- RETURN TO AC/DELCO ESC	15,240 MI

06/11/2007	275359	ZREGRegular Vehicle Transaction	R0760 - Radio, Remove and Replace	15,240 MI
03/28/2007	271469	ZREGRegular Vehicle Transaction	C0350 - Channel, Rear Door Window Run (Lower Rear) - Right - Replace	11,335 MI
02/23/2007	269714	ZREGRegular Vehicle Transaction	B4490 - Link Or Spring, Rear Door Hold Open - Right - Replace	9.627 MI
02/06/2007	268745	ZREGRegular Vehicle Transaction	B4491 - Link Or Spring, Rear Door Hold Open - Left - Raplace	8,576 MI
10/16/2006	262754	ZREGRegular Vehicle Transaction	B4000 - Front Side Door Adjustment - Right Side	3,575 MI
10/16/2006	262754	ZREG-Regular Vehicle Transaction	B1880 - Front Fender Alignment - Right Side	3,575 MI
10/16/2006	262754	ZREGRegular Vehicle Transaction	A0674 - Fender, Front (Below Break Line) - Cofor/Clear Coat - Right	3,575 MI
09/12/2006	250790	ZREGRegular Vehicle Transaction	89783 - Install Lower Front Fascia Reinforcement Bracket	1,804 MI
08/11/2008	258940	ZREGRegular Vehicle Transaction	B8990 - Molding And/Or Pocket, License Plate - R&R Or Replace	235 MI
05/01/2006	380155	ZPDIPre- Delivery Inspection	Z6999 - PDI Related Fluid Adds	1 MI
05/01/2006	380155	ZPDIPre- Delivery Inspection	Z6998 - PDI - Dealer Installed - Factory Invoiced Options	1 MI
04/20/2006	A29809	ZPDIPre- Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management Site Map

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**B** Logout

প্রতিচ্যাWarranty

October 18, 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 1GNET13H462 Service Contract: No

Branded Title No

Warranty Block, No.

Model CT15506-2006 TRAILBLAZER 4WD

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions Q Open

Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,724

Order Number: JXXG3C Build Date: 04/20/2006

Build Plant 2

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

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

41U - BLACK

461 - INT TRIM EBONY/EBONY

7XJ - COMP FRT RH COMPUTER SEL SUSP

9BZ - SUSPENSION COMPONENT

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AUG - KEYLESS REMOTE DOOR LOCK

830 - CARPETING, COLOR-KEYED

**B33 - REAR COLOR KEYED FLOOR MATS** 

B4U - TRAILBLAZER SS PACKAGE(LT AWD): \*LS2 6.0L V8 ENGINE - 395HP/400LB-FT TORQUE \* 4 SPD HD AUTO TRANSMISSION \* FULL-TIME PERFORMANCE ALL- WHEEL-DRIVE SYSTEM \* P255/50R20 V-RATED TIRES \* 20" X 8" 6-SPOKE POLISHED CAST ALUMINUM WHEELS \* TIRE PRESSURE MONITOR . ROAD COURSE TUNED SUSPENSION \* 9.5" LIM SLIP AXLE/4.10 RATIO \* SS PERFORMANCE SEAT, CLUSTER, EXTERIOR APPEARANCE • CHROMED STAINLESS STEEL EXHAUST TIP (REPLACES BODYSIDE MOLDINGS)

**CE1 - RAIN SENSING WIPERS** 

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - ISRV MIRROR WICOMPASS& AUTO\DIM

DK7 - OVERHEAD CONSOLE

EB1 - GVWR, 6001 LBS. FE9 - 50-STATE EMISSIONS **G86 - AXLE LIMITED SLIP** 

482 - EBONY

6XK - COMP FRT LH COMPUTER SEL SUSP

1SZ - PREFERRED EQUIPMENT SAVINGS

**8BZ - SUSPENSION COMPONENT** 

AAB - MEMORY DRIVER CONVENIENCE PKG

AK5 - DRIVER & RIGHT FRONT PASSENGER

AM9 - SPLIT FOLDING REAR SEAT BACK

ASF - HEAD CURTAIN SIDE IMPACT AIR

BAGS

AXP - MPV VIN IDENT FOSITION

B32 - FLOOR MATS, FRONT AND REAR

DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED LH & RH VISOR MIRRORS

DS3 - POWER OSRV MIRRORS, HEAT,

EVA - EVAP EMISSION REQUIREMENT

GT6 - REAR AXLE - 4.10 RATIO

G67 - AUTOMATIC LEVELING SUSPENSION

**B42 - REVERSIBLE CARGO MAT** 

C49 - REAR WINDOW DEFOGGER

CF5 - ELECTRIC SUNROOF

**TURN SIGNALS** 

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

10/18/2012

JF4 - ELECTRIC ADJUSTABLE PEDALS JJB - PT DRESS SUBASSY NOT INSTALLED

KA1 · HEATED FRONT SEATS LS2 - 6.0L V8 ENGINE N40 · POWER STEERING

NR9 - TRANSFER CASE ALL WHEEL DRIVE

P55 - 20" POLISHED WHEELS

PDC - SEAT, 8-WAY POWER DRIVER

QUB - P255/50R20 TIRES **R&D - IDENTIFIER - TIRE CHANGE R9N - LEATHER SEAT TRIM** 

R9Z - POMS EXPEDITE-SOLD ORDERS/TSE STW - LEATHER WRAPPED STG WHL W/CONTR

**T96 - FRONT FOG LAMPS** 

TB4 - LIFTGATE

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

MONTHS INCL.

U73 - FIXED MAST ANTENNA **UCB - WIRING HARNESS** 

UG1 - HOMELINK

UK6 - REAR SEAT RADIO & HVAC CONTROLS

**UQA - BOSE PREMIUM SOUND SYSTEM** 

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

VXS - COMPLETE VEHICLE LABEL

YC6 - LT PACKAGE 2 \* MEMORY: DRV SEAT, OSRV MIRROR YD3 - BASE EQUIP FOR SCH GVW PL-FT AX \* OSRV MIRRORS WITURN SIGNAL \* HEATED FRONT SEATS \* ETR AMFM STEREO WICASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)

**YD5 - BASE FRONT SPRING** 

ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL

ZY1 - SOLID PAINT

JF8 - BRAKE VAC POWER, 4 WHL DISC

K34 - CRUISE CONTROL **KG3 - 145 AMP ALTERNATOR** 

M70 - 4 SPEED AUTOMATIC SUPER DUTY

N79 - FULL SIZE SPARE

NT8 - EMISSIONS, FED TIER 2A

PCR - SUN, SOUND, ENTERTAINMENT PKG: \* POWER SUNROOF \* BOSE PREMIUM SOUND SYSTEM \* XM SATELLITE RADIO -SERVICE FEE EXTRA. 1ST 3 MONTHS INCL \* AMFM STEREO W6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)

PDF - LT PACKAGE 1 \* LEATHER WRAPPED STEERING WHL WAUDIO CONTROLS \* RR SEAT RADIO & HVAC CONTROLS \* DRIVER INFORMATION CENTER . AUTO CLIMATE CONTROL

**R6P - PREMIUM PAINT** 

R8K - \*\*\*\*\*\*\*\*

R9U - GM ACCESS - AUTOBOOK

IDENTIFIER

SLM - STOCK ORDERS

**T61 - DAYTIME RUNNING LIGHTS** 

**198 - STAMPING VEHICLE IDENT NUMBER** TGA - LANGUAGE CONTROL ENG. FR. SPAN

U68 - DRIVER INFO CENTER DISPLAY

**UA6 - THEFT DETERRENT ALARM SYSTEM** UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN

**UJ6 - TIRE PRESSURE MONITORING** 

SYSTEM

UM8 - NAVIGATION RADIO SYSTEM INCLUDES TWO FREE MAP UPDATES (REPLACES SDT/OPT PKG RADIO) V40 - POWER PASSENGER SEAT

**PROVISIONS** 

VK3 - LICENSE PLATE FRAME, FRONT **X88 - CHEVROLET CONVERSION** 

YD6 - BASE REAR SPRING **ZQ8 - SPORT HANDLING PACKAGE** 

### **Added Option Codes**

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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October 18, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

1

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

Warranty Block No.

#### Vehicle Information

VIN 1GNET13H462

Model CT15506-2006 TRAILBLAZER 4WD

Service Contract: No Branded Title, No. PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions Q Open

Block → View Vehicle Build

For this vehicle: → View Vehicle Summary Service

View Vehicle Component Summary

Contract

→ Brended Title

Warranty

View Vehicle

Transaction History Detail

View Vehicle Delivery Information

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Flant K-GM OF CANADA, LTD. ST. CATHARINES,

ONTARIO

Date Scanned 04/20/2006

Part / Number Broadcast:

Traceability 060811445

Time Scanned 07:11:00 Scan Station:

D1

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

Date Scanned 04/20/2006

Traceability: 001201006 Part / Number Broadcast, XUZ

Time Scanned 07:55:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned: 04/20/2008

Traceability 0EK011295 Part / Number Broadcast. DZ

Time Scanned: 07:24:00 Scan Station 03

Component Code: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 04/20/2006

Traceability 41673427 Part / Number Broadcast, 6TKD

Time Scanned, 07:21:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Traceability: 51K25336

Part / Number Broadcast

Date Scanned: 04/20/2008

UK4 Time Scanned 08:01:00 Scan Station

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant. G-SAGINAW DETROIT, MICHIGAN

Date Scanned 04/20/2006

Traceability, 255856 Part / Number Broadcast HM8

Time Scanned: 07:25:00 Scan Station 11

Component Code. 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00004234

Part / Number Broadcast 1211

Time Scanned 08:45:00 Scan Station

Component Code. AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 04/20/2006

Date Scanned 04/20/2008

Traceability 4GSSDCD Part / Number Broadcast 0195

Traceability 5AAEN09

Time Scanned. 10:47:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Part / Number Broadcast: 5520

Date Scanned 04/20/2008

Time Scanned: 07:47:00 Scan Station 04

Component Code AP-RH SIDE IMPACT AIRBAG MODULE

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 04/20/2006

Traceability 5F03JHL

Part / Number Broadcast: 2261

Time Scanned 07:33:00 Scan Station 16

Component Code AQ-LH SIDE IMPACT AIRBAG MODULE

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned. 04/20/2008

Part / Number Broadcast 2260

Time Scanned: 07:33:00 Scan Station. 15

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

Source Plant -

Date Scanned: 04/12/2006

Traceability 1801171 Part / Number Broadcast 122

Traceability 5F03J6T

Time Scanned 00:03:00 Scan Station:

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant. -

Date Scanned: 04/19/2006

Traceability. 2240398

Traceability 2241432

Part / Number Broadcast 1WW

Time Scanned 02:30:00 Scan Station:

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant. -

Date Scanned 04/19/2006

Part / Number Broadcast: 1PT

Time Scanned: 17:18:00 Scan Station:

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

Source Plant: -

Date Scanned: 04/20/2006

Traceability 2238619

Past / Number Broadcast. 1PH

Time Scanned 03:04:00 Scan Station

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

Source Plant -

Date Scanned: 04/20/2008

Traceability 2239190

Part / Number Broadcast: 1GB Time Scanned: 04:20:00 Scan Station

### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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October 18, 2012

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

### View Vehicle Transaction History Detail

3

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

Vehicle Information

VIN 1GNET13H462 Service Contract: No

Branded Title No

·· . .

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

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

Job Card Date: 01/03/2012

Job Card Number: 902075133

Repair Service Agent 202156

Odometer Reading: 82,878 MI

CUSTOMER AND RELATIONSHIP SERVICES 100 RENAISSANCE CTR/MC 482-A09-B24

Authorization Code

**DETROIT MI 48265-1000** 

Process Date 01/17/2012

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

Causel Part Number

·See other Parts and/or Net Items

Job Card Date: 03/03/2010

Job Card Number: 352239

Repair Service Agent. 115105

Odometer Reading: 47,089 MI

Authorization Code.

ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE

**CENTER LINE MI 48015-2103** 

5867647000

Process Date: 04/08/2010

Transaction Type:

ZREG----Regular Vehicle

Transaction

Transaction Expense Category: Warranty

**Customer Complaint Code** 0423-Exterior - Wipers

Job Card Line # 2

Transaction Adjustment

Cause Code 6051-Module/Component -Worn/Stripped

Labour Op B1785-Arm, Wiper - Back Glass - Replace

Causal Part Number 000000000015908046-ARM,R/WDOWPR

-See other Parts and/or Net Items

For this vehicle:

- View Vehicle Summary

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

Job Card Date: 03/03/2010

Repair Service Agent 115105

ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE

**CENTER LINE MI 48015-2103** 

5867547000

Process Date: 04/08/2010

Transaction Type ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warranty

Custemar Complaint Code 0323-Engine/Fuel/Exhaust - Engine

Noise

Job Card Line # 1

Transaction Adjustment

Cause Code. 6051-Module/Component -Worn/Stripped

Odometer Reading 47,089 MI

Authorization Code: E

Job Card Number: 352239

Labour Op J1200-Crankshaft - Replace

Causal Part Number 000000000012569768-CRANKSHAFTASSEMBLY

-- See other Parts and/or Net Items

Job Card Date: 03/03/2010

Job Card Number: 352239

Repair Service Agent 115105 ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE CENTER LINE MI 48015-2103

5867547000

Odometer Reading 47,089 MI Authorization Code

Process Date 04/08/2010

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category.

Warranty

Customer Complaint Code 0822-Interior - Console

Transaction Adjustment

Cause Code 5025-Fastener - Loose

Labour Op C2860-Console Assembly - R&R Or Replace

Causal Part Number 000000000025893669-ARMRESTASM-F/FLRCNSL

-See other Parts and/or Net Items

Job Card Date: 11/24/2009

Job Card Number: 344021

Repair Service Agent 115105

ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE CENTER LINE MI 48015-2103 5867547000

Odometer Reading: 39,521 MI Authorization Code: P

Process Date 12/29/2009

Transaction Type.

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Enthusiasn **Customer Complaint Code** 

0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op J3480-Water Pump Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Number: 344021 Job Card Date: 11/24/2009 Odometer Reading 39,521 MI Repair Service Agent 115105 ED RINKE CHEVROLET BUICK GMC CO. Authorization Code. B **26125 VAN DYKE CENTER LINE MI 48015-2103** 5867547000 **Process Date** 12/29/2009 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expanse Category Customer Enthusiasa **Customer Complaint Code** 0000-Converted Claim Transaction Adjustment Cause Code. 0000-Converted Claims Job Card Line # 2 Labour Op J0667-Bell, Primary Accessory Drive - Replace Causal Part Number -- See other Parts and/or Net Items Job Card Number: 344021 Job Card Date: 11/24/2009 Odometer Reading: 39,521 MI Repair Service Agent 115105 Authorization Code ED RINKE CHEVROLET BUICK GMC CO. 26125 VAN DYKE CENTER LINE MI 48015-2103 5867547000 Process Date 12/29/2009 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category. Customer Enthusiasn **Customer Complaint Code** 0000-Converted Claim Cause Code 0000-Converted Claims Transaction Adjustment Job Card Line #. 3 Labour Op T2020-Towing Causal Part Number -See other Parts and/or Net Items Job Card Number: 344021 Job Card Date: 11/24/2009 Odometer Reading: 39,521 MI Repair Service Agent 115105 Authorization Code: G ED RINKE CHEVROLET BUICK GMC CO. 26125 VAN DYKE CENTER LINE MI 48015-2103 5867547000 Process Date: 12/29/2009 Transaction Type: ZREG-Regular Vehicle Transaction

Transaction Expense Category Customer Enthusiasn **Customer Complaint Code** 0000-Converted Claim Job Card Line # 4

Transaction Adjustment

Labour Op Z7902-2-DAY COURTESY TRANSPORTATION

Causal Part Number

- See other Parts and/or Net Items

Cause Code 0000-Converted Claims

Job Card Date: 08/27/2009

Job Card Number: 336491

Repair Service Agent 115105

ED RINKE CHEVROLET BUICK GMC CO.

**26125 VAN DYKE** 

CENTER LINE MI 48015-2103

5867547000

Odometer Reading: 35,814 MI

Authorization Code

**Process Date** 09/18/2009

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 N6620-Power and Grounds Distribution Wiring and/or Connector Repair or Replacement

Causal Part Number

Job Card Date: 02/09/2009

Job Card Number: 319965

Repair Service Agent 115105

ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE CENTER LINE MI 48015-2103

5867547000

Odometer Reading: 31,411 MI

**Authorization Code** 

Process Date. 02/17/2009

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 E7690-Sensor, Stearing Wheel Rotation - Replace

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 11/13/2008

Job Card Number: 313441

Repair Service Agent 115105

ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE CENTER LINE MI 48015-2103

5867547000

Odometer Reading: 29,917 MI

Authorization Code

Process Date

11/28/2008

Transaction Type ZREG—Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code 0000-Converted Claim

Transaction Adjustment

Cause Code: 0000-Converted Claims

Job Card Line # 1 Labour Op R4490-Remote Control Door Lock Transmitter Replacement

Causal Part Number

Job Card Date: 10/23/2008

Job Card Number: 311759

Repair Service Agent: 115105

ED RINKE CHEVROLET BUICK GMC CO.

Odometer Reading: 29,258 MJ Authorization Code

**26125 VAN DYKE** 

**CENTER LINE MI 48015-2103** 

5867547000

Process Date 10/31/2008

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

Causal Part Number

Job Card Date: 03/19/2008

Job Card Number: 293688

Repair Service Agent 115105

ED RINKE CHEVROLET BUICK GMC CO.

28125 VAN DYKE CENTER LINE MI 48015-2103

5867547000

Odometer Reading: 19,658 MI

Authorization Code.

Process Date. 04/01/2008

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 B7280-Headlamp - Alm

Causal Part Number

Job Card Date: 11/28/2007

Job Card Number: 284765

Repair Service Agent 115105

ED RINKE CHEVROLET BUICK GMC CO.

**26125 VAN DYKE** 

**CENTER LINE MI 48015-2103** 

5867547000

Odometer Reading 19,079 MI **Authorization Code** 

Process Date 12/21/2007

Transaction Type:

ZREG-Regular Vehicle Transaction

Transaction Expense Category.

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment.

Cause Code. 0000-Converted Claims

Labour Op B4155-Outside Rearview Mirror Replacement

Causal Part Number

Job Card Date: 09/07/2007

Job Card Number: 280387

Repair Service Agent 115105

Odometer Reading: 18,319 MI

ED RINKE CHEVROLET BUICK GMC CO. 26125 VAN DYKE CENTER LINE MI 48015-2103 5867547000 Authorization Code

Process Date 09/14/2007

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 C7575-Panel, Folding Second Seat Cushion - Dual Seat - Left - R&R Or Replace

Causal Parl Number

-See other Parts and/or Net Items

Job Card Date: 08/21/2007

Job Card Number: 081215

Repair Service Agent 118455 ED RINKE BUICK CO.

24231 VAN DYKE

**CENTER LINE MI 48015-0377** 

5867572100

Odometer Reading: 16,542 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 C2540-Panel/Pad Assembly, Instrument Panel - Replace

Causal Part Number

Job Card Date: 08/21/2007

Job Card Number: 081215

Repair Service Agent 118455 ED RINKE BUICK CO. 24231 VAN DYKE CENTER LINE MI 48015-0377 Odometer Reading: 16,542 MI Authorization Code:

5867572100

Process Date: 08/28/2007

Transaction Type ZREG—Regular Vehicle Transaction

Transaction Expense Calegory Customer Complaint Code: 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment.

Cause Code: 0000-Converted Claims

Labour Op H0122-Front Brake Rotor Refinishing

Causal Port Number

Job Card Number: 081215

Repair Service Agent. 118455 ED RINKE BUICK CO. 24231 VAN DYKE CENTER LINE MI 48015-0377

Job Card Date: 08/21/2007

Odometer Reading 16,542 MI Authorization Code B 5867572100

**Process Date** 08/28/2007

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category.

**Customer Complaint Code** 0000-Converted Claim

Job Card Line # 3

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op H0132-Rear Brake Rotor Refinishing

Causal Part Number

Job Card Date: 06/11/2007

Job Card Number: 275359

Repair Service Agent. 192110 **SPECMO ENTERPRISES** 

Odometer Reading: 15,240 MI Authorization Code

MADISON HEIGHTS MI 48071-1507

Process Date 06/19/2007

Transaction Type

ZREG---Regular Vehicle Transaction

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

Job Card Line #. 1

Transaction Adjustment.

Causa Code: 0000-Converted Claims

Labour On R0754-RADIO RECEIVER-RETURN TO ACIDELCO ESC

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 05/11/2007

Job Card Number: 275359

Repair Service Agent 115105

Odometer Reading 15,240 MI

ED RINKE CHEVROLET BUICK GMC CO. 26125 VAN DYKE CENTER LINE MI 48015-2103

5867547000

Authonzation Code

Process Date

07/03/2007

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 R0760-Radio, Remove and Replace

Causal Part Number

- See other Parts and/or Net Items

Job Card Date: 03/28/2007

Job Card Number: 271469

Repair Service Agent 115105 ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE CENTER LINE MI 48015-2103

5867547000

Odometer Reading 11,335 MI Authorization Code E

**Process Date** 04/03/2007

Transaction Type:

ZREG-Regular Vehicle Transaction

Transaction Expense Category:

**Customer Complaint Code** 0000-Converted Claim

Transaction Adjustment

Cause Code: 0000-Converted Claims

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

Causal Part Number

Job Card Line # 1

Job Card Date: 02/23/2007

Job Card Number: 269714

Repair Service Agent 115105 ED RINKE CHEVROLET BUICK GMC CO.

**26125 VAN DYKE CENTER LINE MI 48015-2103** 

5867547000

Odometer Reading 9,627 MI Authorization Code

**Process Date** 

03/02/2007 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 B4490-Link Or Spring, Rear Door Hold Open - Right - Replace

Causal Parl Number

→See other Parts and/or Net Items

Job Card Date: 02/06/2007

Job Card Number: 268745

Repair Service Agent 115105 ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE CENTER LINE MI 48015-2103

5867547000

Odometer Reading: 8,576 MI Authorization Code

Process Date 02/16/2007

Transaction Type:

ZREG-Regular Vehicle Transaction

Transaction Expense Category

**Customer Complaint Code** 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op B4491-Link Or Spring, Rear Door Hold Open - Left - Replace

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 10/16/2008

Job Card Number: 262754

Repair Service Agent 115105 ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE CENTER LINE MI 48015-2103

5867547000

Odometer Reading: 3,575 MI **Authorization Code** 

**Process Date** 12/12/2006

Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category Customer Comptaint Code 0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op 84000-Front Side Door Adjustment - Right Side

Causal Part Number

Job Card Date: 10/18/2008

Job Card Number: 262754

Repair Service Agent. 115105

Odometer Reading. 3,575 MI

ED RINKE CHEVROLET BUICK GMC CO.

**28125 VAN DYKE CENTER LINE MI 48015-2103** 

5887547000

**Authorization Code** 

Process Date 12/12/2006

Transaction Type

ZREG----Regular Vehicle Transaction

Transaction Expense Calegory. **Customer Complaint Code** 0000-Converted Claim

Job Card Line #. 2

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op B1880-Front Fender Alignment - Right Side

Causal Part Number

Job Card Date: 10/16/2006

Job Card Number: 262754

Repair Service Agent 115105

Odometer Reading 3,575 MI

ED RINKE CHEVROLET BUICK GMC CO. 26125 VAN DYKE

**CENTER LINE MI 48015-2103** 

5887547000

Authorization Code

Process Date

12/12/2006

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 A0574-Fender, Front (Below Break Line) - Color/Clear Coat - Right

Causal Part Number

·See other Parts and/or Net Items

Job Card Date: 09/12/2006

Job Card Number: 260790

Repair Service Agent 115105

Odometer Reading 1,804 MI

ED RINKE CHEVROLET BUICK GMC CO. 26125 VAN DYKE CENTER LINE MI 48015-2103

Authorization Code

5867547000

Process Date

10/03/2006 Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category.

**Customer Complaint Code** 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code. 0000-Converted Claims

Labour Op B9783-Install Lower Front Fascia Reinforcement Bracket

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 08/11/2006

Job Card Number: 258940

Repair Service Agent 115105

Odometer Reading, 235 MI Authorization Code:

ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE

**CENTER LINE MI 48015-2103** 

5867547000

**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 6000-Converted Claims

Odometer Reading 1 MI

Authorization Code

Labour Op B8990-Molding And/Or Pocket, License Plate - R&R Or Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 05/01/2006

Job Card Number: 380155

Repair Service Agent 115098

JOE LUNGHAMER CHEVROLET, INC.

475 SUMMIT DR

WATERFORD MI 48328-3368

2486837100

Process Date 05/05/2006

Transaction Type
ZPDI----Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 05/01/2008

Job Card Number: 380155

Repair Service Agent 115098

JOE LUNGHAMER CHEVROLET, INC. 475 SUMMIT DR

2486837100

**WATERFORD MI 48328-3368** 

Odometer Reading 1 MI Authorization Code:

Process Date. 05/05/2006

Transaction Type

ZPDI---Pre-Delivery Inspection

Transaction Expense Category:

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

Job Card Line # 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z6998-PDI - Dealer Installed - Factory Invoiced Options

Causal Part Number

Job Card Date: 04/20/2006

Repair Service Agent: 115098

JOE LUNGHAMER CHEVROLET, INC. 475 SUMMIT DR WATERFORD MI 48328-3368 2488837100

Process Date: 04/25/2008

Transaction Type: ZPD!---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

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

Job Card Number: A29809

Odometer Reading: 0 MI

Authorization Code:

Cause Code: 0000-Converted Claims

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Global Warranty Management. Site Map

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Logout ල්ල්ල් Warranty October 18, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER 3 View Vehicle Delivery Information This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs. For this vehicle: View Vehicle Summary Service Vehicle Information Contract Model, CT15506-2006 TRAILBLAZER 4WD VIN 1GNET13H462 → Branded Title PDI Status No Branded Title No Warranty Block: No Warranty Service Contract. No → Block Order Type 70 - RETAIL - STOCK Field Actions: 0 Open View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Invoice Information Detail Invoice Date 04/20/2006 Invoicing Service Agent 115098 JOE LUNGHAMER CHEVROLET, INC. View Vehicle Delivery Information 475 SUMMIT DR WATERFORD MI 48328-3368 2486837100 Ship to Information Ship to Date: N/A Ship to Service Agent: 115098 JOE LUNGHAMER CHEVROLET, INC. 475 SUMMIT DR WATERFORD MI 48328-3368 2486837100 Delivery Information Delivery Type 034—RETAIL LEASE\* - GM DEALERSHIP Delivery Service Agent 115105 ED RINKE CHEVROLET BUICK GMC CO. Delivery Odometer 450 **26125 VAN DYKE** CENTER LINE MI 48015-2103 5867547000 in Service Information In Service Date: N/A In Service Type 0000 In Service Odometer 0 Invoicing Service Agent Registration information Registration Date: N/A Registration Service Agent N/A Registration Number N/A Registration Odometer 0

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### Activities

reated	Created By		Activity Type	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
/17/2012 04:18:45 A	KINZERTH	ESISBIQU	Escalation	Egio- Themiai Event	in Frogress		EGIG - TREITIBLE LYEIN
ontact Last Name		Contact First	Name	Account		BAC Code	1
							1
		ng from control n	nodule in drivers door pane	<u> </u>			
onlidential Comments							
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/16/2012 07:47:44 M	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alan		flu esis pickup
ontact Last Name		Contact Firs	1 Name	Account		BAC Code	
							<b>-</b>
							_
Confidential Comments	i						
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/16/2012 07:47:30	SANCHERI	KINZERTH	Notify CRM		Done	10/17/2012 04:19:22	esia - thermal event
PM Contact Last Name		Contact Fire	d Mama	Account		PM BAC Code	<b>=</b>
Amari i Aci Ivanii		V.SSEPT ER	a Name	Account		DAO COUC	-
							_
Confidential Comment	S						
	•						
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
10/16/2012 07:47:03 PM	SANCHERI	SANCHERI	BRC PAR	Business Case	Done	10/16/2012 07:47:29 PM	carpenay
Contact Last Name		Contact Fir	st Name	Account		BAC Code	•
							_
hermal event - esis							
rita sanchez/aTx/PAr							
Confidential Comment	S						

Report Generated for toporowm

on 10/18/2012

Page 2 of 9

### Activities

roated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
0/16/2012 07:44:57 M	SANCHERI	SANCHERI	Outbound Email	DVM/CAM/Field	Done	10/16/2012 07:45:34 PM	jerome.pillow@gm.com
ontact Last Name		Contact First	Name	Account		BAC Code	
				·			•
							<b>S</b>
ommunis product allegation cla	im has been ma	de in your region	The customer is alleging	g thermal event. This case is b	eing escalated to	ESIS because thermal event.	8
product allegation da	im has been ma	de in your region	n. The customer is alleging	g thermal event. This case is b	eing escalated to	ESIS because thermal event.	•
product allegation cia	im has been ma	de in your region	n. The customer is allegin	g thermal event. This case is b	eing escalated to	ESIS because thermal event.	•
product allegation clai ustomer Last Name 006 Chevrolet Blazer	im has been ma	de in your region	n. The customer is allegin	g thermal event. This case is b	eing escalated to	ESIS because thermal event.	•
product allegation cia		de in your region	n. The customer is allegin	g thermal event. This case is b	eing escalaled to	ESIS because thermal event.	•

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 | 868-857-3113 | www.minacs.adityabirla.com

Confidential Comments

Croated 10/16/2012 08:51:07 AM	Created By SANCHERI	Assigned To SANCHERI	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 10/16/2012 04:29:52 PM	Description f/u email send and send to esis
Contact Last Name	اننست	Contact First	Name	Account		BAC Code	
Comments							
Confidential Comments				·			
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
			Adila Managari	Ownership Escalated to	Done	10/16/2012 08:45:52 AM	Ownership Escalated to BRC
10/16/2012 08:45:52 AM	SANCHERI	SANCHER	Ownership Changed	BRC	DOME	10/10/2012 00:43.32 AM	Owicesub tecesares in puro

Report Generaled for toporowm

on 10/18/2012

Page 3 of 9

# Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:18:12 PM	MERCADTO		Ownership Changed		Done	10/15/2012 02:18:12 PM	Service Request Ownership has changed FROM: BALLADJE TO:
Contact Lact Name		Contact Fire	t Name	Account		BAC Code	SANCHERI
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscription
10/15/2012 02:17:58 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	10/1 <del>6</del> /2012 08:51:04 AM	Called jay.townsend@gm.com
Contact Last Name		Contact Fir	st Name	Account		BAC Code	
see oulbound email							İ
rita sanchez/ATx/PAR Confidential Comments							l
Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:17:48 PM	MERCADTO		BRC PAR	Initial Contact- Dealer	Done	10/16/2012 08:47:52 AM	Called
Contact Last Name		Contact Fir	st Name	Account		BAC Code	
Comments	icle herond ump	and has n	not been to dealer in two ye	200			
Rita Sanchez/PAR/ATX		amy and has r	ior neers to deater in two ye	a13.			Ī
Confidential Comments							1

Report Generated for toporowm

on 10/18/2012

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### **Activities**

Greated 10/15/2012 02:17:39 PM	Greated By MERCADTO	Assigned To SANCHERI	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Phone	Status Done	Completed 10/16/2012 08:47:40 AM	Doscription Called
Contact Last Name		Contact Fire	Name	Account		BAC Code	
Comments							

verified information and allegation

cust sts i was in front of my fathers house i cranked the car up and the door started smoking i turned off the car off and i stepped out the car and the door went into flames the fire department came out and ripped the car doorpanel off to put out the flames i made a claim on my insurance and i paid my deductible, hand to pay for a rental and my insurance premium went up.

crs provided esis statement

cust sts | will proceed

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

cust sts ok thanks

transfered customer over to dealer to ask a question regarding recall letter the recieved

rita sanchez/ATx/PAR

Confidential Comments

Grosted 10/15/2012 02:17:31 PM	Created By MERCADTO	Assigned To SANCHERI	Activity Type BRC PAR	Activity Sub-Typo Acknowledgement	Status Done	Completed 10/16/2012 08:25:33 AM	Description Called
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
see inital			_				
rita sanchez/ATx/PAR Confidential Comments	s	_					

Report Generated for toporowm

on 10/18/2012

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# Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/15/2012 02:17:22 PM	MERCADTO	SANCHERI	Research		Done	10/16/2012 08:28:23 AM	Research VIN 1GNET13H462
Contact Last Name		Contact Fire	Mamo	Account		BAC Code	
Comments						·· •	
CRS Performed VIN So GMVIS: - Found No Op							
VIN: Found No Duplic	ale File						
SVC History: No Service	ce History Related	i to llegation					
Rita Sanchez/PAR/ATX	<						
Confidential Comment	s						
Croated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/15/2012 02:17:14 PM	MERCADTO		Notify CRM		Done	10/16/2012 08:22:34 AM	File assigned
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Confidential Comment	s						l
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:16:51 PM	MERCADTO		BRC PAR	Case Assigned	Done	10/16/2012 08:22:30 AM	Assigned to Rita x41345
Contact Last Name		Carried Fire	st Name	Account		BAC Code	· · · · · · · · · · · · · · · · · · ·
							I
Confidential Comment	s						İ
							•

Report Generated for toporowm

on 10/18/2012

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# Activities

created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
V/15/2012 02:16:42 M	MERCADTO	BALLADJE	SR Opened		Done	10/15/2012 02:16:43 PM	SR in Status of Closed has been Re Opened by MERCADTO
ontact Last Name		Contact Firs	l Name	Account		BAC Code	
							_
infidential Comments							
oated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
V15/2012 02:16:41 M	MERCADTO	BALLADJE	SR Closed - Dissatisfied		Done	10/15/2012 02:16:41 PM	Service Request has been Closed Dissatisfied.
ontact Last Name		Contact Fire	t Name	Account		BAC Code	
ommerns							
onlidential Comments							
rested	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/13/2012 01:27:00 M	BALLADJE	KINZERTH	Notify CRM	Gustomer Called	Done	10/15/2012 02:16:39 PM	veh. complant
		All I I	· · · · · · · · · · · · · · · · · · ·	Account		BAC Code	
omments							
ust called: laiming that the veh. v	as caught on fire	actual flame )	last year				
/an/CAC T1/ MAN/ Lev	el 0 Empowered	I					
Confidential Comments		<u> </u>					
							_

# Activities

Groated 10/13/2012 12:56:30 PM	Created By BALLADJE	Assigned To BALLADJE	Activity Typo Inbound Call Customer	Activity Sub-Typo Complex Request	Status Done	Completed 10/15/2012 08:15:33 AM	Poscription compliant veh.	
Contact Last Name		Contact Fire	l Name	Account		BAC Code		
Name:bria Phone No Vin:1GNET13H4623 Mileage:105,000 Address:	<b>cl</b> inton mi							
Cust. States: i wanted to have a reim the veh was caught on i dont know the reason it was a actaul fame th it happened at my fathe the insurance payed for what i wanted is the rei I theink the insurance p	fire last year on at was last 9/15 ars place in the the repair of the mbursement on	the driver door  /11  tetro  veh  my veh worth 50	it mi	ıl i had				
Cust seeks: recall reimbursement								
CSR adv.: Informed the cust that it informed the cust took and verified the informed the informed the informed the informed the informed the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the informed that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information that it is a second to the information	'ormation about I flame letroit mi		fa <b>l</b> lows:					
Source: d_108767 Van/CAC T1/ MAN/ Let	rel O Empowere	d						
Confidential Comments	;			•			I	

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### **UCC Information**

UCC Code N40

Symptom Thermal Event

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

Report Generated for toporowm

on 10/18/2012

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#### Service Request Detail BRC Type PAR SR No. 71-1116629762 Ref No. Goodwill No Goodwill Offered GW SubType Bus. Unit BRC Account Site Not initiated Area PAR Last Name First Name Approval ESIS Escalation UCC Electrical - Power Window Molar / Sub-Area Daytimo # Evening# City Address Algonac involved Dir Safety Yes Updated 10/15/2012 06:40:19 PM МІ ZipCd Source State Con Acct Phone BABBSKE License # CHEVROL 1GNDT135362 Priority Medium Owner Serial #/VIN Model Year 2006 Warr. Start 06/14/2006 10/12/2012 02:44:32 PM Chevrolet Status Open Opened Make TrailBlazer Model Satisfied Closed Mileage Sub-Status Abstract 12180 Door Window Module - thermal event This is a BRC PAR File. Please do not Assume. Forward all inquiries to Kellin Babbs @ ext. 41026 Customer Description

#### Pre-PAR

LIG-LWL	•									
AR Notifier	Incident Date/Time				Veh Road		Road C			Report#
wner		Υ	0	2	Aspha		Diy	unk	unk	
river Last No	ame	Driver!	First Name		Height	DOB	Disa <b>b</b> il.	ties		
					5'1		попе			
	VIIVE CONTRACTOR OF THE CONTRA		Agent First	Name	Phone #		eonance			
nk		unk					State Fam			
ncident ac	Recor/ M29 Marine City MI					ncident Jesc	Customer alk	eging that their vahicle went	t up in flames as they wen	e going down the highway
component	electrical									
•						Damage	totaled			
/ehicle	unk				1	Desc				
.00						Add'i Info	insurance cia	im made		
Emgcy Svc	unk									
lames					1	Maint Loc	independent			
PAR De	tail									
AK De	Lan									
Collision	Non Collision	Y	Property Damage	N The	rmal Evt	Y S	pec Equip	none		
/ehicle Speed	45		Weather Condition	normal		P	rop Owner	na	Property Type	na
ast Service			Loc Last			P	roperty	na	Prop Est	\$0.00
Date	,		Service				ocation		Repair Cost	
/eh Est Repair Cost			Spac Equip installer	na			rop Damage Jescription	na		
Primary Veh Use	Personal		Inspection Type	Thermal Ev	vent	l:	nspected By	Inspection Not Performed	inspection Date/Time	
/eh Damage Description			••			E	xplain Other	esis - thermal		

Report Generated for toporowm

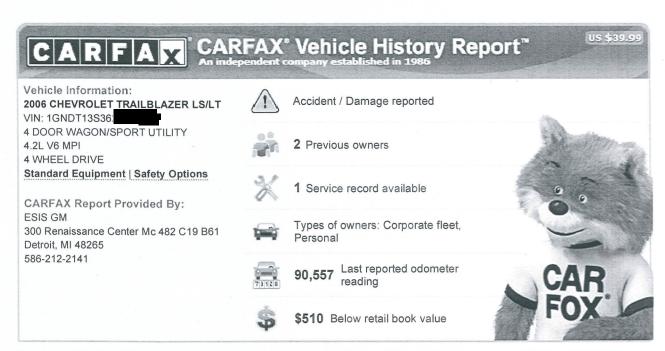
on 10/18/2012

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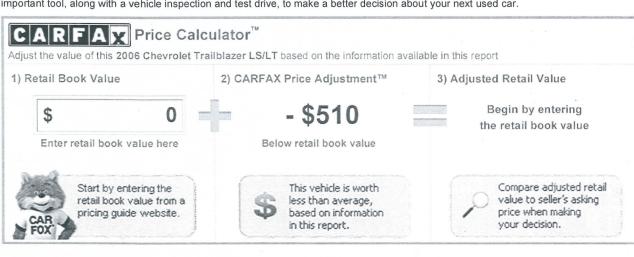


ESIS GM 300 Renaissance Center Mc 482 C19 B61 Detroit, MI 48265 586-212-2141

# SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/19/12 at 2:41:12 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.





Type of owner	Corporate fleet	Personal
Estimated length of ownership	2 years	4 yrs. 2 mo.
Owned in the following states/provinces	Michigan	Michigan
Estimated miles driven per year	36,075/yr	12,161/yr
Last reported odometer reading	73,295	90,557

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



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

CARFAX Additional History  Not all accidents / issues are reported to CARFAX	Sommer 1	Sowner 2
Total Loss  No total loss reported to CARFAX.	No Issues Reported	No Issues Reported
Structural Damage  No structural damage reported to CARFAX.	No Issues Reported	No Issues Reported
Airbag Deployment  No airbag deployment reported to CARFAX.	No Issues Reported	No Issues Reported
Odometer Check  No indication of an odometer rollback.	No Issues Indicated	No Issues Indicated
Accident / Damage Accident reported on 10/06/2011.	No Issues Reported	Accident Reported
Manufacturer Recall  Check with an authorized General Motors dealer for any open recalls.	No Recalls Reported	No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired

Where: Michigan Est. miles/year: 36,075/yr Est. length 6/27/06 - owned: 7/7/08	2006	Date:	Mileage:	Source:	Comments:
	Corporate fleet Michigan 36,075/yr 6/27/06 -	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
	-	06/27/2006	50	Michigan Motor Vehicle Dept. Flat Rock, MI Title #	Title or registration issued First owner reported Registered as corporate fleet vehicle

05/16/2007		Michigan Motor Vehicle Dept. Flat Rock MI Title #	Title or registration is	ssued
05/13/2008		Michigan Motor Vehicle Dept. Flat Rock, MI Title #	Title or registration is	ssued
07/07/2008	73,239	Auto Auction	Sold at auction	Millions of used vehicles are bought and sold at
			CAR	auction every year.

Vehicle offered for sale

2	0	W	n	ρ	r	2
2024	_			-		Since

Purchased: Type:

Where:

2008 Personal Michigan 12,161/yr 07/09/2008

73,295 Online Listing

Est. miles/year: Est. length 7/30/08 owned: present (4 yrs. 2 mo.)

Low mileage! This owner drove less than the

industry average of 15,000 miles

per year.



Date:	Mileage:	Source:		Comments:
07/30/2008	73,297	Michigan Motor Vehicle Dept. Algonac, MI Title #		Title or registration issued New owner reported
04/24/2009		Michigan Motor Vehicle De Algonac, MI	ept.	Registration issued or renewed
12/29/2009		Inspection Co.		Mechanical Inspection performed
12/30/2009	90,557	St. Clair Chevrol Pontiac GMC China, MI 810-329-1000 stclairauto.com	et Buick	MAP sensor replaced Maintenance inspection completed Engine checked Steering/suspension checked Ignition switch replaced ABS/TCS module reprogrammed Steering wheel rotation sensor replaced Turn signal/hazard flasher replaced
04/21/2010		Michigan Motor Vehicle Do Algonac, MI	ept.	Registration issued or renewed Registration updated when owner moved the vehicle to a new location
04/26/2011		Michigan Motor Vehicle Do Algonac, MI	ept.	Registration issued or renewed
10/06/2011		Michigan Damage Report		Accident reported Involving left front impact It hit another motor vehicle Moderate to Severe damage reported
		CAR		irst! In accidents like this, airbags may deploy od replacing. Get them inspected before you buy
04/19/2012		Michigan Motor Vehicle D	ent	Registration issued or renewed

Motor Vehicle Dept. Algonac, MI



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.



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 10/19/12 at 2:41:12 PM (EDT). New data will result in a change to this report.

#### Michigan Police Reports:

- · Provide an estimate of the extent of damage in its accident reports for the following:
  - SEVERE/TOTALED: The vehicle cannot be driven from the accident scene due to severe damage or an injury. This level of damage often results in a Salvage or Junk title.
  - MODERATE: The accident damage affects the operation of the vehicle and/or its parts. Examples include broken windows, trunk lids, doors, bumpers and tires.
  - MINOR: The accident damage does not affect the operation of the vehicle. Examples include dented bumpers, fenders, grills and body panels. This level of accident should not compromise vehicle safety.
  - · NO DAMAGE: The vehicle was not damaged.
- · Are required if the estimated damage exceeds \$400

### CARFAX Price Adjustment™

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

#### First Owner

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

#### Fleet Vehicle

Vehicle was registered or sold to a company that manages vehicle fleets.

#### **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.

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Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512. 10/19/12 2:41:12 PM (EDT)

**Logout** 

@ Gold Warranty

October 18, 2012

Global Warranty Management: Main > Interface With Customer > View Vohicle Summery

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	info	ormai	lion

VIN 1GNDT13S362

Model: CT15506-2006 TRAILBLAZER 4WD

Service Contract: Yes

Branded Title No. Warranty Block. No PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions: <u>0 Open</u>

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### **Branded Title**

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

Vehicle has no current record of branded titles.

#### **Warranty Block**

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Redio contact 877.GET.XMST (877.438,9677 Canada) and in the USA:800-556-3600.

OnStar Equipped: Y

XM Equipped N

XM Radio ID:

OnStar Status: Inactive

Valid warranties are highlighted

06/14/2016 120,050 MI

XM Status: NA

OnSter Vehicle Diagnostics: N

**Applicable Warranties** 

Special Coverage 10054

**DMN Enabled N** 

Valid	Description	Warranty Add Date	Stort Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	08/14/2006	50 MI	06/14/2012	100,050 MI
	Bumper to Bumper Limited Warranty	08/05/2011	06/14/2006	50 MI	06/14/2009	36,050 MI
	Emission Select Component Ltd Wty	08/05/2011	06/14/2006	50 MI	06/14/2014	80,050 MI

06/14/2006

08/05/2011

50 MI

#### For this vehicle:

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

Service Contract
Policy Number

Description GMPP 24/24 MAJOR GUARD Effective Date 07/26/2008 Effective Odometer 73297 MI Daily Rental Limit 35:00 Owner HOGERT

Deductible Amount 100.00 Expiration Date: 07/26/2010 Expiration Odometer 97297 MI

Transacti	on Histor	y			View Detail
Job Card Dote	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odomoter Reading
01/25/2010	190765	ZSCTService Contracts	Add Credit	N1755 - Hazard Lamp and Turn Signal Lamp Flasher Replecement	91,144 MI
01/25/2010	190765	ZSCT-Service Contracts	Full Debit - Reversal	N1755 - Hazard Lamp and Tum Signal Lamp Flasher Replacement	91,144 MI
01/25/2010	190765	ZSCTService Contracts		N1755 - Hazard Lamp and Turn Signal Lamp Flasher Replacement	91,144 MI
01/04/2010	189838	ZSCT—Service Contracts		N2328 - Switch - Ignition/Key Warning - Replace	90,774 MI
01/04/2010	189838	ZSCTService Contracts	Add Credit	E7690 - Sensor, Steering Wheel Rotation - Replace	90,774 MI
01/04/2010	189838	ZSCTService Contracts	Full Debit • Reversal	E7690 - Sensor, Steering Wheel Rotation - Replace	9D,774 MI
01/04/2010	189838	ZSCTService Contracts		E7890 - Sensor, Steering Wheel Rotation - Replace	90,774 MI
12/30/2009	189709	ZPTI—Part Transaction - Service Agent Installed		D1800 - Actuator And/Or Motor, Electric - Defroster - Replace	90,558 MI
12/24/2009	189539	ZSCTService Contracts		D1800 - Actuator And/Or Motor, Electric - Defroster - Replace	90,557 MI
12/24/2009	189539	ZSCT—Service Contracts		J6370 - Manifold Absolute Pressure Sensor Replacement	90,557 MI
02/23/2009	023554	ZSCT—Service Contracts		Z7901 - 1-DAY COURTESY TRANSPORTATION	78,312 MI
12/08/2008	020840	Z\$CT—Service Contracts		D2109 - Heater/Air Distribution Case, Passenger Compartment (Air Conditioning Module) - R&R Or Replace	75,907 MI
12/08/2008	020840	ZSCTService Contracts		Z7901 - 1-DAY COURTESY TRANSPORTATION	75,907 MI
08/19/2008	016707	ZSCT—Service Contracts		R0760 - Radio, Remove and Replace	73,872 MI
06/19/2008	016707	ZSCT—Service Contracts		Z7903 - 3-DAY COURTESY TRANSPORTATION	73,872 MI
12/20/2005	156396	ZPDI—Pre- Delivery Inspection		Z6999 - PDI Related Fluid Adds	5 MI
12/16/2005	A41096	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	IM O

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October 18, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Build

3

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

#### Vehicle Information

VIN 1GNDT13S362

Model. CT15506-2006 TRAILBLAZER 4WD

Service Contract: Yes

Branded Title No.

Warranty Block: No

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

→ View Vehicle Build View Vehicle Component Summary

View Vehicle

For this vehicle:

· View Vehicle Summery Service Contract

→ Branded Title

Warranty Block

Transaction History

View Vehicle Delivery Information

### Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number, JRFZ01 Build Date: 12/16/2005 Build Plant. 2

#### **Option Codes**

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

16U - GRAYSTONE

METALLIC

15B - LS PREFERRED EQUIPMENT GROUP 2 ° POWER OSRV MIRRORS ° FLOOR MATS, FRONT & REAR ° REAR WINDOW DEFOGGER ° DEEP TINTED GLASS ° BODYSIDE MOLDINGS ° LUGGAGE RACK CROSS BARS ° TRAILER WRING CONNECTOR \* REMOTE KEYLESS ENTRY \* THEFT DETERRENT

SYSTEM

1SZ - PREFERRED

**EQUIPMENT SAVINGS** 

281 - INT TRIM LT GRAY/DK 6HN - SPRING GRAY

7HN - SPRING

8NS - SUSPENSION

28H - LIGHT GRAY

9NR - SUSPENSION

AJ1 - TINTED GLASS

AK5 - DRIVER & RIGHT

FRONT PASSENGER AIR

ALO - SENSOR INF RESTR, CHILD DETECT

BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AR9 - FRT BUCKET SEAT, DELUXE

DOOR LOCK

AUO - KEYLESS REMOTE AXP - MPV VIN IDENT POSITION

**B30 - CARPETING,** 

COLOR-KEYED

832 - FLOOR MATS, FRONT AND REAR

833 - REAR COLOR

**KEYED FLOOR MATS** 

**BB6 - MOLDING B/S COLOR** 

C49 - REAR WINDOW DEFOGGER

C5N - GVW RATING - 5750 LBS

CJ3 - CLIMATE CONTROL

DAY - ASSEMBLY PLANT MORAINE, OHIO **EVA - EVAP EMISSION REQUIREMENT** 

DP2 - POWER OSRV

MIRRORS FE9 - FEDERAL

GUB - REAR AXLE 3,42 RATIO

**EMISSIONS** 

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

4 WHL DISC

K18 - ELECTRIC AIR

**K34 - CRUISE CONTROL** 

INJECTION SYSTEM

KG4 - GENERATOR 150

LL8 - VORTEC 4200 \$FI 16

W/OVERDRIVE AND

M30 - 4-SPD AUTO TRANS N40 - POWER STEERING

**ELECTRONIC CONTROL** 

NP8 - 2-SPEED ACTIVE

NT7 - EMISSION SYS FED - TIER 2

**T61 - DAYTIME RUNNING LIGHTS** 

TRANSFER CASE

NZ3 - WHEEL, FULL SIZE PDC - SEAT, 8-WAY POWER DRIVER

SPARE

QC3 - ALUMINUM WHEELS QNF - P235/75R16 ALS BW TIRES

R6P - PREMIUM PAINT

R9U - GM ACCESS - AUTOBOOK IDENTIFIER

SLM - STOCK ORDERS

198 - STAMPING VEHICLE TB4 - LIFTGATE

IDENT NUMBER

U73 - FIXED MAST **ANTENNA** 

**UAG - THEFT DETERRENT ALARM SYSTEM** 

V1K - LUGGAGE RACK CROSS-BARS

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

VXS - COMPLETE VEHICLE LABEL

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN

UBO · AM/FM STEREO

UY7 - TRAILER WIRING

HARNESS

V73 - STATEMENT OF

VEHICLE CERT.

U.S. ICANADA X88 - CHEVROLET

CONVERSION

YD5 - BASE FRONT

SPRING

2W7 - PREMIUM RIDE SUSPENSION

YD6 - BASE REAR SPRING

ZY1 - SOLID PAINT

### Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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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 1GNDT13S362

Model CT15506-2006 TRAILBLAZER 4WD

Service Contract Yes Order Type: 70 - RETAIL - STOCK Warranty Block No.

PDI Status No

Field Actions: 0 Open

**Vehicle Component** 

Component Code. 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned: 12/15/2005

Traceability, 512130169 Part / Number Broadcast: NFS

Time Scanned 16:48:00 Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Branded Title No.

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 12/15/2005

Traceability 105673465

Part / Number Broadcast XWM

Time Scanned 17:52:00 Scan Station, 05

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

Source Plant N-

Date Scanned: 12/15/2005

Traceability: 08I516257 Part / Number Broadcast: FK

Time Scanned 17:09:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 12/15/2005

Traceability 43267691

Part / Number Broadcast: 8TDD

Time Scanned, 17:05:00 Scan Station: 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Traceability: H8D44485

Part / Number Broadcast UK2

Date Scanned 12/15/2005

Time Scanned. 17:47:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 12/15/2005

Traceability 326141423

Part / Number Broadcast: CN8

Time Scanned: 17:56:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00217901

Part / Number Broadcast 3051

Time Scanned 19:32:00 Scan Station Date Scanned 12/15/2005

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned, 12/15/2005

Traceability. 1FNNJ6H Part / Number Broadcast, 2395

Time Scanned 21:27:00 Scan Station: 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned. 12/15/2005

Traceability 7ZCBA06 Part / Number Broadcast, 0901

> Time Scanned 17:44:00 Scan Station 04

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

Source Plant -

Date Scanned 12/09/2005

Traceability 1041286

Part / Number Broadcast: 122

Time Scanned 00:03:00 Scan Station

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

Traceability 2147924

For this vehicle:

View Vehicle Summary

- Service Contract
- → Branded Title
- Warranty
- Block

→ View Vehicle Build

<u>View Vehicle</u>

Component Summary

View Vehicle Transaction History

View Vehicle Delivery

Information

Source Plant: -

Date Scanned: 12/14/2005

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

Source Plant: -

Date Scanned: 12/15/2005

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

Source Plant -

Date Scanned: 12/15/2005

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

Source Plant: -

Date Scanned: 12/15/2005

Part / Number Broadcast: 1WW

Time Scanned: 08:33:00 Scan Station:

Traceability 2148952

Part / Number Broadcast: 1PT

Time Scanned, 01:34:00 Scan Station.

Traceability: 2146710

Part / Number Broadcast: 1PH

Time Scanned 10:34:00 Scan Station:

Traceability: 2147034

Part / Number Broadcast: 1GB

Time Scanned: 13:28:00 Scan Station:

# Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Werranty Management: Site Map

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Lonout

October 18, 2012

Global Warranty Management: Mem > Interface With Customer > View Vehicle Transaction History Detail 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 1GNDT13S362 Service Contract Yes

Branded Title No.

Model CT15506-2006 TRAILBLAZER 4WD

Warrenty Block, No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions O Open

Job Card Date: 01/25/2010

Job Card Number: 190765

Repair Service Agent 164418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD

Odometer Reading: 91,144 MI

Authorization Code J9

CHINA TOWNSHIP MI 48054-1430

8103291000

Process Date. 03/13/2010

Transaction Type

ZSCT-Service Contracts

Transaction Expense

Category Service Contract

Customer Complaint Code 0490-Exterior - Other issues

Job Card Line # 1

Transaction Adjustment. Add Credit

Cause Code 6579-Module/Component -

Labour Op N1755-Hazard Lamp and Turn Signal Lamp Flasher Replacement Causal Part Number 000000000015231201-FLASHER, HAZARDLP&T/SIGLP

·See other Parts and/or Net Items

Job Card Dato: 01/25/2010

Job Card Number: 190765

Repair Service Agent 164418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD

CHINA TOWNSHIP MI 48054-1430

B103291000

Odometer Reading 91,144 MI Authorization Code 19

**Process Date** 03/13/2010

Transaction Type.
ZSCT---Service Contracts

Transaction Expense Category

Service Contract

Customer Complaint Code

0490-Exterior - Other issues

Job Card Line # 1

Transaction Adjustment Full Debit

Cause Code. 6579-Module/Component -Shorted

Labour Op N1755-Hazard Lamp and Turn Signal Lamp Flasher Replacement Causal Part Number 000000000015231201-FLASHER,HAZARDLP&T/SIGLP

-- See other Parts and/or Net Items

For this vehicle:

→ View Vehicle Summary

- Service Contract

- Branded Title

Warranty

\* Block

-- View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History

View Vehicle Delivery information

Job Card Date: 01/25/2010

Job Card Number: 190765

Repair Service Agent: 164418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD CHINA TOWNSHIP MI 48054-1430 8103291000 Odometer Reading 91,144 MI Authorization Code

Process Date 02/10/2010

Transaction Type.
ZSCT---Service Contracts

Transaction Expense Category

Service Contract

Customer Complaint Code 0490-Exterior - Other issues

Job Card Line # 1

Transaction Adjustment

Cause Code. 6579-Module/Component - Shorted

Lebour Op N1755-Hazard Lamp and Turn Signal Lamp Flasher Replacement
Causal Part Number 000000000015231201-FLASHER, HAZAROLP&T/SIGLP

-See other Parts and/or Net Items

Job Card Date: 01/04/2010

Job Card Number: 189838

Ropair Service Agent 164418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD CHINA TOWNSHIP MI 48054-1430 8103291000 Odometer Reading 90,774 MI Authorization Code

Process Date 01/23/2010 Transaction Type: ZSCT----Service Contracts Transaction Expense Cale

Transaction Expense Category: Service Contract

Customer Comptaint Code 0621-Features/Controls/Displays -Gauges/Warning Lights

Job Card Line # 2

Transaction Adjustment.

Cause Code: 6579-Module/Component - Shorted

Labour Op N2328-Switch - Ignition/Key Warning - Replace
Causal Part Number 000000000015242754-SWITCH,IGN&START

·See other Parts and/or Net Items

Job Card Date: 01/04/2010

Job Card Number: 189838

Repair Service Agent 154418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD CHINA TOWNSHIP MI 48054-1430 8103291000 Odometer Reading 90,774 MI Authorization Code J9

Process Date.
02/15/2010
Transaction Type
ZSCT—Service Contracts
Transaction Expense Category
Service Contract
Customer Complaint Code
0621-Features/Controls/Displays -

Gauges/Warning Lights
Job Card Line # 1

Transaction Adjustment Add Credit

Cause Code 6579-Module/Component - Shorted

Labour Op E7690-Sensor, Steering Wheel Rotation - Replace

Causal Part Number 000000000019150081-SENSORASM,STRGWHLPOSN
--See other Parts and/or Net Items

Job Card Date: 01/04/2010

Job Card Number: 189838

Repair Service Agent 164418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD CHINA TOWNSHIP MI 48054-1430 8103291000

Odometer Reading 90,774 MI Authorization Code J9

Process Date 02/15/2010

Transaction Type
ZSCT—Service Contracts
Transaction Expense Category
Service Contract
Customer Complaint Code
0621-Features/Controls/Displays Gauges/Warning Lights
Job Cord Line # 1

Transaction Adjustment Full Debit

Cause Code: 6579-Module/Component - Shorted

Labour Op E7690-Sensor, Steering Wheel Rotation - Replace
Causal Part Number 000000000019150081-SENSORASM,STRGWHLPOSN

See other Parts and/or Net Items

Job Card Date: 01/04/2010

Job Card Number: 189838

Repair Service Agent 164418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD CHINA TOWNSHIP MI 48054-1430 8103291000 Odometer Reading 90,774 MI Authorization Code

Process Date 01/23/2010
Transaction Type ZSCT----Service Contracts
Transaction Expense Category Service Contract
Customer Complaint Code. 0621-Features/Controls/Displays - Gauges/Warning Lights

Job Card Line #. 1

Transaction Adjustment.

Cause Code: 6579-Module/Component - Shorted

Labour Op E7590-Sensor, Steering Wheel Rotation - Replace
Causal Part Number 00000000019150081-SENSORASM,STRGWHLPOSN

--- See other Parts and/or Net Items

Job Card Date: 12/30/2009

Job Card Number: 189709

Repair Service Agent 164418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD CHINA TOWNSHIP MI 48054-1430 8103291000 Odometer Reading 90,558 MI Authorization Code G

Process Date 01/05/2010

Transaction Type: ZPTI—Part Transaction - Service Agent Installed Transaction Expense Category Service Agent Installed Parts Warranty Customer Complaint Code 0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Causa Code 0000-Converted

Labour Op D1800-Actuator And/Or Motor, Electric - Defroster - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 12/24/2009

Job Card Number: 189539

Repair Service Agent 164418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD CHINA TOWNSHIP MI 48054-1430 Odometer Reading 90,557 MI

Authorization Code

8103291000

Process Date: 02/08/2010

Transaction Type.
ZSCT—Service Contracts
Transaction Exponse Category
Service Contract

Customer Complaint Code 0723-Heating/Ventilation/Air conditioning -Heater Performance

Job Caro Line #: 2

Transaction Adjustment.

Cause Code 6579-Module/Component - Shorted

Labour Op D1800-Actuator And/Or Motor, Electric - Defroster - Replace Causal Part Number 00000000089018675-ACTUATOR,MODEVLV

--- See other Parts and/or Net Items

Job Card Date: 12/24/2009

Job Card Number: 189539

Repair Service Agent 164418 ST. CLAIR CHEVROLET BUICK GMC 3050 KING ROAD CHINA TOWNSHIP MI 48054-1430 8103291000 Odometer Reading 90,557 MI Authorzation Code

\_\_\_\_

Process Date 02/08/2010 Transaction Type ZSCT—Service (

ZSCT—Service Contracts
Transaction Expense Category
Service Contract

Service Contract

Customer Complaint Code 0121-Drivability - Responsiveness

Job Card Line # 1

Transaction Adjustment

Cause Code. 6579-Module/Component - Shorted

Labour Op J6370-Manifold Absolute Pressure Sensor Replacement Causal Part Number 000000000012614970-SENSORASM-MAP

·See other Parts and/or Net Items

Job Card Date: 02/23/2009

Job Card Number: 023554

Repair Service Agent 163219 MICHAEL CHEVROLET 29425 23 MILE RD CHESTERFIELD MI 48047-5716 5869499050 Odometer Reading 78,312 Ml Authorization Code. **Process Date** 03/13/2009

Transaction Type: ZSCT-Service Contracts

Transaction Expense Category

Service Contract Customer Complaint Code:

0000-Converted Claim Job Card Line #. 5

Transaction Adjustment

Labour Op Z7901-1-DAY COURTESY TRANSPORTATION

Causal Part Number

- See other Parts and/or Net Items

Cause Code: 0000-Converted Claims

Odometer Reading: 75,907 MI Authorization Code:

Job Card Number: 020840

Job Card Date: 12/08/2008

Repair Service Agent 163219 MICHAEL CHEVROLET 29425 23 MILE RD CHESTERFIELD MI 48047-5716

5869499050

**Process Date** 12/16/2008

Transaction Type ZSCT---Service Contracts

Transaction Expense Calegory

Service Contract

**Customer Complaint Code** 0000-Converted Claim

Transaction Adjustment Job Card Line # 2

Cause Code: 0000-Converted Claims

Odometer Reading: 75,907 MI

Authorization Code

Job Card Number: 020840

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

Replace

Causal Part Number

Job Card Date: 12/08/2008

Repair Service Agent: 163219

MICHAEL CHEVROLET 29425 23 MILE RD CHESTERFIELD MI 48047-5716

5869499050

Process Date

12/16/2008

Transaction Type ZSCT-Service Contracts

Transaction Expense Category

Service Contract

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 Number: 016707

Repair Service Agent 163219 MICHAEL CHEVROLET 29425 23 MILE RD

Job Card Date: 08/19/2008

Odometer Reading 73,872 MI Authorization Code

CHESTERFIELD MI 48047-5716 5869499050

Process Date 08/29/2008

Transaction Type
ZSCT---Service Contracts

Transaction Expense Category. Customer Complaint Code

0000-Converted Claim Job Card Line,#: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op R0760-Radio, Remove and Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 08/19/2008

Repair Service Agent: 163219 MICHAEL CHEVROLET 29425 23 MILE RD CHESTERFIELD MI 48047-5716

5869499050

Process Date: 09/05/2008 Transaction Type ZSCT---Service Contracts Transaction Expense Category Service Contract

Customer Complaint Code. 0000-Converted Claim

Job Card Line # 3 Transaction Adjustment

Labour Op Z7903-3-DAY COURTESY TRANSPORTATION

Causal Port Number

-See other Parts and/or Net Items

Job Card Number: 016707

Odometer Reading 73,872 MI Authorization Code

Cause Code: 0000-Converted Claims

Odometer Reading: 5 MI

Authorization Code

Job Card Date: 12/20/2005

Repair Service Agent 158765

RODGERS CHEVROLET, INC.

23755 ALLEN RD WOODHAVEN MI 48183-3394

7346769600

Process Date 12/30/2005

Transaction Type

ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Comptaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 12/15/2005

Repair Service Agent 158755

RODGERS CHEVROLET, INC.

Job Card Number: A41096

Job Card Number: 156396

Odometer Reading: 0 MI Authorization Code.

23755 ALLEN RD WOODHAVEN MI 48183-3394 7346769600

Process Date.
12/20/2005
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category
Customer Complaint Code:
0000-Converted Claim

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Job Card Line #. 1

Global Warranty Management Site Map

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@ Global Warranty October 18, 2012 Global Warranty Management: Mam > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER 3 View Vehicle Delivery Information This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and For this vehicle: the ultimate customer. Not all sections will be populated for all VINs. → View Vehicle Summary <u>Service</u> Vehicle Information Contract VIN 1GNDT13\$3622 Model: CT15506-2006 TRAILBLAZER 4WD → Branded Title Warranty Block: No PDI Status No Service Contract: Yes Branded Title No Warranty Block Order Type 70 - RETAIL - STOCK Field Actions: 0 Open → View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Invoice Information Detail Invoice Date: 12/16/2005 Invoicing Service Agent 158755 RODGERS CHEVROLET, INC. 23755 ALLEN RD View Vehicle Delivery Information WOODHAVEN MI 48183-3394 7346769600 Ship to Information Ship to Date: N/A Ship to Service Agent: 158755 RODGERS CHEVROLET, INC. WOODHAVEN MI 48183-3394 7346769600 **Delivery Information** Delivery Date: 06/14/2006
Delivery Type: 029—RETAIL LEASE - BUSINESS ORG Delivery Service Agent. 158755 RODGERS CHEVROLET, INC. Delivery Odometer 50 **23755 ALLEN RD** WOODHAVEN MJ 48183-3394 7346769600 In Service Information In Service Date N/A In Service Type 0000 In Service Odometer 0 Invoicing Service Agent Registration information

Global Warranty Management Site Map

Registration Service Agent N/A

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Registration Date: N/A

Registration Number N/A Registration Odometer

# PAR Injuries

Last Namo First Namo Di	OB Location	Рhоло# Sc	ating Pos	Restraint Type	
	Occupant of Owner's Vehicle	Dr	iver	SIR	
injury Description	Medical Rpt#	Tre	ealment Location	Treated By	
throat burns	unk	R	ver District Hospital	unk	
Street Address	City	State	Zip Code		
Last Namo First Namo D	OR Location	Phone# Sc	eating Pos	Restraint Typo	
	Occupant of Owner's Vehicle	Fr	ont Passenger	SIR	
прогу осветриол	Medical Rpt#	Tr	eatment Location	Treated By	التكثا
throat burns	unk	Ri	iver District Hospital	unk	
Street Address	City	State	Zip Code		
Antivition					
Activities					

Created	Created By_	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/17/2012 01:04:53 M	BABBSKE	BABBSKE	Scheduled Follow-up		Scheduled Alar	m	esis thermal
Contact Last Name		Contact Firs	Name	Account		BAC Code	
ustomer is alleging the	at the vehicle ha	d a history of ele	ctrical concens and experie	enced a thermal event.			
ellinbabbs/par/aix Ionlidential Comments							<b>-</b>
Joraidentiai Comments							=,
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	Created By	Assigned To	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Poscription ESIS - Thermal Event / Injuries
0/17/2012 10:41:26 AJ			Escalation			Completed BAC Code	
0/17/2012 10:41:26 AJ		ESISBIQU	Escalation	ESIS-Thermal Event			
0/17/2012 10:41:26 Al Contact Last Name		ESISBIQU	Escalation	ESIS-Thermal Event			
0/17/2012 10:41:26 Al Contact Last Name comments Customer daims therm	M KINZERTH	ESISBIQU Contact Firs	Escalation	ESIS-Thermal Event			
Created 10/17/2012 10:41:26 Al Contact Last Name Jordiner Calins them Customer Calins them Claim includes injuries Confidential Comments	M KINZERTH  nal event originate and medical trea	ESISBIQU Contact Firs	Escalation t Name	ESIS-Thermal Event			

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on 10/18/2012

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# Activities

Proated 10/16/2012 04:58:40	Created By BABBSKE	Assigned To BASBSKE	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 10/17/2012 01:04:51	Description esis thermal
M			•			PM	
entset Lact Name		Postovi Eve	• Name	Account		RAC Code	
omments							
ustomer is alleging the	at the vehicle ha	d a history of ele	ctrical concens and experie	nced a thermal event.			
Minbabbs/par/abx							
onfidential Comments							
dilidential comments				4			•
					Clature	Completed	Description
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	
0/16/2012 04:56:20 M	BABBSKE	KINZERTH	Notify CRM		Done	10/17/2012 10:42:06 AM	updated
ontact Last Name		Contact Firs	d Name	Account		BAC Code	
Comments							
onfidential Comments							1
ongonia comisens	•						
reated	Crealed By		Activity Type	Activity Sub-Typo	Status	Completed	Description
0/16/2012 04:55:10 M	BABBSKE	BABBSKE	Other		Done	10/18/2012 04:56:11 PM	mig injured party members
Antact Lact Name		Contact Ein	* Name	Account		BAC Code	
							•
omments							
ust sts: I do not know	the mig of the ve	hide.					
or do I have informatio	on pertaining to t	he addresses o	r phone numbers of injured				
ellin/babbs/par/atx							
	;						
Confidential Comments	3						I

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on 10/18/2012

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# **Activities**

	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
)/16/2012 08:45:33 AM	KINZERTH	BABBSKE	Notify CRM		Done	10/16/2012 04:55:07 PM	rejected
sniari Laet Nama		Contact Einst	Mame	Account		BAC Code	
omments						ì	
juried parties phone an urrent mileage blank wi	h no explanatio		ination				
lease correct and resub	mit						
haddeus Kinzer/PAR/A	TΧ						
Confidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
D/15/2012 06:53:32	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/16/2012 04:56:38 PM	esis thermal
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
	i the vehicle ha	id a history of ele	ctrical concens and experi	enced a thermal event.			
vostomer is wiedlind nig							
cellinbabbs/par/atx Confidential Comments			***				
rellinbabbs/par/atx							l
rellinbabbs/par/atx Confidential Comments		Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
rellinbabbs/par/atx Confidential Comments Created	Created By	Assigned To		Activity Sub-Typo	Status Done	Completed 10/16/2012 08:48:31 AM	Dosctiption esis - thermal
rellinbabbs/par/atx Confidential Comments		Assigned To KINZERTH	Activity Typo Notify CRM	Activity Sub-Typo		10/16/2012 08:46:31 AM	
cellinbabbs/par/atx Confidential Comments Proated 10/15/2012 06:53:21	Created By		Notify CRM	Activity Sub-Typo			
cellinbabbs/par/atx Confidential Comments Created 10/15/2012 06:53:21 PM	Created By	KINZERTH	Notify CRM			10/16/2012 08:46:31 AM	
rellinbabts/par/atx Confidential Comments Created 10/15/2012 06:53:21 PM Confact Last Name	Created By BABBSKE	KINZERTH Contact Fire	Notify CRM st Name	Account		10/16/2012 08:46:31 AM	
rellinbabts/par/atx Confidential Comments Created 10/15/2012 06:53:21 PM Confact Last Name	Created By BABBSKE	KINZERTH Contact Fire	Notify CRM	Account		10/16/2012 08:46:31 AM	
rellinbabts/par/atx Confidential Communits Froated 10/15/2012 06:53:21 PM Confact Last Name Customer is alleging the	Created By BABBSKE	KINZERTH Contact Fire	Notify CRM st Name	Account		10/16/2012 08:46:31 AM	
rellinbabts/par/atx Confidential Comments Created 10/15/2012 06:53:21 PM Confact Last Name	Created By BABBSKE	KINZERTH Contact Fire	Notify CRM st Name	Account		10/16/2012 08:46:31 AM	

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### **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/15/2012 06:52:05	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Fleld	Done	10/15/2012 06:52:39	julious.s.lary@gm.com
PM						PM	
Contact Lact Name		Contact Fire	Name	Account		BAC Code	
							<del>-</del>

A product allegation claim has been made in your region. The customer is alleging a thermal event occurred while driving pertaining to the window module. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer

1GNDT13S362

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

Respectfully, Kellin Babbs i CRS

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/15/2012 06:39:39 PM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	10/15/2012 06:39:40 PM	Ownership Escalated to BRC
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Comments	*						
Confidential Comments				***	_		

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# Activities

reated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
V15/2012 06:15:41 M	BABBSKE	BABBSKE	BRC PAR	Business Case	Done	10/15/2012 06:40:59 PM	bus case
ontact Last Name		Contact First	Name	Account		BAC Code	
omments							
	t the vehicle had	a history of ele	ctrical concens and experie	enced a thermal event.			
liinbabbs/par/atx							
onfidential Comments						<u> </u>	
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/15/2012 06:15:18	BABBSKE	BABBSKE	Other	returny cost type	Done	10/15/2012 06:40:34	vehicle incident location
M						PM	
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
							•
omments	144						
ecor/ M29 Marine City	WI						
ellinbabbs/par/atx							
onfidential Comments							
					•		
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/15/2012 10:27:44 AN			Ownership Changed	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Done	10/15/2012 10:27:45 AM	
ontact Last Name		Contact Fire	·	Account		BAC Code	changed FROM: SACDALFE TO:
			<u> </u>				BABBSKE
							•
onfidential Comments							l

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### **Activities**

Created C	reated By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:27:32 AM M	IERCADTO	BABBSKE	BRC PAR	Initial Contact - Fleid	Done	10/15/2012 06:52:04	Julious.s.lary@gm.com
						PM	_
Contact Last blanca		A	Name	Account		BAC Code	

A product allegation claim has been made in your region. The customer is alleging a thermal event occurred while driving pertaining to the window module. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer

1GNDT13S362

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I Inspired every day
7401 E. Ben While Blvd, Bidg. F, Austin, TX 78741
Phone: 866-790-5600 31460 I Fax: 886-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

ated Creat	ed By Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
/15/2012 10:27:23 AM MER		BRC PAR	Initial Contact- Dealer	Done	10/15/2012 06:41:44 PM	no pvs dir hist in last 2 years
ntart Last Name	Contact Fir	et Name	Account		BAC Code	
						_
pvs dir hist in last 2 years						

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on 10/18/2012

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### **Activities**

Greated Greated By 10/15/2012 10:27:15 AM MERCADTO	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Phone	Status Done	Completed 10/15/2012 06:43:15 PM	Description	
Contact Last Name	Contact First	Name	Account		BAC Code		

crs spoke w/:

crs varified email address crs varified customer contact information.

Cust, states: We were driving down the road and smelled plastic burning then it went up in flames.

Original owner? yes

rental? n

medical attn? ronald harrington 10/27/62 diane harrington 6/3/62

Throat burns River District hospital

par form notes: insurance claim made.

customer does not know date of thermal event.

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

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

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

Crs provided contact information and the case number

kellinbabbs/par/atx Confidential Comments

Report Generated for toporowm

on 10/18/2012

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# Activities

10/15/2012 10:27:07 AM MERCADTO BABBSKE BRC PAR Acknowledgement Done 10/15/2012 06:16:49 PM BAGCode  crs adv: This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak to me?  Cust sits: yes  (Continued in Initial)  kelkinbabbs/par/atx  Gonifitential Gomments  Created By Assigned To Activity Type Activity Sub-Type Status Completed Done 10/15/2012 08:44:30 PM  MERCADTO BABBSKE Research Done 10/15/2012 08:44:30 PM  FM Account BAC Code  SRT's: 71-1116629762 - window module thermal  Recalls: 0  Branded: n	PM BAC Code  u have a moment to speak  Completed 10/15/2012 08:44:30 PM  Research VIN PM
rs adv: This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information. Do you have a moment to speak or me?  Cust sis: yes  Continued in Initial)  Continued in Initial)  Continued in Initial)  Continued in Initial)  Continued in Initial)  Continued in Initial  Continued Initial  Continued In Initial  Continued Initial  Continued In Ini	Completed Description 10/15/2012 05:44:30 Research VIN
ust sts: yes  Continued in Initial) elishobabbs/per/atx onfidential Comments  reated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 0/15/2012 10:26:58 AM MERCADTO BABBSKE Research Done 10/15/2012 08:44:30 PM  Pe Account BAC Code  Research VIN  Pe Account BAC Code	Completed         Description           10/15/2012 08:44:30         Research VIN
continued in Initial) elkinbabbs/per/atx confidential Comments  Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 0/15/2012 10:26:58 AM MERCADTO BABBSKE Research Done 10/15/2012 08:44:30 PM  Pe Account BAC Code  SIR's: 11-1116629762 - window module thermal Recells: 0	Completed         Description           10/15/2012 08:44:30         Research VIN
Continued in Initial) elikinbabbs/par/alx onfidential Comments  roated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description D/15/2012 10:26:58 AM MERCADTO BABBSKE Research Done 10/15/2012 08:44:30 PM PM Account BAC Code  R's: 1-1116629762 - window module thermal ecalls: 0	10/15/2012 08:44:30 Research VIN PM
tellinabbs/par/atx  Confidential Comments  Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description  10/15/2012 10:26:58 AM MERCADTO BABBSKE Research Done 10/15/2012 08:44:30 PM  Pe Account BAC Code  SIR's: 17-1116629762 - window module thermal  Recalls: 0	10/15/2012 08:44:30 Research VIN PM
Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description  10/15/2012 10:26:58 AM MERCADTO BABBSKE Research Done 10/15/2012 08:44:30 PM  PM  Account BAC Code  SIR's: 71-1116629762 - window module thermal	10/15/2012 08:44:30 Research VIN PM
Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 10/15/2012 10:26:58 AM MERCADTO BABBSKE Research Done 10/15/2012 08:44:30 PM  The Account BAC Code  SRR's: 71-1116629762 - window module thermal Recalls: 0	10/15/2012 08:44:30 Research VIN PM
10/15/2012 10:26:58 AM MERCADTO BABBSKE Research Done 10/15/2012 08:44:30 Research VIN PM BAC Code  SR's: 71-1116629762 - window module thermal Recealls: 0	10/15/2012 08:44:30 Research VIN PM
O/15/2012 10:26:58 AM   MERCADTO   BABBSKE   Research   None   10/15/2012 08:44:30   Research VIN   PM   BAC Code	10/15/2012 08:44:30 Research VIN PM
PM  Pe Account BAC Code  3/R's: 71-1116529762 - window module thermal  Recalls: 0	PM
SIR's: 11-1116629762 - window module thermal Recalls: 0	BAC Code
S/R's: 71-1116629762 - window module thermal Recells: 0	
SIR's: r1-1116629762 - window module thermal Recells: 0	
dranded: n	
Warranty Block: n	
Repairs: 0	
research complete	
kellinbabbs/par/alx	
Confidential Comments	

Report Generated for toporowm

on 10/18/2012

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# Activities

Created Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
10/15/2012 10:25:49 AM MERCADTO	BABBSKE	Notify CRM		Done	10/15/2012 06:16:07 PM	File assigned
Contact Last Name	Contact First	Name	Account	_	BAC Code	
HIG ISSOISEM.						
kellinbabbs/par/atx						
Confidential Comments						
Greated By 10/15/2012 10:26:34 AM MERCADTO	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Typo Case Assigned	Status Done	Completed 10/15/2012 06:16:15	Description Assigned to Kellin x31460
					PM	
Contact Last Mama	Contact First	Nama	Account		BAC Code	
Comments						
file received.						
kellinbabbs/par/atx						
Confidential Comments			•			
Croated Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/15/2012 10:28:25 AM MERCADTO		SR Opened	Activity Sub-Typo	Dona	10/15/2012 10:26:26 AM	SR in Status of Closed has been Re-
Contact Last Name	Contact First	Name	Account		BAC Code	Opened by MERCADTO
Comments						
Comments						
Confidential Comments						
						•
Greated By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/15/2012 10:28:25 AM MERCADTO		SR Closed - Satisfied		Done	10/15/2012 10:26:25 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First	Name	Account		BAC Code	Odpaned.
Comments						
						•
Confidential Comments						l

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on 10/18/2012

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# Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
10/15/2012 10:28:09 AN	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mall Received	Done	10/15/2012 10:26:21 AM	PAR V/M
Contact Last Name		Contact First	Name	Account		BAC Code	
71-1116629762			<del></del>				
thermal event - door mo	dula						
Oct 12 2:50pm	Addis						
Confidential Comments			_				
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
10/12/2012 07:23:15 PM	SACDALFE	SACDALFE	Scheduled Outbound Call Cust		Done	10/15/2012 10:26:08 AM	set socc for PAR to assume the SR
Contact Last Name		Contact Firs		Account		BAC Code	
			VIII VIII VIII VIII VIII VIII VIII VII				
Comments							
Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
10/12/2012 02:59:56 PM	SACDALFE	KINZERTH	Notify CRM	Customer Called	Done	10/15/2012 10:28:05 AM	Pis see SR
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1
							•
							I
Confidential Comments							1
SSTRICE MAIN COMMENTS							1

Report Generated for toporowm

on 10/18/2012

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#### **Activities**

Created	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
10/12/2012 02:48:48 PM	SACDALFE	SACDALFE	Outbound Call Third Party	Left Message	Done	10/12/2012 02:59:54 PM	PAR
Contact Last Name		Contact Firs	I Name	Account		BAC Code	
Comments							
CRS left a message on	the PAR VM						_

\*gave SR #

\*stated reason for calling
( the cust received a recall notice for 12180 and was caught on fire but the cust doesnt have the veh anymore and wants to file a complaint)

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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Campleted	Description
10/12/2012 02;45:35 PM	SACDALFE	SACDALFE	Inbound Call Customer	Complex Request	Done	10/12/2012 03:01:41 PM	12180 Door Window Module
Contact Look Made		Printed Fim	t klasarş	Account		BAC Code	
							_
Vame: ms							<del>-</del>
Address:							
Telephone Number:							
Make and Model: 2006	TRAILBLAZER						
Mileage:							
VIN: 1GNDT13S362							

- Customer States:
   recall letter
   12180
   my veh caught in fire,
   everthing is okay now bec i dont have the veh but we could have died before
   this was happend last May, i no longer the veh
   the veh totally in fire! was with flame,

CRS sts:

- apologized
   let me connect you to the correct department
   tried callking the PAR but leaved a msg and you will be contacted in 2 business days

Fred/ CAC Tier 1/ MAN/ Lvi 0 Empowered

Confidential Comments

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on 10/18/2012

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

Page 13 of 13

#### Service Request Detail SR No. 71-1116739605 Ref No. No Goodwill Offered BRC Type PAR Goodwill Account Site GW SubType Bus. Unit BRC Last Name First Name Not Initiated PAR Approval Area Daytime # UCC Electrical - Power Window Motor / **ESIS** Escalation Evening # Sub-Area Address City Greene Involved Dir Emerson Chevrolet Bulck, Inc. Safety Yes State ME ZipCd 10/17/2012 09:18:55 AM Con Acct Source Phone Updated Serial #/VIN 1GNDT13S562 EICHORLY 2006 Medium License# Owner Model Year Priority Make Chevrolet Warr. Start 11/11/2006 Status Open Opened 10/12/2012 05:08:38 PM Model TrailBlazer 78000 Satisfied Closed Mileage Sub-Status Abstract PAR - Thermal Event Customer Description This is a BRC PAR File. Please do not Assume. Forward all inquiries to Lynda Eichorst @ ext.31093

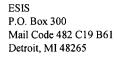
#### Pre-PAR

PAR Notifier	Incident Date/Time			al Danielio in Mai	. Daniel Confess	Özzel	C	Oplies Pues	eld.
Dwner	8/11/2012 11:00:00 PM	njunes :	Olher Veh	# People in Vel	Asphalt	Dry	Cond. Fire Report#	Police Repo	1014
Triver Last Na			First Name		eight 30			180	
nsummerAga Inknown	ent Last Name	Unknov	ice Agent Fin	st Name P	hone # (07) 783-9991	Insurance	e Agency General Insurance Co D an	d H Insurance	
ncident .oc	Unknown - cust was following	someone e	else and was	unfamiliar with a	ea. Incident Desc	while driving	the driver's side door started	smoking and the door was bu	med.
Component	Driver's side door								
Vehicle Loc	with cust.				Damaga Desc Add'i Infi		armrest was burned.		
Emgcy Svc Names	nia				Maint Lo		ماماد		
PAR Def	ail	_			1410414 CO	- Lancigon D	night.		
Collision	Non Collision	Y	Property Damage	N Therma	Evt Y	Spec Equip	n/a .		
/ehicle speed	35		Weather Condition	foggy		Prop Owner	n/a	Property n/a Type	
.ast Service Date			Loc Last Service			Property Location	n/a	Prop Est Repair Cost	
/eh Est Repair Cost			Spec Equip	n/a		Prop Damage Description	n/a		
Primary /eh Use	Personal		Inspection Type	Thermal Event		inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Driver's side armrest was bur	mt,				Explain Other	nia		

Report Generated for toporowm

on 10/18/2012

Page 1 of 12



Sean Kelly Claims Administrator 313-665-3500 tel 313-665-0911 fax

sean.z.Kelly@gm.com



Greene ME

Re:

Claimant:

Date of Event: Our File:

Our Client:

8-11-12

749325

General Motors, LLC



This will acknowledge my message on Oct. 24, 2012 when GM agreed to your request to reimburse you \$293.99 for the vehicle repairs to your 2006 Trailblazer.

As I mentioned, prior to issuing the check, the enclosed Release needs to be signed by you. The Release needs to be signed in the presence of a Notary Public. You can mail, email or fax the signed Release back to me. Please read the Release carefully, as this will be considered the full and final settlement of any and all claims with regard to this matter.

Once I have the completed Release, a settlement check will be issued in the agreed amount of \$293.99.

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

Thank you for your cooperation in this matter.

Sincerely,

Sean Kelly

Sean Kelly

Enclosure: Release

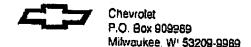


# EMERSON CHEVROLITBUICK, INC.

946 Center Street - P.O. Box 660
AUBURN, MAINE 04212-0860
Telephone (207) 784-3503
Toll Free (800) 696-0768



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## SAFETY RECALL NOTICE

## ARE DEFINITION OF DESCRIPTION OF THE PROPERTY

October 2012

Dear .

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 model year Chevrolet Trailblazer vehicles originally sold or currently registered in Connecticut, Delaware, District of Columbia, Iillnois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, and Wisconsin. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

#### IMPORTANT

Your 2006 model year Chevrolet Trailblazer, VIN
 1GNDT13S562299680, is involved in safety recall 12180.

Why is your vehicle being recalled?

If fluid, such as melted snow containing road salt, enters the driver's door module, it may cause corrosion that could result in a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or may stop working. A short may also cause overheating, which could melt components of the door module, producing odor, smoke, or a fire. Additionally, the windows may raise or lower themselves, without user input. These conditions may occur even with the vehicle parked and the key removed. It is advised that you park the vehicle outdoors until it has been remedied.

What will we do?

PARTS ARE NOT CURRENTLY AVAILABLE, but when parts are available, your Chevrolet dealer will repair the driver door module. This service will be performed for you at **no charge.** 

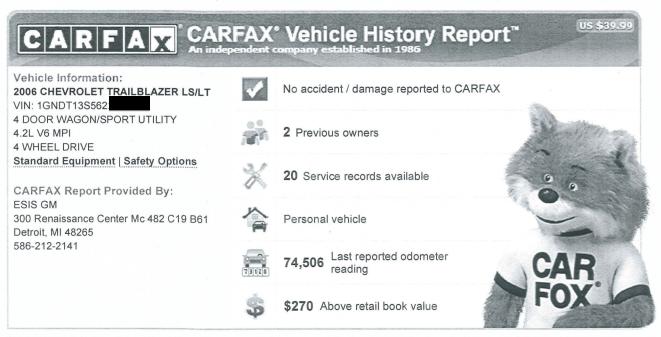


This CARFAX Vehicle History Report provided free of charge by:



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

## SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/19/12 at 9:23:33 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 Ownership History The number of owners is estimated	Sowner 1	Sowner 2
Year purchased	2006	2012
Type of owner	Personal	Personal
Estimated length of ownership	5 yrs. 3 mo.	5 months
Owned in the following states/provinces	Maine	Maine
Estimated miles driven per year	13,526/yr	
Last reported odometer reading	71,967	74,506

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



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

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

Owner 1	Date:	Mileage:	Source:	Comments:
Purchased:       2006         Type:       Personal         Where:       Maine         Est. miles/year:       13,526/yr         Est. length       11/11/06 -         owned:       2/28/12         (5 yrs. 3 mo.)	Original Equipment		OnStar	Orig Equipment Vehicle equipped with OnStar & Personal Calling Press the Blue OnStar button in this vehicle, or click here for activation and membership information
Low mileage! This owner drove less than the industry average of 15,000 miles	03/28/2006	. 1	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Pre-delivery inspection completed
per year.	11/10/2006	20	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Air/water leak checked Fluids checked Washed/detailed
	11/11/2006		Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Vehicle sold
	11/11/2006		Maine Motor Vehicle Dept. Auburn, ME	Vehicle purchase reported Registered as personal vehicle

12/07/2006		Maine Motor Vehicle Dept. Auburn, ME	Title issued or updated First owner reported Registration updated when owner moved the vehicle to a new location
04/05/2007	5,078	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Recommended maintenance performed
11/27/2007	14,044	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Recommended maintenance performed Tires rotated
11/27/2007		Maine Motor Vehicle Dept. Auburn, ME	Registration issued or renewed Vehicle color noted as Maroon
04/07/2008	19,729	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	State safety inspection completed Recommended maintenance performed
08/22/2008	23,000	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Tires rotated Recommended maintenance performed
10/10/2008		Maine Motor Vehicle Dept. Auburn, ME	Registration issued or renewed Registration updated when owner moved the vehicle to a new location Vehicle color noted as Maroon
02/23/2009	29,923	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Vehicle serviced
05/18/2009	32,245	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Vehicle serviced
09/30/2009	37,981	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Oil and filter changed
11/09/2009		Maine Motor Vehicle Dept. Auburn, ME	Registration issued or renewed Vehicle color noted as Maroon
01/21/2010	43,212	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Vehicle serviced
05/17/2010	44,021	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Oil and filter changed
10/06/2010	51,098	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Oil and filter changed
04/21/2011	58,217	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME	Oil and filter changed Recommended maintenance performed Maintenance inspection completed

		207-784-3503 emersonchevy.com	
06/13/2011	59,668	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	State safety inspection completed State inspection completed Maintenance inspection completed
09/24/2011	65,678	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Oil and filter changed Recommended maintenance performed
02/17/2012	71,301	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Oil and filter changed Recommended maintenance performed Maintenance inspection completed
02/28/2012		Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Vehicle offered for sale
03/27/2012		Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Vehicle sold
03/27/2012		Maine Motor Vehicle Dept. Greene, ME	Vehicle purchase reported
03/28/2012	71,967	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	State inspection completed Recommended maintenance performed Oil and filter changed Washed/detailed
04/11/2012		Maine Motor Vehicle Dept. Greene, ME	Registration issued or renewed Vehicle color noted as Maroon

Owner 2	2012	Date:	Mileage:	Source:	Comments:		
Purchased: Type: Where: Est. length	2012 Personal Maine 5/4/12 -	05/04/2012	72,021	Maine Motor Vehicle Dept. Greene, ME	Title issued or updated New owner reported Loan or lien reported		
owned:	present (5 months)				CAR	Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.	
			74,505	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com Oil and filter changed Maintenance inspection completed			
		08/14/2012	74,506	Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Vehicle serviced		
		09/17/2012		Emerson Chevrolet Buick Pontiac Inc. Auburn, ME 207-784-3503 emersonchevy.com	Oil and filter changed Tire pressure sensor reprogrammed Tires rotated		



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2006 Chevrolet Trailblazer

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



View Full Glossary

#### CARFAX 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.

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100'S OF PRODUCTS ON SALE

September 21, 22 & 23

Your Town. Your Voice.

# Aems~Sentinel.com

New

0

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

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

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

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

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

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

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

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

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

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

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

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

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

	October 18, 2012
bal Warranty Management: Man > Interface With Customer > Viol	
VIERFACE WITH	w voncio summary
USTOMER	
iew Vehicle Summary	9
his screen allows IVH users to view the Summary of Vehicle Informa pplicable Warranties, Transaction History, Service Contract(s) if appl nd OnStar and XM Radio information (if applicable)	aon, Field Acuons, Service Information, ficable, Warranty Block, Branded Tille information
Vehicle Informa <u>tion</u>	
VIN 1GNDT13S562 Mode	el CT15506-2006 TRAILBLAZER 4WD
Service Contract: No Branded Title No Warranty Blo	ock: No PDI Status No
Order Type 70 - RETAIL - STOCK	
Field Actions: <u>0. Open</u>	
	Open field actions are highlighted
Required Field Actions	Open netti actions are nignignieo
Vehicle has no current record of required field actions.	
Vehicle has no current record of branded titles.	
Warranty Block	
Warranty Block  Vehicle has no current record of warranty block.	
Vehicle has no current record of warranty block.	ation.
Vehicle has no current record of warranty block.  Service Information  Vehicle has no current record of outstanding service information	ation.
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.ST.	'AR1 (888.667.8271) and for XM Radio
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.ST contact 877.GET.XMST (877.438.9677 Canada) and in the USA	'AR1 (888.667.8271) and for XM Radio A:800-556-3600.
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.ST.	AR1 (888.667.8271) and for XM Radio A:800-556-3600. OnStar Status Inactive

Effective

Odomater

20 MI

20 MI

20 MI

20 MI

20 MI

Start

Date

11/11/2006

11/11/2006

11/11/2006

11/11/2005

11/11/2006

Warranty Add Date

08/05/2011

08/05/2011

08/05/2011

08/05/2011

08/05/2011

Valid Description

**Corrosion Limited Warranty** 

Bumper to Bumper Limited

Warranty

Emission Limited Warranty

Special Coverage 10054

Emission Select

Component Ltd Wty

End

11/11/2012

11/11/2009

11/11/2009

11/11/2016

11/11/2014

End

Odometor

100,020 MI

36,020 MI

50,020 MI

120,020 MI

80,020 MI

M Logout

#### For this vehicle:

- • View Vehicle Summary

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

Emission Select State Component Lty Why

08/05/2011 11/11/2006

20 MI

11/11/2013 70,020 MI

Service Contract

Vehicle has no current record of service contracts.

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/14/2009	005139	ZREGRegular Vehicle Transaction		K7253 - Forward Clutch Sprag Reptacement	32,245 MI
05/14/2009	005139	ZREGRegular Vehicle Transaction		K4123 - Transfer Case Shift Control Switch Replacement	32,245 Mi
05/14/2009	005139	ZREGRegular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	32,245 MI
05/14/2009	005139	ZREG-Regular Vehicle Transaction		N0657 - Rear License Plate Lamp Bulb Replacement	32,245 MI
11/17/2006	001855	ZREGRegular Vehicle Transaction		J0822 - Camshafi Position Activator Solenold Valve Replacement	46 Mi
11/17/2006	001855	ZREG—Regular Vehicle Transaction		F3200 - Differential Replacement	46 M)
03/15/2006	A99680	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

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Logout

October 18, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

**②** 

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

Vehicle Information

VIN 1GNDT13S562

Model CT15506-2006 TRAILBLAZER 4WD

Warranty Block. No

Service Contract: No Branded Title No

Order Type. 70 - RETAIL ~ STOCK

Field Actions O Open

PDI Status. No

Vehicle Build

Model CT18506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number: JXKJWX Build Date: 03/15/2006

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 of window sticker

15B - LS PREFERRED EQUIPMENT GROUP 2 \* POWER OSRV MIRRORS \* FLOOR MATS, FRONT & REAR \* REAR WINDOW DEFOGGER \* DEEP TINTED GLASS \* BODYSIDE MOLDINGS \* LUGGAGE RACK CROSS BARS \* TRAILER WRING CONNECTOR \* REMOTE KEYLESS ENTRY \* THEFT DETERRENT SYSTEM

28H - LIGHT GRAY

49U - BORDEAUX RED METALLIC

7HN - 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** 

832 - FLOOR MATS, FRONT AND REAR

**B86 - MOLDING B/S COLOR** 

C5N - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

**DP2 - POWER OSRV MIRRORS** 

**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

1SZ - PREFERRED **EQUIPMENT SAVINGS** 

28i - INT TRIM LT **GRAY/DK GRAY** 

**6HP - SUSPENSION** 8NS - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT AP9 - CARGO

CONVENIENCE NET **AUD - KEYLESS REMOTE** 

DOOR LOCK

830 · CARPETING, COLOR-KEYED

633 - REAR COLOR **KEYED FLOOR MATS** 

C49 - REAR WINDOW

DEFOGGER

CJ3 - CLIMATE CONTROL

DNR - DEALER

INSTALLED EQUIPMENT

**OT4 - ASHTRAY AND** 

LIGHTER

GU6 - REAR AXLE 3.42 **RATIO** 

JJB - PT DRESS SUBASSY NOT

INSTALLED K34 - CRUISE CONTROL

LL8 · VORTEC 4200 SFI

N40 - POWER STEERING

For this vehicle:

→ <u>View Vehicle Summary</u>

Service Contract

-- Branded Title

Warranty

Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History

View Vehicle Delivery Information

NE1 - 50-STATE EMISSIONS

NU5 - EMISSION SYSTEM CALIFORNIA

PDC - SEAT, 8-WAY POWER DRIVER

QNG - P235/75R16 ALL SEASON WOL TIRES

R9Z - POMS EXPEDITE-SOLD ORDERS/TSE

SLM - STOCK ORDERS

**198 - STAMPING VEHICLE IDENT NUMBER** 

1173 - FIXED MAST ANTENNA

UB0 - AM/FM STEREO W/CD

**UY7 - TRAILER WRING HARNESS** 

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

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

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YDS - BASE REAR SPRING

ZNF - TIRE, FULL SIZE SPARE

ZY1 - SOLID PAINT

NP8 - 2-SPEED ACTIVE TRANSFER CASE

N23 - WHEEL, FULL SIZE SPARE

QC3 - ALUMINUM

WHEELS

R6P - PREMIUM PAINT

R91 - GM ACCESS -**AUTOBOOK IDENTIFIER** 

RYJ - CARGO SHADE

**T61 - DAYTIME RUNNING** 

LIGHTS

TB4 · LIFTGATE

UA6 - THEFT

DETERRENT ALARM

SYSTEM

UE 1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN

VIK - LUGGAGE RACK

CROSS-BARS

V76 - RECOVERY HOOKS

VK3 - LICENSE PLATE

FRAME, FRONT

X88 - CHEVROLET

CONVERSION

YD5 - BASE FRONT

SPRING

ZM5 - UNDERBODY SHIELD PACKAGE

ZW7 - PREMIUM RIDE

SUSPENSION

#### **Added Option Codes**

Vehicle has no current record of SAIO codes.

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@ Warranty

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

Order Type 70 - RETAIL - STOCK

VIN 1GNDT13\$562

Model CT15506-2006 TRAILBLAZER 4WD

Service Contract: No

Branded Tale No.

Warranty Block No.

POI Status. No

Field Actions D Open

**Vehicle Component** 

Component Code 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned 03/15/2006

Traceability 503040443

Part / Number Broadcast, NFS

Time Scanned 10:48:00

Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 03/15/2006

Traceability 001140616

Part / Number Broadcast XVM

Time Scanned 12:42:00 Scan Station 05

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

Source Plant N-

Date Scanned 03/15/2005

Traceability: 0BJ531244

Part / Number Broadcast FK

Time Scanned 11:24:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant. Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 03/15/2006

Traceability 43835919

Part / Number Broadcast 6TDD

Time Scanned: 10:57:00 Scan Station 02

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

**HUB ASSEMBLIES** Source Plant G-

Traceability 39K57388 Part / Number Broadcast

UK2

Date Scanned 03/15/2006

Time Scanned, 12:03:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 03/15/2006

Traceability 060105726

Part / Number Broadcast: CN8

Time Scanned 11:58:00 Scan Station, 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00291559

Part / Number Broadcast

3051

Date Scanned 03/15/2008

Time Scanned 13:31:00 Scan Station

Campanent Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 03/15/2006

Traceability: 1GRMZUW

Part / Number Broadcast. 2395

Time Scanned 15:26:00 Scan Station 08

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

Source Plant M-MORTON-THIOKOL

Date Scanned 03/15/2006

Traceability 5AAAE55

Part / Number Broadcast 5521

Scan Station: 04 Time Scanned 12:34:00

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 03/09/2006

Traceability 1511330

Part / Number Broadcast 122

Time Scanned, 00:03:00 Scan Station.

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability 2208822

For this vehicle:

-- View Vehicle Summary

- Service Contract
- Branded Title
- Warranty
- Block

View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History

View Vehicle Delivery Information

Source Plant: •

Date Scanned: 03/14/2006

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

Source Plant: -

Date Scanned: 03/14/2006

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

Source Plant -

Date Scanned: 03/15/2006

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

Source Plant: -

Date Scanned: 03/15/2006

Part / Number Broadcast, 1WW

Time Seanned: 05:46:00 Scan Station:

Traceability: 2209874

Part / Number Broadcast: 1PT

Time Scanned: 22:30:00 Scan Station:

Traceability 2207273

Part / Number Broadcast: 1PH

Time Scanned: 07:04:00 Scan Station:

Traceability: 2207741

Part / Number Broadcast: 1GB

Time Scanned: 05:31:00 Scan Station:

## Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Job Card Date: 05/14/2009

四 Gobal Warranty		October 18, 2012
lobal Warranty Management: Main > Int INTERFACE WITH	erlace With Customer > View \	Shigle Transaction History Detail
CUSTOMER		
/iew Vehicle Transaction	History Detail	•
his screen allows IVH users to view the av	•	ual transaction for the VIN selected.
Vehicle Information		
VIN 1GNDT13S562		CT15506-2006 TRAILBLAZER 4WD No PDI Status No
Order Type 70 - RETAIL - STOCK	lie ito Yearanty Oroca	10 10 00 00
Field Actions O Open		
International Property of Manager		Job Card Number: 005139
Job Card Date: 05/14/2009		
Repair Service Agent 114984  EMERSON CHEVROLET BUICK, INC.		Odometer Reading 32,245 MI Authorization Code
946 CENTER ST		Tullion Edition Code
AUBURN ME 04210-8489 2077843503		
Process Date. 05/29/2009		
Transaction Type: ZREG-Regular Vehicle Transaction		
Transaction Expense Category		
Warranty		
Customer Complaint Code 9000-Converted Claim		
Job Card Line # 1	Transaction Adjustment	Cause Code 0000-Converted Claims
Labour Op K7253-Forward Clutch Sprag	g Replacement	
Causal Part Number		
•See other Parts and/or Net Items		
Job Card Date: 05/14/2009		Job Card Number: 005139
Repair Service Agent: 114984		Odometer Reading 32,245 Mi
EMERSON CHEVROLET BUICK, INC. 946 CENTER ST		Authonzation Code.
AUBURN ME 04210-6489		
2077843503		
Process Date 05/29/2009		
Transaction Type:		
ZREGRegular Vahicle Transaction Transaction Expense Category		
Warranty		
Customer Complaint Code 0000-Converted Claim		
Job Card Line #: 2	Transaction Adjustment	Cause Code: 0000-Converted Claims
Labour Op K4123-Transfer Case Shift ( Causel Part Number	Control Switch Replacement	

Job Card Number: 005139

For this vehicle:

-- View Vehicle Summary

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

  Transaction History
  Detail
- View Vehicle Delivery Information

Repair Service Agent 114984 EMERSON CHEVROLET BUICK, INC. 946 CENTER ST AUBURN ME 04210-6489 2077843503

Odometer Reading 32,245 MI Authorization Code:

Process Date 05/29/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category Warranty

Customer Complaint Code 0000-Converted Claim

Job Card Line #. 3

Transaction Adjustment.

Cause Code 0000-Converted Claims

Labour Op Z5000-DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 05/14/2009

Job Card Number: 005139

Repair Service Agent 114984 EMERSON CHEVROLET BUICK, INC.

946 CENTER ST AUBURN ME 04210-6489 2077843503

Odometer Reading: 32,245 MI Authorization Code:

**Process Date** 05/29/2009

Transaction Type.
ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Comptaint Code 0000-Converted Claim

Job Card Line # 4

Transaction Adjustment:

Causa Code: 0000-Converted Claims

Labour Op N0657-Rear License Plate Lamp Bulb Replacement

Causal Part Number

See other Parts and/or Net Items

Job Card Number: 001855

Repair Service Agent. 114984 EMERSON CHEVROLET BUICK, INC.

Job Card Date: 11/17/2006

946 CENTER ST

**AUBURN ME 04210-6489** 2077843503

Odometer Reading: 46 MI

Authorization Code

Process Date 12/19/2006

Transaction Type: ZREG----Regular Vehicle Transaction

Transaction Expense Category Customer Complaint Code:

0000-Converted Claim Job Card Line # 1

Transaction Adjustment:

Cause Code. 0000-Converted Claims

Labour Op J0822-Camshaft Position Actuator Sciencid Valve Replacement

Causal Part Number

→Sea other Parts and/or Net Items

Job Card Date: 11/17/2006

Repair Service Agent. 114984

EMERSON CHEVROLET BUICK, INC.

946 CENTER ST

AUBURN ME 04210-6489

2077643503

Job Card Number: 001855

Odometer Reading, 48 MI

Authorization Code:

Process Date 12/19/2006

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category

**Customer Complaint Code** 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op F3200-Differential Replacement

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 03/15/2008

Job Card Number: A99680

Repair Service Agent: 114984

EMERSON CHEVROLET BUICK, INC.

946 CENTER ST AUBURN ME 04210-6489

2077843503

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

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@ @ Warranty October 18, 2012 Global Warranty Management: Main > Interface With Customer > View Vahiclo 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 1GNDT13S582 Model. CT15506-2006 TRAILBLAZER 4WD POI Status No Service Contract No. Branded Title No. Warranty Block No Order Type 70 - RETAIL - STOCK Field Actions 0 Open Invoice Information Involcing Service Agent 114984 EMERSON CHEVROLET BUICK, INC. Invoice Date: 03/15/2006 View Vehicle Delivery 946 CENTER ST AUBURN ME 04210-6489 2077843503 Ship to Information Ship to Service Agent: 114984 EMERSON CHEVROLET BUICK, INC. Ship to Date. N/A 946 CENTER ST AUBURN ME 04210-6489 2077843503 **Delivery information** Delivery Service Agent 114984 EMERSON CHEVROLET BUICK, INC. Delivery Date 11/11/2006 Delivery Type: 010---INDIVIDUAL Delivery Odometer 20 946 CENTER ST AUBURN ME 04210-6489 2077843503 In Service Information In Service Date N/A Invoicing Service Agent In Service Type 0000 In Service Odometer 0

For this vehicle:

- View Vehicle Summary
  - Service Contract

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

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Registration Information Registration Service Agent N/A

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

#### Activities

oatod #17/2012 04:21:16 #	Created By KINZERTH	Assigned To ESISBIQU	Activity Typo Escalation	Activity Sub-Typo ESIS- Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
introf Last Nome		^ ···	* me	Account		BAC Code	
minicins							
ustomer claims therma onfidential Comments	il event originati	ng from control m	rodule in drivers door				
Anderna Comments							
reated	Crealed By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
)/17/2012 09:23:04 AM	M EICHORLY	EICHORLY	Scheduled Follow-up		Scheduled Alar	m	ESIS - verify file was picked up.
national Lant Manua		×	Name	Ассаuпt		BAC Code	
annen a			-				
enfidential Comments							
inflochilal Comments	-					- · · · · · · · · · · · · · · · · · · ·	
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
)/17/2012 09:22:44 AN		KINZERTH	Notify CRM	, , , , , , , , , , , , , , , , , , ,	Done	10/17/2012 04:21:42	Please escalate to ESIS - thermal
ontant Last Namo		Cardinal Fire	Name	Account		PM BAC Code	event.
			Nattie	Account	-	BAC Code	
ust alleges while drive	na tha dauada a	ida dasa musiki	- S- Disak amaka Eko	I the inside of the veh and the a		bank do not comb an alloward made	· ·
93.99 for repairs. Late	er, cust rec'd a r	recall notice. Cus	on ire. Black smoke tited t is seeking reimburseme	i ine inside of the ven and the a int. No property damage, No in:	mrest was bunk. C surance involvemer	iust took ven to dir and paid it. No injuries.	
nda ElchorsVPAR/AT	x						
onfidential Comments							
reated 1/17/2012 09:20:09 AA	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
	M EICHORLY	EICHORLY	BRC PAR	Business Case	Done	10/17/2012 09:22:38 AM	Business Case
ontact Last Name		Contact Firs	Name	Account		BAC Code	
omments							
ust alleges while drivir 293,99 for repairs, Lat	ng, the driver's a	side door caught	on fire. Black smoke filler	the inside of the veh and the a	rmrest was burnt. C	Cust took veh to dir and paid	•
	,, 1000 0	110000, 040	. in account touchers serie	and the highest desireher see at	an mind night Cilci	ia ito nijakasa	
nda Eichorst/PAR/AT	•						

Report Generated for toporowm

on 10/18/2012

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## Activities

Freated 10/17/2012 09:18:55 AM	Created By	Assigned To EICHORLY	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 10/17/2012 09:18:55 AM	Ownership Escalated to BRC
Contact Last Name		Contact Fire	l Name	Account	·- ·	BAC Code	
Confidential Comments							
Probled 0/16/2012 03:04:33 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Typo Inbound Call Customer	Activity Sub-Type Voice Mail Received	Status Done	Completed 10/16/2012 03:05:23 PM	Description Returning CRS's call.
Contact Last Name		Contact Firs	f Name	Account		BAC Code	
CRS rec'd the following		<u> </u>					
Cust rec'd CRS's call a Lynda ElchorsVPAR/AT		ı go. Please retu	ım my cali. Thank you.				
Confidential Comments							I
Created	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
10/16/2012 02:08:21 PM	EICHORLY	EICHORLY	Scheduled Outbound Call Cust	Cancelled - Completed Early	Done	10/17/2012 08:57:55 AM	initials - 3rd attempt
опиненда			ame	Account		BAC Code	l
Confidential Comments							

Report Generated for toporowm

on 10/18/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/16/2012 01:59:58	EICHORLY	EICHORLY	Outbound Call Dealer	Made Contact	Done	10/16/2012 02:06:45	Emerson Chevrolet 207-784-3503
PM						PM	
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
CRS enoke with Waller	on Miller Service	Advisor					-

CRS Advised: Unable to contact cust. CRS rec'd file and noticed their was an electrical fire and veh was at this dir?

Dir Stated: No open tickets right now, 8/2012 - dir's side door panel was smoking. Dir replaced the module. Cust paid \$296.48.

Lynda EkhorsUPAR/ATX
Confidential Comments

#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 01:54:43 PM	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Field	Done	10/15/2012 02:07:20 PM	Emalled: Neil Wright, DDMA at neil.c.wright@gm.com
Contact Last Name		Pentrul Fra	' Name	Account		BAC Code	1
							_

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

2006 Chevrolet TraiBlazer 1GNDT13S562 Emerson Chevrolet Bulck, Inc. Aubum, ME (BAC 114984)

Wallace Miller, Service Advisor

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

If you have further questions, please contact Customer Relationship Specialist Lynda at 866-790-5600 ext 31093, Fax 866-393-8085. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Lynda Elchorst

Aditya Birla Minacs | Inspired every day 7401 E. Ben White Blvd, Bidg. F, Austin, TX 78741 Phone 866-790-5800 ext 31093 | Fax 896-393-8086 | www.minacs.adityabirla.com| Follow us on Twitter

Lynda Elchorst/PAR/ATX Confidential Comments

Greated 10/16/2012 01:53:21 PM	Crealed By EICHORLY	Assigned To EICHORLY	Activity Type Outbound Call Customer	Activity Sub-Type Left Message	Status Done	Completed 10/16/2012 01:54:19 PM	Description Initials Called:
Canton Last Name		^ · · · irs	t Name	Account		BAC Code	
CRS left a vm.							
Lynda Elchorst/PAR/AT. Confidential Comments							

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## Activities

Created 10/15/2012 04:09:21 PM	Created By EICHORLY	Assigned To EICHORLY	Scheduled Outbound Call Cust	Activity Sub-Type Cancelled - Completed Early	Status Done	Gompleted 10/16/2012 01:53:21 PM	<u>Description</u> Initials - 2nd attempt
Contact Last Name		Contact First	Name	Account		BAC Code	
Confidential Comments							
Greated 10/15/2012 02:06:21 PM	Greated By MERCADTO	Assigned To EICHORLY	Activity Type Ownership Changed	Activity Sub-Type	Status Don <del>e</del>	Completed 10/15/2012 02:06:21 PM	Description Service Request Ownership has changed FROM: GAJECY TO:
Contact Last Name Comments		Contact First	t Name	Account		BAC Code	EICHORLY
Confidential Comments							•
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:06:07 PM	MERCADTO		BRC PAR	Initial Contact - Field	Done	10/15/2012 04:07:28 PM	See outbound email.
Contact Last Name		Conlact Firs	t Name	Account		BAC Code	! 1
Confidential Comments							•
Greated 10/15/2012 02:05:57 PM	Created By MERCADTO		Activity Type BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 10/15/2012 04:08:27 PM	Description No dir contact required.
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	<b>!</b> -
No Initial Contact requir	ed, Vehicle has i	not been to deal	er in two years.				
Lynda Elchorst/PAR/AT/ Confidential Comments							1

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## **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:05:48 PM	MERCADTO	EICHORLY	BRC PAR	Initial Contact- Phone	<b>D</b> one	10/17/2012 09:15:28 AM	Called
Contact Last Name		Control Circl	Ma me	Account		BAC Code	

Crs verified customer contact information.

Cust. states: Cust's window went up and down and the doors were locking while cust was driving. Then smoke filled the veh. Driver's side door would not open, cust had to jump out of passenger's side. The armsest on the door was burnt. The driver's side window went back down and would not go back up. Cust took veh to dir and was advised the control module shorted out and caught on fire. Veh has been repaired. This happened on 8/13/12. Cust rec'd a recall notice last Friday and seeking relimbursement for \$293.99.

Original owner? No

Currently in a rental or loaner vehicle? n/a

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? r/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 Elchors/PAR/ATX Confidential Comments

#### **Activities**

reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
0/15/2012 02:05:40 M	MERCADTO	EICHORLY	BRC PAR	Acknowledgement	Done	10/15/2012 04:08:44 PM	Called
Contact Last Name		Contact First	Name	Account		BAC Code	
							<b>-</b>
RS left vm.			<del>-</del>				<b>_</b>
Continued in Initial							
ynda Eichorst/PAR/AT	×						
Confidential Comments							
roated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
0/15/2012 02:05:33 PM	MERCADTO	EICHORLY	Research		Done	10/16/2012 01:52:31 PM	Research VIN
Contact Last Name		Contact Firs		Account		BAC Code	

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 Eichors/PAR/ATX

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## Activities

Created 10/15/2012 02:05:24 PM Contact Last Name	Created By MERCADTO	EICHORLY	Activity Type Notify CRM	Activity Sub-Type  Account	Status Done	Completed 10/15/2012 04:06:46 PM BAC Code	Description File assigned
Comments		Centact First	Name	Account		BAC Code	
Confidential Comments							
Groated 10/15/2012 02:05:05 PM	Created By MERCADTO	Assigned To EICHORLY	Activity Type BRC PAR	Activity Sub-Typo Case Assigned	Status Done	Completed 10/15/2012 04:06:43 PM	Doscription Assigned to Lynda x31093
Connect Last Name		Contact First	Name	Account		BAC Code	
Confidential Comments	·						
Croated 10/15/2012 02:04:40 PM	Created By MERCADTO		Activity Typo SR Opened	Activity Sub-Type	Status Dons	Completed 10/15/2012 02:04:40 PM	Poscription SR in Status of Closed has been Re- Opened by MERCADTO
Comments			*lame	Account		BAC Code	
Confidential Comments	;						1
Created 10/15/2012 02:04:39 PM	Created By MERCADTO		Activity Type SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 10/15/2012 02:04:39 PM	Description Service Request has been Closed Satisfied.
Contact Last Nama		Contact Fire	l Name	Account		BAC Code	•
Confidential Comments	5						ī

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## Activities

Groated 10/15/2012 02:04:23 PM	Greated By MERCADTO	Assigned To KINZERTH	Activity Type Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 10/15/2012 02:04:35 PM	Description PAR V/M
Contact Last Name		Contact Fire	Name	Account		BAC Code	<b>E</b>
Comments							•
71-1116739605 customer 2006 Chevrolet TrailBlaz door panel thermal even							
Oct 12 5:11pm Confidential Comments							•
Confidential Confidents				•			
Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
10/12/2012 05:09:56 PM	GAJECY	KINZERTH	Notify CRM	Customer Called	Done	10/15/2012 02:04:22 PM	PAR - Thermal Event
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
							_
Comments	•						
Confidential Comments					•		<b>i</b>

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#### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/12/2012 05:08:52 PM	GAJECY	GAJECY	Inbound Call Customer	Complex Request	Done	10/12/2012 05:14:19 PM	PAR - Thermal Event
Contact Last Name		Contact Fire	t Name	Account		BAC Code	i

-home Greene ME

2006 TRAILBLAZER VIN: 1GNDT138562 78000miles

EMERSON CHEVROLET BUICK, INC. 946 CENTER ST AUBURN ME 04210-6489 2077843503

Cust sts:
In August the veh caught on fire
while driving
windows go up and down
and the doors locked and unlocked
I was able to get out of the car before it got smoldered
got a letter for recall 12180
would like to know what to do about this
took veh to EMERSON CHEVROLET BUICK for out of pocket repairs

Cus sks: reimbursement

CRS adv: gave SR will transfer to PAR

"called PAR and got vm"

CRS adv: PATR unavailable have endorsed the SR someone will call you back within 2 business days

Cyndy Gaje/Tier 1/CAC/Man/Lvl 1/ EXT. 23058 Cyndy Gaje/Tier 1/CAC/Man/Lvl 1/ EXT. 23058

Confidential Comments

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UCC Information

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

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Servic	e Request Detail						
R No.	71-1116276312 Ref No.			Goodwill	No Goodwill Offered	BRC Type	PAR
ccount		Site		GW SubType		Bus. Unit	BRC
st Name		First Name	- <del></del>	Approval	Not Initiated	Area	PAR
aytime #		Evening #		UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
ddress		City So	merset	Involved Dir		Safety	Yes
ate	KY ZipCd	Con Acct		Source	Phone	Updated	10/17/2012 06:52:24 PM
orial #/VIN	1GNDT13SX62	Model Year	2006	Priority	Medium License # CHEVROL	Owner	GARCIAJR
ake	Chevrolet	Warr. Start	06/07/2006	Status	Open	Opened	10/11/2012 03:36:38 PM
odel	TrailBlazer	Mileage	56000	Sub-Status	Dissatisfied	Closed	
bstract	Thermal event - 06 Chevrolet TrailBlaz	zer					
ustomer escription	This is a BRC PAR Case, Do not assur	me case, Forwa	rd any inquiries to Joe Garcia	at ext 11291.			

#### Pre-PAR

AR Notifier Incident Date/T	me Injuries	# Other Veh # People in Veh 1	Road Surface	Road (	···		Report#
river Last Name	Dnve	r First Name Fleig	nt UO	B Disabil	unk ities	unk	
nsurancë Agent Last Name nk	Insur	ance Agent First Name Phor	ne #	Insurance	: Agency		
ncident unk oc			incident Desc	unk			<u>.</u> , , , <del></del>
omponent window control mod-	ıje		Damage	entire d/s do	or panel burned		
/ehicle unk	<del></del>		Desc Add'l Inf			and a second second second second second second second second second second second second second second second	
Emgcy Svc unk James			Maint Lo				
PAR Detail		- · · · · · · · · · · · · · · · · · · ·	Mant L	oc unk			
collision Non Col	islon Y	Property N Thermal E	vt Y	Spec Equip	unk		
fehicle Speed		Weather unk Condition		Prop Owner	n/a	Property Type	n/a
ast Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00
/eh Est \$0.00 Repair Cost		Spec Equip unk Installer		Prop Damage Description	n/a		
rimary /eh Use		Inspection Thermal Event Type		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage entire d/s door par Description	el burned			Explain Other	being sent to ESIS		

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## Activities

reated 0/17/2012 06:51:52 M	Created By GARCIAJR	Assigned To GARCIAJR	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alam	Completed m	Description Walting for ESIS to pick up
ontact Last Name		Contact First	Name	Account		BAC Code	1
omments						<u> </u>	1
onfidential Comments							I
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/17/2012 06:51:09	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS
M							
		Contact Fire	<sup>t M</sup> ame	Account		BAC Code	1
Contact Last Name Comments			t Marne	Account		BAC Code	1 •
PM Contact Last Name Comments 6 Chevrolet TrailBlaze	r - thermal even		i Marne	Account		BAC Code	I I
Contact Last Mame Comments	r - thermal even		i Name	Account		BAC Code	! !
onnact Last Name comments 6 Chevrolet TrailBlaze ce G/PAR/ATX			t Name	Account	-	BAC Code	
onnents 6 Chevrolet TrailBlaze 9 G/PAR/ATX 9 Onlidental Comments reated	Created By	Assigned To	Activity Type		Status		Description
onnact Last Name comments 6 Chevrolet TrailBlaze oe G/PAR/ATX confidental Comments reated 0/17/2012 12:41:34					Status Done		Description Business case
Annant Last Name Administration Last Name 6 Chevrolet TrailBlaze oe G/PAR/ATX Administration Comments Areated 0/17/2012 12:41:34	Created By	Assigned To GARCIAJR	Activity Type	Activity Sub-Type		Completed 10/17/2012 06:51:07	
annaet Last Marne comments 6 Chevrolet TrailBlaze	Greated By GARCIAJR	Assigned To GARCIAJR	Activity Type BRC PAR il Name	Activity Sub-Type Business Case		Completed 10/17/2012 06:51:07 PM	
onnact Last Name comments 6 Chevrolet TrailBlaze 90 G/PAR/ATX confidential Comments coated 0/17/2012 12:41:34	Greated By GARCIAJR mal event, file b	Assigned To GARCIAJR	Activity Type BRC PAR il Name	Activity Sub-Type Business Case		Completed 10/17/2012 06:51:07 PM	

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/17/2012 12:40:03 PM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	10/17/2012 12:40:31 PM	FYI email sent to DDMA
Contact Last Name		Contact Firs	Name	Account		BAC Code	
							_
A product allegation de	im hae haan ma	de in veus males	The customer is allegin	ng a thermal event. This case is	baing acceleted t	a ESIS hereuse of a thermal	
event.	mii ilas beeli illa	de in your region	i, the distoller is alregic	ig a theithai event. This case is	penig escalated t	o Loio pecade of a file mar	

2006 Chevrolet TrailBlazer 1GNDT13SX62 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

ated	Created By	Assigned To-		Activity Sub-Type	Status	Campleted	Description
17/2012 10:43:22 AM	LINGLEDA	GARCIAJR	Notify CRM	Letter Approved	Done	10/17/2012 12:37:18 PM	Letter Approved
nfact Last Name		Contact Firs	t Name	Account		BAC Code	
nments							
ter Approved							<del>-</del>
nfidential Comments						1	<u>'</u>
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
17/2012 10:09:16 AM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Done	10/17/2012 06:50:57 PM	letter approved? send to ESIS
ntact Last Name		Contact Firs	t Name	Account		BAC Code	bac 259753
			<del>_</del>				
nfidential Comments			· · · · · · · · · · · · · · · · · · ·			1	•
macrices comments						· · · · · · · · · · · · · · · · · · ·	

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## Activities

eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/17/2012 10:08:57 AM	GARCIAJR	LINGLEDA	Submit for Approval	BRC	Done	10/17/2012 10:43:43 AM	ESIS UTC letter submitted for approva
ntact Last Name		Contact First	Name	Account		BAC Code	
mments						<u> </u>	
ter Approved							
alls made to cust and	messages left	on:					
/15/12							
/16/12							
17/12							
e G/PAR/ATX							
onfidential Comments							
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/17/2012 10:05:39 AM		GARCIAJR	Outbound Call Customer	Left Message	Done	10/17/2012 10:05:43 AM	Vm for cust
ontact Last Name		Contact Fire		Account		BAC Code	1
		23/1120/11					-
ommerits							
alled aytime phone #,					· · · ·		
alling to f/u w/cust re th	ne norduct aller	nation case					
-	no product and	jacon caso.					
e G/PAR/ATX							1
onfidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/16/2012 05:03:35	GARCIAJR	GARCIAJR	Scheduled Outbound Call	,	Done	10/17/2012 10:05:34 AM	
M		GI T (OF E)	Cust				
ontact Last Name		Contact Fir	st Name	Account		BAC Code	•
							_
omments							
							_
Confidential Comments							

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## **Activities**

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/16/2012 05:03:14 M	GARCIAJR	GARCIAJR	Outbound Call Customer	Left Message	Done	10/16/2012 05:03:28 PM	Vm for cust
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
called aytime phone #,							
alling to f/u w/cust re t	he product alleg	ation case.					
oe G/PAR/ATX				•			•
onfidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/16/2012 11:15:55 AM		GARCIAJR	Scheduled Outbound Call Cust		Done	10/16/2012 05:02:04 PM	ct cust for Initial
tente of the extension		2 11	* Name	Account		BAC Code	I
· · · · · · · · · · · · · · · · · · ·							I
Confidential Comments		_					
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/18/2012 11:15:18 A		GARCIAJR	Outbound Call Customer	Left Message	Done	10/16/2012 11:15:51 AM	
Antart Fact Name		Contact Fig	st Name	Account		BAC Code	
commens Called aytime phone #							I
* '							
alling to f/u w/cust re	the product alleg	gation case.					
loe G/PAR/ATX							•
Confidential Comment	S						

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## **Activities**

10/15/2012 06:45:11 PM GA		Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 00:45:11 PM G/	ARCIAJR		Scheduled Outbound Call Cust		Done	10/16/2012 11:15:17 AM	ct cust for initial
Contact Last Name		Contact First N	lame	Account		BAC Code	
Comments							
Confidential Comments						i	
		Assigned To GARCIAJR	Activity Type Scheduled Outbound Call	Activity Sub-Type	Status Done	Completed 10/15/2012 06:45:09	Description ct cust
PM		_	Cust		Dulle	PM	a cusi
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
Confidential Comments			,				
Created C	reated By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 12:39:47 G PM	BARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	10/15/2012 12:39:47 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account	•	BAC Code	
Comments							
Confidential Comments							
Created C	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 10:10:28 AM M	MERCADTO	GARCIAJR	Ownership Changed		Done	10/12/2012 10:10:28 AM	
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: RAMIREDE TO: GARCIAJR
Confidential Comments							l

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## Activities

Created Created By 10/12/2012 10:10:14 AM MERCADTO	Assigned To GARCIAJR	Activity Type BRC PAR	Activity Sub-Type Initial Contact - Field	Status Done	Completed 10/15/2012 12:39:14 PM	Description email attached to the file
Instact Last Namo	Control Eirot	nt-me	Account		BAC Code	
FYI email sent to DDMA						
loe GPAR/ATX Confidential Comments				_		
			····-			
Created Created By 10/12/2012 10:09:55 AM MERCADTO	Assigned To GARCIAJR	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Gompleted 10/15/2012 12:38:52 PM	Description No dlr et needed
Contact Last Name	Contact Firs	t Name	Account		BAC Code	· ·
Joe G/PAR/ATX Contidential Comments  Created Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/12/2012 10:09:46 AM MERCADTO		BRC PAR	Initial Contact- 10 Day Letter	Done	10/17/2012 10:07:13 AM	submitting ESIS UTC letter
Contact Last Name	Contact Firs	t Name	Account		BAC Code	
comments  3 calls made to cust and messages left	on;					· ·
10/15/12 10/16/12 10/17/12						
Joe G/PAR/ATX Confidential Comments						I
						•

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## **Activities**

0/12/2012 10:09:38 AM Months of the Contact Last Name  continuents  called aytime phone #	MERCADTO	GARCIAJR  Contact First	BRC PAR	Acknowledgement	Done	10/15/2012 12:43:16 PM	acknowledgement made
omments		Contact First	Mame				
			Hanc	Account		BAC Code	
m stated calling to speak	w/cust.	-					
nird party, Debra Chaney (	(cust's mothe	r), stated she is	not avail but will take n	nessage.			
oe G/PAR/ATX onfidential Comments							
omidential Comments							
reated 0/12/2012 10:09:31 AM N	reated By MERCADTO	Assigned To GARCIAJR	Activity Type Research	Activity Sub-Type	Status Done	Completed 10/15/2012 12:38:22	Description Research VIN
notant I set N		rst	Name	Account		PM BAC Code	1
omments		_					
ummary:							l
epairs - no related repairs							
ecalis - no open recalis							
R's - no other files for this	veh						
e G/PAR/ATX							
onfidential Comments							
reated 0 0/12/2012 10:09:23 AM N	reated Ry	Assigned To GARCIAJR	Activity Type Notify CRM	Activity Sub-Type	Status	Completed	Description
ontact Last Name	MERCADIO .	Contact First	-	Account	Done	10/15/2012 10:27:41 AM BAC Code	File assigned
onmens							· I
enfidential Comments							

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## Activities

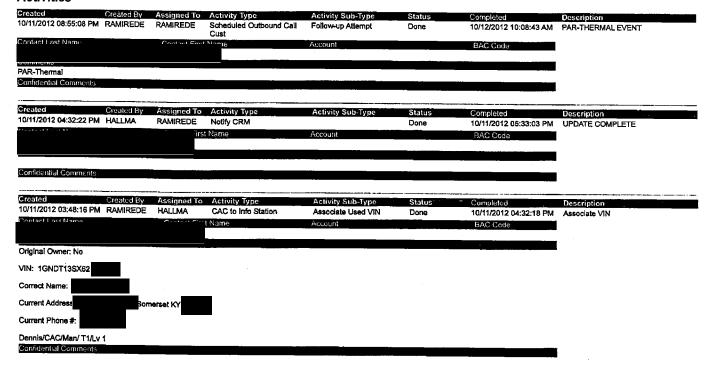
reated 0/12/2012 10:09:10 AM Contact Last Name	Created By MERCADTO		Activity Type BRC PAR Name	Activity Sub-Type Case Assigned Account	Status Done	Completed 10/15/2012 10:27:38 AM BAC Code	Description Assigned to Joe x11291
oomments							
onfidential Comments					_		
reated 0/12/2012 10:09:02 AM	Created By MERCADTO		Activity Type SR Opened	Activity Sub-Type	Status Done	Completed 10/12/2012 10:09:02 AM	Description SR in Status of Closed has been Re-
ontact Last Name		Contact Firs	t Name	Account		BAC Code	Opened by MERCADTO
Confidential Comments	-						
reated 0/12/2012 10:09:01 AM	Created By MERCADTO	Assigned To RAMIREDE	Activity Type SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 10/12/2012 10:09:01 AM	Description Service Request has been Closed
ontari Last Name		Contact Eire	t Name	Account		BAC Code	Satisfied.
onfidential Comments						·	
reated D/12/2012 10:08:44 AM	Created By	Assigned To	Activity Type	Activity Sub-Type Voice Mail Received	Status	Completed	Description
ontant Last Marce	MERCADIO	Canton Fin		Account	Done	10/12/2012 10:08:58 AM BAC Corle	PAR V/M
I-1118276312 ustomer							
none ermal event - drivers do ct 11 3:46pm	or module						
onfidential Comments							

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## Activities

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description	
10/11/2012 03:45:00 PM	RAMIREDE	KINZERTH	Notify CRM		Done	10/12/2012 10:08:40 AM		
Contact Last Name		Contact First	Name	Account		BAC Code		
				<u> </u>		-		
Somments				<u> </u>				
Confidential Comments								
Sounderina Comments						· · · · · · · · · · · · · · · · · · ·		

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#### **Activities**

	Created By RAMIREDE	Assigned To RAMIREDE	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 10/11/2012 03:44:22 PM	Description PAR-Thermal Event
Contact Last Name		Contact Firs		Account		BAC Code	1744-14ctilal Event
Name:							
BNTC: 505 274 4184 VIN: 1GNDT13SX62							
start date: 06/07/2000 Mileage: 56000							
Address: Y/M/M: 2006 TRAILBLAZI	Somerset KY						

Original owner? Used with 6,000miles from a GM dealer 1st Time Concern? Twice

- Cust concern:

   Received this letter for the module for the driver's side door
   Module for the driver door, had it fixed
   It smoked and burned the whole side. It happened twice
   The whole side melted like a circuit board
   1st time was 3 or 4 yrs ago
   2nd time was in 2011 she was on her way to the bank.
   22,000miles when it first happened
   My daughter was on the vehicle on both occasions
   She was driving when it happened
   Paid \$700 when it was 1st repaired.
   She was not hurt.

Cust seeks:
- report incident/get relmbursed

Action Plan:
- check VIN/gather information/research

CRS provided SR# & advised customer that we will be forwarding the concern to PAR

Dennis/CAC/Manila/Lv1 Confidential Comments

## **UCC** Information

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

Report Generated for toporowm

on 10/18/2012

Page 12 of 12

#### Service Request Detail SR No. 71-1117487471 Ref No. Goodwill No Goodwill Offered BRC Type PAR Account GW SubType Bus. Unit BRC Last Name First Name Approval Not Initiated PAR Area Daytime # Evening # UCC Electrical - Power Window Motor / Sub-Area ESIS Escalation Address Involved Dir Automall Imports L.L.C. City East Islip Safety Yes State ZipCd Con Acct Source Phone Updated 10/18/2012 03:53:37 PM Serial #/VIN 1GNDT13S662 Model Year 2006 Priority Medium License # CHEVROL SANCHERI Owner Make Chevrolet Status Open Warr. Start 11/30/2005 10/15/2012 08:34:54 PM Opened Model TrailBlazer Mileage 69261 Sub-Status Satisfied Closed Abstract interior door thermal Customer \*\*\*This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.41345 \*\*\*

Pre-PAR			
PAR Matifier. Incident Date/Fiers	A College A Cole	* D	0

PAR Notifier			d Surface	Road C		_ Police Report# -
Owner Driver as N	1/4/2012 06:31:15 PM N		halt	Dry	na	na
Oliver Cast N	alle i no	Mer First Mame Helght 52	BOB	Disabil	illes	
medianes Ag	em Last Name Ins	urance Agent First Name Phone /	, .	Insurance	Agency	
unk	uni	k		Geico		
Incident Loc	Centereach NY on middle country rounknown address ) buffalo wild wing:	oad moving between parking lots ( s and walmart	Incident Desc	door panel i	could hear the flames crackling and t	cal smell and then I realized the odor was in the hen the unit just stopped working I took it to the
Component	door controls			dealer and th	ey told me how much it was and I on	dered the part and made an appointment to get
Vehicle	New Jersey		Damage Desc	Interior door	panel	
Loc			Add'i Infa			
Emgcy Svc Names	none		Maint Loc	na		
PAR De	tail					
Collision	Non Collision Y	Property N Thermal Evt Damage	Y Sp	sec Equip	na	
Vehicle Speed	20	Weather clear Condition	Pr	op Owner	na	Property na Type
Last Service Date		Loc Last Service		roperty scation	na	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost	\$0.00	Spec Equip na Installer		rop Damage escription	na	
Primary Veh Use	Personal	Inspection Other Type	lns	spected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Interior driver door		Ex	kplain Other	sent to esis	

Report Generated for toporowm

Description

on 10/19/2012

Page 1 of 11

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

RE:

Claimant:

Our File No.:

749366

Our Client:

General Motors LLC

Date/Event:

1/4/2012

Subject vehicle:

2006 CHEVROLET TRAILBLAZER

VIN:

1GNDT13S662

Dear

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

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained injuries or 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 AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING\*\*\*

- 1. Please provide proof of a defect in your vehicle, including a <u>copy</u> of your expert report, mechanic statements/repair orders and/or other supporting documentation.
- 2. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
- 3. Documentation to substantiate the type and amount of damages claimed.
- 4. Please provide <u>color copies</u> of photos taken of the area of the subject vehicle that was damaged. Please do not send originals, as they may not be returned.
- 5. A copy of the police and/or fire report.
- 6. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
- 7. Provide copies of all available maintenance, warranty, or repair orders on the subject

# 5

vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

- 8. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
- 9. Advise if the subject vehicle was ever involved in any prior accidents.

  If applicable, identify the nature and extent of the damages and repairs completed.
- 10. Advise of any injuries or if there is any property damage other then the subject vehicle.

Please forward this information to the following email address or the mailing address listed above: lawrence.harrington@gm.com

\*\*\*Please place your file number on all correspondence\*\*\*

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.

Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time in this matter.

Sincerely,

Lawrence Harrington

Lawrence Harrington Claims Administrator

<u>때</u> 예05	∬Warra	anty		· ·	* 7 1 1				Logou
lobal Warranty	Management:		ce With C	ustomer > V		er 19, 20 nary	12		
INTERFACE WIT CUSTOMER	i H								
View Vehic	le Summ	агу						@	
This screen allows Applicable Warran and OnStar and X	ities, Transacti	on History, Se	rvice Cal	ehicle Inform ntract(s) if ap	nation, Field Actio oplicable, Warrant	ins, Serv ly Block,	ce Informat! Branded Titl	on, le information	For this vohicle:  • <u>View Vehicle Summary</u> Service
Vehicle info	ormation_								• Contract • Branded Tille
VIN 1GNDT13		Dan - 44 W M-	41-		idel: CT15506-20				Warranty Block
Service Contract Order Type: 70	_	Branded Title DCK	No	Warranty (	RIOCK, IAD	PI	oi Status No	)	View Vehicle Build
Freid Actions (	Open .			,					View Vehicle Component Summary
		··				. —			<u>View Vehicle</u> Transaction History Detail
Required Fi	ield Actions	3						actions are highlighted	View Vehicle Delivery Information
Туро	Number	Original Nor	Descri	ption			Rolesse Date	Status	
Servica Updat Bulletins	te N060022	06022		ULE REPRO	E - DRIVER'S SE )GRAM - EXPIRE VARRANTY		3/20/2006	Closed	
Noncompliano Recall	e N050109	05109			FORMATION LA		3/24/2006	Closed	
Company and is purpose whatso	s lo be used on	ly for the purp	ose of w		erefrom is the pro cation and shall n				
				- <b></b>	- <b>-</b>				
Warranty Bl	lock								
Vehicle has n	o current reco	ord of warran	ty block	•	<del></del>			_	
				<del>-</del> - ·-					
Service Info	rmation					_			
Vehicle has n	o current rec	ord of outstan	nding so	rvice inform	nation.				
OnStar and	XM Satelilt	e Radio In	format	tion				•	
					TAR1 (888.667.8 5A:800-556-3600		for XM Rad	dio	
OnStar Equippo							OnStar State		
XM Equipped Y OnStar Vehicle I			XM Radi	io ID. YAMQ	D08V			ıs: Inactive Enabled: N	
- 1	w-agricatica 14		· –			-			
Applicable \	Warranties					Valid wa	rranties are	highlighted	
Valid Descr	ription	Warr	anty	Start	Effectivo	En	d En	ď	

	Add Date	Date	Odometer	Date	Odometer
Bumper to Bumper Limited Warranty	08/05/2011	11/30/2005	73 MI	11/30/2008	36,073 MI
Emission Limited Warranty	08/05/2011	11/30/2005	73 MI	11/30/2008	50,073 MI
Corrosion Limited Warranty	08/05/2011	11/30/2005	73 MI	11/30/2011	100,073 MI
Special Coverage 10054	08/05/2011	11/30/2005	73 MI	11/30/2015	120,073 MI
Emission Select State Component Lty Why	08/05/2011	11/30/2005	73 MI	11/30/2012	70,073 MI
Emission Select Component Ltd Wty	08/05/2011	11/30/2005	73 MI	11/30/2013	80,073 MI

Service Contract

Policy Number

Owner WILLIAMS

Description GMPP 72/48 MAJOR GUARD Effective Date 10/29/2007 Effective Odometer: 19616 MI Daily Rental Limit 35.00

Deductible Amount 0.00 Expiration Date: 06/09/2010 Expiration Odometer 40501 MI

Transacti	on Histor	у			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/23/2010	178664	ZSCTService Contracts		L1225 - Fuel Tank Fuel Pump Module Replacement - Left Side	39,014 MI
03/03/2010	178088	ZSCTService Contracts		N6648 - Seat System Wiring and/or Connector Repair or Replacement	38,563 MI
03/03/2010	178088	ZSCT—Service Contracts		N3572 - Module, Rain Sensor - Replace	38,563 MI
12/17/2009	175972	ZSCT—Service Contracts		J6372 - Sensor, Oxygen (Engine Control) - Replace	36,979 MI
07/23/2007	422613	ZREG—Regular Vehicle Transaction		N1720 - Fuse Replacement	17,342 MI
07/23/2007	422613	ZREG—Regular Vehicle Transaction		Z7903 - 3-DAY COURTESY TRANSPORTATION	17,342 MI
07/23/2007	422613	ZREG—Regular Vehicle Transaction		A0018 - Front Bumper Fascia Refinish/Clear Coat	17,342 MI
07/23/2007	422613	ZREGRegular Vehicle Transaction		Y0080 - SB 06022 Product Enhancement - Reprogram Driver':s Seat Memory Module	17,342 MI
07/17/2007	422332	ZREG—Regular Vehicle Transaction		E3801 - Shock Absorber, Front - Left - Replace	17,274 MI
07/17/2007	422332	ZREGRegular Vehicle Transaction		B1791 - Rear Window Washer Nozzie Replacement	17,274 MI
09/12/2005	A47178	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management: Site Map

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October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

10

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

Vehicle Information

VIN 1GNDT13S662

Model CT15508-2006 TRAILBLAZER 4WD

Service Contract: Yes

Branded Title: No

Warrenty Block No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions: <u>0 Open</u>

For this vehicle:

 View Vehicle Summary Service

Contract

Branded Tille

## Vehicle Build

Model: CT15508-2006 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: JKFB1R Build Date: 09/12/2005 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

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

1SZ · PREFERRED **EQUIPMENT SAVINGS** 

482 · EBONY

50U - SUMMIT WHITE

7HP - SUSPENSION

9NS - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AXP - MPV VIN IDENT POSITION

832 - FLOOR MATS, FRONT AND REAR

842 - REVERSIBLE CARGO MAT C49 - REAR WINDOW DEFOGGER

**CE1-RAIN SENSING WIPERS** 

CJ2 · AUTOMATIC CLIMATE CONTROL

DD7 - ISRV MIRROR W/COMPASS& AUTO\DIM

DK7 - OVERHEAD CONSOLE

**EVA - EVAP EMISSION REQUIREMENT** 

481 - INT TRIM **EBONY/EBONY 6HP - SUSPENSION 8NT - SUSPENSION** AAB - MEMORY DRIVER CONVENIENCE PKG AKS - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR

SEAT BACK

AUO - KEYLESS REMOTE DOOR LOCK

830 · CARPETING, COLOR-KEYED

**B33 - REAR COLOR KEYED FLOOR MATS** 

**B86 - MOLDING B/S COLOR** 

C5N - GVW RATING - 5750

LBS

CF5 - ELECTRIC SUNROOF

DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED LH & RH VISOR MIRRORS

DS3 - POWER OSRV

MIRRORS, HEAT, TURN

SIGNALS

GU8 - REAR AXLE 3.42

RATIO

· Warranty Block View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History View Vehicle Delivery Information

JF8 - BRAKE VAC POWER, 4 WHL DISC

**K18 - ELECTRIC AIR INJECTION SYSTEM** 

KA1 - HEATED FRONT SEATS LL8 - VORTEC 4200 SFI I6

N40 - POWER STEERING

N79 - FULL SIZE SPARE

NP8 - 2-SPEED ACTIVE TRANSFER CASE

PCR - SUN, SOUND, ENTERTAINMENT PKG: \* POWER SUNROOF \* BOSE PREMIUM SOUND SYSTEM \* XM SATELLITE RADIO - SERVICE FEE EXTRA-1ST 3 MONTHS INCL. \* AWFM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)

POF LT PACKAGE 1 \* LEATHER WRAPPED STEERING WHL WAUDIO CONTROLS \* RR SEAT RADIO & HVAC CONTROLS \* DRIVER INFORMATION **CENTER \* AUTO CLIMATE CONTROL** 

**RBP - PREMIUM PAINT** 

**R9U - GM ACCESS - AUTOBOOK IDENTIFIER** STW - LEATHER WRAPPED STG WHL W/CONTR

**196 - FRONT FOG LAMPS** 

TB4 - LIFTGATE

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

U88 - DRIVER INFO CENTER DISPLAY

UAG - THEFT DETERRENT ALARM SYSTEM

**UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN** 

UKB - REAR SEAT RADIO & HVAC CONTROLS

**UY7 - TRAILER WIRING HARNESS** 

V40 - POWER PASSENGER SEAT PROVISIONS

VFF - VIDEO FORMAT REGION 1 NTSC

VXS - COMPLETE VEHICLE LABEL

YC5 - LT PACKAGE 2 \* MEMORY: DRV SEAT, OSRV MIRROR \* OSRV MIRRORS WITURN SIGNAL \* HEATED FRONT SEATS \* ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)

YD5 - BASE FRONT SPRING

ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL

ZY1 - SOLID PAINT

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

NE1 - 50-STATE EMISSIONS

NU5 - EMISSION SYSTEM

CALIFORNIA

PDC - SEAT, 8-WAY POWER

DRIVER

OTE - P245/65R17 ON/OFF ROAD BLACKWALL TIRES

RON - LEATHER SEAT TRIM SLM - STOCK ORDERS T81 - DAYTIME RUNNING

LIGHTS

**198 - STAMPING VEHICLE** 

**IDENT NUMBER** 

TGA - LANGUAGE CONTROL

ENG, FR, SPAN U42 - REAR SEAT

ENTERTAINMENT SYSTEM

U73 - FIXED MAST

ANTENNA

UC8 - AM/FM RADIO, RDS, 8

DISC CHANGER,

(REPLACES STD/OPT PKG

RADIO)

UG1 - HOMELINK

**UQA - BOSE PREMIUM** SOUND SYSTEM

V1K - LUGGAGE RACK

CROSS-BARS

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

VK3 - LICENSE PLATE

FRAME, FRONT

X88 - CHEVROLET CONVERSION

YD3 - BASE EQUIP FOR SCH

**GVW PL-FT AX** 

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE

SUSPENSION

#### Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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Lonout

পিঠিপ্র Warranty

October 19, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

10

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

Vehicle Information

VIN 1GNDT13S662 Service Contract Yes

Branded Title No

Warrenty Block No

Model. CT15508-2006 TRAILBLAZER 4WD

PDI Status. No

Order Type 70 - RETAIL - STOCK Field Actions 0 Open

Vehicle Component

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

Date Scanned 09/06/2005

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

Date Scanned 09/06/2005

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

Source Plant: N-

Date Scanned 09/06/2005

Component Code 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Date Scanned 09/08/2005

Traceability 509011385

Part / Number Broadcast: NFS

Scan Station: 01 Time Scanned: 10:41:00

Traceability 102232415

Part / Number Broadcast: XWF

Time Scanned: 11:43:00 Scan Station: 05

Traceability 0BG924359 Part / Number Broadcast: FK

Time Scanned 10:53:00 Scan Station 03

Traceability: 42621022

Part / Number Broadcast: 6TDD

Time Scanned 10:50:00 Scan Station: 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Traceability: C2H54155

Part / Number Broadcast:

Date Scanned: 09/08/2005

Time Scanned. 11:56:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant. C-SAGINAW BUFFALO, NEW YORK

Date Scanned 09/08/2005

Traceability 241081307

Part / Number Broadcast: CNB

Time Scanned: 11:47:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00062605

Part / Number Broadcast 3051

Date Scanned: 09/06/2005

Time Scanned: 13:26:00 Scan Station

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

Date Scanned 09/06/2005

Traceability 1FJMYG9

Part / Number Broadcast 2395

Time Scanned: 15:12:00 Scan Station 06

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

Date Scanned: 09/06/2005

Traceability 7ZAIA80 Part / Number Broadcast: 0900

> Time Scanned 11:36:00 Scan Station 04

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

Source Plant -

Traceability 0370601 Part / Number Broadcast: 12Z For this vehicle:

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

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

Date Scanned: 08/31/2005

Time Scanned: 00:03:00 Scan Station:

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

Source Plant: -

Date Scanned: 09/02/2005

Traceability: 2048786 Part / Number Broadcast: 1WW

Time Scanned: 07:03:00 Scan Station:

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

Source Plant: -

Date Scanned: 09/02/2005

Traceability: 2049967

Part / Number Broadcast: 1PT

Time Scanned: 20:40:00 Scan Station:

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

Source Plant: -

Date Scanned: 09/06/2005

Part / Number Broadcast: 1PH

Traceability: 2048407

Time Scanned: 03:00:00 Scan Station:

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

Source Plant: -

Date Scanned: 09/06/2005

Traceability: 2048502

Part / Number Broadcast: 1GB

Time Scanned: 06:36:00 Scan Station:

## Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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For this vehicle:

• <u>View Vehicle Summary</u>

• <u>Service</u>
• <u>Contract</u>
• Branded Tille
• Warranty Block

View Vehicle
Transaction History
Detail

View Vehicle Delivery Information

Causal Part Number

19, 2012 Iden History Detail  for the VIN selected.  TRAILBLAZER 4WD PDI Status: No
or the VIN selected.
for the VIN selected.
for the VIN selected.
TRAILBLAZER 4WD
PDI Stalus: No
<del></del>
178664
dometer Reading: 39,014 MI Authorization Code C9
3-Module/Component - Noise during operation
88
Odometer Reading. 38,563 MI Authorization Code: C9
Aring/Electrical/Sensors - Poor
Contact

**L**ogout

Job Card Date: 03/03/2010

Job Card Number: 178088

Repair Service Agent. 119087 SARANT CADILLAC CORP. 4338 HEMPSTEAD TURNPIKE FARMINGDALE NY 11735-2093 5162935000 Odometer Reading: 38,563 MI Authorization Code: C9

Process Date

04/01/2010 Transaction Type

ZSCT—Service Contracts
Transaction Expense Category
Service Contract
Customer Complaint Code

Customer Complaint Code. 0890-Interior - Other Issues

Job Card Line #: 1

Transaction Adjustment

Cause Code: 6579-Module/Component - Shorted

Labour Op N3572-Module, Rain Sensor - Replace

Causal Part Number 00000000015256889-SENSOR,W/SO/SMSTRE

→See other Parts and/or Net Items

Job Card Date: 12/17/2009

Repair Service Agent 119087 SARANT CADILLAC CORP. 4339 HEMPSTEAD TURNPIKE FARMINGDALE NY 11735-2093

5182935000

Job Card Number: 175972

Odometer Reading: 36,979 Mt Authorization Code V

Process Date
01/15/2010
Transaction Type:
ZSCT—Service Contracts
Transaction Expense Category
Service Contract
Customer Complaint Code:

0000-Converted Claim
Job Card Line #: 1

Transaction Adjustment:

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

Causal Part Number

See other Parts and/or Net Items

Cause Code: 0000-Converted Claims

Odometer Reading: 17,342 MI

Authorization Code.

Job Card Number: 422613

Job Card Date: 07/23/2007

Repair Service Agent: 166366
HUNTINGTON CHEVROLET, INC.

6314270900

370 OAKWOOD RD HUNTINGTON STATION NY 11746-7214

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 N1720-Fuse Replacement

Causal Part Number

#### --- See other Parts and/or Net Items

Job Card Date: 07/23/2007

Job Card Number: 422613

Repair Service Agent. 166366 HUNTINGTON CHEVROLET, INC. 370 OAKWOOD RD HUNTINGTON STATION NY 11746-7214

Odometer Reading. 17,342 MI

Authorization Code: G

6314270900

Process Date 08/21/2007
Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category
Customer Complaint Code.

Transaction Adjustment

Cause Code. 0000-Converted Claims

Job Card Line #. 2 T

Labour Op Z7903-3-DAY COURTESY TRANSPORTATION Causel Pert Number

0000-Converted Claim

·See other Parts and/or Net Items

Job Card Dato: 07/23/2007

Job Card Number: 422613

Repair Service Agent. 166366
HUNTINGTON CHEVROLET, INC.
370 OAKWOOD RD
HUNTINGTON STATION NY 11746-7214

Authorization Code:

Odometer Reading: 17,342 MI

6314270900

----

Process Date 08/21/2007

Transaction Type
ZREG—Regular Vehicle Transaction

Transaction Expense Category Customer Complaint Code

0000-Converted Claim
Job Card Line #. 3

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op A0018-Front Bumper Fascia Refinish/Clear Coat

Causal Part Number

- - See other Paris and/or Net Items

Job Card Date: 07/23/2007

Job Card Number: 422613

Repair Service Agent 188366 HUNTINGTON CHEVROLET, INC. 370 OAKWOOD RD

HUNTINGTON STATION NY 11746-7214

6314270900

Odometer Reading: 17,342 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 #. 4

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: 07/17/2007

Job Card Number: 422332

Repair Service Agent 186366 HUNTINGTON CHEVROLET, INC. 370 OAKWOOD RD

Odometer Reading 17,274 MI

Authorization Code

HUNTINGTON STATION NY 11746-7214 6314270800

Process Oate 07/20/2007

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op E3801-Shock Absorber, Front - Left - Replace

Causal Part Number

·See other Parts and/or Net flems

Job Card Number: 422332

Repair Service Agent 166366 HUNTINGTON CHEVROLET, INC. 370 OAKWOOD RD HUNTINGTON STATION NY 11746-7214

Job Card Date: 07/17/2007

Odometer Reading 17,274 MI Authorization Code:

6314270900

Process Date 07/20/2007 Transaction Type

ZREG-Regular Vehicle Transaction

Transaction Expense Category Customer Complaint Code 0000-Converted Cleim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B1791-Rear Window Washer Nozzle Replacement

Causal Part Number

·See other Parts and/or Net Items

Job Card Dato: 09/12/2005

Job Card Number: A47178

Repair Service Agent. 185588

ROCKLAND COUNTY CHEVROLET-BUICK 51 S RTE 9 W WEST HAVERSTRAW NY 10993-1055

8459472100

Odometer Reading | 0 MI Authorization Code:

0738772100

Process Date 09/16/2005

Transaction Type:

ZPDI-Pre-Delivery Inspection

Transaction Expense Category

Customer Comptaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

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

Causal Part Number

Global Warranty Management: Site Map

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For this vehicle:

 View Vehicle Summary Service Contract

View Vehicle Build

Detail

Information

View Vehicle Component Summary View Vehicle Transaction History

View Vehicle Delivery

· Branded Title

· Warranty Block

ৰিচিন্ন)Warranty

Lonout

October 19, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information

INTERFACE WITH CUSTOMER

## View Vehicle Delivery Information

10

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

Vehicle Information

VIN 1GNDT13S662 Service Contract. Yes

Branded Title No

Warranty Block: No

Order Type: 70 - RETAIL - STOCK

Field Actions. O Open

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

invoice information

\_ . ...\_ - .

Invoicing Service Agent, 165588 ROCKLAND COUNTY CHEVROLET-BUICK 51 S RTE 9 W

WEST HAVERSTRAW NY 10993-1055 8459472100

Invoice Date: 09/12/2005

Ship to Information

Ship to Service Agent. 165586 ROCKLAND COUNTY CHEVROLET-BUICK 51 \$ RTE 9 W WEST HAVERSTRAW NY 10993-1055 8459472100 Ship to Date: N/A

**Dollvery Information** 

Delivery Service Agent: 111177 DWORKIN CHEVROLET, INC. 208 SEYMOUR AVE

DERBY CT 06418-1309 2037356481

Delivery Date: 11/30/2005 Delivery Type: 010—INDIVIDUAL Delivery Odometer: 73

In Service Information

Invoicing Service Agent

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management Site Map

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## Activities

ontact Last Name					In Progress		ESIS - Thermal Event
		Contact Fire	Name	Account		BAC Code	
stomer claims thermal infidential Comments	event originatin	g from control m	nodule in drivers door				
cated 1/18/2012 02:18:47 M	Created By SANCHERI	Assigned To SANCHERI	Activity Type Scheduled Follow-up	Activity Sub-Typo	Status Schaduled Alam	Completed	Description t/u ests pick up
Malast Last Mama		Contact Eig	l Name	Account		BAC Code	
onfidential Comments							
ostod V18/2012 02:18:25 V	Created By SANCHERI	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 10/18/2012 03:54:11 PM	Description esis thermal event
ontart Last Name		Contact Eve	<sup>1</sup> Mame	Account		BAC Code	
onfidential Comments							
0/18/2012 02:18:00 M	Created By SANCHERI	Assigned To SANCHERI	Activity Type BRC PAR	Activity Sub-Type Business Case	Status Done	Completed 10/18/2012 02:18:23 PM	Description rushforth
oniact Last Name omments		Contact Ein	1 Name	Account		BAC Code	 
nermal event - door pan la sanchez/ATx/PAr confidential Comments	el 						

Report Generated for toporowm

on 10/19/2012

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## **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2012 02:07:29 PM	SANCHERI	SANCHERI	Outbound Email	DVM/CAM/Field	Done	10/18/2012 02:14:56 PM	marc.lathan@gm.com
Contact Last Name		Contract Circ	1 A I	Access		RAC Code	•

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

Customer Last Name
2006 Chevrolet Trailblazer
VIN 1GNDT13S662
Automail Imports L.L.C.
Roberto Peralla - service advisor

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

Best wishes, Rita Sanchez | CRS

Aditya Biria Minacs | Inspired every day 7401 E. Ben White Bivd, Bidg. F, Austin, TX 78741 Phone 866-790-5700 ext. 41345 | 866-857-3113 | www.minacs.adityabiria.com

Report Generated for toporowm

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#### Activities

Activities							
Proated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/18/2012 01:55:18 PM	SANCHERI	SANCHERI	Outbound Call Dealer	Made Contact	Done	10/18/2012 02:04:47 PM	Automali Imports L.L.C. (631) 665-0002
Contact Last Name		Contact Fire	Name	Account		BAC Code	<b>I</b>
Comments							
berto peralta - service	advisor		• • •	-			
/30/12 replaced fuse.	master switch an	nd reprogrammed	i it, she paid for it and the fu	se			
rs sts ok can you fax r	ne the repair ord	er for that					
irs ts yes i can							
rs sts thanks							
lkrsts ok							
ita sanchez/ATX/PAR							
Confidential Comments							
Sreated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/17/2012 07:05:34 M	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	10/17/2012 07:05:34 PM	Ownership Escalated to BRC
ontant Last Name		Contact Fire	* Name	Account		BAC Code	
							•
							_
Confidential Comments	,						
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/17/2012 07:04:30 PM	SANCHERI	SANCHERI	Scheduled Outbound Call Dir		Done	10/18/2012 01:55:08 PM	call dealer
Contact Last Name		Contact Fire		Account		BAC Code	

Report Generated for toporowm

for history and ro if needed and send email

fil Confidential Comments

on 10/19/2012

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## Activities

onlod 17/2012 09:05:28 AM	Greated By SANCHERI	Assigned To SANCHERI	Activity Typo Scheduled Outbound Call Dir	Activity Sub-Type	Status Done	Completed 10/17/2012 03:44:16 PM	Description call dealer
			flame	Account		BAC Code	
nfidential Comments				-			
atod 17/2012 09:05:10 AM	Created By SANCHERI	Assigned To SANCHERI	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type	Status Done	Completed 10/17/2012 03:44:08 PM	Description 2nd attempt
itact Last Name		Contact First	Name	Account		BAC Code	i !
ifidential Comments							1
ated 16/2012 02:47:12	Created By MERCADTO		Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 10/16/2012 02:47:12 PM	Description Service Request Ownership has changed FROM: RAMIRELE TO:
ntact Last Name		Contact First	i Name	Account		BAC Code	sančheri
nidential Comments							1
atod	Created By	Assigned To		Activity Sub-Type	Slatus	Completed	Description
16/2012 02:47:00	MERCADTO	SANCHERI	BRC PAR	Initial Contact - Field	Done	10/17/2012 07:04:28 PM	Called marc.lathan@gm.com
ntad Last Name		Contact First	Name	Account		BAC Code	
outbound email							_
sanchez/ATx/PAR							

Report Generated for toporowm

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description .	
10/16/2012 02:46:51 PM	MERCADTO	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	10/17/2012 07:04:01 PM	call	
Contact Last Name		Contract Fire	Name	Account		BAC Code		
Comments								
No need to call Dir. Vet		anty and has no	l been to dealer in two	years.				
Rita Sanchez/PAR/ATX	-	•		•				
							_	
Confidential Comments								
							•	
		Assigned To	Activity Typa	Activity Sub-Typo	Status	Completed	Description	
Confidential Comments		Assigned To SANCHERI	Activity Typo BRC PAR	Activity Sub-Typo Initial Contact-Phone	Status Done	Completed 10/17/2012 06:59:56 PM	Description Called	
Confidential Comments Created 10/16/2012 02:46:43	Crealed By		BRC PAR			10/17/2012 06:59:56		

Comments
verified information and allegation

customer sts i was driving and i smelled a stong burning electrical smell and then i realized the odor was in the door panel i could hear the flames crackling and then the unit just stopped working I took it to the deater and they told me how much it was and I ordered the part and made an appointment to get it installed and programmed (( i was showed the parts and it was evident their was a thermal event)

crs provided esis information

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 7-10business days

cust sts ok

rita sanchez/ATx/PAR Confidential Comments

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## Activities

	Created By MERCADTO	Assigned To		Activity Sub-Type	Status	Completed	Descri
0/16/2012 02:46:35 M	MERCADIO	SANCHERI	BRC PAR	Acknowledgement	Done	10/17/2012 09:05:08 AM	Called
Contact Last Name		Contact Fire	t Name	Account		BAC Code	,
alled and left a messa	ge for customer t	ocall in at 866-	7905700 x 41345				
la sanchez/ATX/PAr							
Confidential Comments	S						
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description -
0/16/2012 02;46;27 M	MERCADTO	SANCHERI	Research		Done	10/18/2012 02:19:43 PM	Research VIN 1GNDT13S662
Contact Last Name		Contact Fire	l Name	Account		BAC Code	
CRS Performed VIN SC SMVIS: Found an Ope	n Recall - Service	Update Bulleti	ns N060022 08022 SE	RVICE UPDATE - DRIVER'S SE	AT MODULE REP	ROGRAM - EXPIRES	
RS Performed VIN St MVIS: Found an Ope V/BASE WARRANTY	n Recall - Service 03/20/2006 Cipse	d		RVICE UPDATE - DRIVER'S SE			
RS Performed VIN So MVIS: Found an Ope WBASE WARRANTY Ioncompliance Recall	n Recall - Service 03/20/2006 Close N050109 05109	d		RVICE UPDATE - DRIVER'S SE BEL INCORRECT - "EXPIRES 50			
RS Performed VIN So MVIS: Found an Ope WBASE WARRANTY Ioncompliance Recall	n Recall - Service 03/20/2006 Close N050109 05109	d					
RS Performed VIN So MVIS: Found an Ope WBASE WARRANTY Joncompliance Recall VIN: Found No Dupli	in Recall - Service 03/20/2006 Cipse N050109 05109 cate File	d TIRE & LOADII					
CRS Performed VIN St SMVIS: Found an Ope V/BASE WARRANTY	in Recatt - Service 03/20/2008 Close N050109 05109 cate File ce History Related	d TIRE & LOADII					
RS Performed VIN SEMVIS: Found an Ope VIBASE WARRANTY Ioncompliance Recall VIN: — Found No Duplic VC History: No Servic	in Recatt - Service 03/20/2008 Close N050109 05109 cate File ce History Related	d TIRE & LOADII					
RS Performed VIN So MVIS: Found an Ope WIBASE WARRANTY Ioncompliance Recall VIN: Found No Duplic VC History: No Servic Lita Sanchez/PAR/ATX	in Recall - Service 03/20/2006 Ciose N050109 05109 cate Fila ce History Related	d TIRE & LOADII					
RS Performed VIN SolidVIS: Found an Ope IMVIS: Found an Ope IMVIS PERFORMED IN INCOMPLIANCE IN: Found No Duplic IVC History: No Servic Lita Sanchez/PAR/ATX	in Recall - Service 03/20/2006 Ciose N050109 05109 cate Fila ce History Related	d TIRE & LOADII					
CRS Performed VIN SE SMVIS: Found an Ope VIBASE WARRANTY Ioncompliance Recall VIN: — Found No Duplic SVC History: No Service	in Recall - Service 03/20/2006 Ciose N050109 05109 cate Fila ce History Related	d TIRE & LOADII	ng information lab				Doscription

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Confidential Comments

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## Activities

oaled /16/2D12 02:45:19 /	Created By MERCADTO	Assigned To SANCHERI	Activity Typo BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 10/17/2012 09:03:58 AM	Poseription Assigned to Rita x41345
ntact Last Name		Contact First	Name	Account		BAC Code	
mments							
nfidential Comments							
16/2012 02:45:10	Created By MERCADTO		Activity Type SR Opened	Activity Sub-Type	Status Done	Completed 10/16/2012 02:45:10 PM	Description SR in Status of Closed has been Re Opened by MERCADTO
ntact Last Name	-	Contact Firs	Name	Account		BAC Code	
nfidential Comments							· [
ated 16/2012 02:45:09	Created By MERCADTO		Activity Type SR Closed - Pend	Activity Sub-Type	Status Done	Completed 10/16/2012 02:45:09	Description Service Request has been Closed
	MENCADIO		Diag/Cust Act		Done	PM	Pend Diag/Cust Act.
ntact Last Name		Contact Firs	Name	Account		BAC Code	
nfidential Comments							· [
ated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
15/2012 08:42:49	RAMIRELE	RAMIRELE	Scheduled Outbound Call Cust	Initial Attempt	Done	10/16/2012 02:45:04 PM	please assume sr
ntact Last Name		Contact Fire	t Name	Account		BAC Code	
railing for st to be as occ: oct 16 2012 (5-	sume 7pm est)	<del></del>			•		
DICACIMAN/L1T1 /							
nfidential Comments	·						

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## **Activities**

Created 10/15/2012 08:38:12 PM	Created By RAMIRELE	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 10/16/2012 02:45:01 PM	Description please assume sr
Contact Last Name		Contact Fire	I Name	Ассоил		BAC Code	
							_
the same of the sa			_				
Confidential Comments				_			

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
10/15/2012 08:36:13 PM	RAMIRELE	RAMIRELE	Inbound Call Customer	Complex Request	Done	10/15/2012 08:42:42 PM	vehicle caught in fire	
7		- s	Name	Account		BAC Code		

Cust States:

- = I received the two days ago
  = bulletin # 12180
  = replaced catch on fire
  = it needed to be replaced
  = it happened last January 2012
  = it happened last January 2012
  = it sharted only one haifed the vehicle
  = it started only in a smoking
  = all inside were melted during the time of the incident
  = it just happened in a parking tot
  = it paid at least \$ 300 for the part plus \$ 140 (installation)
  = what i am seeking is to have a reimbursement and have the vehicle fix so that it will not happen again

Cust Seeks: vehicle caught on fire

#### CRS Advised:

= source: 12180/11323 Uppoming Recall/Special Coverage Madia Statement
Document ID: d\_1345489426070

= advised that we need to investigate further about the situation happened last jacuary 2012

= explained that GM is finalizing the recall and once it will be settle GM will be able to send another letter on how they can process the reimbursement

= but the problem happened previously we will be endorsing the case to our PAR dept to investigate about the matter and ensure that it will not happen again in
the future for your safety as well as your family

= provided case information and advised for a cb between 24-48 business hours

Name: Phone Number:

Alternate Number: NA

VIN: 1GNDT13S682

MIL: 65000

LEO/CAC/MAN/L1T1 /EXT:42861

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# UCC Information UCC Code N40

Symptom Thermal Event

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

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#### Service Request Detail SR No. 71-1117160371 Ref No. Goodwill No Goodwill Offered BRC Type PAR Account GW SubType Site Bus, Unit BRC Last Name First Name Approval Not Initiated Area PAR Daytime # ESIS Escalation Evening # UCC Electrical - Power Window Motor / Sub-Area Address City Waldorf involved Dir Safety Yes State MD ZipC<u>d</u> Con Acct Source Updated 10/17/2012 06:24:54 PM Serial #/VIN 1GKDT13S062 Model Year 2006 Priority Medium License# Owner BABBSKE Make GMC Status Open Warr, Start 12/30/2006 Opened 10/15/2012 08:29:31 AM Mode! Envoy Mileage 92000 Sub-Status Satisfied Closed Abstract thermal event - power window Customer Description This is a BRC PAR File. Please do not Assume. Forward all inquiries to Kellin Babbs @ ext. 31460

## Pre-PAR

PAR Notifier			eople in Veh Road ?		Road		Police	Report#
Owner		N 0	1 Aspha		Dry	unk	unk	
		пе	Height 67 "	DOB	Disabl	ifles .		
Insurance Ad	ent Last Name	Insurance Agent First Na			none	Anency		
unk		unk			Geico	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
Incident Loc	3555 Promenade Pl Waldorf MD 2	20603		ncident Desc	Customer w	as driving when rain got into the ve	hicles window cons	sole followed by flame
Component	thermal window console							
Vehicle	9795 Eimshorn Ct Waldorf MD 20		Damage wires cut, whole piece had to be replaced. Customer does not know how to describe the damage Desc					
Loc		A	Add't Info insurance company paid out 1100					
Emgcy Svc Names	unk			Maint Loc	independent			
PAR De	tail				, , , , , , , , , , , , , , , , , , ,			
Collision	Non Collision Y	Property N Damage	Thermal Evt	Y Sp	ec Equip	none		
Vehicle Speed	55	Weather ra Condition	aining	Pro	op Owner	na	Property Type	na
Last Service Date	1	Loc Last Service			operty cation	na	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$1,100.00	Spec Equip n Installer	a		op Damage scription	па		
Primary Veh Use	Personal	Inspection The Type	rmal Event	ins	spected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	<ul> <li>wires cut, whole piece had to be replaced. Customer does not know how to d the damage</li> </ul>				piain Other	na		

Report Generated for toporowm

on 10/19/2012

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

Lawrence Harrington Claims Administrator

10/22/12

WALDORF, MD

RE:

Claimant:

Our File No.:

749372

Our Client:

General Motors LLC

Date/Event:

9/30/2010

Subject vehicle:

2006 GMC ENVOY

VIN:

1GKDT13S062

Dear

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

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained injuries or 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 AN ATTORNEY IS REPRESENTING YOU, PLEASE FORWARD THIS LETTER TO THE APPROPRIATE PARTY FOR FURTHER HANDLING\*\*\*

- 1. Please provide proof of a defect in your vehicle, including a <u>copy</u> of your expert report, mechanic statements/repair orders and/or other supporting documentation.
- 2. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
- 3. Documentation to substantiate the type and amount of damages claimed.
- 4. Please provide <u>color copies</u> of photos taken of the area of the subject vehicle that was damaged. Please do not send originals, as they may not be returned.
- 5. A copy of the police and/or fire report.
- 6. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.



- 7. 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.
- 8. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
- 9. Advise if the subject vehicle was ever involved in any prior accidents.

  If applicable, identify the nature and extent of the damages and repairs completed.
- 10. Advise of any injuries or if there is any property damage other then the subject vehicle.

Please forward this information to the following email address or the mailing address listed above: lawrence.harrington@gm.com

\*\*\*Please place your file number on all correspondence\*\*\*

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.

Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time in this matter.

Lawrence Harrington

Sincerely,

Lawrence Harrington Claims Administrator 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

WALDORF, MD

RE:

Claimant:

Our File No.:

749372

Our Client:

General Motors LLC

Date/Event:

9/30/2010

Subject vehicle:

2006 GMC ENVOY

VIN:

1GKDT13S062

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- 2. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
- 3. Documentation to substantiate the type and amount of damages claimed.
- 4. Please provide <u>color copies</u> of photos taken of the area of the subject vehicle that was damaged. Please do not send originals, as they may not be returned.
- 5. A copy of the police and/or fire report.
- 6. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

# 5

- 7. 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.
- 8. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
- 9. Advise if the subject vehicle was ever involved in any prior accidents.

  If applicable, identify the nature and extent of the damages and repairs completed.
- 10. Advise of any injuries or if there is any property damage other then the subject vehicle.

Please forward this information to the following email address or the mailing address listed above: lawrence.harrington@gm.com

\*\*\*Please place your file number on all correspondence\*\*\*

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.

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Thank you for your time in this matter.

Lawrence Harrington

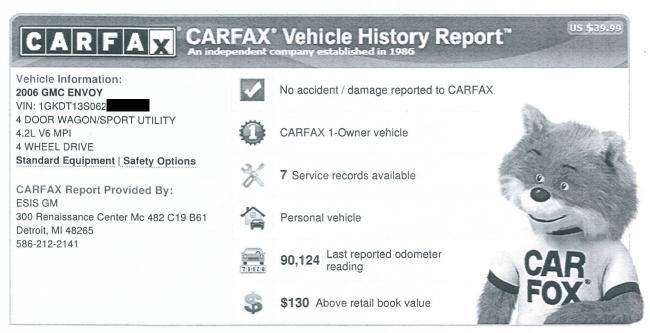
Sincerely,

Lawrence Harrington Claims Administrator This CARFAX Vehicle History Report provided free of charge by:



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

#### SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/22/12 at 11:38:33 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 Ownership History The number of owners is estimated	🚨 Owner 1
Year purchased	2006
Type of owner	Personal

Estimated length of ownership	5 yrs. 9 mo.
Owned in the following states/provinces	Virginia, Maryland
Estimated miles driven per year	15,845/yr
Last reported odometer reading	90,124

CARFAX 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

CARFAX Additional History	Solution 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

A Owner 1	2006	Date:	Mileage:	Source:	Comments:
Purchased: Type: Where: Est. miles/year: Est. length owned:	2006 Personal Virginia, Maryland 15,845/yr 12/30/06 - present	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
	(5 yrs. 9 mo.)	06/13/2006	3	Star Pontiac Buick GMC Trucks Leesburg, VA 703-478-1355 starcars.com	Pre-delivery inspection completed Fluids checked State inspection completed State safety inspection completed
		11/10/2006	43	Star Pontiac Buick GMC Trucks Leesburg, VA	State inspection completed State safety inspection completed

		703-478-1355 starcars.com	
12/30/2006	113	Alexandria Buick Pontiac GMC Saturn Alexandria, VA 703-370-7211 alexandriabuickponti acgmc.com	Vehicle sold
12/30/2006		Virginia Motor Vehicle Dept. Fort Myer, VA	Vehicle purchase reported Registered as personal vehicle
01/29/2007		Virginia Motor Vehicle Dept. Fort Myer, VA	Title issued or updated First owner reported
09/14/2007	10,448	Alexandria Buick Pontiac GMC Saturn Alexandria, VA 703-370-7211 alexandriabuickponti acgmc.com	Recommended maintenance performed
04/01/2008		Virginia Motor Vehicle Dept. Manassas, VA	Registration issued or renewed Loan or lien reported Registration updated when owner moved the vehicle to a new location
06/13/2008		Winegardner Pontiac GMC Brandywine, MD 301-372-8900 winegardnerauto.com	Recommended maintenance performed
03/20/2009	27,256	Virginia Inspection Station Arlington, VA	Passed emissions inspection
03/24/2009		Virginia Motor Vehicle Dept. Haymarket, VA	Registration issued or renewed Loan or lien reported Registration updated when owner moved the vehicle to a new location
01/16/2010	40,000	Maryland Motor Vehicle Dept. Waldorf, MD Title ;	Title issued or updated Loan or lien reported Registration updated when owner moved the vehicle to a new location
03/23/2010		Maryland Motor Vehicle Dept. Waldorf, MD Title	Registration issued or renewed
10/01/2010	55,206	Winegardner Pontiac GMC Brandywine, MD 301-372-8900 winegardnerauto.com	Body electrical system checked
02/26/2011		Maryland Motor Vehicle Dept. Waldorf, MD Title ;	Registration issued or renewed
02/03/2012	78,609	Winegardner Pontiac GMC Brandywine, MD 301-372-8900 winegardnerauto.com	Fuel injection system flushed/serviced Oil and filter changed Dash light bulb(s) replaced Fuel injector(s) flushed/serviced Drivability/performance checked Body electrical system checked
09/05/2012	90,124	Pep Boys Waldorf, MD	No-start/hard start condition checked Battery replaced

301-932-8800 pepboys.com

Battery/charging system/starter checked Battery serviced



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.



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.

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.

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.

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**四回回Warranty** 

October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Summary

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

Warranty Block: No.

**Vehicle Information** 

VIN 1GKDT13S062

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

Branded Title No Service Contract No.

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

**Required Field Actions** 

Open field actions are highlighted

Vehicle has no current record of required field actions.

**Branded Title** 

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

Vehicle has no current record of branded titles.

**Warranty Block** 

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped Y

XM Equipped, N

XM Radio (D.

OnStar Status: Active

XM Status, NA

DMN Enabled: N

**Applicable Warranties** 

OnStar Vehicle Diagnostics: Y

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	12/30/2008	113 MI	12/30/2014	80,113 MI
	Bumper to Bumper Limited Warranty	08/05/2011	12/30/2008	113 MI	12/30/2009	36,113 MI
	Corrosion Limited	08/05/2011	12/30/2008	113 MI	12/30/2012	100,113 MI

For this vehicle:

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

Spec	Warranty ial Coverage 10	054 08/05/2011	12/30/2006	113 MI 12/30/201	8 120,113 MI
Service Co	ontract				
Vehicle has	no current rec	ord of service contra	ets.		
ransactio	n History				View Details
<b>ransactio</b> Job Card Date	on <b>History</b> Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	View Detail Odometer Reading
Job Card	Job Card Number	Transaction Type ZPDI—Pre-Delivery Inspection		Labour Operation 26099 - PDI Related Fluid Adds	Odometer

Global Warranty Management: Site Map

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October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

10

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

#### Vehicle Information

VIN-1GKDT13806;

Service Contract. No

Branded Title No

Warranty Block, No.

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

PDI Status, No.

Order Type: 70 - RETAIL - STOCK

Field Actions 0 Open

Gross Vehicle Weight: 2,611

Order Number KCDBQX Build Date, 05/30/2006

**Build Plant. 2** 

## Vehicle Build

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

#### **Option Codes**

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

1SZ - OPTION PACKAGE DISCOUNT

281 - LIGHT GRAY

41U - ONYX BLACK

7AA - FRONT SPRINGS RH

9NS - SUSPENSION

AJ1 - DEEP TINTED GLASS

ALO - SENSOR INDICATOR, INFLATABLE

RESTRAINT

**AU0 - REMOTE KEYLESS ENTRY** 

830 - COLORED - KEYED CARPETING

833 - REAR COLOR-KEYED FLOOR MATS

C5N - GVW RATING - 5,750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE - 3.42 RATIO

JF8 - 4-WHEEL POWER DISC BRAKES

**K18 - ELEC AIR INJECTION SYSTEM** 

KG4 - 150 AMP GENERATOR

M30 · 4-SPD AUTO TRANS W/ OVERDRIVE AND

ELECTRONIC CONTROL

N80 - POLISHED ALUMINUM WHEELS

NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER

CASE

NZ3 - STEEL WHEEL FULL SIZE SPARE

R4Y - TIRE BRAND GOODYEAR

R6P - PREMIUM PAINT

SLM - STOCK ORDERS

**196 - FRONT FOG LAMPS** 

T84 - LIFTGATE/LIFTGLASS BODY

U73 - FIXED MAST ANTENNA

28H - LIGHT GRAY

3SA - SLE-1 PACKAGE

**6FB - COMP FRT LH COMPUTER SEL SUSP** 

**8NS - SUSPENSION** 

A50 DELUXE CLOTH RECLINING BUCKETS

AK5 - DUAL STAGE FRONT AIR BAGS WIPASSENGER SENSING SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

AXP - MPV VIN IDENTIFICATION

B32 · FRONT COLOR-KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER

CJ3 - DUAL ZONE CLIMATE CONTROL

DK2 - POWER/HEATED OSRV MIRRORS

**EVA - EVAP EMISSION REQUIREMENT** 

**G80 - LOCKING DIFFERENTIAL** 

JF4 - ELECTRIC ADJUSTABLE PEDALS

JJB - SUBASSEMBLY

**K34 - CRUISE CONTROL** 

LL8 - VORTEC 4200 SFI 16

N40 - POWER STEERING

NP5 - LEATHER WRAPPED STEERING WHEEL

NT7 - FEDERAL EMISSION SYSTEM

QTM - P245/65R17 ALS BW TIRES

**R6J - CUSTOMER DIALOG NETWORK** 

T61 - DAYTIME RUNNING LAMPS

**T98 - VIN IDENTIFICATION NUMBER** 

TFE - SALES INCENTIVE-COMMITMENT PLUS UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE &

#### 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

US8 - AM/FM STEREO W/CD/MP3 PLAYER (REPLACES STD/OPT PKG RADIO)

V73 - STATEMENT OF CERT, U.S.

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PLATE

YD6 - REAR SPRING - BASE EQUIPMENT

ZNF - P235/75R16 BLACKWALL SPARE

ZY1 - SOLID PAINT

SOUND PLAN

UY7 - HD 7-LEAD TRAIL, WIRING HARNESS

VK3 - FRONT LICENSE PLATE BRACKET

YC5 - SLE DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

288 - GMC TRUCK NAMEPLATE

ZW7 - PREMIUM SMOOTH RIDE SUSPENSION

#### **Added Option Codes**

Vehicle has no current record of SAIO codes.

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**E** Logout

October 19, 2012

Giobal Warranty Managoment: Mam > Interface With Customer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

#### View Vehicle Component Summary

**(%** 

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

Vehicle Information

VIN: 1GKDT13\$062

Branded Title No

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

Service Contract, No. Warranty Block: No PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions. O Open

**Vehicle Component** 

Component Code. 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned: 05/30/2006

Traceability: 605100703 Part / Number Broadcast NFS

> Scan Station 01 Time Scanned 12:18:00

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant. S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 05/30/2006

Traceability, 000971366 Part / Number Broadcast: A2A

Time Scanned 12:47:00 Scan Station: 05

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

Source Plant N-

Date Scanned. 05/30/2006

Traceability. 0BK509165 Part / Number Broadcast: FK

Time Scanned: 12;29:00 Scan Station: 03

Component Code: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 05/30/2006

Traceability: 44268304

Part / Number Broadcast. 6TDD Time Scanned 12:26:00 Scan Station 02

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

Source Plant G-

Traceability 75U51468

Part / Number Broadcast

Date Scanned. 05/30/2006

Time Scanned: 13:17:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant. C-SAGINAW BUFFALO, NEW YORK

Date Scanned. 05/30/2006

Traceability: 129152104

Part / Number Broadcast: AA4

Time Scanned: 13:12:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00319935

Date Scanned: 05/30/2008

Part / Number Broadcast: 3051

Time Scanned. 14:35:00 Scan Station:

Component Gode: AB-IR-MODULE ASM-INFLATOR

Source Plant. Q-RIMIR MATAMORS MEXICO

Date Scanned 05/30/2005

Traceability: 1GTTDB6

Part / Number Broadcast 2397

Time Scanned: 16:26:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 05/30/2008

Traceability 5AANT88 Part / Number Broadcast: 5521

> Time Scanned 12:38:00 Scan Station 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Traceability 2071579

Part / Number Broadcast 12Z

For this vahicle:

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. 05/23/2006

Time Scanned 00:03:00 Scan Station:

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

Source Plant. -

Date Scanned. 05/26/2006

Part / Number Broadcast: 1WW

Traceability: 2263304

Time Scanned: 09:42:00 Scan Station:

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

Source Plant: -

Date Scanned: 05/29/2006

Traceability: 2264363 Part / Number Broadcast: 1PT

Time Scanned: 21:17:00 Scan Station:

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

Source Plant -

Date Scanned: 05/30/2006

Traceability: 2261128 Part / Number Broadcast: 1PH

Time Scanned. 08:49:00 Scan Station:

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

Source Plant -

Date Scanned 05/30/2006

Traceability. 2261748

Part / Number Broadcast: 1GB

Time Scanned: 09:23:00 Scan Station:

#### Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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October 19, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

10

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

Vehicle Information

VIN: 1GKDT13S062

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

Service Contract. No

Branded Title. No

Warranty Block. No

PDI Status No

Odometer Reading 3 MI

Authorization Code:

Order Type 70 - RETAIL - STOCK

Field Actions O Open

Job Card Number: 148057

Repair Service Agent: 115688

Job Card Date: 08/13/2006

STAR BUICK GMC TRUCKS, INC. 326 E MARKET ST

LEESBURG VA 20176-4101

7037772411

Process Date. 06/20/2006

Transaction Type

ZPDI--Pre-Delivery inspection

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Odometer Reading | 0 MI

Authorization Code:

Job Card Number: A51505

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

·See other Parts and/or Net Items

Job Card Date: 05/30/2008

Repair Service Agent 115688

STAR BUICK GMC TRUCKS, INC.

326 E MARKET ST

LEESBURG VA 20176-4101

7037772411

**Process Date** 06/07/2006

Transaction Type ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code.

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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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

For this vehicle:

 View Vehicle Summary Service Contract

- View Vehicle Build

View Vehicle Delivery

View Vehicle Component Summary View Vehicle Transaction History

Detail

Information

- Branded Title

- Warraniy Block

Logout

ල්ලාෝWarranty

October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Delivery Information

10

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

Vehicle information

VIN: 1GKDT13S082 Service Contract: No

Branded Title: No

Order Type 70 - RETAIL - STOCK

Field Actions <u>0 Open</u>

Model. TT15508-2008 ENVOY 4WD (4-DOOR) Warranty Block: No

PDI Status: No

Invoice information

Invaicing Service Agent: 115688 STAR BUICK GMC TRUCKS, INC. 326 E MARKET ST LEESBURG VA 20176-4101 7037772411

Invoice Date: 05/30/2006

Ship to Information

Ship to Service Agent 115888 STAR BUICK GMC TRUCKS, INC. 326 E MARKET ST LEESBURG VA 20176-4101 7037772411

Ship to Date N/A

**Delivery Information** 

Delivery Service Agent. 212035 ALEXANDRIA PONTIAC BUICK GMC 1800 OLD RICHMOND HIGHWAY ALEXANDRIA VA 22303-1858 7033291300 Delivery Date 12/30/2006 Delivery Type: 010---INDIVIDUAL Delivery Odometer 113

In Service information

Invoicing Service Agent

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

Registration Information

Registration Service Agent N/A

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

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#### **Activities**

लाकाका 10/18/2012 10:10:51 AN	Created By KINZERTH	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS-Thermal Event	Status in Progress	Completed	Description ESIS - Thermal Event
Contact Last Name		Contact Firet		Account		BAC Code	
esammane.							
sustomer claims therma Confidential Comments		ng from control m	odule in drivers door	· · · · · · · · · · · · · · · · · · ·			
Preated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/17/2012 06:32:01 M	BABBSKE	BABBSKE	Scheduled Follow-up		Scheduled Alarm		esis thermal event power window
Contact Last Name		Contact First	Name	Account		BAC Code	i I
Confidential Comments		<u> </u>			-		
Preated	Crealed By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
0/17/2012 06:31:43 M	BABBSKE	KINZERTH	Notify CRM	100	Done	10/18/2012 10:11:18 AM	esis - thermal event - power window
Contact Last Name		Contact Fire	Name	Account		BAC Code	l
Professor in elleries des	d as the second succession		4		I- N- 44		
		III OCCUITED ITOM	their power window conso	le while driving having rain get	in the driver side win	dow unit	
esis - thermal power wir	MODA						
keltinbabbs/par/atx Confidential Commonls							Ì
35 THE STATE OF TH							1

Report Generated for toporowm

on 10/19/2012

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#### **Activities**

Greated	Created By	Assigned To	Activity Type	Activity Sub-Ty	po Status	Completed	Description
10/17/2012 06:30:51 PM	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Fleld	Done	10/17/2012 06:31:1: PM	2 zachary.b.winters@gm.com
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	•

A product allegation claim has been made in your region. The customer is alleging that they were driving when rain got into their driver window console causing flames. The customer has had their insurance company pay out and cover this. They received a recall letter and are seeking their money back that they paid on their deductible. This case is being escalated to ESIS because of a thermal event.

2006 GMC Envoy

1GKDT13S062

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Bird, Bidg. F. Austin, TX 78741
Phone: 868-790-5600 31460 I Fax: 868-311-2784 I www.minacs.adityabida.com Follow us on Twitter

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/17/2012 06:21:39 PM	BASBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	10/17/2012 06:21:40 PM	Ownership Escalated to BRC
Contact Last Name		Contact Firs	I Name	Account		BAC Code	
Comments							
Confidential Comments				1 100			<b>-</b>

Report Generated for toporowm

on 10/19/2012

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#### **Activities**

	Created By	WeziBlinn in	Activity Type	Activity Sub-Type	Status	Completed	Doscription
W17/2012 06:09:04 M	Babbske	BABBSKE	Outbound Call Customer	Made Contact	Done	10/17/2012 06:09:37 PM	2nd attempt
ontact Last Name		Contact Eiro	Name	Account		BAC Code	I
							_
nd attempt							
iu allestipi							
e initial							
ellinbabbs/par/ab:							
onfidential Comments							-
			•				•
roated	0						
0/17/2012 01:57:05	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
W	BABBSKE	BABBSKE	Inbound Call Customer	Voice Mail Received	Done	10/17/2012 01:57:18 PM	update from customer
ontard Last Mame		Contrast Fing	Name	Account		BAC Code	•
							-
Ommercia			1				Ī
cust st	s: calling YOU	J back	or				
		J back	oc.				
cust st eilinbabbs/par/atx 11:1 enlidential Comments	9/am 10/17/12	J back	or				•
ellinbabbs/par/atx 11:1	9/am 10/17/12	J back	DC				ſ
ellinbabbs/par/atx 11:1 onfidential Comments	9/am 10/17/12						1
ellinbabbs/par/atx 11:1 onfidential Comments reated	9/am 10/17/12 Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
allinbabbs/par/atx 11:1 onfidential Comments reated	9/am 10/17/12 Created By		Activity Typo Scheduled Outbound Call	Activity Sub-Typo Follow-up Attempt	Status Done	10/17/2012 06:09;01	Description 2nd attempt
ellinbabbs/par/atx 11:1 onlidential Comments reated D/17/2012 10:28:01 AJ	9/am 10/17/12 Created By	Assigned To	Activity Typo Scheduled Outbound Call Cust	Follow-up Attempt		10/17/2012 06:09;01 PM	
ellinbabbs/par/atx 11:1 onlidential Comments reated D/17/2012 10:28:01 AJ	9/am 10/17/12 Created By	Assigned To	Activity Typo Scheduled Outbound Call Cust			10/17/2012 06:09;01	
ilinbabbs/par/atx 11:1 onfidential Comments reated 0/17/2012 10:28:01 Al	9/am 10/17/12 Created By	Assigned To	Activity Typo Scheduled Outbound Call Cust	Follow-up Attempt		10/17/2012 06:09;01 PM	
ellinbabbs/par/atx 11:1 politidential Comments reated D/17/2012 10:28:01 Al	9/am 10/17/12 Created By	Assigned To	Activity Typo Scheduled Outbound Call Cust	Follow-up Attempt		10/17/2012 06:09;01 PM	
Minbabbs/par/abx 11:1 inhidential Comments reated 0/17/2012 10:28:01 Al netact Last Name	9/am 10/17/12 Created By	Assigned To	Activity Typo Scheduled Outbound Call Cust	Follow-up Attempt		10/17/2012 06:09;01 PM	
ellinbabbs/par/atx 11:1 onfidential Comments	9/am 10/17/12 Created By	Assigned To	Activity Typo Scheduled Outbound Call Cust	Follow-up Attempt		10/17/2012 06:09;01 PM	

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on 10/19/2012

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#### Activities

	M BABBSKE	Assigned To BABBSKE	Activity Type Outbound Call Customer	Activity Sub-Type Reached Wrong No./Disconnect	Status Done	Completed 10/17/2012 10:21:55 AM	Description
ontact Last Name		Contact Fire	<sup>1</sup> Name	Account		BAC Code	
rong number							
llinbabbs/par/atx							
infidential Comments							
ealed	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
N16/2012 05:03:42 A	BABBSKE	BABBSKE	Other		Done	10/17/2012 08:25:51 PM	vehicle incident location
ontact Last Name		Contact Fire	<sup>1</sup> Name	Account		BAC Code	
							r
Pf Wa	144-5140		*****				
	MONT INIL						
ELLINBABBS/PAR/AT							
	×						l
ELLINBABBS/PAR/AT	×				-		[
ELLINBABBS/PAR/AT onlidential Comments oated	X Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
ELLINBABBS/PAR/AT onlidential Comments roated 016/2012 05:03:35	×	BABBSKE	BRC PAR	Activity Sub-Type Business Case	Status Done	Completed 10/17/2012 06:23:26 PM	Description bus case
ELLINBABBS/PAR/AT. onlidential Comments roated 0/16/2012 05:03:35	X Created By		BRC PAR			10/17/2012 06:23:26	
ELLINBABBS/PAR/AT onlidential Comments roated 016/2012 05:03:35	X Created By	BABBSKE	BRC PAR	Business Case		10/17/2012 06:23:26 PM	
ELLINBABBS/PAR/AT. polidential Comments roated //16/2012 05:03:35 M	Created By BABBSKE	BABBSKE Control Fire	BRC PAR	Business Case Account	Done	10/17/2012 06:23:26 PM BAC Gode	
ELLINBABBS/PAR/AT/ confidential Goraments roated 1/16/2012 05:03:35 Violated Last Name	Created By BABBSKE	BABBSKE Control Fire	BRC PAR	Business Case Account	Done	10/17/2012 06:23:26 PM BAC Gode	
ELLINBABBS/PAR/AT. polidential Comments roated //16/2012 05:03:35 M	Created By BABBSKE	BABBSKE Control Fire	BRC PAR	Business Case Account	Done	10/17/2012 06:23:26 PM BAC Gode	

Report Generated for toporowm

on 10/19/2012

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#### **Activities**

Created		Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 02:49:06 PM	MERCADTO	BABBSKE	Ownership Changed		Done	10/15/2012 02:49:06 PM	Service Request Ownership has changed FROM: ALARINAL TO:
Contact Last Name		Contact Fire	Name	Account		BAC Code	BABBSKE
				-			
- Commonto			-				

Confidential Comments

	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
10/15/2012 02:48;54 PM	MERCADTO	Babbske	BRC PAR	Initial Contact - Fleid	Done	10/17/2012 05:30:49	zachary.b.winters@gm.com	
Contact Last Name		Contact Fire	t Name	Account		PM BAC Code	1	

A product allegation claim has been made in your region. The customer is alleging that they were driving when rain got into their driver window console causing flames. The customer has had their insurance company pay out and cover this. They received a recall letter and are seeking their money back that they paid on their deductible. This case is being escalated to ESIS because of a thermal event.

2006 GMC Envoy

1GKDT13S062:

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

Respectfully, Kellin Babbs I CRS

Aditya Biria Minacs I inspired every day
7401 E. Ben White Bivd, Bidg. F, Auslin, TX 78741
Phone: 866-790-5600 31450 I Fax: 866-311-2784 I www.minacs.adityabiria.com Follow us on Twitter

Confidential Comments

Report Generated for toporowm

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#### **Activities**

Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
10/15/2012 02:48:44 PM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Dealer	Done	10/16/2012 05:05:45 PM	no prvs dir inspection in last 2 years
Contact Last Name		Contact Fire	<sup>+</sup> Mame	Account		BAC Code	
							_
o prvs dir inspection ir	ı last 2 years						
ellinbabbs/par/atx							
Confidential Comments							
oomac.ii.s. commerxe							

10/15/2012 02:48:36 PM 10/17/2012 06:27:04 PM BAC Code MERCADTO BABBSKE BRC PAR initial Contact- Phone Done Contact Last Name Contact First Name

Comments crs spoke w/:

crs varified customer contact information, crs verified email address

cust sts: yes was driving when rain got into driver side panel. I came back to the vehicle and the keyless entry unlocked it, I opened the door and the smoke came out. Once fire dept opened it up there were flames.

Original owner? n

rental? n

medical attn? n

Crs gathered prePAR and FAR Detail info. CRS advised customer of required verblage as stated in  $d_1075834$ 

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

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

Crs provided contact information and the case number

kellinbabbs/par/atx Confidential Comments

Report Generated for toporowm

on 10/19/2012

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#### Activities

ostoc V15/2012 02:48:26	Created By MERCADTO	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 10/17/2012 10:27:39 AM	Description
M	·						
ontact Last Name		Contact Fire	st Name	Account		BAC Code	
s adv: This is Kellin ca cident. You can contac at works best for you.	iling from the GP It me at 1-866-79	M Product Alleg 90-5600 x31460	ation Dept. I have rece ), SR# 71-1117160371	ived your file and do require further pls return my call, if I am not avail	r information regalible pla leave a go	irding your veh and the ood contact number and a time	
ilinbabbs/par/atx							
onfidential Comments							
							l
raatad	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	
2/15/2012 02:48:18	MERCADTO		Research	Activity Sub-type	Done	10/16/2012 05:09:44	Description Research VIN
<u>M</u> .			***************************************		2414	PM	Mesenial And
		2		Account		BAC Code	
AMINATA I							
omments R's:					•		
i-1117160371							
ecalis:							
	4 08/05/2011 12/	/30/2006 113 M	l 12/30/2016 120,113 N	RI			
				•			
randed: n							
arranty Block: n							
epairs: 0							
•							
search complete							

Report Generated for toporowm

kellinbabbs/par/atx Confidential Comments

on 10/19/2012

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#### **Activities**

Created 10/15/2012 02:48:08 PM	Created By MERCADTO	Assigned To BABBSKE	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 10/17/2012 10:27:46 AM	Description File assigned
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	
file received							
kellinbabbs/par/atx Confidential Comments							
Greated 10/15/2012 02:47:50 PM	Created By MERCADTO	Assigned To BABBSKE	BRC PAR	Activity Sub-Typo Case Assigned	Status Done	Completed 10/17/2012 10:27:49 AM	Posoription Assigned to Kellin x31460
Contact Last Name		<u></u>	· Name	Account		BAC Code	
file received. kellinbabbs/par/abx Confidential Comments							
							4
Greated 10/15/2012 02:46:23 PM	Created By MERCADTO	Assigned To ALARINAL	SR Opened	Activity Sub-Type	Status Done	Completed 10/15/2012 02:46:23 PM	Description SR in Status of Closed has been Re- Opened by MERCADTO
Contact Last Name		Contact Fire	t Maing	Account		BAC Code	· ·
Confidential Comments							
Groated 10/15/2012 02:46:22 PM	Created By MERCADTO	Assigned To ALARINAL	Activity Typo SR Closed - Dissatisfied	Activity Sub-Type	Status Done	Completed 10/15/2012 02:46:22 PM	Description Service Request has been Closed Dissatisfied.
Contact Last Mama		Cantant Circ	1 Name	Account		BAC Code	
Confidential Comments							

Report Generated for toporowm

on 10/19/2012

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#### **Activities**

<u>Greated</u> 10/15/2012 02:46:06 PM	Created By MERCADTO	Assigned To KINZERTH	Activity Typo Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 10/15/2012 02:46:20 PM	Doscription PAR V/M
Contact Last Name		Contact First	Name	Account	•	BAC Code	
71-11171 so 74 customer door panel - thermal ever Oct 15 8:32am	u				_		
Confidential Comments							
Groated 10/15/2012 10:05:05 AM	Created By ALARINAL	Assigned To KINZERTH	Activity Typo Notify CRM	Activity Sub-Typo Customer Called	Status Done	Completed 10/15/2012 02:46:05 PM	Poscription PAR case - door caught on fire
Contact Last Name		Contact First	Name	Account		BAC Code	
Confidential Comments				-			
Greated 10/15/2012 08:31:18 AM	Created By ALARINAL	Assigned To ALARINAL	Activity Typo Outbound Call Third Party	Activity Sub-Type Left Message	Status Done	Completed 10/15/2012 08:35:45 AM	Doscription PAR 72455
Contact Last Name		Contact Firet	Mame	Account		BAC Code	
Crs sts: -71-1117160371 -cust has 2008 envoy and -thank you	I the driver doo	r gol caught on i	fire				
Aleana   Mia   CAC T1   L	1						
Confidential Comments							1

Report Generated for toporowm

on 10/19/2012

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#### **Activities**

Oroatod 10/15/2012 08:29:59 AM	Greated By ALARINAL	Assigned To ALARINAL	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 10/15/2012 10:05:03 AM	Description driver door caught on fire	
Contact Last Name		Contact Firs	Name	Account		BAC Gode	1	
CLIST STS.			-					
-rnone क्र	ce for 2006 En	voy it savs fluid o	etling into dor could lead to	a short				
-2 yrs ago, door gol caug	iht on fire bec i	zin gol into it						
<ul> <li>I claimed it thru my insu</li> <li>Had it fixed Oct 2010</li> </ul>								
-VIN 1gkdi13s062								
-92,000 miles -Orig? yes								
-Fire dept had to come o -Mailing address:		door off						
_	,``							
CUST SKS: -reimbursement for upco	ming RC 1218	8						
CRS ADVSD:								
-will start up a case file for- -pls expect a call within 1		e our Product all	egation team review it					
-gave SR #	-2 DOS GBYS							
-Ühank you								
Aleana   Mla   CAC T1   I	L1							
Confidential Comments							Ī	
							•	

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

Report Generated for toporowm

**UCC** Information

UCC Code N40

on 10/19/2012

Page 11 of 11

Service Request Detail SR No. 71-1116748327 Ref No. Goodwill No Goodwill Offered BRC Type PAR Site GW SubType Bus. Unit BRC Account Not initiated Last Name First Name Area PAR Approval Daytime # Evening # ncc Electrical - Power Window Motor / Sub-Area **ESIS** Escalation Safety Address City Involved Dir Yes Updated 10/17/2012 05:46:23 PM State ZipCd Con Acct Source Phone 1GKDT13S472 Međium BABBSKE Serial #/VIN Model Year 2007 Priority License# Owner Make GMC Warr. Start 02/14/2007 Status Open Opened 10/12/2012 04:48:32 PM Envoy Model 68000 Closed Mileage Sub-Status Satisfied Abstract thermal envoy - electrical power window Customer

Description

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

#### Pre-PAR

Owner		N	0	# People in Veh Ro	phalt	Dry	na	па	
Driver Lest Na	ame		First Name	Helght 5'9	ДОВ	Disab none		4	
	ent Cast Name		nce Agent Firs	Name Phone	#		Anency	. <u>.</u> ≢ *	
18		na.				Gelco			<del></del>
ncident .oc	590/ Titus Rochester NY146	117			incident Desc	CUstomer v consol <del>e</del>	as driving with their son when	they noticed black smol	ke melting their window pan
Companent	power windows				Damage	circuit board	of window console melted		
/ehide	379 Pattonwood Dr Roches	er NY 1461	7-1452		Desc	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
.00					Add'i Info				
Emgcy Svc Vames	na				Maint Loc	independen	t		
PAR Det	tail		<del></del>			·			
Coliision	N Non Collision	Y	Property Damage	N Thermal Evt	Υ :	Spec Equip	none		
fehicle Speed	35		Weather Condition	snowy	1	Prop Owner	na ·	Property Type	na
.ast Service Date	4/18/2012		Loc Last Service			Property Location	na	Prop Est Repair Cost	\$0.00
/eh Est Repair Cost	\$400.00		Spec Equip Installer	па		Prop Damage Description	па		
rimary /eh Use	Personal		inspection Type	Thermal Event	1	napected By	Inspection Not Performed	Inspection Date/Time	
/eh Damage Description	circuitboard melted					Expisin Other	esis - thermal		

Report Generated for toporowm

on 10/19/2012

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

Eric Wilt
Claims Administrator

October 22, 2012



RE:

Claimant:

Our File No.:

749377

Our Client:

General Motors LLC

Date/Event:

UNK

Subject vehicle:

2007 GMC Envoy

VIN:

1GKDT13S472

Dear

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file. I tried to contact you on 10/19/12 but was unable to do so. Please contact our office within 15 days.

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

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

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



#### esis

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

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

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

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

Sincerely,

Eric Wilt

Claims Administrator

Eric Will

@的如Warranty October 19, 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 OnSter and XM Radio information (if applicable) Vehicle Information Model TT15506-2007 ENVOY 4WD (4-DOOR) VIN 1GKDT13S4721 Warranty Block No. PDI Status No Branded Tille: No Service Contract: No Order Type: 70 - RETAIL - STOCK Field Actions 0 Open Open field actions are highlighted **Required Field Actions** Vehicle has no current record of required field actions. **Branded Title** \*The VtN 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 whatsoover 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:800-556-3500. OnStar Status Inactive OnStar Equipped Y XM Radio (D 9BDEL08V XM Status Inactive XM Equipped: Y

**L**ogaut

#### For this vehicle:

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

Applicable Warranties

OnStar Vehicle Diagnostics, N

Valid warranties are highlighted

DMN Enabled N

Valid	Description	Warranty Add Date	Start Date	Effective Odemeter	End Dale	End Odometer
	Emission Limited Warranty	08/05/2011	02/14/2007	33 MI	02/14/2010	50,033 MI
	Emission Select Component Ltd Wty	08/05/2011	02/14/2007	33 MI	02/14/2015	80,033 MI
	Special Coverage 10054	08/05/2011	02/14/2007	33 MI	02/14/2017	120,033 MI
	Bumper to Bumper Limited	08/05/2011	02/14/2007	33 MI	02/14/2010	36,033 MI

Transactic Job Card Date	Job Cond	ransaction Type	Transaction Adjustment	Labour (	 Operation	<u>View Details</u> Odometer Reading
Transactio	n History					<u>View Details</u>
<del></del>						
Service Co Vehicle has		i of service contra	icts.			<del></del>
F •••	owertrain Limited Warranty	08/05/2011 	02/14/2007	33 MI 	02/14/2012	100,033 MI
Ċ	nission Select State omponent Lty Wty		02/14/2007	33 MI	02/14/2014	70,033 Mi
	sion Limited Warra	•	02/14/2007	33 MI	02/14/2013	100,033 MI
Corre						

Global Warranty Management: Site Map

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Longui

@ @cb://Warranty

October 19, 2012

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

Branded Title: No

INTERFACE WITH CUSTOMER

#### View Vehicle Build

10

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

#### Vehicle Information

VIN 1GKDT13S472

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

Service Contract No

Warranty Block No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions O Open

. 5. 5.0.05 115

#### Vehicle Build

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

Gross Vehicle Weight, 2,511

Order Number KKCDVS Build Date 09/14/2006

Build Plant. 2

#### **Option Codes**

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

1\$Z - OPTION PACKAGE DISCOUNT

281 - LIGHT GRAY

4SA - SLT-1 PACKAGE

7WP - SPRING COMPTR SELECT FRT RH

9UZ - COMP RR RH COMPUTER SEL SUSP

AJ1 - DEEP TINTED GLASS

ALO - SENSOR INDICATOR, INFLATABLE

RESTRAINT

AR9 - DELUXE FRONT BUCKET SEATS

ATB - RESTRAINT PROVISIONS CHILD, RR SEAT,

RR FACING

AXP - MPV VIN IDENTIFICATION

832 · FLOOR MATS, FRONT/REAR

**BVE - RUNNING BOARD, ASSIST STEPS** 

C5N - GVW RATING - 5,750 LBS

CF5 · POWER SUNROOF

DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED VANITY VISOR MIRRORS

DS3 - POWER HEATED/TURN SIGNAL MIRROR

**EVA - EVAP EMISSION REQUIREMENT** 

GU6 - REAR AXLE - 3.42 RATIO

JF8 - 4-WHEEL POWER DISC BRAKES

K18 - ELEC AIR INJECTION SYSTEM

KA1 - FRONT HEATED SEATS

LL8 - ENGINE, VORTEC 4.2L SFI 16

N40 - POWER STEERING

N87 - 18" POLISHED ALUMINUM WHEELS

NE1 - 50-STATE EMISSIONS

NU5 - EMISSION SYSTEM CALIFORNIA

282 - LIGHT GRAY

41U - ONYX BLACK

6WP - SPRING COMPTR SELECT FRT LH

8WA - COMP RR LH COMPUTER SEL SUSP

AAB - DRIVER SEAT MEMORY

AK5 - DUAL STAGE FRONT AIR BAGS W/PASSENGER

SENSING SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR

AUD - REMOTE KEYLESS ENTRY

B30 - COLORED - KEYED CARPETING

B33 - FLOOR MATS, FRONT/REAR

C49 - REAR WINDOW DEFROSTER

CE4 - HEADLAMP WASHERS

CJ2 - AUTO DUAL ZONE CLIMATE CNTRL

DD7 - ISRV MIRROR WIAUTO DIM

**DK7 - OVERHEAD CONSOLE** 

DT4 - ASHTRAY AND LIGHTER

G80 - DIFFERENTIAL, LOCKING REAR

JF4 - POWER ADJUSTABLE PEDALS

JJB - SUBASSEMBLY

**K34 - CRUISE CONTROL** 

KG4 - 150 AMP GENERATOR

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N79 - 17" FULL-SIZE SPARE WHEEL

NC7 - FEDERAL EMISSIONS OVERRIDE

NP8 - ELECTRONIC SHIFT AUTOTRAC TRANSFER

CASE

PCR - SUN, SOUND, ENTERTAINMENT PKG: \*

POWER SUNROOF \* AUDIO SYSTEM-BOSE PREM.

#### 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

OZD - ALL-SEASON TIRES

SOUND \* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

R6J - CUSTOMER DIALOG NETWORK

**R6P - SPECIAL PAINT** R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

SLM STOCK ORDERS R9N - LEATHER SEAT TRIM

STW - STEERING WHEEL CONTROLS **161 - DAYTIME RUNNING LAMPS** 198 - VIN IDENTIFICATION NUMBER **T96 - FRONT FOG LAMPS** 

THE - SALES INCENTIVE-COMMITMENT PLUS TB4 - LIFTGATE/LIFTGLASS BODY U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. TGA - LANGUAGE, SPANISH, FRENCH, ENGLISH

U68 - DRIVER INFO CENTER U42 - ENTERTAINMENT SYSTEM - DVD. HEADPHONES

U73 - FIXED MAST ANTENNA

UC6 - AM/FM STEREO W/6 DISC CD PLAYER.

AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

**UG1 - UNIVERSAL HOME REMOTE** UK6 - REAR SEAT AUDIO CONTROLS UY7 - HD 7-LEAD TRAIL. WIRING HARNESS

V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER V73 - STATEMENT OF CERT. U.S. LUMBAR, FRONT PASSENGER

VFF - VIDEO FORMAT REGION 1 NTSC

VXS - COMPLETE VEHICLE LABEL

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

203 - DRIVER CONVENIENCE PACKAGE ZW7 - PREMIUM SMOOTH RIDE SUSPENSION 1ST 3 MONTHS INCL.

**UA5 - CONTENT THEFT ALARM** 

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE &

**UJ6 - TIRE PRESSURE MONITORING SYSTEM** UQA - AUDIO SYSTEM-BOSE PREM. SOUND V1K - LUGGAGE RACK CROSS BARS

VK3 - FRONT LICENSE PLATE BRACKET

YC6 - SLT DECOR

YD5 - FRONT SPRING - BASE EQUIPMENT

**Z88 - GMC TRUCK NAMEPLATE** 

ZTM - TIRE SPARE ZY1 - SOLID PAINT

#### Added Option Codes

Vehicle has no current record of SAID codes.

Global Warranty Management: Site Map

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Lonout

**☆** Warranty

October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Component Summary

10

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

Vehicle Information

VIN 1GKDT13S472

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

Service Contract No.

Branded Tillo No

Warranty Block No.

PDI Status, No

Order Type 70 - RETAIL - STOCK

Field Actions <u>0 Open</u>

View Vehicle

View Vehicle Delivery

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned 09/13/2006

Traceability 609010153 Part / Number Broadcast. NAX

Time Scanned: 21:12:00 Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 09/13/2006

Traceability 001842506

Part / Number Broadcast: A2K

Time Scanned, 22:14:00 Scan Station, 05

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

Source Plant N-

Date Scanned: 09/13/2006

Traceability: OBL679766

Part / Number Broadcast: FK

Time Scanned: 21:23:00 Scan Station 03

Component Codo: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 09/13/2006

Traceability: 44698902 Part / Number Broadcast: 7TDD

> Time Scanned: 21:20:00 Scan Station 02

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

HUB ASSEMBLIES

Source Plant: G-

Traceability: C9K35016

Part / Number Broadcast UK2

Date Scanned. 09/13/2006

Time Scanned 22:10:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned 09/13/2006

Traceability: 242143617

Part / Number Broadcast JS6

Time Scanned 22:09:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability 00007662

Part / Number Broadcast

Source Plant. K-KELSEY-HAYES JASPER, INDIANA

3172

Time Scanned 23:29:00 Scan Station

Date Scanned: 09/13/2006

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant. Q-RIMIR MATAMORS MEXICO

Date Scanned: 09/14/2006

Traceability 1GXKP3Z

Part / Number Broadcast: 2397

Time Scanned 08:37:00 Scan Station 08

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

Source Plant M-MORTON-THIOKOL

Date Scanned 09/13/2006

Traceability: 5ABEX41

Part / Number Broadcast: 5521

Time Scanned: 22:06:00 Scan Station 04

Component Code: AP-RH SIDE IMPACT AIRBAG MODULE

Source Plant: Q-RIMIR MATAMORS MEXICO

Traceability: 5F06LKA Part / Number Broadcast 2261

10/19/2012

For this validie:

View Vehicle Summary

Service

Contract

- Branded Title

Warranty Block

-- View Vehicle Build

View Vehicle

Component Summary

Fransaction History Detail

Date Scanned. 09/13/2006

Time Scanned 22:11:00 Scan Station 16

Component Code AQ-LH SIDE IMPACT AIRBAG MODULE

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 09/13/2006

Traceability 5F06NKG Part / Number Broadcast 2260

Time Scanned, 22:11:00 Scan Station, 15

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

Source Plant -

Date Scanned: 09/06/2006

Traceability 0520875 Part / Number Broadcast: 122

Time Scanned: 03:01:00 Scan Station

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

Source Plant -

Date Scanned: 09/12/2006

Traceability: 3050082 Part / Number Broadcast: 1WW

Time Scanned: 08:10:00 Scan Station.

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

Source Plant -

Date Scanned: 09/13/2006

Traceability: 3049994 Part / Number Broadcast: 1PT

Time Scanned: 07:58:00 Scan Station.

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

Source Plant: -

Data Scanned 09/13/2006

Traceability 3049875

Part / Number Broadcast. 1PH

Time Scanned, 16:30:00 Scan Station:

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

Source Plant: -

Part / Number Broadcast, 1GB

Date Scanned: 09/13/2008

Time Scanned: 17:16:00 Scan Station

Traceability: 3049644

#### **Service Agent Installed Component**

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Lonout

October 19, 2012

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

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. 1GKDT13S472 Service Contract No.

Branded Title No

Warranty Block No

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

Order Type. 70 - RETAIL - STOCK

Field Actions O Open

Job Card Date: 09/14/2006 Repair Service Agent: 117958

TULLEY BUICK-PONTIAC-GMC TRUCK-BMW 147 DANIEL WEBSTER HWY

NASHUA NH 03060-5224 6038880550

Job Card Number: A48120

Odometer Reading: 0 MI

Authorization Code

Process Date 09/19/2006

Transaction Type. ZPDI---Pre-Delivery Inspection

Transaction Expense Category

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

Transaction Adjustment: Job Card Line #: 1

Cause Code. 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management Site Map

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For this vehicle:

- View Vehicle Summary

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

@cb\_(Warranty) Global Warranty Management: Mam > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER 10 View Vehicle Delivery Information This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs Vehicle Information Model TT15506-2007 ENVOY 4WD (4-DOOR) VIN 1GKDT13S472 PDI Status. No Warranty Block No. Service Contract: No Branded Title No. Order Type 70 - RETAIL - STOCK Field Actions O Open involce information thvoicing Service Agent: 117958 TULLEY BUICK-PONTIAC-GMC TRUCK-BMW 147 DANIEL WEBSTER HWY Invoice Date: 09/14/2006 NASHUA NH 03060-5224 6038880550 Ship to information Ship to Date N/A Ship to Service Agent 117958 TULLEY BUICK-PONTIAC-GMC TRUCK-BMW 147 DANIEL WEBSTER HWY NASHUA NH 03060-5224 6038860550 Delivery information Delivery Service Agent 117958 TULLEY BUICK-PONTIAC-GMC TRUCK-BMW 147 DANIEL WEBSTER HWY Delivery Date: 02/14/2007 Delivery Typo: 029-RETAIL LEASE - BUSINESS ORG **Delivery Odometer 33** NASHUA NH 03060-5224 6038880550

Logout

#### For this vehicle:

View Vehicle Summary

Service

Contract

· Branded Title

· • Warranty Block

View Vehicle Build

View Vehicle Component Summary

View Vehicle
Transaction History
Detail

View Vehicle Delivery Information

In Service Information Invoking Service Agent

In Service Date, N/A In Service Typo, 0000 In Service Odometer, 0

Registration information
Registration Service Agent N/A

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

Global Warranty Management Site Map

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### **Activities**

(Grostad) 10/18/2012 04:40:32	Greated By BABBSKE	Assigned To BABBSKE	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alai	Completed m	Description esis - thermal
PM Contact Last Name		Contact Fire	it Name	Account		BAC Code	•
Comments							1
Customer is alleging wh	en they were dr	iving in the sno	v that their windows started	going up and down and meitir	g the window cons	ole with cracking and flame.	
esis - lhemal event.							
kellinbabbs/par/atx							_
Confidential Comments							
Created **	Created By	Asslaned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
10/18/2012 10:08:03 A		ESISBIQU	Escalation	ESIS- Thermal Event	in Progress		ESIS - Thermal Event
Contact Last Name		Contact Fig	st Name	Account		BAC Code	
Comments							_
customer claims therma	al event originati	na from control	module in drivers door				
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/17/2012 05:51:27 PM	BABBSKE	BABBSKE	Scheduled Follow-up	4	Done	10/18/2012 04:40:29 PM	esis - thermal
Contact Last Name		Contact Fig	-t Name	Account		BAC Code	
Comments							
	hen they were d	riving in the sno	w that their windows starte	I going up and down and melti	ng the window cons	sole with cracking and flame	<del>-</del> •
esis - thermal evert.	•	_			-	_	
kelinbabbs/par/alx							_
Confidential Comments	3		<del>-</del> ··				

Report Generated for toporowm

on 10/19/2012

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### **Activities**

Greated 10/17/2012 05:51:13 PM	Created By BABBSKE	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Done	.Completed 10/18/2012 10:08:27 AM	Description esis thermal
Contact Last Name Comments		Contact Firs		Account		BAC Code	•
Customer is alleging wh	en they were dri	iving in the snov	that their windows started go	ing up and down and meži	ng the window con	sole with cracking and flame.	
esis - thermal event.							
kellinbabbs/par/abx Contidential Comments					-		
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/17/2012 05:50:24 PM	BABBSKE	BABBSKE	Other		Done	10/17/2012 05:50:40 PM	vehicle incident location
Contact Last Name		Centacl Fire	l Name	Account		BAC Code	
590/ Titus Rochester NY	14817						l
kellinbabbs/par/atx							
Confidential Comments	**						<u> </u>
5r0310d 10/17/2012 05:46:42 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type Outbound Call Customer	Activity Sub-Typo Made Contact	Status Done	Completed 10/17/2012 05:48:21 PM	Description
Contact Last Name		Contact Fire	it Name	Account		BAC Code	1
							•
crs spoke w/:			•			•	•
crs adv: just varifying th	et you had expe	rienced flames	n your incident?				
cust sts: crackling and b	lack smoke with	n embers.					
kellinbabbs/par/atx Confidential Comments							1

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/17/2012 05:44:20 PM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	10/17/2012 05:44:20 PM	Ownership Escalated to BRC
Contact Last Name		Contact Fire	Name	Account		BAC Code	
							_

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/17/2012 05:24:01 PM	BABBSKE	BABBSKE	Inbound Call Customer	Complex Request	Done	10/17/2012 05:25:55 PM	update from customer
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1

crs spoke w/:

crs verified email address crs verified customer contact information.

Cust, states: Was driving son when vehicle started opening up and down and then I lost control of all windows. Nex tthing I know I was driving down the expressway and I started smelling plastic melting.

Original owner? n

rental? n

medical attn? n

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

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

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

Crs provided contact information and the case number

kellinbabbs/par/abx Confidential Comments

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### **Activities**

(95)(96) (17/2012 05:18:30 M	Created By BABBSKE	Assigned To- BABBSKE	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type Cancelled - Cust Called Prior	Status Done	Completed 10/17/2012 05;23:22 PM	Description 2nd attempt
ontact East Name		Contact First		Account		BAC Code	1
emments id attempt		,	_	-			
onfidential Comments							1
eated /17/2012 05:18:02	Created By BABBSKE	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
#1772012 00:18:02 #	DABBOKE	BABBSKE	Outbound Call Customer	Left Message	Done	10/17/2012 05:18:16 PM	3rd attempt.
		Contact First	i Name	Account		BAC Code	
							•
onlact Last Name	alling from the G	M Product Allege	ation Dept. I have received yo	ur file and do require further	information rega	ording your vah and the	•
a adv: This is Kellin coder.	ct me at 1-866-7	M Product Allege	ation Dept. I have received yo , SR# 71-1116748327pla retu	ur file and do require further m my call, if I am not availbl	information rega o pis leave a go	ording your veh and the od contact number and a lime	•
a adv: This is Kellin cocident. You can conta at works best for you.	ct me at 1-866-7	M Product Allege	alion Dept. I have received yo , SR# 71-1116748327pls retu	ur file and do require further m my call, if I am not availibl	information rega e pla leave a go	ording your vah and the od contact number and a lime	
s adv: This is Kellin c	ct me at 1-866-7	M Product Allege	alion Dept. I have received yo , SR# 71-1116748327pls retu	ur file and do require futher im my call, if I am not availibl	information rega e pls leave a go	ording your vah and the od contact number and a lime	
a adv: This is Kellin ci cident. You can conta at works best for you. Illinbabbs/par/atx onfidential Comments	ci me al 1-866-7	M Product Allegs 90-5600 x31460	, SR# 71-1116748327pla retu	ım my call, if I am not avallibi	e pis leave a go	contact number and a lime	1
s adv: This is Kellin ci cident. You can conta at works best for you. Illinbabbs/par/atx onfidential Comments roated	ci me al 1-866-7 Greated By	M Product Allegs 90-5600 x31460 A9319006 To	, SR# 71-1116748327pls retu	m my call, if I am not availbl Activity Sub-Type	e pis leave a go Status	od contact number and a lime  Gompleted	Description
s adv. This is Kellin cicklem. You can contain works best for you. Illinbabbs/per/etx confidential Communication	ci me al 1-866-7	M Product Allegs 90-5600 x31460	, SR# 71-1116748327pla retu	ım my call, if I am not avallibi	e pis leave a go	contact number and a lime	1
s adv: This is Kellin or cident. You can conta- at works best for you. limbabbs/par/atx onfidential Communic coated W17/2012 05:16:29	ci me al 1-866-7 Greated By	M Product Allegs 90-5600 x31460 A9319006 To	, SR# 71-1116748327pla retu - Activity Type Outbound Call Customer	m my call, if I am not availbl Activity Sub-Type	e pis leave a go Status	od contact number and a Ilme  Gompleted  10/17/2012 05:18:44	Description
s adv: This is Kellin ci cident. You can conta at works best for you. Illinbabbs/par/atx onfidential Comments roated 247/2012 05:18:29 M	ci me al 1-866-7 Greated By	M Product Allegs 90-5600 x31460 Assigned To BABBSKE	, SR# 71-1116748327pla retu - Activity Type Outbound Call Customer	m my call, if I am not availbi Activity Sub-Type Received No Answer	e pis leave a go Status	od contact number and a Ilme  Completed  10/17/2012 05:18:44 PM	Description
s adv. This is Kallin ci cident. You can conta at works best for you. Illinbabbs/per/atx onlinental Comments roated W17/2012 05:16:29 M onlact Last Name	ci me al 1-866-7 Greated By	M Product Allegs 90-5600 x31460 Assigned To BABBSKE	, SR# 71-1116748327pla retu - Activity Type Outbound Call Customer	m my call, if I am not availbi Activity Sub-Type Received No Answer	e pla leave a go Status	od contact number and a Ilme  Completed  10/17/2012 05:18:44 PM	Description
a adv: This is Kellin cockent. You can contact works best for you.  Illinbabbs/par/atx  Information Communication (Communication)  Information (Communication)  I	ci me al 1-866-7 Greated By	M Product Allegs 90-5600 x31460 Assigned To BABBSKE	, SR# 71-1116748327pla retu - Activity Type Outbound Call Customer	m my call, if I am not availbi Activity Sub-Type Received No Answer	e pla leave a go Status	od contact number and a Ilme  Completed  10/17/2012 05:18:44 PM	Description

Report Generated for toporowm

on 10/19/2012

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### **Activities**

Created 10/17/2012 05:14:16 PM Conlact Last Name Connects this is belinda fu with yo		Assigned To BABBSKE Contact Firs	Activity Type Inbound Call Customer	Activity Sub-Typo Voice Mail Received Account	Status Done	Completed 10/17/2012 05:16:19 PM BAC Code	Description
keliinbabbs/par/atx 5 PA Confidential Comments	1 10/17/12						
Granted Lact Name	Created By 1 BABBSKE	Assigned To BABBSKE	Scheduled Outbound Call Cual	Activity Sub-Typo Final Attempt Account	Sintus Done	- Completed 10/17/2012 05:14:15 PM BAC Code	Doscription 3rd aftempt
Confidential Comments							I
Greated 10/17/2012 10:57:19 AM	Created By BABBSKE	Assigned To BABBSKE Control Errs	Inbound Call Customer	Activity Sub-Type Volce Mall Received Account	Status Done	Completed 10/17/2012 10:57:54 AM BAG Code	Description update
cust sts: just calling you kellinbabbs/par/atx 522 Confidential Comments	10/16/12						! !
Greated 10/17/2012 10:57:03 AM Gontact Last Name comments crs left contact informati kellinbabbs/par/stx Gonfidents/Comments	ion for customer	HABBSKE Conlact Fire	Activity Typo Outbound Call Customer Il Name	Activity Sub-Typo Left Message Account	Siatus Done	Gempleted 10/17/2012 10:58:13 AM BAC Code	Description 2nd attempt

Report Generated for toporowm

on 10/19/2012

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### **Activities**

Crosted 10/16/2012 08:52:32 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Typo Scheduled Outbound Call Cust	Activity Sub-Type Follow-up Attempt	Status Done	Completed 10/17/2012 10:57:02 AM	Doscription 2nd attempt
Contact Last Mama		Contact Errel	Name	Account		BAC Code	
Comments  Confidential Comments	,						·
Confidential Comments					- <u>-</u> -		
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 D4:54:23							
PM	BABBSKE	BABBSKE	Scheduled Outbound Call Cust	Initial Attempt	Done	10/16/2012 08:52:30 PM	2nd attempt
	BABBSKE	BABBSKE Contact First	Cust	Initial Attempt	Done		2nd attempt
PM	BABBSKE		Cust		Done	PM	2nd attempt

#### **Activities**

Created Created By 10/16/2012 10:32:55 AM BABBSKE	Assigned To BABBSKE	Activity Type Outbound Email	Activity Sub-Type DVM/CAM/Field	Slatus Done	Completed 10/16/2012 10:33:24 AM	Doscription kellh.p.hart@gm.com
Contact Last Name	Contact Firs	Name	Account		BAC Code	

A product allegation claim has been made in your region. The customer is alleging that their door went up in flames from the power window controls. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKDT13S472

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

Respectfully, Keltin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Blvd, Bidg. F, Austin, TX 78741
Phone: 868-790-5600 31460 I Fax: 866-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

Created Crea	ated By Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/16/2012 10:26:39 AM BAB		Scheduled Outbound Call Cust	Rescheduled - Rep	Done	10/16/2012 04:54:20 PM	2nd attempt
Central Last Nama	Paulant Fint	Name	Account		BAC Code	•
2nd attempt		_				
Confidential Comments						

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on 10/19/2012

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### **Activities**

	ed By Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/16/2012 10:22:19 AM BABE	ISKE BABBSKE	BRC PAR	Business Case	Done	10/17/2012 05:49:03 PM	bus case
ntarf Last Name	Contact Fil	Name	Account		BAC Code	
mments						
stomer is alleging when they	were driving in the sno	w that their windows starte	d going up and down and melti	ng the window co	nsole with cracking and flame.	
s - thermal event,						
linbabba/par/alx						
nfidential Comments		· · · · · · · · · · · · · · · · · · ·				
	ed By Assigned To		Activity Sub-Type	Status	Completed	Doscription
/16/2012 10:22:08 AM BABE	SKE BABBSKE	Other		Done	10/17/2012 05:49:14 PM	vehicle incident location
ntact Last Name	Contact Fi	rst Name	Account		BAC Code	
anments						
Rochester h	IY					
linbabbs/par/alx						
oficiential Comments			,			
			A.M. D. C. L. T.		0	
	ed By Assigned To CADTO BABBSKE	Ownership Changed	Activity Sub-Type	Status Done	Completed 10/15/2012 10:33:07 AM	Description Service Request Ownership has
ntact Last Name	Contact Fi		Account		BAC Code	changed FROM: ANGELERE TO:
						BABBSKE
mments						

Report Generated for toporowm

on 10/19/2012

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/15/2012 10:32:54 AM	MERCADTO	BABBSKE	BRC PAR	initial Contact - Fiel	ld Done	10/16/2012 10:32:55 AM	keith.p.hart@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 their door went up in flames from the power window controls. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKOT13S472

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

Respectfully, Kellin Babbs I CRS

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Phone: 866-790-5600 31460 I Fax: 868-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

#### Confidential Comments

Created By 10/15/2012 10:32:43 AM MERCADTO	Assigned To BABBSKE	Activity Type BRC PAR	_	vity Sub-Type   Contact- Dealer	Status Done	Gempleted 10/16/2012 10:23:07 AM	Dosgription no prvs dir hist in last 2 years
Contact Last Name  Comments  no prva dir hist in last 2 years	Contact First	Name	Acco	int		BAC Code	
kellinbabbe/par/alx Confidential Comments							

Report Generaled for toporowm

on 10/19/2012

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#### Activities

 
 Greated
 Created By
 Assigned To
 Activity Type

 10/15/2012 10:32:34 AM
 MERCADTO
 BABBSKE
 BRC PAR
 Status Completed Description Activity Sub-Type 10/17/2012 05:17:52 Initial Contact- Phone Done Contact Last Name Contact First Name

3 call attempts

crs spoke w/:

crs verified email address crs verified customer contact information.

Original owner?

rental?

medical attn?

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/abc

Confidential Comments

Created Created By Assigned To Activity Type 10/15/2012 10:32:25 AM MERCADTO BABBSKE BRC PAR Activity Sub-Type Status Completed 10/16/2012 10:26:34 AM Acknowledgement Done Contact Last Name BAC Code

crs adv. This is Kellin calling from the GM Product Allegation Dept. I have received your file and do require further information regarding your veh and the incident. You can contact me at 1-866-790-5600 x31450, SR# 71-1116748327pts return my call, if I am not available pts leave a good contact number and a time that works best for you.

kellinbabbs/par/atx Confidential Comments

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### Activities

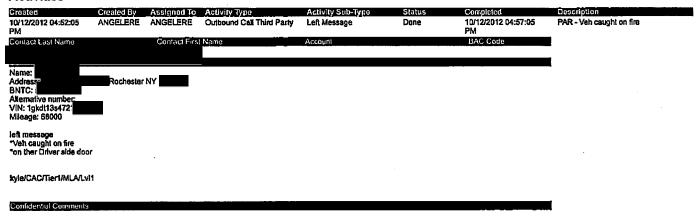
Croated 10/15/2012 10:31:37 AM Contact Last Name Committents Confidential Comments	Greated By MERCADTO	Assigned To ANGELERE Contact First	Activity Typo SR Opened Name	Activity Sub-Typo Account	Status Done	Completed 10/15/2012 10:31:37 AM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Created 10/15/2012 10:31:36 AM	Greated By MERCADTO	Assigned To ANGELERE	Activity Typo SR Closed - Satisfied	Activity Sub-Typo Account	Status Done	Completed 10/15/2012 10:31:36 AM RAC Code	<u>ाठडदान्नीका</u> Service Request has been Closed Satisfied.
Confidential Comments  Groated 10/16/2012 10:31:16 AM  Contact Last Name	Created By MERCADTO	Assigned To KINZERTH Contact First	Activity Typo Inbound Call Third Party Name	Activity Sub-Typp Voice Mail Received Account	Status Done	Completed 10/15/2012 10:31:29 AM BAC Code	Description PAR V/M
71-1116748327 customer Lhemnal event Oct 12 4:55pm Conlidential Comments	Crealet By	Archand To	Activity Type	Activity Sub-Type	Status	Compieted	Doscription
Confidential Comments	ANGELERE	KINZERTH  Contact Firs	Notify CRM	Customer Celled Account	Done	10/15/2012 10:31:12 AM	

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#### **Activities**



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on 10/19/2012

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#### **Activities**

Created Created By Assigned To Activity Typo
ANGELERE ANGELERE Inbound Call Customer Activity Sub-Type Status Completed Description 10/12/2012 04:49:47 PM 10/12/2012 04:53:26 veh caught fire Complex Request Done

Reason for Calling:
1 received a letter
november of last year my door caught on fire
just went ahead and had it repaired

cust seeks \*Reimbursement

CRS ADV/Action Plan: \*advise that since the veh caught on fire we would like to get you in touch with our PAR dept

CST's Take on the Resolution: \*thank you

kyle/CAC/Tier1/MLA/Lvl1

Confidential Comments

#### **UCC** Information

UCC Code N40 Symptom Thermal Event Discription Electrical - Power Window Motor / Switch / Wining / Regulator

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on 10/19/2012

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#### Service Request Detail SR No. 71-1117820008 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 Safety Address City Tuckerton Involved Dir Barlow Automotive Lic. Yes State NJ Con Acct ZipCd Source Phone Updated 10/18/2012 01:17:57 PM Serial #/VIN 1GKDT13S972 Model Year 2007 Priority Medium License # GMC Owner BABBSKE Make GMC Warr. Start 02/18/2008 Status Open Opened 10/16/2012 05:27:28 PM Model Envoy Mileage 90000 Sub-Status Satisfied Closed Abstract thermal event - window console Customer Description This is a BRC PAR File. Please do not Assume. Forward all inquiries to Kellin Babbs @ ext. 41026

Pre-PAR	₹									
PAR Notifier	Incident Date/Time	Injuries i	#Other Veh	#Peop	e in Veh Ro	ad Surface	Road	Cond. Fire Report#	Police	Report#
Owner	10/12/2012 01:00:00	N	0			phall	Dry	na	กล	
Driver Last No	ame	Driver I	First Name		Height	DOE		lilies		
					4'11		none			
institutione Age unk	ent Last Name		ice Agent Fire	t Name	Phone:	7		B Agency		
		unk					Centruy			
incident Loc	57 Atlantis Blvd Tuckerton NJ 0	8087				Incident Desc	Customer p burnt by flar		he window module was not	working and ended up being
Component	window console module									
						Damage	circuitboard	melled from flame		
	57 Allantis Blvd Tuckerton NJ 0	8087				Desc				
Loc						Add'l Info	Insurance c	alm not made		
Emgcy Svc Names	na					Maint Lo	c independen	1		
PAR Def	tail		~					•		
Collision	Non Collision	Y	Property Damage	N T	Thermal Evt	Y	Spec Equip	none		
Vehicle Speed	0		Weather Condition	norma	i		Prop Owner	па	Property Type	na
Last Service Date			Loc Last Service				Property Location	na	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$507.00		Spec Equip Installer	na			Prop Damage Description	πa		
Primary Veh Use	Personal		Inspection Type	Thermal	Event		Inspected By	Inspection Not Performed	d Inspection Date/Time	
Veh Damage Description	melted circuliboard burnt by fi	ame					Explain Other	case going to esis for flat	mes involved	

Report Generated for toporowm

on 10/19/2012

Page 1 of 12

**⊠** Logout

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary

|ত

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

#### Vehicle Information

VIN. 1GKDT13S972

Model. TT15508-2007 ENVOY 4WD (4-DOOR)

October 19, 2012

Service Contract, No.

Warranty Block: No

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions 0 Open

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required fleid actions.

Branded Title: No

#### **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

G0000083901

Buick and GMC May/June Exclusive Service Offer

05/20/2011

### OnStar and XM Satellite Radio Information

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

OnStar Equipped Y

XM Radio ID: WYX3T088

OnStar Status Inactive

XM Status Inactive

**DMN Enabled N** 

XM Equipped: Y

OnStar Vehicle Diagnostics N

**Applicable Warranties** 

Valid warrantles are highlighted

Valid	Description	Warranty Add Date	Add Start Effective Date Odometer		End Dat <del>e</del>	End Odometer	
	Corrosion Limited Warranty	08/05/2011	02/18/2008	275 MI	02/18/2014	100,275 MI	
	Special Coverage 10054	08/05/2011	02/18/2008	275 MI	02/18/2018	120,275 MI	
	Bumper to Bumper	08/05/2011	02/18/2008	275 MI	02/18/2011	36,275 MI	

For this vehicle:

View Vehicle Component Summary

· View Vehicle Summary

Service Contract

Branded Title

Warranty Block

View Vehicle

Transaction History

View Vehicle Delivery Information

**Limited Warranty** 

Emission Select Component Ltd Wty Powertrain Umited Warranty

08/05/2011 02/18/2008 275 MI

02/18/2016

80,275 MI

08/05/2011 02/18/2008 275 MI

02/18/2013 100,275 MI

**Service Contract** 

Vehicle has no current record of service contracts.

Transaction History Job Card Date 04/16/2007

03/30/2007

Job Card Number 024226

A57284

Transaction Type ZPDI---Pre-Delivery

Inspection

ZPDI---Pre-Delivery

Inspection

Transaction Adjustment

Labour Operation Z6999 - PDI Related Fluid Adds Z7000 - Pre-Delivery Inspection - Base Time

2 MI Q MI

Odometer

Reading

View Details

Global Warranty Management: Site Map

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Logout

இற்சு Warranty

October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

10

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

#### Vehicle Information

VIN 1GKDT138972: Service Contract: No

Branded Title: No

Warranty Block No.

Model: TT15508-2007 ENVOY 4WD (4-DOOR) PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions. <u>0 Open</u>

View Vehicle Component Summary

View Vehicle Build

 View Vehicle Summary Service

Contract

- Branded Title

Warranty Block

View Vehicle Transaction History

For this vehicle:

View Vehicle Delivery Information

#### Vehicle Build

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

Gross Vehicle Weight, 2,611

Order Number KVJDSN Build Date: 03/30/2007 **Build Plant 2** 

#### **Option Codes**

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

15U - SAND BEIGE METALLIC

27H - LIGHT TAN

3SB - SLE-2 PACKAGE INCLUDES: \* POWER HEATED OUTSIDE MIRRORS \* LUGGAGE RACK CROSS BARS \* OVERHEAD CONSOLE \* PWR SEAT ADJUST-DRIVER, 8 WAY \* VISOR MIRRORS, LIGHTED \* INSIDE REAR VIEW MIRROR, AUTO DIMMING, COMPASS. **TEMPERATURE** 

7FB - COMP FRT RH COMPUTER SEL SUSP

9UY - COMP RR RH COMPUTER SEL SUSP

AKS - DUAL STAGE FRONT AIR BAGS WIPASSENGER SENSING

SYSTEM

AM9 - REAR SPLIT FOLDING SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

**AXP - MPV VIN IDENTIFICATION** 

B32 - FLOOR MATS, FRONT/REAR

C49 · REAR WINDOW DEFROSTER CJ3 - DUAL ZONE CLIMATE CONTROL

DF5 - ISRV MIRROR W/COMPASS & TEMP & AUTO DIM

DK2 - POWER HEATED OUTSIDE MIRRORS

**DT4 · ASHTRAY AND LIGHTER** 

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE - 3.42 RATIO

JJB - SUBASSEMBLY

**K34 - CRUISE CONTROL** 

**1SZ - OPTION PACKAGE** DISCOUNT

271 - LIGHT TAN

**6FB - COMP FRT LH COMPUTER** 

SEL SUSP

**8UZ - COMP RR LH COMPUTER** 

SEL SUSP

AJ1 - DEEP TINTED GLASS

ALO - SENSOR INDICATOR. INFLATABLE RESTRAINT

**AR9 - DELUXE FRONT BUCKET** 

SEATS

**AUO - REMOTE KEYLESS ENTRY** 

**B30 - COLORED - KEYED** 

CARPETING

**B33** · FLOOR MATS,

**FRONT/REAR** 

C5N - GVW RATING - 5,750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED VANITY VISOR

MIRRORS

**DX7 - OVERHEAD CONSOLE** 

**EVA - EVAP EMISSION** 

REQUIREMENT

**G80 - DIFFERENTIAL, LOCKING** 

REAR JF8 - 4-WHEEL POWER DISC

BRAKES

K18 - ELEC AIR INJECTION

SYSTEM

**KG4 - 150 AMP GENERATOR** 

LLB - ENGINE, VORTEC 4.2L SFI 16

N40 - POWER STEERING

NP5 - LEATHER WRAP STEERING WHEEL

**NT7 - FEDERAL EMISSION SYSTEM** 

OTM - ALL-SEASON TIRES

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9L - SPRING WHOLESALE FLOORPLAN PLUS

**R9X - XM STANDARD IDENTIFIER** 

T61 - DAYTIME RUNNING LAMPS

**198 - VIN IDENTIFICATION NUMBER** 

TFE - SALES INCENTIVE-COMMITMENT PLUS

U73 - FIXED MAST ANTENNA

UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN

UY7 - HD 7-LEAD TRAIL. WRING HARNESS

V73 - STATEMENT OF CERT. U.S.

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PLATE

YD6 - REAR SPRING - BASE EQUIPMENT

ZNF - SPARE TIRE, ALL SEASON

ZY1 - SOLID PAINT

M30 - TRANSMISSION, 4 SPD

**AUTOMATIC** 

N77 - 17" ALUMINUM WHEELS

NP8 - ELECTRONIC SHIFT

**AUTOTRAC TRANSFER CASE** 

NZ3 - 16" FULL-SIZE SPARE WHEEL

R6J - CUSTOMER DIALOG

**NETWORK** 

R6P - SPECIAL PAINT

R9N - LEATHER SEAT TRIM

SLM - STOCK ORDERS

**T96 - FRONT FOG LAMPS** 

TB4 · LIFTGATE/LIFTGLASS BODY

U2K - XM SATELLITE RADIO -

SERVICE FEE EXTRA. 1ST 3

MONTHS INCL.

UBO - AMIFM STEREO W/CD

**UJ6 - TIRE PRESSURE** 

MONITORING SYSTEM

VIK - LUGGAGE RACK CROSS

BARS

VK3 - FRONT LICENSE PLATE

BRACKET

YC5 - SLE DECOR

YD5 - FRONT SPRING - BASE

**EQUIPMENT** 

**Z88 - GMC TRUCK NAMEPLATE** 

ZW7 - PREMIUM SMOOTH RIDE

SUSPENSION

#### **Added Option Codes**

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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**Lonout** 

October 19, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

10

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

Vehicle Information

VIN 1GKDT13S972 Service Contract. No

Branded Title. No

Warranty Block. No

Model. TT15596-2007 ENVOY 4WD (4-DOOR) PDI Status: No

Order Type 70 - RETAIL - STOCK

Field Actions. 0 Open

View Vehicle Component Summary View Vehicle

 View Vehicle Summary Service

Contract

Branded Title

· Warranty Block

Transaction History <u>Detail</u>

- View Vehicle Build

For this vehicle:

View Vehicla Delivery Information

Vehicle Component

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

Date Scanned 03/30/2007

Traceability 703230074

Part / Number Broadcast NAX

Scan Station 01 Time Scanned: 10:04:00

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 03/30/2007

Traceability 004880687

Part / Number Broadcast F9A

Time Scanned 10:30:00 Scan Station: 05

Component Code: 80-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant: N-

Date Scanned 03/30/2007

Traceability: 0BN488857

Part / Number Broadcast: JN Time Scanned 10:15:00 Scan Station. 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 03/30/2007

Traceability: 45831337

Part / Number Broadcast 7TDD

Time Scanned: 10:12:00 Scan Station: 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Traceability 42L54047

Part / Number Broadcast

Date Scanned: 03/30/2007

Time Scanned 10:55:00 Scan Station

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant, C-SAGINAW BUFFALO, NEW YORK

Date Scanned 03/30/2007

Traceability: 080094249

Part / Number Broadcast: ZM3

Time Scanned: 10:26:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00124752

Part / Number Broadcast 3172

Time Scanned: 12:08:00 Scan Station:

Component Code. AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 03/30/2007

Date Scanned 03/30/2007

Traceability: 1H3GJWE Part / Number Broadcast: 2397

Scan Station: 06 Time Scanned: 14:03:00

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

Source Plant M-MORTON-THIOKOL

Date Scanned: 03/30/2007

Traceability: 4BADP81

Part / Number Broadcast 8434

Time Scanned 10:22:00 Scan Station: 04

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

Source Plant: -

Traceability, 1740868 Part / Number Broadcast: 1ZZ

10/19/2012

Date Scanned: 03/22/2007

Time Scanned: 03:02:00 Scan Station:

Traceability: 3162341

Traceability: 3162310

Part / Number Broadcast: 1WW

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

Source Plant: -

Date Scanned: 03/27/2007

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

Source Plant: .

Date Scanned: 03/28/2007

Part / Number Broadcast: 1PT

Time Scanned: 15:03:00 Scan Station:

Time Scanned: 17:38:00 Scan Station.

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

Source Plant: •

Date Scanned: 03/30/2007

Traceability: 3162373 Part / Number Broadcast: 1PH

Time Scanned: 07:21:00 Scan Station:

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

Source Plant: -

Date Scanned 03/30/2007

Traceability: 3162576 Part / Number Broadcast: 1GB

Time Scanned: 07:53:00 Scan Station:

### Service: Agent Installed Component

Vehicle has no current record of vehicle component.

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Logout

লীটা না Warranty

October 19, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

10

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

Vehicle Information VIN 1GKDT13S972

Service Contract: No Branded Tate. No Model TT15508-2007 ENVOY 4WD (4-DOOR)

Warranty Block: No

PDI Status: No

Order Type. 70 - RETAIL - STOCK

Job Cartl Date: 04/16/2007

Field Actions: 0 Open

Job Card Number: 024228

Job Card Number: A57284

Repair Service Agent. 115626 JACK GIAMBALVO MOTOR CO., INC. 1390 EDEN ROAD

YORK PA 17402-1938 7178461821

Odometer Reading: 2 MI **Authorization Code** 

**Process Date** 04/20/2007 Transaction Type.

ZPDt-Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Odometer Reading: 0 MI

**Authorization Code** 

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

-- See other Parls and/or Net Items

Job Card Date: 03/30/2007

Repair Service Agent: 115626

JACK GIAMBALVO MOTOR CO., INC.

1390 EDEN ROAD YORK PA 17402-1938

7178461821

Process Date 04/03/2007

Transaction Type

ZPDI-Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim Job Card Line #: 1

Transaction Adjustment:

Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Parl Number

Global Warranty Management Site Map

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- → 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

October 19, 2012

Logout

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

CUSTOMER

### View Vehicle Delivery Information

10

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

Warranty Block No

Vehicle Information

VIN 1GKDT13S972 Service Contract: No

Branded Title: No

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

Field Actions O Open

PDI Status: No

Order Type: 70 - RETAIL - STOCK

-- View Vehicle Build

For this vehicle:

 View Vehicle Summary Service Contract

• Branded Title

-- Warranty Block

View Vehicle Component Summary

View Vehicle Transaction History

Detail

View Vehicle Delivery Information

Invoice Information

Invoicing Service Agent. 115626
JACK GIAMBALVO MOTOR CO., INC. 1390 EDEN ROAD YORK PA 17402-1938 7178461821

Ship to Information

Ship to Service Agent: 115626 JACK GIAMBALVO MOTOR CO., INC. 1390 EDEN ROAD YORK PA 17402-1938 7178481821

Ship to Date N/A

Invoice Date: 03/30/2007

**Delivery Information** 

Delivery Service Agent: 118054 ASPLUNDH BUICK/PONTIAC-GMC INC. 445 RTE 72 MANAHAWKIN NJ 08050-3539 6095974700 Delivery Date 02/18/2008 Delivery Type: 010—INDIVIDUAL Delivery Odometer. 275

In Service Information

Involcing Service Agent:

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

Registration Information

Registration Service Agent N/A

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

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### Activities

Greated 10/18/2012 01:59:15 PM	Created By KINZERTH	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status in Progress	Completed	Description ESIS - Thermal Event
Contact Last Name		Contact Firs	Name	Account		BAC Code	I
Customer claims therms Confidential Comments	d event originali	ng from control r	nodule in drivers door				I .
Groated 10/18/2012 01:48:06 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alam		Doscription esis - thermal
Contact Last Name		Contact Firs	Name	Account		BAC Code	1
	ey were parked	when their wind	low console went up in fla	mes.			-
esis - thermal event							
kellinbabbs/apr/atx Confidential Comments							ı
Greated 10/18/2012 01:47:47 PM	Created By BABBSKE	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 10/18/2012 01:59:43 PM	Description esis - thermal
Contact Last Name Comments		Contact Firs	1 Name	Account		BAC Code	! !
	hey were parked	i when their wind	low console went up in fia	mes.			
esis - thermal event							
keliinbabbs/apr/atx Confidential Comments							Ī

Report Generated for toporowm

on 10/19/2012

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2012 01:43:30 PM	BABBSKE	BABBSKE	Outbound Email	DVM/CAM/Field	Done	10/18/2012 01:45:38 PM	christopher.t.munger@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 the window console went up in flames causing the circuit board to not work. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKDT13S972

Barlow Automotive Lic. Manshawkin NJ 265448

(609) 597-4700

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Bird, Bidg. F, Austin, TX 78741
Phone: 856-790-5600 31460 I Fax: 856-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

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### **Activities**

0/18/2012 01:17:57 PM	BABBSKE	Assigned To BABBSKE	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 10/18/2012 01:17:57 PM	Description Ownership Escalated to BRC
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
Comments							
onfidential Comments	•						
rosted 0/18/2012 01:09:48	Greated By BABBSKE	Assigned To BABBSKE	Activity Type BRC PAR	Activity Sub-Type Business Case	Status	Completed ** 10/18/2012 01:20:11 PM	Description
M	BABBONE	BABBSKE	BRC PAR	Business Case	Done	10/16/2012 U1:20:11 PM	bus case
		~	Name	Account		BAC Code	
amments							
usiomer alleging that t	hey were parker	d when their win	dow console went up in flan	nes.			
sis - thermal event							
esis - thermal event rellinbabbs/apr/abx Confidential Comments							ı
ellinbabbs/apr/aix							ľ
ellinbabbs/apr/abx Confidential Comments Groated	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
eilinbabbs/apr/abx Confidential Comments Proated 0/18/2012 01:09:32	. <u>.</u>	Assigned To BABBSKE	Activity Typo	Activity Sub-Typo	Status Done	10/18/2012 01:19:42	Description vehicle incident location
ellinbabbs/apr/aix	Created By		Olher	Activity Sub-Type Account			
ellinbabbs/apr/atx Confidential Comments Tronted 0/18/2012 01:09:32 PM	Created By	BABBSKE	Olher			10/18/2012 01:19:42 PM	
ellinbabbs/apr/atx Confidential Comments Croated 0/18/2012 01:09:32 PM	Created By BABBSKE	BABBSKE	Olher			10/18/2012 01:19:42 PM	
ellinbabbs/apt/abx confidential Comments conted 0/18/2012 01:09:32 M confact Last Name	Created By BABBSKE	BABBSKE	Olher			10/18/2012 01:19:42 PM	

Report Generated for toporowm

on 10/19/2012

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### **Activities**

Oreated Created 10/17/2012 10:19:30 AM MERCAL		Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 10/17/2012 10:19:30 AM	Description Service Request Ownership has
Contact Lest Name	Contact First I	Vame	Account		BAC Code	changed FROM: AFOSJO TO: BABBSKE
Comments		_				
Confidential Comments				-		

Report Generaled for toporowm

on 10/19/2012

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### **Activities**

10/17/2012 10:19:18 AM MERCADTO BABBSKE BRC PAR Initial Contact - Field Done 10/18/2012 01:4	3:28 christopher.l.munger@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 that the window console went up in flames causing the circuit board to not work. This case is being escalated to ESIS because of a thermal event.

2007 GMC Envoy

1GKDT13S972

Barlow Automotive Llc. Manahawkin NJ 265448

(609) 597-4700

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minaca I inspired every day
7401 E. Ben White Bivd, Bidg. F, Austin, TX 78741
Phone: 866-790-5600 31460 I Fax: 866-311-2784 I www.minacs.adityabirla.com Follow us on Twitter

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#### **Activities**

Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
10/17/2012 10:19:09 AM MERCADTO	BABBSKE BRC PAR	Initial Contact- Dealer	Done	10/18/2012 01:33:26	(609) 597-4700 Barlow Automotive Llc.
Contact Last Name	Conlact First Name	Account		PM BAC Code	<b>T</b>
	CASHIALE I HAR AND THE	110000111			•

CRS spoke with: front desk.

dir sts; we do not have any further information on this vehicle. It happened too long ago in 2010.

advised of cust product allegation

dir sts; replaced switch module on front left door.

Maint.:na

Evidence of abuse misuse or lack of maint:

Known product concerns relating to customer's allegation: na

is the customer in a rental vehicle? n (if yes, explain rental policy)

If an inspection becomes necessary would you host a 3rd party inspection: na (only 2 hours of tech assist)

If the result of the inspection is repairs, will your dealership be able to complete the repairs: na

If the customer needs to a rental, will your dealership be able to provide a rental: na (at 38.00 per day in a GM rental )

kellinbabbs/par/atx Confidential Comments

#### **Activities**

	Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description	ı
	10/17/2012 10:18:57 AM	MERCADTO	BABBSKE	BRC PAR	Initial Contact- Phone	Done	10/18/2012 01:35:26 PM		
ı	Control Lact Name		Contact First	Name	Account		BAC Code	1	
								_	

crs spoke w/:

crs verified email address crs verified customer contact information.

Cust, states: Parked at home in my driveway. ONe day it was working and the next day it wasn't. Took it to dealership for them to tell us there was flame

Original owner? n

rental? n

medical attn? n

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/alx

basically the dealership mentioned there were flames.

kellinbabbs/par/atx Confidential Comments

Report Generated for toporowm

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### Activities

Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/17/2012 10:18:49 AM MERCADTO	BABBSKE	BRC PAR	Acknowledgement	Done	10/18/2012 01:08:07 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. Do you have a moment to speak to me?

Cust sts: yes

(Continued in Initial)

kellinbabbs/par/atx Confidential Comments

							•	
Croaled	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description	
10/17/2012 10:18:42 AM	MERCADTO	BABBSKE	Research		Done	10/18/2012 01:36:06 PM	Research VIN	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
							-	
Comments							<b>4</b>	
S/R's: 71-1117820008 - th	ermal event w	indow console						
				•				

Recalls: Special Coverage 10054 08/05/2011 02/18/2008 275 MJ 02/18/2018 120,275 MJ

Branded: n

Warranty Block: n

Repairs: 0

research complete

kellinbabbs/par/atx Confidential Comments

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on 10/19/2012

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### **Activities**

Created By 10/17/2012 10:18:34 AM MERCADTO Contact Last Name Comments file received. kellinbabbs/par/atx Confidential Comments	Assigned To BABBSKE Contact First	Notify CRM	Activity Sub-Type Account	Status Done	Completed 10/18/2012 01:08:20 PM BAC Code	Öbscription File assigned
Created By 10/17/2012 10:18:20 AM MERCADTO Contact Last Name	Assigned To BABBSKE Contact First	BRC PAR	Activity Sub-Typo Case Assigned Account	Status Done	Completed 10/18/2012 01:08:27 PM BAC Code	Ocscription Assigned to Kellin x31460
kellinbabbs/par/atx Confidential Comments  Greated Created By 10/17/2012 10:18:03 AM MERCADTO		SR Opened	Activity Sub-Typo	Status Done	Completed 10/17/2012 10:18:03 AM	Poscilition  SR in Status of Closed has been Re- Opened by MERCADTO
Confidential Comments	Contact First	Name	Account		BAC Code	Opened by MERCAU TO
Created By 10/17/2012 10:18:02 AM MERCADTO Contact Last Name  Confidential Comments	Assigned To AFOSJO Contact First	SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 10/17/2012 10:18:02 AM BAC Code	Description Service Request has been Closed Satisfied.

Report Generated for toporowm

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### **Activities**

Groated 10/17/2012 10:17:38 AM Contact Last Name	Greated By MERCADTO	Assigned To KINZERTH Contact First	Activity Type Inbound Call Third Party Name	Activity Sub-Type Volce Mail Received Account	Status Done	Completed 10/17/2012 10:17:58 AM BAC Code	Description PAR V/M
71-117820008 custom phone thermal event Oct 16 6:37pm							
Confidential Comments							
Oroatod 10/16/2012 06:41:02 PM	Created By AFOSJO	Assigned To AFOSJO	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 10/17/2012 10:17:37 AM	Doscription check status
Contact Last Name		Contact First	Name	Account		8AC Code	
Confidential Comments							
Created 10/16/2012 08:36:03 PM	Created By AFOSJO	Assigned To KINZERTH	Activity Typo Notify CRM	Activity Sub-Typo	Slatus Don <del>a</del>	Completed 10/17/2012 10:17:34 AM	Description 12180 - module caught on fire
Contact Last Name		Contact Fire	Name	Account		BAC Code	ļ. L
Confidential Comments							I

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
10/16/2012 06:29:35	AFOSJO	AFOSJO	Inbound Call Customer	Complex Request	Done	10/16/2012 08:41:00	module caught on fire	
PM	_					PM	_	
^		C	( blasss	Account		BAC Code	j	

- CUST STS:
  -I have a GMC envoy 2007
  -I had safety recall 12180
  -S507 to had it replaced
  -October 2012
  -a year and a half son
  -1gkt13s97225
  -It caught on fire that's why i replaced it
  -It melled the plastic

CUST SKS: complaint

- CRS ADV:
  -let me get necessary information
  -provided SR no.
  -i'll transfer you over to our Product allegations dept.

\*HOLD\*

- -department is busy assisting other customers -already sent a notification -someone will contact you within 48hours

cST STS: that's fine, I appreciate it

Jonathan/CAC T1/MAN/lvl1

#### Confidential Comments

#### **UCC** Information

UCC Code	Symptom	Doscription
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wining / Regulator

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**■** Logout

**回**句 Warranty

October 19, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary

10

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

Vehicle	Inform	ation
---------	--------	-------

VIN 1GNDT13S072 Service Contract: No

Branded Title: No

Model: CT15506-2007 TRAILBLAZER 4WD

Warranty Block No

PDI Status: No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

_	_	-	_	-	-	_	-	_

#### 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 propnetary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

Refor 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:800-566-3600.

OnStar Equipped Y

XM Equipped: Y

XM Radio ID 6UEGM0HK

OnSter Status Active

XM Status: Active **DMN Enabled: N** 

OnStar Vehicle Diagnostics, Y

**Applicable Warranties** 

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odomater	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	07/03/2007	35 MI	07/03/2013	100,035 MI
	Sumper to Bumper Limited Warranty	08/05/2011	07/03/2007	35 MI	07/03/2010	36,035 MI
	Emission Select	08/05/2011	07/03/2007	35 MI	07/03/2015	80,035 MI

#### For this vehicle:

- View Vehicle Summary
  - Service
  - <sup>→</sup> Contract
  - Branded Title
  - · Warranty Block
- -- View Vehicle Build
- View Vehicle
- Component Summary
- View Vehicle
- Transaction History
- Detail
- View Vahicle Delivery
- information



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

October 25, 2012



RE:

Claimant:

Our File No.:

749384

Our Client:

General Motors LLC

Date/Event:

8/28/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S072

Dear

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

Sincerely,

Claims Administrator

CABLE DAHMER CHEVROLET 1834 S. NOLAND RD. INDEPENDENCE, MO 64055 816-254-3860



### CABLE-DAHMER OF KANSAS CITY 555 W 103RD ST KANSAS CITY, MO 64114 816-941-0555

310724	TADVISOR		10.0		PAYONE DATE	envirice no.
310/24	PHILII	SPURRIER	300056	717	08/28/12	CTCS129886
	· · · · · · · · · · · · · · · · · · ·		MILEAG	105,145	COLON	BLOCK NO.
	YEARTHAGE OF A CILE	WOOD TRUCK	/TDAT1 8: 4:		DELIVERY DUTE	OEL VEW MEER
BELTON, MO	VEHICLETE	0		.EK/4UK 4	BELLING OBALEN NO.	PADOLCTICH CATE
	I G N	<b>DT1350</b>				
	r End		* 6 100		08/28/12	
PH SALARY SEAR PARC	NE COMPENTS		···		201 -01 -1	
LABOR & PARTS					2024	MO: 10514
CLESTORER STATES BOTH T DOOR LOCKS ARE INOP. I ADVISE. ALL STOPPED-W ALL ELECTRONICS ON DRI CAME OUT THIS HORNING DRIVERS DOOR SHITCH HE REPLACED DRIVERS DOOR REPLACED 2. CONNECTORS	PASSENGER SIDE WORKS FORKING AT THE SAME THE EVERS COOR THOP. AND WINDOW WAS DOWN.	ND-DRIVERS SIDE- INE CHECK AND		2312/50	Any wattenties on the tiose stade by the m CABLE-DAMER CHEV. OF KANBAS CITY. never warranties, either excreas implied warranty of rein patiticular pumpose and ROLET, CABLE-CAH heither-sezumbe nor authorises.	IF WARRANTIES product and hereby are product and hereby are contactopies. The Seller, FOLET / CABLE-DAHMER by corpressly discreting all so r vripies. Including any chantability or fitness for a CABLE-DAHMER CHEV- MER OF KANSAS CITY promass any other person thy in connection with the
PARTSQTYFP-NUMBER	CULTON 16-365	the second	IT PRICE.	10- 16.	68/e of 6810 products.	
JOB # 1 1 12102629	SWITCH 16:263 CONNECTOR 9, 656 CONNECTOR 12:24	Section 1	106,58	325 18 1 105 58 1		•
J08 # 1 1 12125636	CONNECTOR 12:24	100 44 1 TOT	43.78°	48.78: 475.54		
			MUTAKLIT	•		• •
	Y	A TOTAL LABOR	& PARTS	788.04		· ·
DASS ADDOLLO THE TOTAL PROPERTY OF THE PARTY	vce.yng y Saylaeidhad	LEU(2) ALE EN ÉT	<b>SELECTION</b>	*1) TERME		
COURTESY NAINTENANCE T			e gant Name and a second second The second second second	3.0		
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PARTS	DESCRIPTION		IT PRICE		المراجع والمراجع المراجع المراجع المتعالم	•
		108,4,7,101	au Parts	0.00		
	, and	1-# 2 TOTAL LABOR	A PARTS	02006	and the second of the second	
TITAL Services Super-			A Strainson			2.
		** ** ** ** ** ** ** ** ** ** ** ** **		<b>5.2</b> · · ·		
LIGHTHANTON CUSTOMERS LILLER FALL SENSON BACKET BY G. H. S. 12an	ADDED VALUET DEFINE	LLFIE TOTAL AL	ABOR	312.50 475,54		· · · · · · · · · · · · · · · · · · ·
***** ARETHOW BACKED BY G. H. S 12mg	/12.000 HILE WARRANTY	TOTAL	UBLET	, a, oo		• • • • • • • • • • • • • • • • • • • •
** DR. PARTS DESIGNATED BY AN * IND MARRANTY APPLIES TO CUSTOMER PAY A	CATEYATEINITED LIPPTIN	(2***C., TOTAL G	O.G.	0.00		
MARRANTY APPLIES TO CUSTOMER PAY F *FOR DETAILS*	and the same of the same of	TOTAL H	ISC DISC	. Ó.CÓ !		•
		TOTAL T	AX	37.33	• •	
YOU WILL RECEIVE A CUSTOMER SATISFA CHEMROLET; IF FOR ANY REASON YOU C "COMPLETELY SATISFIED" PLEASE CONTA HANAGER IMMEDIATELY, YOUR SATISFACT CONCERN, THANK YOU. CABLE DANNER OF KANSAS CITY 816,941	ANNOT GRADE US VCT OUR SERVICE TION IS OUR NO. I	TOTALIN	IVOICE \$	825,37	*.	•
and the second of the second o	-0503	46.			•	
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			• .	•		
CUSTOMER SIGNATURE		a service	i.	. •		
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•	•	<b>.</b>		· !		
	•	•	•		**	
		• • •			•	
PAGE 1 OF 1 CUSTO	MER COPY	END-O	F INVOICE 1	C4:25pm		

Service Request Detail 71-1115819539 SR No. 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 Belton involved Dir City Chevrolet L.L.C. Safety Yes State МО ZipCd Con Acct 10/17/2012 05:19:02 PM Phone Source Updated Serial #/VIN 1GNDT13S072 Model Year Medium 2007 Priority License # CHEVROL Owner EICHORLY Make Chevrolet Warr. Start 07/03/2007 Status Open 10/10/2012 02:45:07 PM Opened Model TrailBlazer 108900 Mileage Sub-Status Satisfied Closed Abstract (ESIS) - Driver's Door Module Customer This is a BRC PAR File. Please do not Assume. Forward all Inquiries to Lynda Elchorst @ ext.31093 Description

Pre-PAR

#### PAR Notifier Injuries # Other Veh # People in Veh Road Surface Road Cond. Fire Reports Owner Concrete Dry n/a n/a **Driver Last Name** Not occupied Not occupied Not accupled Not occupied Insurance Agent Last Na Insurance Agent First Nan Insurance Agency Unknown Unknown Incident 34 Daisy Ln. Belton MO 64012 Incident Cust noticed the driver's side smalled like it was burning. She took the veh to the dir and noticed Loc Desc the control module was melted. Component Electrical Damage Driver's side door module melted Vehicle with cust Desc Loc Add'i Info Cust stated it happened about 2 months ago. Emgcy Svc n/a Names Maint Loc City Chevrolet **PAR Detail** Collision Non Collision Property Damage Y Thermal Evt N Spec Equip n/a 0 Vehicle Weather clear **Prop Owner** n/a Property n/a Speed Condition Type Last Service Property Location Los Last Prop Est Repair Cost Service Veh Est Spec Equip Installer Prop Damage r/a Repair Cost Description Primary Veh Use Inspection Thermal Event Inspected By Inspection Not Performed Inspection Date/Time Veh Damage Door module melted Explain Other

Report Generated for toporowm

Description

on 10/19/2012

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### Activities

Greated 10/18/2012 10:08:55 AM	Created By KINZERTH	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description ESIS - Thermal Event
Contact Last Name	-	Contact First	l Name	Account		BAC Code	
customer claims therma Confidential Comments		g from control m	nodule in drivers door				
Created					- <u></u>	·	
10/17/2012 05:19:02 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status Done	Completed 10/17/2012 05:19:02 PM	Doscription Ownership Escalated to BRC
Contact Last Name		Contact Fire	Name	Account		BAC Code	

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/17/2012 05:13:21 PM	EICHORLY	EICHORLY	Outbound Email	DVM/CAWField	Done	10/17/2012 05:17:40 PM	Domingo Garcia, DDMA at
Contact Last Name		Contact Eve	i strime	Account		BAC Code	domingo.p.garda@gm.com

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.

2007 Chevrolet TrailBlazer 1GNDT13S072: TrailBlazer City Chevrolet L.L.C. Kansas City, MO (BAC 231232) Brian Fronz, Service Manager

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

If you have further questions, please contact Customer Relationship Specialist 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

Sincerely,

Lynda Eichorst

Aditya Birla Minacs | Inspired every day 7401 E. Ben While Blvd, Bidg. F, Auslin, TX 78741 Phone 868-790-5800 ext 31093 | Fax 868-393-8086 | www.minacs.adityabirla.com| Follow us on Twitter

Lynda Eichors/PAR/ATX
Confidential Comments

Greater 10/17/2012 05:06:00 PM	Created By EICHORLY	Assigned To EICHORLY	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alarm	Completed	Doscription ESIS - Verify file was picked up.
Contact Last Name		Contact Eves	t Name	Account		BAC Code	[ :
Confidential Comments							

Report Generated for toporowm

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/17/2012 05:05:34	EICHORLY	KINZERTH	Notify CRM	Addrift Cashiyas	Done	10/18/2012 10:07:24 AM	Please escalate to ESIS - thermal event
PM Contact Last Name			-				
Contact Last Name		Contact Fin	I Name	Account		BAC Code	
остинены						-	
Cust alleges the driver	s side door had a	an electrical pro	dem. Cust smelled the doo	r panel burning. Cust look the	veh to the dir and	noticed the inside of the door	
panel had melted. Dir r	epaired the veh.	Cust then rec'd	a recall in the mail.				
Lynda Elchors!/PAR/AT	x						
Confidential Comments	5						
						· <u></u>	
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/17/2012 05:00:38	EICHORLY	EICHORLY	BRC PAR	Business Case	Done	10/17/2012 05:05:30	Business Case
PM Contact Last Name						PM	
Conda Lasi Name		Contact Fire	t Name	Account		8AC Code	
Commerns							
Cust alleges the driver:	s side door had a	n electrical pro	olem. Cust smelled the doo	r panel burning, Cust took the	veh to the dir and	noticed the inside of the door	
panel had mexed. Dirn	epaired the veh,	Cust then rec'd	a recall in the mail. Cust is	seeking reimbursment.			
Lynda EichorsI/PAR/AT	x						
Confidential Comments				· · · · · · · · · · · · · · · · · · ·			
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 02:22:06	EICHORLY	EICHORLY	Scheduled Follow-up		Done	10/17/2012 04:59:28	Complete File
PM						PM	•
Contact Last Name		Contact Fire	I Name	Account		BAC Code	
Comments			• • • • • • • • • • • • • • • • • • • •				
Ask Thaddeous if file st							
CRS complete the BRC		<u>.                                    </u>					
Confidential Comments							

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#### **Activities**

reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/12/2012 05:34:05 M	EICHORLY	EICHORLY	Scheduled Follow-up		Done	10/15/2012 02:20:22 PM	Update file
Contact Last Name		Contact Fire	Name	Account	Ţ,	BAC Code	
omments							
ust slated she rec'd a	recall notice 1-2	months after the	work was completed at the	dk. The cust paid \$800 for t	he repairs. Cust b	seeking reimbursement.	
RS to reimburse or dir							
SIS? Their is evidence	of a thermal ev	ent but cust did	not see smoke or flames - ii	rside door panel was melled.			
Confidential Comments							
reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/12/2012 05:29:04 M	EICHORLY	EICHORLY	Outbound Call Dealer	Left Message	Done	10/12/2012 05:34:03 PM	Called City Chevrolet L.L.C. 815-941- 0555
omelf for Linding		Paul P	, , , Jwe	Account		BAC Code	Brian Fronz, Service Manager
Comments							_
RS left a vm.			<del></del>				
ynda ElchorsVPAR/AT>	,						
onfidential Comments							
	•		· .				•
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/12/2012 11:01:03 AM		EICHORLY	Scheduled Follow-up	Accestly Sub-1990	Done	10/12/2012 05:25:58	Complete file
			•	<u> </u>		PM	Compose the
ontact i ast Name		Contact Em	• Maine	Account		BAC Code	
omments				_			_
					•	·	
onfidential Comments							•

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#### **Activities**

reated 0/12/2012 10:59:30 AM	Created By EICHORLY	EICHORLY	Activity Type Outbound Call Desier	Activity Sub-Type Left Message	Status Done	Completed 10/12/2012 11:00:13 AM	Description Called City Chevrolet L.L.C. 816-941
onlact Last Name		Contact Firs	Name	Account		BAC Code	0555
omments							
RS left a vm for Phil (las	st name or title	was not on the r	ecorder.)				
ynda EichorsUPAR/ATX							
onlidential Comments							
reated	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
3/11/2012 09:18:53 AM	MERCADTO	EICHORLY	Ownership Changed		Done	10/11/2012 09:18:53 AM	Service Request Ownership has
ontact Last Name		Contact Firs	l Name	Account		BAC Code	changed FROM: DELAPEMA TO: EICHORLY
omments							
onfidential Comments				****			
							•
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
D/11/2012 09:18:42 AM		EICHORLY	BRC PAR	Initial Contact - Field	Done	10/12/2012 11:01:02 AM	See outbound email,
ontact Last Name		Contact Firs	Name	Account		BAC Code	
omnieno							
OTTITIO TO							
						· -	
onfidential Comments							
onfidential Comments							
roated	Crealed By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
reated V11/2012 09:18:32 AM		EICHORLY	BRC PAR	Activity Sub-Typo Initial Contact- Dealer	Status Done	Gompleted 10/12/2012 11:00:49 AM	Description  No dir contact required.
roated			BRC PAR				
rontod V11/2012 09:18:32 AM		EICHORLY	BRC PAR	Initial Contact- Dealer		10/12/2012 11:00:49 AM	
roated W11/2012 09:18:32 AM ontact Last Nume	MERCADTO	EICHORLY Contact Firs	BRC PAR	Initial Contact- Dealer		10/12/2012 11:00:49 AM	
roated D/1/2012 09:18:32 AM ontact Lest Name o Initial Contact require	MERCADTO	EICHORLY Contact Firs	BRC PAR	Initial Contact- Dealer		10/12/2012 11:00:49 AM	
roated W11/2012 09:18:32 AM ontact Last Nume	MERCADTO	EICHORLY Contact Firs	BRC PAR	Initial Contact- Dealer		10/12/2012 11:00:49 AM	

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#### **Activities**

Greated Created By Assigned To Activity Type 10/11/2012 09:18:23 AM MERCADTO EICHORLY BRC PAR Activity Sub-Type Status Completed Doscription Initial Centact- Phone Done 10/12/2012 10:59:18 AM Called BAC Code

Cust Stated: Rolled windows up Sat morning. Monday morning, the window was down and nothing was working on the driver's side door. Cust then smelted somathing and contacted a dir. The dir noticed the inside of the door panel had melted. The dir repaired the veh. Cust stated she rec'd a recall notice in the mail.

CRS Advised: Did cust take the recall notice to the dir?

Cust Stated: No.

CRS Advised: Yake receipt and recall notice to the dir and ask for reimbursement.

Cust Stated: Ok.

Lynda Elchorst/PAR/ATX

Confidential Comments

Created Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description	
10/11/2012 09:18:14 AM MERCADTO	EICHORLY BRC PAR	Acknowledgement	Done	10/12/2012 10:42:09 AM	Called	
Contact Last Name	Contact First Name	Account	``	BAC Code		

Comments

Cra 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

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# Activities

ficialed 0/11/2012 09:18:06 AM	Created By MERCADTO	Assigned To EICHORLY	Activity Typo Research	Activity Sub-Typo	Status Done	Completed 10/12/2012 05:28:17	Description Research VIN
ontact Last Name		Contact Firs	i Name	Account		PM BAC Code	
ummary:							
R's and VIN: No other:	files found for \	/IN.					
ecalls: No open recalls	found in GWM	<b>).</b>					
anded: No							
arranty Block: No							
epairs: No related repai	irs found in GW	M.					
search complete							
nda Elchorst/PAR/ATX onfidential Comments							l
vatod	Created By		Activity Type	Activity Sub-Typa	Status	Completed	Description
/11/2012 09:17:58 AM	MERCADTO	EICHORLY	Notify CRM	Account	Done	10/12/2012 10:41:49 AM	File assigned
			t Rame	Account		BAC Code	
omments							
onlidential Comments							
oatod	Created By	Assigned To		Activity Sub-Type	Status	Completed	Doscription
V11/2012 09:17:40 AM	MERCADIO	EICHORLY	BRC PAR	Case Assigned Account	Done	10/12/2012 10:41:45 AM BAC Code	Assigned to Lynda x31093
			A-ABIRIC	ACCOUNT		BAU CORE	
ommenis							
onfidential Comments			***				

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### Activities

Croated Cr 10/11/2012 09:17:33 AM MI	cated By ERCADTO	DELAPEMA	Activity Typo SR Opened Name	Activity Sub-Type Account	Status Done	Completed 10/11/2012 09:17:33 AM BAC Code	Discription SR in Status of Closed has been Re- Opened by MERCADTO
Confidential Comments				_		<del></del>	
Created Cr 10/11/2012 09:17:31 AM Mil Contact Last Name	ealed By ERCADTO	Assigned To DELAPEMA Contact First	Activity Typo SR Closed - Satisfied Name	Activity Sub-Type Account	Status Done	Gempleted 10/11/2012 09:17:31 AM BAC Code	Description Service Request has been Closed Satisfied.
Canfidential Comments							
Croated Cn 10/11/2012 09:17:12 AM ME Confact Last Name	eated By ERCADTO	Assigned To KINZERTH Contact Fire	Activity Typo Inbound Call Third Party Name	Activity Sub-Typo Voice Mail Received Account	Status Done	Completed 10/11/2012 09:17:27 AM BAC Code	Description FAR V/M
71-1156 (1953) 71-11156 (1953) customer 2007 Chevrolet TrailBlazer last 6 77 phone (1951) Oct 10 2:51pm					-		
		Assigned To	Activity Type Scheduled Follow-up	Activity Sub-Typo	Status Done	Completed 10/11/2012 09:17:11 AM	Description PAR
PM Contact Last Name Comments		Contant Firs	•	Account	- Oute	BAC Code	FAN
Confidential Comments							

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### Activities

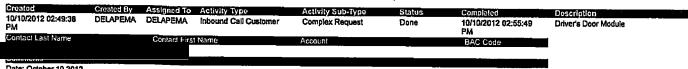
Created 10/10/2012 02:55:52 PM	Oreated By DELAPEMA	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Don <del>e</del>	Completed 10/11/2012 09:17:08 AM	Description PAR
Contact Last Name		Contact Fire	Name	Account		BAC Code	
Confidential Comments			-				

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on 10/19/2012

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#### **Activities**



Date: October 10 2012

Name: Address: Daytime #: Evening #: Celiphone # Belton MO

VIN: 1GNDT135072 Mileage: 106900

Dealership: CABLE-DAHMER OF KANSAS CITY 555 W 103RD ST KANSAS CITY, MO 64114-4502 Phone: (816) 941-0555

Reason for Call: complaint vehicle

#### Cust States:

- Cust States:
   i just got a safety recall notice in the mail
   i have a 2007 Chevrolet TrailBlazer
   this happened to me on August 28
   my driver's dide window work work
   it went down on its own
   i couldnt get the window to go up and down
   i couldnt get the window to go up and down
   when I reached across I tried the other doors and it worked
   and i smelled something that is like burning
   I look it to the dealership
   and there we found that it had caught fire and burnt and melted everything within the driver's module
   i had to spend \$825.37 to pay for the repairs

# Cust seeks:

- CRS adv:
   case will be sent to the PAR Department
   someone will contact them within 2 business days
   provided SR

- 12180 Upcoming Safety Recall or Special Coverage Media Statement Document ID: d\_1345489428070 - CAC PAR Procedures Document ID: d\_108767

# Marga / MNL / CAC / T1 / Lvl1

Report Generated for toporowm

on 10/19/2012

Page 11 of 12

#### **UCC** Information

Symptom Thermal Event

Description
Electrical - Power Door Lock Motor / Switch / Wiring

Report Generated for toporowm

on 10/19/2012

Page 12 of 12

Component Ltd Wty

Powertrain Limited Warranty

08/05/2011

07/03/2007

35 MI

07/03/2012 100,035 MI

Special Coverage 10054

08/05/2011

07/03/2007

35 MJ

07/03/2017

120,035 MI

#### **Service Contract**

Vehicle has no current record of service contracts.

on History				View Details
Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
883175	ZREG—Regular Vehicle Transaction		L1020 - Fuel Tank Filler Cap Replacement	23,557 MI
862795	ZREG—Regular Vehicle Transaction		E9740 - Gear Assembly, Power Steering - Replace	16,920 MI
862795	ZREG-Regular Vehicle Transaction		K5126 - Actuator, Automatic Transmission Shift Lock Control - Adjust	18,920 MI
A60087	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI
	Job Card Number 883175 862795 862795	883175 ZREG—Regular Vehicle Transaction 862795 ZREG—Regular Vehicle Transaction 862795 ZREG—Regular Vehicle Transaction 862795 ZREG—Regular Vehicle Transaction A60087 ZPDI—Pre-Delivery	Job Card Number Transaction Type Adjustment  883175 ZREG—Regular Vehicle Transaction  882795 ZREG—Regular Vehicle Transaction  882795 ZREG—Regular Vehicle Transaction  882795 ZREG—Regular Vehicle Transaction  A60087 ZPDI—Pre-Delivery	Job Card Number Transaction Type Adjustment Labour Operation  883175 ZREG—Regular Vehicle Transaction 882795 ZREG—Regular Vehicle Transaction 862795 ZREG—Regular Vehicle Transaction

Global Warranty Management Site Map

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M\_Lonout

October 19, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Build

0

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

Vehicle Information

VIN 1GNDT13S072

Model CT15506-2007 TRAILBLAZER 4WD

Service Contract. No

Branded Title No.

Warranty Block, No.

PDI Status No

Order Type. 70 - RETAIL - STOCK

Field Actions: O Open

Vehicle Build

Model CT15508-2007 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number KKPX1C Build Date 10/04/2006

**Build Plant. 2** 

#### **Option Codes**

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

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

28H - LIGHT GRAY

32U - MOONDUST METALLIC

7F8 - COMP FRT RH COMPUTER SEL SUSP

9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

**AXP - MPV VIN IDENT POSITION** 

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

886 - MOLDING BIS COLOR

C49 - REAR WINDOW DEFROSTER

CJ3 · CLIMATE CONTROL

**DP2 - POWER OSRV MIRRORS** 

FE9 - FEDERAL EMISSIONS

GT4 - REAR AXLE, 3.73 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

1SZ - PREFERRED **EQUIPMENT SAVINGS** 

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

6FB - COMP FRT LH COMPUTER SEL SUSP

**8UZ - COMPONENT RR LH** 

COMPUTER SEL

AJ1 · GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT,

DELUXE

**AUO - REMOTE KEYLESS** 

**ENTRY** 

**B30 - FULL CARPET-COLOR** 

KEYED

**B33 - REAR COLOR KEYED** FLOOR MATS

BVE - RUNNING BOARD,

ASSIST STEPS

**C5N - GVW RATING - 5750** 

LBS

DAY - ASSEMBLY PLANT

MORAINE, OHIO

**EVA - EVAP EMISSION** 

REQUIREMENT

G80 - DIFFERENTIAL,

LOCKING REAR

JF8 - BRAKE VAC POWER, 4

WHL DISC

K18 - ELECTRIC AIR

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

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI I6

N40 - POWER STEERING

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE WHEEL

QTR - WOL ON/OFF ROAD TIRES

R6P - SPECIAL PAINT

**R9N · LEATHER SEAT TRIM** 

**T61 - DAYTIME RUNNING LIGHTS** 

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

**UB0 - AM/FM STEREO W/CD** 

**UJ5 - TIRE PRESSURE MONITOR** 

VIK - LUGGAGE RACK CROSS-BARS

VK3 - FRONT LICENSE PLATE BRACKET

**X88 - CHEVROLET CONVERSION** 

**YD5 - BASE FRONT SPRING** 

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD

AUTOMATIC

N75 - 17" ALUMINUM

WHEELS

NT7 - EMISSION SYS FED -

TIER 2

PDC - PWR SEAT ADJUST-

DRIVER, 8 WAY

R6K - ONSTAR TURN-BY-

TURN NAVIG AVAIL

**REQ - OPTION PKG NOT** 

DESIRED

SLM - STOCK ORDERS

**198 - STAMPING VEHICLE** 

**IDENT NUMBER** 

UZK - XM SATELLITE RADIO -

SERVICE FEE EXTRA. 1ST 3

MONTHS INCL.

**UA6 - THEFT DETERRENT** 

ALARM SYSTEM

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DI R AROUT

SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)

UY7 - TRAILER WIRING

HARNESS

V73 - STATEMENT OF

VEHICLE CERT.-U.S. /CANADA

VXS - COMPLETE VEHICLE

LABEL

YO3 - BASE AXLE YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE

SUSPENSION

#### **Added Option Codes**

Vehicle has no current record of SAIO codes.

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**@big Warranty** 

October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Component Summary

10

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

Vehicle Information

VIN 1GNDT13S072 Service Contract No

Branded Title, No.

Warranty Block No.

Model, CT15506-2007 TRAILBLAZER 4WD PDI Status: No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

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 10/03/2006

Traceability 609210765 Part / Number Broadcast. NAX

> Time Scanned: 16:45:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant. S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 10/03/2006

Date Scanned 10/03/2006

Traceability, 002442716 Part / Number Broadcast A1Z

Time Scanned 17:09:00 Scan Station: 05

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

Source Plant: N.

Traceability: OBL898789

Part / Number Broadcast: FK

Time Scanned 16:56:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 10/03/2006

Traceability 44493441 Part / Number Broadcast: 7TDD

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

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

**HUB ASSEMBLIES** 

Source Plant. G-

Traceability D4J34106

Part / Number Broadcast UK3

Date Scanned: 10/03/2006

Time Scanned: 17:39:00 Scan Station

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scannod: 10/03/2008

Traceability: 251071745

Part / Number Broadcast AA5

Time Scanned 17:39:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability 00024051

Part / Number Broadcast

Source Plant K-KELSEY-HAYES JASPER, INDIANA

3172

Time Scanned: 19:08:00 Scan Station:

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

Date Scenned: 10/03/2006

Date Scanned 10/03/2006

Traceability: 1GYBVCQ

Part / Number Broadcast: 2395

Time Scanned: 21:21:00 Scan Station 06

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

Date Scanned 10/03/2008

Traceability 5ABGX04 Part / Number Broadcast: 5521

Time Scanned: 17:00:00 Scan Station: 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Traceability 0660069

Part / Number Broadcast, 122

10/19/2012

M Lonout

View Vehicle Summary

For this volucie:

Service

Contract

- Branded Title

· Warranty Block

· View Vehicle Build

View Vehicle

Date Scanned: 09/26/2006

Time Scanned: 03:02:00 Scan Station:

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

Source Plant: -

Date Scanned: 09/29/2006

Part / Number Broadcast: 1999

Traceability: 3062566

Time Scanned: 20:35:00 Scan Station:

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

Source Plant: -

Date Scanned: 10/02/2006

Traceability: 3062453 Part / Number Broadcast: 1PT

Time Scanned: 19:24:00 Scan Station:

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

Source Plant: -

Date Scanned: 10/03/2006

Traceability: 3062287 Part / Number Broadcast: 1PH

Time Scanned: 12:00:00 Scan Station:

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

Source Plant: -

Traceability: 3062251 Part / Number Broadcast: 1GB

Date Scanned: 10/03/2006

Time Scanned: 13:16:00 Scan Station:

#### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Lonout

October 19, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail CUSTOMER ∖ (ତା 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 1GNDT13S072 Model CT15506-2007 TRAILBLAZER 4WD Service Contract. No Branded Title No. Warranty Block No. PDI Status No Order Type. 70 - RETAIL - STOCK Field Actions 0 Open Job Card Date: 08/08/2008 Job Card Number: 883175 Repair Service Agent 111917 Odometer Reading 23,557 MI MOLLE CHEVROLET, INC. **Authorization Code BLUE SPRINGS MO 64014-2512** 8162298800 Process Oate 08/15/2008 Transaction Type: ZREG-Regular Vehicle Transaction Transaction Expense Category: **Customer Complaint Code** 0000-Converted Claim Job Card Line # 1 Cause Code 0000-Converted Claims Transaction Adjustment Labour Op L1020-Fuel Tank Filter Cap Replacement Causal Parl Number ·See other Parts and/or Nat Items Job Card Date: 04/18/2008 Job Card Number: 862795 Repair Service Agent 111917 Odometer Reading: 16,920 MI MOLLE CHEVROLET, INC. **Authorization Code 411 MOCK BLUE SPRINGS MO 64014-2512** 8162298800 Process Date 04/29/2008 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category: Customer Comptaint Code. 0000-Converted Claim Job Card Line # 1 Transaction Adjustment: Cause Code. 0000-Converted Claims Labour Op E9740-Gear Assembly, Power Steering - Replace Causal Part Number -- See other Parts and/or Net Items

For this vehicle:

View Vehicle Summary

Service

Contract

→ Branded Tille

· Warranty Block

 View Vehicle Build View Vehicle

Component Summary View Vehicle

Transaction History Detail

View Vehicle Delivery

Information

Job Card Date: 04/18/2008

Job Card Number: 862795

Repair Service Agent: 111917

Odometer Reading: 16,920 MI

MOLLE CHEVROLET, INC.

Authorization Code

411 MOCK BLUE SPRINGS MO 64014-2512

8162298800

Process Date: 04/29/2008

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 K5126-Actuator, Automatic Transmission Shift Lock Control - Adjust

Causal Part Number

Job Card Date: 10/04/2006

Job Card Number: A60087

Repair Service Agent: 111917 MOLLE CHEVROLET, INC.

Odometer Reading: 0 Mt Authorization Code

411 MOCK BLUE SPRINGS MO 64014-2512

8162298800

Process Date 10/10/2006

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 27000-Pre-Delivery inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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For this vehicle:

View Vehicle Summary
 Service
 Contract

→ Branded Title

View Vehicle Build

View Vehicle Delivery

View Vehicle
Component Summary
View Vehicle
Transaction History

Detail

information

· Warranty Block

Logout

<u>்</u> ரெப்Warranty

October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Delivery Information

10

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

Vehicle Information

VIN 1GNDT13S072
Service Contract: No

Branded Title No

Warranty Block No

Order Type: 70 - RETAIL - STOCK

Field Actions. 0 Open

Model CT15506-2007 TRAILBLAZER 4WD

PDI Status: No

Invoice Information

trivoicing Service Agent. 111917 MOLLE CHEVROLET, INC. 411 MOCK

BLUE SPRINGS MO 64014-2512 8152298800

Invoice Date: 10/04/2006

Ship to information

Ship to Service Agent 111917 MOLLE CHEVROLET, INC. 411 MOCK

BLUE SPRINGS MO 64014-2512 8162298800

Ship to Date: N/A

**Delivery Information** 

Delivery Service Agent: 111917 MOLLE CHEVROLET, INC. 411 MOCK

BLUE SPRINGS MO 64014-2512 8162298800

Delivery Date: 07/03/2007 Delivery Type 010---INDIVIDUAL Delivery Odometer 35

In Service Information

Invoicing Service Agent.

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

Registration Information

Registration Service Agent: N/A

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

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October 19, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary

10

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

#### Vehicle Information

VIN: 1GNDS13S762

Model: CS15506-2006 TRAILBLAZER SUV 2WD

Service Contract: No

Branded Tille: No Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions O Open

PDI

_	 uir	1	-	_ •	_4	<b>.</b> -	. 41	 

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 proportary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever

Vehicle has no current record of branded titles.

#### **Warranty Block**

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y
XM Equipped: Y

XM Radio ID: Q7TDH08J

OnSter Status: Inactive

XM Status: Active DMN Enabled: N

OnStar Vehicle Diagnostics N

Applicable Warranties Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odomelor	_
	Special Coverage 10054	08/05/2011	06/19/2006	330 MI	06/19/2016	120,330 MI	
	Emission Select Component Ltd Wty	08/05/2011	06/19/2006	330 MI	06/19/2014	80,330 MI	
	Corresion Limited Warranty	08/05/2011	06/19/2006	330 MI	06/19/2012	100,330 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





10/25/2012 10:44 AM

From:

Kelly Kufel/C/US/GM/GMC ryan nangle <rtnangl@yahoo.com>



General Motors has agreed to reimburse you \$461.78 for the repairs to the vehicle. One of the receipts you provided was for a head lamp replacement in the amount of \$114.71 which they will not reimburse.

I have attached the property damage release for you to sign and have notarized. Once I receive the executed release back, I can issue payment.

Thank you!



Release Nangle 749388.pdf

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

fax: 313.665.0911



reference # 749 388

to: kelly.kufel@gm.com

10/22/2012 03:27 PM

From:

kelly.kufel@gm.com <kelly.kufel@gm.com>

Please respond to ryan nangle <rtnangl@yahoo.com>

#### Hello kelly,

TT1---1-37

I am responding to you in regard to my 2006 trailblazer that had electronic failure in the driver side door.

I have attached 4 invoices and receipts:

- 1) Master switch part. This had a hole melted through the entire unit.
- 2) Low beam headlamp parts. These were damaged with the overload.
- 3) Labor to Program the Unit. Had to be done by GM dealer.
- 4) Second attempt to Program Unit.

The initial unit I was given did not work so I had to go back and start the process over. GM did not charge me for the second reprogramming but I submitted the invoice so you had a complete copy of all the work that went into this issue.

The total amount I spent out of pocket was \$576.49

I appreciate the help getting reimbursed for these expenses.

Let me know if you need anything else from me.

Thank You	
Reference # 749 388 - master switch parts.pdf - Low beam headlamp parts.pdf - Firs	
	st
attempt programing Module.pdf - Second attempt Programing Module.pdf	



### **COURTSEY BUICK GMC**

6305 Northwest Hwy. Crystal Lake, IL 60014 Phone: (815) 477-8600 Fax: (815) 477-8699

R/0	VIN					DATE IN
20878 YEAR	1 GND	S13S76	2			11/09/11
YEAR M	TAKE	MODEL	COLOR			TIME IN
2006	CHEVROLET	TRAILBLAZI	3			09:22
MILES IN	MILES OUT	FIRST USE	LISC.	LAKE IN THE HIL	IL	CLOSED 09:53
57922	57922	00/00/00	IL			11/09/11
SEE ALSO						WRITER 2803
			DAMES AND STREET	H:	W: (847) -	MARK D
				· .		

(1)	PROGRAM DRIVER DOOR SWITCH		
	NEW SWITCH WILL NOT TAKE PROGRAM	Labor	T45
	CUSTOMER TO TAKE BACK TO TUFFYS		
	(Tech: 45) A	(I	nternal )

	W/C INT.		CUSTOMER
DISCLAIMER OF WARRANTIES  Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warrantly of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.  CUSTOMER SIGNATURE	.00	Labor Parts Sublet Shop Supplie Oil/Grease Sub Total Tax	000000000000000000000000000000000000000
Page 1 of 1 Job 532  20878 Customer Copy		Total	JOSOFT FORMS 1-8



### **TUFFY AUTO SERVICE CENTER** 59 W. ACORN LN.. LAKE IN THE HIL,IL 60156 (847)854-9850

Date/Time:

Estimate #:

PO Number:

Email Address:

Unit Number:

Fleet/Wholesale: N

Invoice #:

Key Tag:

PAGE 1

Customer ID: 0287012590 Name: Address: Address 2:

Work Phone: Other Phone: () -Tax Exempt #:

City, State, Zip/Postal Code: LAKE IN THE HIL, IL. Home Phone:

Service comments:

CK LOW BEAM HEADLIGHTS

DRIVER DOOR POSSIBLY SHORTED, CUSTOMER STATES SAW SMOKE, DRIVER DOOR WINDOW MASTER SWITCH ,SHORT,BURNED NEED TO REPLACE..

Mileage Out: 57803

06

57803

CHEVROLET

TRAILBLAZER

L6-256ci 4.2L F

Year

Make:

Model:

Lic No:

VIN:

Color:

Engine:

Mileage In:

Qty. Part # RFR Loc Description **Parts** Labor Total MISC. (OTHER) \*RL6100 LOW-BEAM HEADLAMP RE 58.95 44 50 103 45 TOTAL MISC. (OTHER): 103.45

I hereby acknowledge the the stated repair work performed on my vehicle along with the neccessary materials installed are in good working condition.

10/31/11 13:28:28

43605

30137

\*\*\* Customer Wishes To Discard Old Parts \*\*\*

These Parts And/Or Services Were Declined by the Customer: MISC DR/DOOR WIN/MAST SWIT 314.67

44.50 359.17 Total Declined Service Recommendations: 314.67 44.50 359.17 90 DAY WARRANTY ON PARTS & LABOR

TUFFY AUTO SERVICE CENTER 59 WEST ACORN LANE LAKE IN THE HILLS, IL 60156 PHONE #(847) 854-9850

Merchant ID: 100000305872

Ref W: 0006

Sale

Entry Method: Swiped

AMEX Total:

114.71

10/31/11 Inv #: 000006

13:28:26 Appr Code: 546443

Approd: Online

Batch#: 000115

Customer Copy HAVE A NICE DAY!

PAY **AMOUNT** AM EX 114.71

TECH: 080303-0.00

J. MCDERMOTT

Supply/Disp 6.21 PARTS TOTAL 58.95 SALES TAX 5.05 LABOR TOTAL 44.50 **GRAND TOTAL** 114.71



### TUFFY AUTO SERVICE CENTER 59 W. ACORN LN.. LAKE IN THE HIL,IL 60156 (847)854-9850

PAGE 1

Customer ID: 0287012590.
Name:
Address:
Address 2:
City,State,Zip/Postal Code: LAKE IN THE HIL, IL
Home Phone:
Work Phone:
() Other Phone: () Tax Exempt #:

Year: 06
Make: CHEVROLET
Model: TRAILBLAZER
Lic No: VIN: 1GNDS13S762
Color:
Engine: L6-256ci 4.2L F

57918

Mileage In:

Mileage Out: 57918

Date/Time: 11/09/11 08:57:11
Estimate #: 43715
Invoice #: 30208
Key Tag:
PO Number:
Email Address:
Fleet/Wholesale: N

Unit Number:

Service comments:

 Qty.
 Part #
 RFR
 Loc
 Description
 Parts
 Labor
 Total

 MISC. (OTHER)
 1
 MISC
 DR/DOOR WIN/MAST SWIT
 314.67
 44.50
 359.17

359.17

I hereby acknowledge the the stated repair work performed on my vehicle along with the neccessary materials installed are in good working condition.

X\_\_\_\_\_

\*\*\* Customer Wishes To Discard Old Parts \*\*\*

90 DAY WARRANTY ON PARTS & LABOR

TUFFY AUTO SERVICE CENTER 59 MEST ACORN LANE LAKE IN THE HILLS, IL 60156 PHONE #(847) 854-9850

Merchant ID: 100000305872

Ref #: 000]

TOTAL MISC. (OTHER):

Customer Copy
THANK YOU
HAVE A NICE DAY!

PAY **AMOUNT** Supply/Disp 21.55 AM EX 406.78 PARTS TOTAL 314.67 SALES TAX 26.06 TECH: 080303-0.00 J. MCDERMOTT LABOR TOTAL 44.50 **GRAND TOTAL** 406.78



#### **COURTSEY BUICK GMC**

6305 Northwest Hwy. Crystal Lake, IL 60014 Phone: (815) 477-8600 Fax: (815) 477-8699

996 1 G N D S 1 3 S 7 6 2  06 CHEVROLET TRAILBLAZE MILES OUT FIRST USE  0337 58037 00/00/00 IL		11/16/11 TIME IN 11:38 CLOSED 16:14 11/16/11
	W: (847)	WARK H
PROGRAM DRIVERS WINDOW SWITCH MODULE COMPLETED (Tech:82) C	Labor T82 Total Labor Total Repair (Customer)	55.00 55.00 55.00
DRIVERS WINDOW SWITCH MODULE INOP, PART PURCHASED OVER THE COUNTER PART FAILURE, PARTS OVER COUNTER WARRANTY (Tech:82) A	N2117 6C OJ T82 (F)25867001 (SWITCH) 1(Warranty)	

COURTESY BUICKGMC 6305 NORTHWEST HAY CRYSTAL LAKE, IL 60014 815-477-8600

Ref #: 009

Term 10: 001

Sale

AMEX Entry Method: Swiped

17:20:43

11/16/11

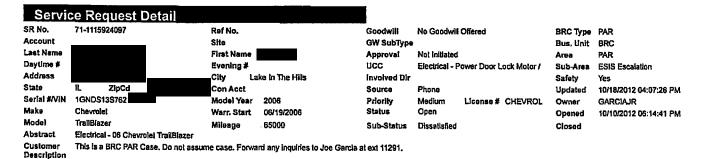
Inv #: 900009
Apprvd: Online Batch#: 320002

Total:

Customer Copy

EST 53 TO THE STATE OF THE STAT

DISCLAIMER OF WARRANTIES  Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly discialms all warranties either expressed or implied, including any implied warranty of merchanitability of titness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.  CUSTOMER SIGNATURE	W/C INT.	Labor Parts Sublet Shop Supplie Oil/Grease Sub Total	55.00 .00 .00 .00 .00 .55.00
Page 1 of 1 Job 620  20996 Customer Copy	.00	Tax Total (Cash)	.00 55.00 55.00 MNDS 14 MNDS OLD 15 CONTROL



#### Pre-PAR

PAR Notlfier	Incident	Date/Time	Injuries #	Other Veh	#Peop	ole in Veh Ro	ad Surface	Road	Cond. Fire Report#	Police unk	Report#
Driver Last Na	me		Driver F	First Name		Height	DC	B Disab		Unk	
unk			unk					unk			
Insurance Age	ent Last Nam	2	ใกรนายท	ice Agent Firs	t Name	Phone	#	Insuranc	e Agency		
unk			unk					unk			
Incident Loc	unk						Incident Desc	unk			
Component	unk										
Vehicle	unk						Damage Desc	e unk			
Loc							Add'l Inf	o n/a			
Emgcy Svc Names	unk						Maint Lo	oc unk			
PAR Det	tail										
Collision	N	ion Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	unk		
Vehicle Speed				Weather Condition	unk			Prop Owner	n/a	Property Type	r√a
.ast Service Date				Loc Last Service				Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00			Spec Equip Installer	unk			Prop Damage Description	n/a		
Primary Veh Use				Inspection Type	Thema	l Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	unk							Explain Other	being sent to ESIS		

Report Generated for toporowm

on 10/19/2012

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### **Activities**

Created 10/18/2012 04:06:33 PM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alam	Completed	Doseription Waiting for ESIS to pick up
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	1
Comments							
Confidential Comments	i		<u> </u>				1
Groated 10/18/2012 04:05:55 PM	Created By GARCIAJR	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed	Description Thermal event - ESIS
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1
Comments 2006 Chevrolet TrailBla	zer - thermal eve	ent					
Note: No contact with c	ustomer						
Joe GH/PAR/ATX							
Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
10/18/2012 04:05:13 PM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Dane	10/18/2012 04:05:54 PM	Business case
Contact Last Name		Control Ein	Name	Account		BAC Code	I
Comments Veh experienced a then	mal event, file be	ing sent to ESIS					1
Joe G/PAR/AATX							
Confidential Comments							

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#### **Activities**

)/18/2012 04:03:34 VI	Greated By GARCIAJR	Assigned To GARCIAJR	Activity Type Outbound Email	Activity Sub-Type DVM/CAM/Field	Status Done	Completed 10/18/2012 04:04:00 PM	Description FYI email sent to DDMA
nlad Last Name		Contact Fire	Mame	Account		BAC Code	
product allegation cla ent.	lm has been ma	de in your region	n. The customer is alleging a	a thermal event. This case is	being escalated to	o ESIS because of a thermal	
06 Chevrolet TrailBla NDS13S762:	zer						
s is only a notificatio	n. No action is r	equired on your	part at this time.				
il wishes, Garda I CRS							
ntidential Comments							
balod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
17/2012 06:52:49	Greated By GARCIAJR	Assigned To GARCIAJR	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 10/18/2012 01:11:26 PM	
eated /17/2012 06:52:49 A entact Last Name			Scheduled Follow-up	Activity Sub-Type Account			
/17/2012 06:52:49 A		GARCIAJR	Scheduled Follow-up			10/18/2012 01:11:26 PM	
17/2012 06:52:49 I ntact Last Name imments	GARCIAJR	GARCIAJR	Scheduled Follow-up			10/18/2012 01:11:26 PM	
/17/2012 06:52:49 1 ntact Last Name	GARCIAJR	GARCIAJR Contact Fire	Scheduled Follow-up	Account	Done	10/18/2012 01:11:26 PM BAC Code	send to ESIS
17/2012 06:52:49 Intact Last Name Internits Intidential Comments Dated 17/2012 01:58:23	GARCIAJŔ	GARCIAJR	Scheduled Follow-up			10/18/2012 01:11:26 PM	
17/2012 06:52:49 Intact Last Name International Comments International Comments International Comments International Comments International Comments International Comments International Comments International Comments In	GARCIAJR  Created By	GARCIAJR  Contact Fire  Assigned To	Scheduled Follow-up i Name Activity Typo Notify CRM	Account  Activity Sub-Type	Done	10/18/2012 01:11:26 PM  EAG Code  Completed 10/17/2012 06:52:41	send to ESIS  Description
17/2012 08:52:49 Intact Last Name Imments Intidential Comments	GARCIAJR  Credled By LINGLEDA	GARCIAJR Contact Fire Contact Fire Assigned To GARCIAJR	Scheduled Follow-up i Name Activity Typo Notify CRM	Activity Sub-Typo Letter Approved	Done	10/18/2012 01:11:26 PM  BAC Code  Completed 10/17/2012 06:52:41 PM	send to ESIS

Report Generated for toporowm

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### **Activities**

Greated 10/17/2012 12:20:44 PM	Greated By GARCIAJR	GARCIAJR	Activity Typo Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 10/17/2012 06:52:48 PM	Description letter approved? send to ESIS
Contact Last Name		Contact First	Name	Account		BAC Code	l I
Confidential Comments						-	I
Greated 10/17/2012 12:19:59 PM	Created By GARCIAJR	LINGLEDA	Activity Type Submit for Approval	Activity Sub-Type BRC	Status Done	Completed 10/17/2012 01:59:03 PM	Description Submitting ESIS UTC letter
Contact Last Name		Contact First	Name	Account		BAC Code	Ī
Letter Approved with co	rrection	. *					
3 calls made to cust on:							
10/15/12 10/16/12 10/17/12							
Joe G/PAR/ATX							
Confidential Comments							
Crosted 10/17/2012 12:18:18 PM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Type Correspondence	Activity Sub-Type	Status Done	Completed 10/17/2012 12:18:18 PM	Description Created:BRCPAR_PA0011, SR#71- 1115924097
Contact Last Name Comments		Contact Firs	1 Name	Account		BAC Code	i I
Confidential Comments							ı

Report Generated for toporowm

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### **Activities**

Preside 10/17/2012 12:17:25 PM	GREATED BY GARCIAJR	Assigned To GARCIAJR	Activity Type Outbound Call Customer	Activity Sub-Typo Left Message	Status Dane	Completed 10/17/2012 12:17:30 PM	Doscription Vm for cust
anton I ant Alama		<u> </u>		Account		BAC Code	
Called daytime phone #,			<del></del>				
Calling to I/u w/cust.							
oe G/PAR/ATX							
Confidential Comments							l
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/16/2012 03:30:23 M	GARCIAJR	GARCIAJR	Scheduled Outbound Call Dk		Done	10/17/2012 12:17:47 PM	ct dk
Contact Last Name		Contact First	Name	Account		BAC Code	I
omments							I
Confidential Comments							I
reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
0/16/2012 03:29:17 M	GARCIAJR	GARCIAJR	Outbound Call Customer	Left Message	Done	10/16/2012 03:30:00 PM	I/m for cust
ontact Last Name		Contact First	Name	Account		BAC Code	I
alled daytime phone #							I
alling to Vu w/cust.							
oe G/PAR/ATX							
onfidential Comments				•			Ī

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### Activities

Croated 0 10/15/2012 10:06:22 AM 6		GARCIAJR	Activity Typo Scheduled Outbound Call Dir Name	Activity Sub-Type Account	Status Done	Completed 10/16/2012 01:28:02 PM BAC Code	Description et dir
Confidential Comments							
Orested 0 10/12/2012 11:31:08 AM G		Assigned To GARCIAJR	Activity Typo Ownership Changed Name	Activity Sub-Type Ownership Escalated to BRC Account	Status Don <del>e</del>	Completed 10/12/2012 11:31:08 AM BAC Code	Description Ownership Escalated to BRC
Comments							
Confidential Comments							
Greated G 10/11/2012 06:52:55 PM G		Assigned To GARCIAJR	Activity Type Scheduled Outbound Call Dir	Activity Sub-Type	Status Done	Completed 10/12/2012 11:30:34 AM	Description et dir
Contact Last Name		Contact First		Account		BAC Code	
Confidential Comments							
Greated 6 10/11/2012 05:52:39 PM G	rested By SARCIAJR	Assigned To GARCIAJR	Activity Type Scheduled Outbound Call Cust	Activity Sub-Typo	Status Done	Completed 10/12/2012 11:30:40 AM	Doscription ct cust
Contact Last Name		Contact First		Account		BAC Code	
Confidential Comments		-					

Report Generated for toporowm

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### **Activities**

Created Created By 10/11/2012 01:56:42 PM MERCADTO Contact Last Name	Assigned To GARCIAJR Contact Fire	Activity Type Ownership Changed It Name	Activity Sub-Typo  Account	Status Done	Completed 10/11/2012 01:58:42 PM BAC Code	Description Service Request Ownership has changed FROM: ROQUEFE TO: GARCIAJR
Greated Created By 10/11/2012 01:56:29 PM MERCADTO	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Connens FYI email sent to DDMA	GARCIAJR	BRC PAR St Name	Initial Contact - Field Account	Done	10/11/2012 05:52:38 PM BAC Code	email attached to the file
Joe GPAR/ATX Confidential Comments  Created By	Applement					
10/11/2012 01:58:18 PM MERCADYO Contact Last Name Comments Called dir @ 815-477-8600;	Assigned To GARCIAJR Contact Fir	BRC PAR	Activity Sub-Type Initial Contact- Dealer Account	Status Done	Completed 10/12/2012 11:30:16 AM BAC Code	Doscription Courtesy Chevrolet
Crm stated calling to get any details on Svc mgr, Mark Divizio, stated all they di		im the control module - see	ms the cust paid for the part ov	er the counter.		
Joe G/PARATX Confidential Comments						ľ

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### Activities

created Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
0/11/2012 01:56:09 PM MERCADTO	GARCIAJR BRC PAR	Initial Contact- Phone	Done	10/15/2012 10:06:17 AM	made initial ct w/cust
Santant Last Manage	t Name	Account		BAC Code	
West deathers to the					
alled daytime phone #,					
rm stated calling to t/u w/cust re the pr	oduct allegation case.				
high stated by in almost dahl some soll	adda ha att tooming a suiter a				
Cust stated he is at work right now - ask	ec to be Cb tomorrow at any time.				
oe G/PAR/ATX					
Confidential Comments					
				_	
Greated Created By	Assigned To Activity Typo	Activity Sub-Typo	Status	Completed	Description
0/11/2012 01:58:01 PM MERCADTO		Acknowledgement	Done	10/15/2012 10:05:30 AM	acknowledgement made
Santant Carl Marris	First Name	Account		BAC Code	
					•
omments					
ee initial cl activity					
oe G/PAR/ATX					
Confidential Comments					
					•
Created Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Danadation
0/11/2012 01:55:50 PM MERCADTO		Activity Sub-Type	Done	10/12/2012 11:26:42 AM	Description Research VIN
	CHICKICI (10390HIII			10/12/2012 11:20:42 70M	UCSCUIMI AIM

Repairs - 11/16/2011 20998 ZPTC---Part Transaction - Over the Counter N2117 - Switch - Switch Module, Front Door - Left - Replace, related to allegation

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PAR/ATX
Confidential Comments

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### **Activities**

oated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
/11/2012 01:55:41 PM	MERCADTO		Notify CRM		Done	10/11/2012 06:53:20 PM	File assigned
intact Last Name		Contact First	Name	Account	•	BAC Code	
minerio.							
onfidential Comments							
				·			
eatod	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
/11/2012 01:55:26 PM		GARCIAJR	BRC PAR	Case Assigned	Done	10/11/2012 06:53:19 PM	Assigned to Joe x11291
infact Last Name		Contact First	Name	Account		BAC Code	
						5,10,000	
<u></u>							
onfidential Comments							
miligerinar Comments							
ealed	Created By	Assigned To		Activity Sub-Type	Status	Completed	Dascription
/11/2012 01:55:18 PM	MERCADTO		SR Opened		Done	10/11/2012 01:55:18 PM	SR in Status of Closed has been Re-
intact Last Name		Contact Firs	t Name	Account		BAC Code	Opened by MERCADTO
manus							
Manicina .							
infidential Comments							
nated	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
/11/2012 01:55:17 PM	MERCADTO	ROQUEFE	SR Closed - Satisfied		Done	10/11/2012 01:55:17 PM	Service Request has been Closed
solad Last Nama		Firs	t Name	Account		BAC Code	Satisfied.
omments				÷			
ATTACAS .							

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## Activities

Croated 10/10/2012 09:08:34 PM Contact Last Name Comments Confidential Comments	Created By ROQUEFE	Assigned To ROQUEFE Contact First	Activity Typo Scheduled Outbound Call Cust Name	Activity Sub-Type Initial Attempt Account	Status Done	Completed 10/11/2012 01:55:12 PM BAC Code	Description Check If this is a PAR case
Groated 10/10/2012 09:05:02 PM Gontacl Last Name	Greated By ROQUEFE	Assigned To KINZERTH	Activity Typo Notify CRM	Activity Sub-Type Account	Slatus Done	Completed 10/11/2012 01:54:59 PM BAC Code	Description APPROVAL for PAR
Confidential Comments							I
Crosted 10/10/2012 06:48:42 PM	Created By ZAMARRLI	Assigned To ROQUEFE	Activity Typo Notify CRM	Activity Sub-Type Info Station Response	Status Done	Completed 10/10/2012 07:52:53 PM	Description IS Response
Contact Last Name Comments		Contact Fire	Name_	Account		BAC Code	<b>.</b> •
Customer Info logged Confidential Comments							I

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## Activities

Created 10/10/2012 06:26:36 PM	Created By ROQUEFE	Assigned To ZAMARRLI	Activity Type CAC to Info Station	Activity Sub-Type Associate Used VIN	Status Done	Completed 10/10/2012 06:48:35 PM	Description Customer Update
Contact Last Name		Contact Fire	i Nama	Account		BAC Code	1
Customer's name VIN: 1GNDS13S76; Callback #: mileage: 65000 miles make/model/vear: 2006 Address:	Chevrolet Tools						·
Cialre/CAC/MLA/T1/Lvl Confidential Comments		<u> </u>					1

Report Generated for toporowm

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### **Activities**

10/10/2012 06:14:44 PM	Created By ROQUEFE	Assigned To ROQUEFE	Activity Typo Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 10/10/2012 06:25:37 PM	Description RC Inquiry
Contact Last Name		Contact Firs	il Name	Account		BAC Code	1
Customer's name /IN: 1GNDS13S762							
Caliback : nileage: 65000 miles nake/model/year: 2006 (							

- cust sis:

   I received a letter on a RC about the door switch, last summer the part was caught on fire

   I did took care of that since I am a mechanic

   everything was taken cared OFF now

   it was big burn whole, I paid for the new module and repair it

   i was surprised. I heard the news but I just waited for a notification and now I received this letter

# Cust sks: - RC info

- CRS:
   apologize and acknowledge
   educate cust that we are ON the process of finalizing it
   that is the announcement letter, your will received a 2nd letter together with the claim form no ETA
   but will check it here on how we can work with the case that you have
   please do expect an update from us
   gather further info
   provide SR that would serve as a reference

## Cust:

- understood and appreciate the time no other concern ended the call

# Claire/CAC/MLA/T1/Lv/1/ ext. 43076 Confidential Comments

### **UCC** Information

UCC Code N42	Symptom No Symptom Indicated	Dascription Electrical - Power Door Lack Motor / Switch / Wiring
****	140 Symptom mulcated	Electrical - Force Door Cock words Formally Availing

Report Generated for toporowm

on 10/19/2012

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Bumper to Bumper Limited Warranty

08/05/2011

06/19/2006

330 MI

06/19/2009

36,330 MI

## Service Contract

Vohicle has no current record of service contracts.

Transactio	on History	•			View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/16/2011	20996	ZPTC—Part Transaction - Over the Counter		N2117 - Switch - Switch Module, Front Door - Left - Replace	58,037 MI
06/23/2009	519643	ZREG—Regular Vehicle Transaction		J4640 - Starter Replacement	36,505 MI
08/23/2009	519643	ZREG—Regular Vehicle Transaction		B1790 - Hoses, Nozzies Or Stops, Wiper Front - Repair Or Replace	36,505 MI
04/17/2008	296210	ZREG—Regular Vehicle Transaction		R0760 - Radio, Remove and Replace	20,138 Mi
03/25/2008	294210	ZREG—Regular Vehicle Transaction		R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	19,329 MI
09/18/2006	261084	ZREGRegular Vehicle Transaction		R4485 - Transmitter Battery Replacement	3,527 MI
09/18/2006	261084	ZREG—Regular Vehicle Transaction		N0110 - Batlery Replacement	3,527 MI
09/18/2006	261084	ZREG—Regular Vehicle Transaction		K9995 - Customer Concern Not Duplicated	3,527 MI
03/30/2006	A09385	ZPDIPre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	1 MI
03/27/2006	A09385	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1M O

Global Warranty Management: Site Map

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Longut

October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

10

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

#### Vehicle Information

VIN 1GNDS13S762

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

#### Vehicle Build

Model. CS15508-2006 TRAILBLAZER SUV 2WD

Gross Vehicle Weight. 2,520

Order Number: JXMDTP Build Date: 03/27/2006

Build Plant. 2

## For this vehicle:

- → View Vehicle Summary
  - → Service Contract

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

#### Option Codes

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

1SE - LT PREFERRED EQUIPMENT GROUP 2 \* LEATHER 1SZ - PREFERRED EQUIPMENT SAVINGS

APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR • LEATHER WRAPPED STEERING WHL WIAUDIO CONTROLS \* POWER OSRV MIRRORS -HEATED \* RR SEAT RADIO & HVAC CONTROLS \* DRIVER INFORMATION CENTER \* AUTO CLIMATE CONTROLS \* REVERSIBLE CARGO MAT

282 - LIGHT GRAY

50U - SUMMIT WHITE

7HN - SPRING

9NS - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 · FRT BUCKET SEAT, DELUXE **AXP - MPV VIN IDENT POSITION B32 - FLOOR MATS, FRONT AND REAR** 

842 - REVERSIBLE CARGO MAT

**BVE - RUNNING BOARDS** C4D - GVW RATING - 5550 LBS

CF5 - ELECTRIC SUNROOF

DAY - ASSEMBLY PLANT MORAINE, OHIO DH2 · LIGHTED LH & RH VISOR MIRRORS

DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS

FE9 - FEDERAL EMISSIONS

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

KA1 - HEATED FRONT SEATS **LL8 - VORTEC 4200 SFI I6** 

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

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

281 - INT TRIM LT GRAY/DK GRAY

6HN - SPRING

**BNT - SUSPENSION** 

AAB - MEMORY DRIVER CONVENIENCE PKG AK5 - DRIVER & RIGHT FRONT PASSENGER

AIR BAG

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

**B30 - CARPETING, COLOR-KEYED** 833 - REAR COLOR KEYED FLOOR MATS

**B86 - MOLDING B/S COLOR** C49 - REAR WINDOW DEFOGGER

CE1 - RAIN SENSING WIPERS

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - ISRV MIRROR W/COMPASS& AUTO\DIM

**DK7 - OVERHEAD CONSOLE** 

**EVA - EVAP EMISSION REQUIREMENT** 

**GUB - 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** 

N74 - 17" BRIGHT ALUMINUM WHEELS

NZ3 · WHEEL, FULL SIZE SPARE

PDC - SEAT, 8-WAY POWER DRIVER

SUNROOF \* BOSE PREMIUM SOUND SYSTEM \* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. \* AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)

PDF - LT PACKAGE 1 \* LEATHER WRAPPED STEERING WHL WAUDIO CONTROLS \* RR SEAT RADIO & HVAC CONTROLS \* DRIVER INFORMATION CENTER \* AUTO CLIMATE CONTROL

QTE - P245/85R17 ON/OFF ROAD BLACKWALL TIRES

R6P - PREMIUM PAINT **R9N - LEATHER SEAT TRIM** 

STW - LEATHER WRAPPED STG WHL W/CONTR

**T96 - FRONT FOG LAMPS** 

TB4 - LIFTGATE

MONTHS INCL. U73 - FIXED MAST ANTENNA

UCS - AMIFM RADIO, RDS, 8 DISC CHANGER, (REPLACES UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR STD/OPT PKG RADIO)

UG1 - HOMELINK

**UQA - BOSE PREMIUM SOUND SYSTEM** V1K - LUGGAGE RACK CROSS-BARS

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

X88 - CHEVROLET CONVERSION

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 · BASE REAR SPRING ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL WICONTL

ZY1 - SOLID PAINT

SLM - STOCK ORDERS

**T61 - DAYTIME RUNNING LIGHTS** 

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

U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 U88 - DRIVER INFO CENTER DISPLAY

**UAS - THEFT DETERRENT ALARM SYSTEM** 

SAFE & SOUND PLAN

UK6 - REAR SEAT RADIO & HVAC CONTROLS

UY7 - TRAILER WIRING HARNESS

V40 - POWER PASSENGER SEAT PROVISIONS

VXS - COMPLETE VEHICLE LABEL YC8 · LT PACKAGE 2 \* MEMORY: DRV SEAT, OSRV MIRROR \* OSRV MIRRORS W/TURN SIGNAL \* HEATED FRONT SEATS \* ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)

YD5 - BASE FRONT SPRING ZNF - TIRE, FULL SIZE SPARE 2W7 - PREMIUM RIDE SUSPENSION

#### **Added Option Codes**

Vehicle has no current record of SAIO codes.

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October 19, 2012

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

INTERFACE WITH CUSTOMER

## View Vehicle Component Summary

10

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

Vehicle Information

VIN 1GNDS13S762 Service Contract, No.

Branded Title: No

Warranty Block No.

Model: CS15506-2006 TRAILBLAZER SUV 2WD PDI Status, No.

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Vehicle Component

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

Date Scanned: 03/27/2006

Traceability: 603180281 Part / Number Broadcast, NFS

> Time Scanned, 02:43:00 Scan Station 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned, 03/27/2006

Traceability 000930808

Part / Number Broadcast: XWF

Time Scanned: 04:08:00 Scan Station: 05

Component Code. B1-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 03/27/2006

Traceability: 43688663

Part / Number Broadcast: 6SDD

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

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant: C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 03/27/2006

Traceability: 073110324 Part / Number Broadcast: CN8

> Time Scanned 03:55:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Traceability, 00302929

Part / Number Broadcast 3051

Date Scanned: 03/27/2006

Time Scanned: 05:25:00 Scan Station.

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned 03/27/2006

Traceability: 1GRY43N

Part / Number Broadcast. 2395

Time Scanned, 07:25:00 Scan Station, 06

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

Source Plant: M-MORTON-THIOKOL

Date Scanned: 03/27/2006

Traceability: 5AADA98

Part / Number Broadcast: 5521

Time Scanned: 03:58:00 Scan Station: 04

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

Source Plant. -

Date Scanned. 03/22/2006

Traceability: 1600169

Part / Number Broadcast 1ZZ

Time Scanned: 00:03:00 Scan Station:

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

Source Plant: -

Date Scanned 03/24/2008

Traceability: 2219242 Part / Number Broadcast: 1WW

Time Scanned: 00:32:00 Scan Station

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

Source Plant: •

Date Scanned: 03/24/2008

Traceability 2220389

Part / Number Broadcast: 1PT

Time Scanned 20:06:00 Scan Station:

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

Traceability 2217631

For this vehicle:

- View Vehicle Summary

- Service
- Contract
- Branded Title
- Warranty Block

- View Vehicle Build

Vlew Vehicle

Component Summary

View Vehicle

Transaction History Dotali

View Vehicle Delivery <u>Information</u>

Source Plant: -

Date Scanned: 03/26/2006

Part / Number Broadcast: 1PH

Time Scanned: 23:33:00 Scan Station:

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

Source Plant: -

Date Scanned: 03/27/2008

Traceability: 2218079
Part / Number Broadcast: 1GB

Time Scanned: 00:05:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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	Name of the Control o		
<b>්</b> ල්රාව්/	Varranty		October 19, 2012
Global Warranty Mana	agomont: Main > Interface V	With Customer > Vlow Vehic	:le Transaction Kistory Detail
INTERFACE WITH CUSTOMER			

**Logout** 

## View Vehicle Transaction History Detail

10

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

Vehicle Information VIN 1GNDS13S762

Model: CS15506-2006 TRAILBLAZER SUV 2WD

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

Branded Title: No

Warranty Block: No

PDI Status: No

Field Actions. 0. Open

Job Card Date: 11/16/2011

Repair Service Agent: 269746

**COURTESY BUICK GMC** 

6305 NORTHWEST HWY

Job Card Number: 20996

Odometer Reading, 58,037 MI

Authorization Code

CRYSTAL LAKE IL 60014-7934 8154778600

**Process Date** 11/17/2011

Transaction Type:

ZPTC-Part Transaction - Over the

Transaction Expense Category Over the Counter Parts Warranty

Customer Complaint Code 0424-Exterior - Glass Job Card Line #: 2

Transaction Adjustment:

Cause Code: 6579-Module/Component -

Labour Op N2117-Switch - Switch Module, Front Door - Left - Replace Causal Part Number 000000000025867001-SWITCHASM-DRLK&SIWDO

·See other Parts and/or Net Items

Job Card Dato: 06/23/2009

Repair Service Agent: 115088 BUFF WHELAN CHEVROLET, INC. 40445 VAN DYKE AVE STERLING HEIGHTS MI 48313-3736

5869397300

Job Card Number: 519643

Odometer Reading: 36,505 MI

Authorization Code

Process Date:

08/30/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category.

Policy

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

Job Card Line #: 1

Labour Op J4640-Starter Replacement

Causal Part Number

-See other Parts and/or Net Ilems

Transaction Adjustment:

Cause Code: 0000-Converted Claims

→ Contract

For this vehicle: View Vehicle Summary

Service

- Branded Tille

· Warranty Block

-- View Vehicle Build

View Vehicle

Component Summery

View Vehicle

Transaction History

Detall

View Vehicle Delivery Information

10/19/2012

Job Card Date: 06/23/2009

Job Card Number: 519843

Repair Service Agent: 115088 BUFF WHELAN CHEVROLET, INC. Odometer Reading: 36,505 MI

40445 VAN DYKE AVE STERLING HEIGHTS MI 48313-3736

Authorization Code

5869397300

Process Data: 06/30/2009

Transaction Type.

ZREG—Regular Vehicle Transaction

Transaction Expense Category.

**Policy** 

Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B1790-Hoses, Nozzles Or Stops, Wiper Front - Repair Or Replace

Causal Part Number

-- See other Parts and/or Net Items

Job Card Dato: 04/17/2008

Job Card Number: 296210

Repair Service Agent 115105

ED RINKE CHEVROLET BUICK GMC CO.

**26125 VAN DYKE** 

**CENTER LINE MI 48015-2103** 

5867547000

Odometer Reading: 20,138 MI

Authorization Code:

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 R0760-Radio, Remove and Replace

Causal Part Number

-See other Parts and/or Not Items

Job Card Date: 03/25/2008

Job Card Number: 294210

Repair Service Agent: 192110 SPECMO ENTERPRISES

Odometer Reading: 19,329 MI

1200 E. AVIS

MADISON HEIGHTS MI 48071-1507

Authorization Code:

Process Date:

04/25/2008

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 R0754-RADIO RECEIVER-RETURN TO AC/DELCO ESC

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 09/18/2008

Job Card Number: 261084

Repair Service Agent: 115105

Odometer Reading: 3,527 MJ

ED RINKE CHEVROLET BUICK GMC CO.

Authorization Code:

26125 VAN DYKE **CENTER LINE MI 48015-2103** 

5867547000

Process Date 10/03/2006

Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #. 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op R4485-Transmitter Battery Replacement

Causal Part Number

- See other Paris and/or Net Items

Job Card Date: 09/18/2006

Job Card Number: 261084

Repair Service Agent. 115105

ED RINKE CHEVROLET BUICK GMC CO.

26125 VAN DYKE CENTER LINE MI 48015-2103

Odometer Reading: 3,527 MI **Authorization Code:** 

5867547000

Process Date: 10/03/2006

Transaction Type: ZREG—Regular Vehicle Transaction

Transaction Expense Category:

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

Job Card Line # 2

Transaction Adjustment

Causa Code. 0000-Converted Claims

Labour Op N0110-Battery Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 09/18/2006

Job Card Number: 251084

Repair Service Agent: 115105

ED RINKE CHEVROLET BUICK GMC CO.

28125 VAN DYKE

**CENTER LINE Mt 48015-2103** 

5867547000

Odometer Reading: 3,527 MI

Authorization Code:

Process Date

10/03/2006

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 K9995-Customer Concern Not Duplicated

Causal Part Number

Job Card Date: 03/30/2006

Repair Service Agent: 115171 RANDY WISE CHEVROLET

G5100 CLIO RD FLINT MI 48504-1267

8107854011

Process Date: 04/25/2006

Transaction Type: ZPDI-Pre-Delivery inspection

Transaction Expense Category Customer Complaint Code 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment.

Cause Code: 0000-Converted Claims

Odometer Reading. 1 MI

Authorization Code

Labour Op 28999-PDI Related Fluid Adds

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 03/27/2006

Repair Service Agent: 115171 RANDY WISE CHEVROLET **G5100 CLIO RD** FLINT MI 48504-1267 8107854011

Job Card Number: A09385

Job Card Number: A09385

Odometer Reading: 0 MI Authorization Code:

Process Date: 03/31/2008 Transaction Type: ZPDI---Pre-Delivery Inspection

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

Job Card Line #: 1

Transaction Adjustment:

Labour Op 27000-Pre-Delivery Inspection - Base Time

Causal Part Number

Cause Code: 0000-Converted Claims

Global Warranty Management: Site Map

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For this vehicle:

-- View Vehicle Summary
Service
Contract

Branded Title

-- View Vehicle Build

View Vehicle Delivery

View Vehicle
Component Summary
View Vehicle
Transaction History

<u>Detail</u>

information

Warranty Block

Logout

@ @obalWarranty

October 19, 2012

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

INTERFACE WITH CUSTOMER

## View Vehicle Delivery Information

10

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

Vehicle Information

VIN. 1GNDS13S762 Service Contract No

Branded Title: No

Warranty Block: No

Model: CS15506-2006 TRAILBLAZER SUV 2WD

Order Type: 70 - RETAIL - STOCK

Field Actions O Open

PDI Status: No

Invoice Information

Invoicing Service Agent: 115171 RANDY WISE CHEVROLET G5100 CLIO RD FLINT MI 48504-1287 8107854011 Invoice Date: 03/27/2006

Ship to information

Ship to Service Agent: 115171 RANDY WISE CHEVROLET G5100 CLIO RD FLINT MI 48504-1267 8107854011 Ship to Date: N/A

Delivery Information

Dolivery Service Agent: 115105 ED RINKE CHEVROLET BUICK GMC CO. 26125 VAN DYKE CENTER LINE MI 48015-2103 5867547000 Delivery Date: 06/19/2006
Delivery Type: 037---RETAIL LEASE\* - SUPPLIER
Delivery Odometer: 330

in Service Information

Invoicing Service Agent

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

Registration information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

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Service Request Detail SR No. 71-1113701947 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 Initiate PAR- Other Address City Ukiah Involved Dir Safety Yes State CA ZipCd Con Acct Source Phone Updated 10/18/2012 11:43:12 AM Serial #/VIN 1GND\$135372 Model Year 2007 Priority Medium License # CHEVROL Owner JACKSOFA Make Chevrolet Status Open Warr. Start 07/01/2006 Opened 10/3/2012 07:20:09 PM Model TrailBlazer Mileage Sub-Status Satisfied Closed Abstract thermal event, car window burned, Customer Description This is a BRC PAR File. Please do not Assume, Forward all inquiries to Faith Jackson @ ext.31243.

Pre-PAR

LIG-LAL	`						
PAR Notifier		Injuries # Other Veh	# People In Veh Roa	ad Surface	Road	Cond. Fire Report#	Police Report#
Owner	5/18/2012 12:00:00 PM	N O	2 Asp	halt	Wet	n/a	n/a
Privar Laci N	ama	Davis Cart Marne	Helght	DOR	Disab	illies .	
			5'00		n/a		
	ent Last Name	Insurance Agent Fire	l Name Phone /	¥	Insurance		
n/a		n/a			No insura	ince Involvement	•
Incident Loc	Hwy 101 Hopland CA Exact ad	dress unknown		Incident Desc	smoke comi	ng out of the door. I noticed that it s	idden I smelled something burning and then I sav was the control panel to roll the windows down, A
Component	Power Window				window was	down a bit and it didn't want to go	up and down. You could see a burn mark like it
Vehicle	With customer veh repaired and	d she's driving it		Damage Desc	inside the do	oor panel was burned	
Loc	····			Add'i Info			
Emgcy Svo Names	n/a			Main! Loc			
PAR De	tail		<del>.</del>	Matt FAC			
Collision	Non Collision	Y Property Damage	N Thermal Evt	Y S	pec Equip	None	
Vehicle Speed	55	Weather Condition	Raining	P	rop Owner	n/a	Property n/a Type
Last Service Date		Loc Last Service			roperty ocation	n/a	Prop Est Repair Cost
Veh Est Repair Cost	\$300,000	Spec Equip Installer	rv/a		rop Damage escription	n/a	
Primary Veh Use	Personal	Inspection Type	Thermal Event	lr	spected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Door panel inside was burned	, window wouldn't go d	own or up. it was slight	ly open E	xplain Other	File being forwarded to ESIS	

Report Generated for toporowm

on 10/19/2012

Page 1 of 14



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

800.888.0164 tel 313.665.0911 fax

Sasha Henson Claims Administrator

October 22, 2012



RE:

Claimant:

749393

Our File No.:
Our Client:

General Motors LLC

Date/Event:

5/18/12

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDS13S372

Dear

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

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

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

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



- 7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
- 8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
- 9. Advise if the subject vehicle was ever involved in any prior accidents.

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

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

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

Sincerely.

Sasha Henson

sasha.henson@gm.com

Sasha Henson

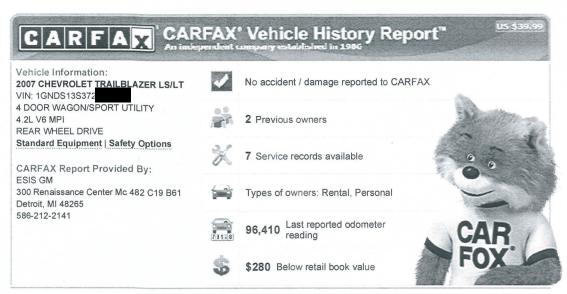
Claims Administrator

This CARFAX Vehicle History Report provided free of charge by:



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

## SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/22/12 at 11:25:47 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 Ownership History The number of owners is estimated	🖺 Owner 1	Sowner 2
Year purchased	2006	2007
Type of owner	Rental	Personal
Estimated length of ownership	1 yr. 3 mo.	4 yrs. 10 mo
Owned in the following states/provinces	California	California
Estimated miles driven per year	24,652/yr	30,115/yr
Last reported odometer reading	32.290	96,410

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



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

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

Owner 1		Date:	Mileage:	Source:	Comments:	
Purchased: Type: Where: Est. miles/year: Est. length	2006 Rental California 24,652/yr 7/25/06 -	07/25/2006	5	California Motor Vehicle Dept. San Leandro, CA	Title issued or update First owner reported Registered as rental vehicle	d
owned:	11/15/07 (1 yr. 3 mo.)	11/15/2007	32,290	Dealer Inventory	Vehicle offered for sal	le
		11/16/2007		Online Listing	Vehicle offered for sal	le
		11/24/2007		Hansel Honda Petaluma, CA 707-769-4000 hanselhonda.com	Vehicle sold	
🖺 Owner 2	***************************************	Date:	Mileage:	Source:	Comments:	
Purchased: Type: Where: Est. miles/year:	2007 Personal California 30,115/yr	11/24/2007	32,302	California Motor Vehicle Dept. Ukiah, CA	Odometer reading rep	ported
Est. length owned:	11/24/07 - present (4 yrs. 10 mo.)	01/30/2008		California Motor Vehicle Dept. Ukiah, CA	Title issued or update New owner reported Loan or lien reported	d
					CAR	Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.
		07/01/2008	52,241	Ceja Quality Tires	Tires mounted and ba	alanced

		Ukiah, CA 707-468-5549	Alignment performed
0/21/2008	60,174	Ceja Quality Tires Ukiah, CA 707-468-5549	Tires mounted and balanced
01/23/2009	67,606	Ceja Quality Tires Ukiah, CA 707-468-5549	Fluids checked
06/16/2009	78,310	78,310 Ceja Quality Tires Drive belts replaced Ukiah, CA Tires mounted and balanced 707-468-5549	
11/23/2009	91,668	Ceja Quality Tires Ukiah, CA 707-468-5549	Alignment performed
01/09/2010	96,410	Ceja Quality Tires Ukiah, CA 707-468-5549	Rear shock absorber(s) replaced Front strut(s) replaced
04/08/2010		Ceja Quality Tires Ukiah, CA 707-468-5549	Vehicle serviced
	4	sinc rece	m, we haven't received any information on this car e April 2010. Before you buy, ask the seller for int service or repair records.  here to help! Print and bring my SmartBuyer cklist when you go to test drive this 2007 Chevrolet blazer LS/LT.

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



View Full Glossary

#### CARFAX Price Adjustment™

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

#### First Owner

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

#### **New Owner Reported**

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

#### **Ownership History**

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

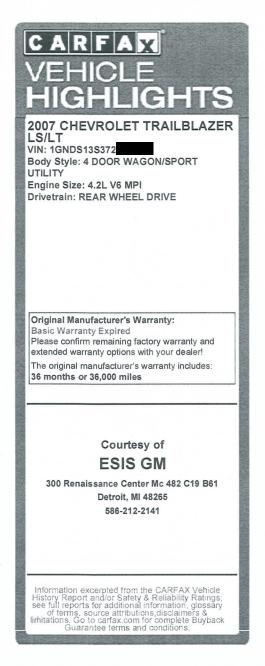
#### Rental

Vehicle was registered by a rental agency.

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.

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

**Emission Limited Warranty** 

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

Lonout

<u>on</u> (6	lo Warrant	<b>y</b>	- <b>1</b> − 1.	October 19	7012	
	irranty Management: Mom ICE WITH IER	> Interface With C	ustome/ > Viev			•
/iew \	/ehicle Summary					1@
his scree pplicable	in allows IVH users to view the Warranties, Transaction History and XM Radio information	tory. Service Co.				
VIN: 1G Service Order T	le Information INDS13S372 Contract No Branded type: 50 - FLEET	Trile No W	Model Cl arranty Block.	\$15506-2007 TRAIL No	.BLAZER SU PO1 Status N	•
Requi	ired Field Actions				Open fie	eld actions are highlighted
Турв	Number Original	Description	l	-	Rolease Dato	Status
Servi Upda Bullel	ale			ONTROL MODULE D TO NOVEMBER	08/30/200	06 Closed
	le has no current record of	branded titles.			- <del>1                                     </del>	
	inty Block	husen she black				<del></del>
Verne	le has no current record of -	·	•	• • • •		_
Servic	e Information					
Vehic	le has no current record ol	outstanding so	rvico informat	ion.		
				• •		•
OnSta	r and XM Satellite Ra	adio Informa	tion			
Vehic	le has no current record of	OnStar / XM Ra	idlo informatio	n.		
				<del></del>		
Applic	able Warranties				warranties a	ire highlighted
Valld	Description	Warranty Add Date	Start Date	Effective Odometer	End Dato	End Odometer
	Bumper to Bumper Limited Warranty		07/01/2006		7/01/2009	36,010 MI
	Emission Select Component Ltd Wty	08/05/2011	07/01/2006	10 MI (	07/01/2014	80,010 MI

08/05/2011 07/01/2006

10 MI

07/01/2009 50,010 MI

Special Coverage 10054	08/05/2011	07/01/2006	10 MI	07/01/2016	120,010 MI
Emission Select State Component Lty Wty	08/05/2011	07/01/2006	10 MI	07/01/2013	70,010 MI
Powertrain Limited Warranty	08/05/2011	07/01/2006	- 10 MI	07/01/2011	100,010 MI
Corrosion Limited Warranty	08/05/2011	07/01/2008	10 MI	07/01/2012	100,010 MI

## **Service Contract**

Vehicle has no current record of service contracts.

Transaction History								
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading			
02/07/2007	126395	ZREG—Regular Vehicle Transaction		J7913 - Replace Air Intake Plenum (API) Seal	10,202 MI			
06/30/2006	A15597	ZPDIPre-Delivery Inspection		27000 - Pre-Delivery Inspection - Base Time	.0 MI			

Global Warranty Management: Site Map

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**回时近Warranty** 

October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

10

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

Vehicle Information

VIN. 1GNDS13S372 Service Contract No

Branded Title, No.

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Warranty Block: No.

PDI Status. No

Order Type: 50 - FLEET Field Actions. D Open

Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number: KCSGGN Build Date: 06/30/2008 **Build Plant 2** 

Option Codes

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

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

DETERRENT SYSTEM 28H - LIGHT GRAY

**67U - SILVERSTONE METALLIC** 

7AB - FRONT SPRING 9NR - SUSPENSION

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

830 - FULL CARPET-COLOR KEYED

**B33 - REAR COLOR KEYED FLOOR MATS** 

C1U - ENTERPRISE RENT A CAR

C4D - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

**EVA - EVAP EMISSION REQUIREMENT** 

**GUB - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

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

**6AC - SUSPENSION** 8NS - SUSPENSION

A50 - FRT BUCKET SEATS & FLR

CONSOLE

AK5 - DUAL STAGE **FRONT AIR BAGS** 

AM9 - 65/35 FOLDING 2ND ROW SEAT

**AU0 - REMOTE** 

**KEYLESS ENTRY** 

**80Q - GM PRODUCTION** 

**WEEK #33** 

B32 - FLOOR MATS, FRONT/REAR

**B86 - MOLDING B/S** 

COLOR

C49 · REAR WINDOW

DEFROSTER CJ3 - CLIMATE

CONTROL

DP2 - POWER OSRV

MIRRORS

FLT - FLEET

**PROCESSING OPTION** JF8 - BRAKE VAC

POWER, 4 WHL DISC

K18 - ELECTRIC AIR

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

**K34 - CRUISE CONTROL** 

LL8 - ENGINE, VORTEC 4.2L SFI 16

N40 - POWER STEERING

NU5 - EMISSION SYSTEM CALIFORNIA

QTM - ALL-SEASON TIRES

R6F - IDENTIFY B CODE USERS

R6P - SPECIAL PAINT

**R9N - LEATHER SEAT TRIM** 

**T98 - STAMPING VEHICLE IDENT NUMBER** 

**TFD · RETAIL AMENITY DELETE** 

**UA8 - THEFT DETERRENT ALARM SYSTEM** 

**UJ6 - TIRE PRESSURE MONITOR** 

V1K - LUGGAGE RACK CROSS-BARS

VK3 - FRONT LICENSE PLATE BRACKET

VX7 - LONG TERM DAILY RENTAL PROGRAM

**X88 - CHEVROLET CONVERSION** 

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

INJECTION SYSTEM

**KG4 - GENERATOR 150** 

AMP

M30 TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM

WHEELS

NZ3 - 16" FULL SIZE

SPARE WHEEL

R4Y - TIRE BRAND-

GOODYEAR

R6K - ONSTAR TURN-

**BY-TURN NAVIG AVAIL** 

R7M - ONSTAR DELETE

T61 - DAYTIME **RUNNING LIGHTS** 

TB4 - LIFTGATE

U73 - FIXED MAST

**ANTENNA** 

UBO - AM/FM STEREO

W/CD

**UY7 - TRAILER WIRING** 

**HARNESS** 

**V73 - STATEMENT OF** 

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

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.

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লিতি চাWarranty

October 19, 2012

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

INTERFACE WITH CUSTOMER

## View Vehicle Component Summary

10

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

Vehicle Information

VIN: 1GNDS13S372

Order Type: 50 - FLEET

Field Actions: 0 Open

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract No Branded Title, No.

Warranty Block: No

PDI Status: No

**Vehicle Component** 

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

Date Scanned 08/28/2006

Traceability: 606240648 Part / Number Broadcast, NAX

> Time Scanned: 02:00:00 Scan Station 01

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

Date Scanned: 06/28/2008

Traceability 003061776 Part / Number Broadcast: A1Z

Time Scanned: 02:28:00 Scan Station: 05

Component Code: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 06/28/2006

Traceability: 44392657 Part / Number Broadcast 7SDD

> Time Scanned 02:09:00 Scan Station: 02

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

Date Scanned: 06/28/2006

Traceability: 167155410 Part / Number Broadcast: CN8

Time Scanned: 02:49:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

**ASSEMBLY** 

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Traceability. 00004597

Part / Number Broadcast

Time Scanned: 04:38:00 Scan Station

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

Date Scanned 06/28/2006

Date Scanned: 06/28/2006

Traceability: 1GVATZ1 Part / Number Broadcast: 2395

Time Scanned: 06:38:00 Scan Station 06

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

Date Scanned 06/28/2008

Traceability, 5AAUK77 Part / Number Broadçast. 5521

> Time Scanned: 02:21:00 Scan Station: 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant: -

Date Scanned 06/21/2006

Traceability 0181208 Part / Number Broadcast. 1ZZ

> Time Scanned: 00:03:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant. -

Date Scanned 06/26/2006

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant: .

Date Scanned 06/27/2008

Traceability: 3015682 Part / Number Broadcast: 1WW

Time Scanned: 10:47:00 Scan Station

Traceability 3015626

Part / Number Broadcast: 1PT

Time Scanned: 00:28:00 Scan Station

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

Traceability. 3015858

For this vahicle:

View Vehicle Summary

- Service Contract
- Branded Title
- · Warranty Block

View Vehicle Build

View Vehicle

Component Summary

View Vehicle Transaction History

<u>Detail</u> View Vehicle Delivery Information Source Plant: -

Date Scanned 06/27/2008

Pert / Number Broadcast. 1PH

Time Scanned, 13:02:00 Scan Station:

Component Code CP-SEQ NUM (FLEX) GEN ASM

Source Plant -

GEN ASM Traceability: 3018184
Part / Number Broadcast: 1GB

Date Scanned: 06/27/2006

Time Scanned 21:54:00 Scan Station

## Service Agent Installed Component

Vehicle has no current record of vehicle component.

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For this vahicle: -- View Vehicle Summary

, Service Contract

· View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History

View Vehicle Delivery

Detail

Information

• Branded Title

-- Warranty Block

October 19, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

10

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

Vehicle Information

VIN 1GNDS13S372

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract No

Job Card Date: 02/07/2007

Repair Service Agent: 182341

301 AUTOMALL PKWY

**TEAM CHEVROLET CADILLAC** 

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

Order Type: 50 - FLEET

Field Actions O Open

Job Card Number: 126395

Odometer Reading: 10,202 MI

Authorization Code: EP

VALLEJO CA 94591-3870

7076488170

Process Date 03/02/2007

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment.

Cause Code. 0000-Converted Claims

Odometer Reading. 0 MI

**Authonzation Code** 

Job Card Number: A15597

Labour Op J7913-Replace Air Intake Plenum (API) Seal

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 08/30/2006

Repair Service Agent 112190

EPPS CHEVROLET-PONTIAC-OLDSMOBILE,

555 MAIN ST

SAINT HELENA CA 84574-2002

7079633681

Process Date

07/04/2006 Transaction Type:

ZPDI---Pre-Delivery Inspection

Transaction Expense Category

**Customer Complaint Code** 

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Parl Number

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**Color Warranty** 

October 19, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

13

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

Warranty Block. No

Vehicle Information

VIN 1GND\$13\$372

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract No.

Branded Title, No.

PDI Status No

Order Type. 50 - FLEET

Field Actions: 0 Open

Invoice Information

Invoicing Service Agent. 112190 EPPS CHEVROLET-PONTIAC-OLDSMOBILE, 555 MAIN ST SAINT HELENA CA 94574-2002 7079633681 Invoice Date. 06/30/2006

Ship to information

Ship to Service Agent: 112190 EPPS CHEVROLET-PONTIAC-OLDSMOBILE, 555 MAIN ST SAINT HELENA CA 94574-2002 7079633681

Ship to Date: N/A

Delivery Information

Delivery Service Agent 112190 EPPS CHEVROLET-PONTIAC-OLDSMOBILE, 555 MAIN ST SAINT HELENA CA 94574-2002 7079633681 Delivery Date: 07/01/2006 Delivery Type: 020---DAILY RENTAL Delivery Odometer: 10

in Service information

Invoicing Service Agent

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

Registration Information

Registration Service Agent N/A

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

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For this vehicle:

View Vehicle Summary

Service Contract

- Branded Title

-- Warranty Block

- View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery Information

## **Activities**

Greated Greated By 10/18/2012 11:44:05 AM MERCADTO	Assigned To Activity Type MERCADTO Scheduled Follow-up	Activity Sub-Typa	Status Completed Scheduled Alarm	Description Bermudez - ESIS
Contact Last Name	Cuntact First Name	Account	BAC Code	
Check case status for ESIS p/u				
Tonie/BRC PAR/ATX				
Confidential Comments				
Created By				
10/18/2012 11:43:14 AM MERCADTO	Assigned To Activity Type ESISBIQU Escalation	Activity Sub-Type ESIS-Thermal Event	Status Completed In Progress	Description ESiS- Thermal Event
Contact Last Name	Cantant First Name	Account	BAC Code	
Customer alleging thermal event in door	r panel due to electrical power window,			
Customer stated that there was evidence	e of an open flame. Vehicle repaired, cust	omer paid for repair out of pocke	<b>t</b>	
Tonie/BRC PAR/ATX	, , ,	, , ,		
Confidential Comments				
				•
Greated By	Assigned To Activity Type	Activity Sub-Type	Status Completed	Description
10/18/2012 11:42:15 AM MERCADTO	MERCADTO Ownership Changed	Ownership Escalated to BRC	Done 10/18/2012	11:42:15 AM Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code	
Commens				
Confidential Comments				

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on 10/19/2012

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#### **Activities**

Created By	Assigned To	Activity Type	Activity Sub-Typa	Status	Completed	
10/18/2012 11:28:54 AM MERCADTO	MERCADTO	Outbound Call Customer	Made Contact	Done	10/18/2012 11:42:05 AN	
Contact Last Name	Contact First	Name	Account		BAC Code	

Crs Adv. calling to go over information regarding your incident.

Cust sts: I don't know the exact date of the incident.

Cust sts: Late at night, driving home. All of a sudden I smelled something burning and then I saw smoke coming out of the door. I noticed that it was the control panel to roll the windows down. My window was down a bit and it didn't want to go up and down. You could see a burn mark like it was in flames but it was raining out so it must/ve gotten wel. I took it to the shop and they said that it burned out. The dealer said there was evidence of an open flame.

Ken Fowler (GM Dir in UKIAH)

crs Adv: File will be forwarded to ESIS, Advised of time frame of ESIS evaluation. Advised if no contact from ESIS in about a week to call back and we can see about connecting her with someone from ESIS

Tonie/BRC PAR/ATX

Confidential Comments

Created Created	. A		· ~			
		Activity Type	Activity Sub-Typo	Status	Completed	Description .
10/17/2012 05:51:11 PM MERCA	ADTO MERCADTO	Scheduled Outbound Call Cust	Final Attempt	Done	10/18/2012 11:42:07 AM	
Contact Last Name	Contact First	Name	Account		BAC Code	
A-M St S t	1.1. 1.111.1.1.1.1.1.1.1.1.1.1.1.1.1.1.					
Action Plan: Final attempt to comp	iete initial interview, (f :	no contact send 10 day letter				
10/18/2012						
10-12PM EST						
IQ-12FM CQ1						
Tonie/BRC PAR/ATX						
Confidential Comments						

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on 10/19/2012

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## **Activities**

Graphed 10/17/2012 05:48:36 PM	Greated By MERCADTO	Assigned To MERCADTO	Activity Type Outbound Call Customer	Activity Sub-Typo Left Message	Status Done	Completed 10/17/2012 05:50:14 PM	Description
Contact Last Name		Control Foot	Name	Account		BAC Code	
Crs left message reques	ling a phone cal	l back				•	
Tonie/BRC PAR/ATX							_
Confidential Comments							
Croated	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
10/17/2012 12:51:14 PM	MERCADTO	MERCADTO	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/17/2012 05:50:45 PM	<u> </u>
Contact Last Name		Contact First	Name	Account		BAC Code	<b>-</b>
Action Plan: 2nd attempt	t to complete init	ial interview					
10/17 5-7PM							
Tonle/BRC PAR/ATX							
Confidential Comments		-					
Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Doscription
10/17/2012 12:49:39 PM	MERCADTO	MERCADTO	Outbound Call Customer	Left Message	Done	10/17/2012 12:51:13 PM	
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
eomments.	"						
	ding to your veh	ilde and inciden	it. Please call back when you	get a chance, Provided co	ntact info and SR		
Tonie/BRC PAR/ATX Confidential Comments							_
Samuella Collineits							•

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on 10/19/2012

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## Activities

Croated 10/12/2012 06:55:29 PM	Greated By JACKSOFA	Assigned To JACKSOFA	Activity Typo Scheduled Oulbound Call Cust I Name	Activity Sub-Type Follow-up Attempt Account	Status Done	Gompleted 10/17/2012 12:50:06 PM BAC Code	Description If no answer, send the 10-day ESIS letter.
done Initial activity if no a Faith Jackson/PAR/ATX Confidential Comments	answer.					_	1
Groatod 10/12/2012 06:53:45 PM	Greated By JACKSOFA	Assigned To JACKSOFA	Activity Typo Outbound Call Customer	Activity Sub-Type Left Message	Status Done	Completed 10/12/2012 06:55:09 PM	Description
Contact Last Name		Contact Firs	l Name	Account	_	BAC Code	<b>!</b>
Faith Jackson/PAR/ATX Confidential Comments							· 1
Greated 10/12/2012 03:36:33 PM	Created By JACKSOFA	Assigned To JACKSOFA	Scheduled Outbound Call Cust	Activity Sub-Type	Status Done	Completed 10/12/2012 06:53:44 PM	complete initial, been unable to reach customer, no voicemalls.
Contact Last Name  Comments  Make sure you contact the Confidential Comments  Confidential Comments	he delaerhip to	Contact First		Account		BAC Code	! !

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## **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/12/2012 03:34:32 PM	JACKSOFA	JACKSOFA	Outbound Email	DVM/CAM/Field	Done	10/12/2012 03:35:49 PM	jason.runcie@gm.com
Contact Lact Name		Contact Can	Mama	Account		BAC Code	•

Соттель

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 the customer vehicle was involved in a thermal event.

2007 Chevrolet Trailblazer 1GNDS13S372

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

Best wishes, Falth Jackson | CRS

Aditya Birla Minacs | Inspired every day 7401 E. Ben White Blvd, Bidg, F, Austin, TX 78741 Phone 868-790-5600 x31243 | Fax 866-952-1526 | www.minacs.adityabirla.com

#### Confidential Comments

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 04:48:38 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Left Message	Done	10/12/2012 03:38:13 PM	
Contact Last Name		Contact First	Name	Account		BAC Code	
							-
Comments left message							l
ion moseage							
Faith Jackson/PAR/ATX							
Confidential Comments							

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## Activities

Scoatod 10/5/2012 07:01:44 PM	Greated By JACKSOFA	Assigned To JACKSOFA	Activity Type Scheduled Outbound Call	Activity Sub-Type	Status Done	Completed 10/8/2012 04:48:37 PM	Doscription Initial cust contact, paripre-par screens.
Postnet Livet Maesa		Carra Tist	Name	Account		BAC Code	2nd attempt to reach customer.
							l .
Confidential Comments							I
Freator 10/5/2012 07:01:31 PM	Created By JACKSOFA	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
Inntact Last Name	JACKSOPA	Contact Fire	Outbound Call Customer	Cancelled Account	Done	10/5/2012 07:01:40 PM BAC Code	discuss case
Comments							l
Confidential Comments							I
Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2012 10:56:19 AM	JACKSOFA	JACKSOFA	Scheduled Outbound Call Cust	Cancelled	Done	10/5/2012 07:01:29 PM	initial cust contact, par/pre-par screens 2nd attempt to reach customer.
Contact Last Name		Contact First	Name	Account		BAC Code	
SOMMEN'S				·			
Confidential Comments							
Proated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 12:29:00 PM	MERCADTO		Ownership Changed		Done	10/4/2012 12:29:00 PM	Service Request Ownership has
Contact Last Name		Contact Fire	Name	Account		BAC Code	changed FROM: PAJOTTOI TO: JACKSOFA
Juniments							
Confidential Comments							

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### **Activities**

Greated Greated 10/4/2012 12:28:48 PM MERCAL		Activity Sub-Type Initial Contact - Field	Status Done	Completed 10/12/2012 03:34:30	Peseription Jason.runcie@gm.com
Contact Last Name	Contact First Name	Account		PM BAC Cade	· 

Subject: 71-1113701947 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 the customer vehicle was involved in a thermal event.

2007 Chevrolet Trailblazer 1GNDS138372

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

Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Dascription
10/4/2012 12:28:38 PM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact- Dealer	Done	10/5/2012 10:51:48 AM	No Initial Contact required. Vehicle has
Contact Last Mame	Contact First Name		Account		BAC Code	not been to dealer in two years	

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

Faith Jackson/PAR/ATX
Confidential Comments

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## Activities

Greated 10/4/2012 12:28:29 PM	Created By MERCADTO	Assigned To JACKSOFA	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed 10/13/2012 03:09:41 PM	Description Called			
Contact Last Name		Contact Fire	Name	Account		BAC Code				
unable to reach custome				,						
Faith Jackson/PAR/ATX Confidential Comments							I			
Greated 10/4/2012 12:28:21 PM	Created By MERCADTO	Assigned To JACKSOFA	Activity Typo BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 10/5/2012 10:56:17 AM	Poseription Called			
Contact Last Name		Contact Firs	t Name	Account		BAC Code	<u> </u>			
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 71-1113701947; my contact phone number is 866-790-5600 x 31243.										
Faith Jackson/PAR/ATX										
Confidential Comments							1			

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### **Activities**

Greated 10/4/2012 12:28:13 PM	Created By MERCADTO	Assigned To	Activity Type Research	Activity Sub-Type	Status	Completed	Description
Contact Last Name	MENCADIO	Contact First		Account	Done	10/5/2012 10:54:16 AM BAC Code	Reseach VIN
		politica ( tibi	T. Carrier	7.000 dill		5/10 OOC	
COMMENS CASE SCAN							
S/R's: none							
Recalls: Service Update   08/30/2006 Closed	Bulletins N0600	91 06091 ENGI	NE/POWERTRAIN CONTRO	OL MODULE REPROGRAM *	*EXTENDED TO I	NOVEMBER 30, 2006**	
Branded: none							
Warranty Block: none							
Repairs: none							
Faith Jackson/PAR/ATX							
Confidential Comments							I
Greated 10/4/2012 12:28:05 PM	Created By MERCADTO		Activity Type	Activity Sub-Typo	Status	Completed	Doscription
Contact Last Name	MERCADIO	JACKSOFA Contact First	Notify CRM	Account	Done	10/5/2012 10:50:44 AM BAC Code	File assigned
		GOMECT 1101	Tighte	Nocodine		and obse	
Comments							l
Confidential Comments							1
			· <u> </u>				•
Created	Created By		Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
10/4/2012 12:27:51 PM	MERCADTO	JACKSOFA	BRC PAR	Case Assigned	Done	10/5/2012 10:50:40 AM	Assigned to Faith x31243
Cantact Last Mama		Contact Euro	Hamo	Account		BAC Code	
Comments							
Faith							
REE_700_5E05 v 21242							
866-790-5600 x 31243. Confidential Comments				-			İ

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### Activities

Greated 10/4/2012 12:27:43 PM Contact Lest Name Contents Confidential Comments	Created By MERCADTO	Assigned To PAJOTTOI	SR Opened	Activity Sub-Type Account	Status Done	Completed 10/4/2012 12:27:43 PM BAC Code	Discription SR in Status of Closed has been Re- Opened by MERCADTO
Created 10/4/2012 12:27:42 PM Contact Last Name Confidential Comments	Created By MERCADTO	Assigned To PAJOTTDI Contact Firs	SR Closed - Dissatisfied	Activity Sub-Typa  Account	Status Done	Completed 10/4/2012 12:27:42 PM BAC Code	Description Service Request has been Closed Dissatisfied.
Created 10/3/2012 08:35:30 PM Contact Last Name	Greated By REYESRA1	Assigned To KINZERTH Contact Firs	Notify CRM	Activity Sub-Typo Account	Status Done	Completed 10/4/2012 12:27:39 PM BAC Code	Description Veh caught on fire

### **Activities**

Created 10/3/2012 08:33:51 PM Contact Last Name	Created By REYESRA1	Assigned To REYESRA1 Contact First	Activity Typo Other Name	Activity Sub-Typo Account	Status Done	Completed . 10/3/2012 08:34:49 PM BAC Code	Description Post Dir call
*Post dir cali CRS adv:							•

CRS adv:
-Secure all the paperwork regarding the repair
-Fill out the claim form
-Submit it at the dirable, best time to go is on Monday not between 11 and 1pm since that is SVM Tom's lunch
-File is subject for futher review

Cust sts:
-The window panel actually caught on fire

-Saw the fire
-When the switch got wet with water, that i guess initiated the fire on the panel

CRS adv:

-We will involve our product allegation team if that is the case -You will receive a call in the next 2 days

rachelle/cac/mla/tier1/tvl1

Confidential Comments

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 08:32:38 PM	REYESRA1	REYESRA1	Outbound Call Dealer	Made Contact	Done	10/3/2012 08:33:50 PM	THURSTON AUTO PLAZA
Contact Last Name		Contact First	Name	Account		BAC Code	2800 N STATE ST
							UKIAH, CA 95482-3028 Phone: (707) 462-8818
Comments							Citore: (101) 402-0010

Spoke with: ROD

-We did a repair for the veh

-Driver seat position sensor was put in

-Driver's door module was put on it

-She declined a repair for the spark plug and fuel injector service

-We recommended a throttle body as well

-For the reimbursement request under SC 10054
-She'll have to come in when the SVM TOM SPENCER so we can process it for her
-Best lime to go is on Monday not between 11 and 1pm since that is Tom's lunch

rachelle/cac/mla/tier1/lvi1 Confidential Comments

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#### **Activities**

Orented 10/3/2012 08:29:36 PM	Created By REYESRA1	Assigned To REYESRA1	Activity Type Inbound Call Customer	Activity Sub-Type Service Request Update	Status Done	Completed 10/3/2012 08:32:37 PM	Description Assisting
Contact Last Name		Contact First	l Name	Account		BAC Code	1

Ukiah CA

1gnds13s372: 130,000 miles

Cust sts:

- Cust sts:

  -I learned that there's a recall for the window pane!
  -I had that repaired
  -The dir referred me to call you to verify
  -After the repair, veh's window has been working fine
- -While I was looking online, I saw as well a recall for the gas that goes out
  -Mine went out as well and I bought a part at autozone and had it repaired at a shop
  -What happens was that the gas gauge states it's empty when in fact the tank is filled with fuel
  -No more weh issues after the repair

Cust sks:
-Reimbursement request

CRS adv:

- -For the window panel, we dont have a finalized no, of vehicles involved -IF the veh is involved, should there be any recalls you will be notified via mail
- -For the fuel level sensor, it is a Special Coverageand it has time, mileage and conditional parameters that the veh must pass in order for a veh to be eligible for -ror he not even server, is a operation of the author of the engine the repair / reimbursement

  -This special coverage covers a period of 10 years or 120,000 miles whichever occurs first

  -GM will pay 50% of eligible repair expenses, (parts and labor) and the customer will be responsible for the remaining 50%.

  -For netwer campaigns, we refer our customers to the diriship for processing of the claim for reimbursement whether the repair was done at the diriship or not -Let me call the dealer and let them know about this -Cust agreed

rachelle/cac/mla/tier1/lvi1

Confidential Comments

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# Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2012 07:43:24 PM	PAJOTTDI	PAJOTTDI	Inbound Call Customer	Complex Request	Done	10/3/2012 07:47:12 PM	recall issue
Contact Last Name		Contact First	Nama	Account		BAC Code	
							•
cust sts: Car window bun	nt out just like l	n the recall, and	pald to get it fixed, would like	to know how to go about t	his		
Cust sks: Info on recall a	nd reimbursem	ent					
CRS adv: there will be a	letter sent out l	o veh affected by	y the recall. I will be giving yo	xı a call back friday 4-6 PM			
Dianapajotte/ATX/CAC/T	1 W 0						
Confidential Comments							I
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Campleled	Description
10/3/2012 07:42:44 PM	PAJOTTDI	PAJOTTDI	Scheduled Outbound Call Cust	Initial Attempt	Done	10/4/2012 12:27:33 PM	flu with cust about recall issue
Contant Lant States		60	****	Account	-	BAC Code	

# **UCC Information**

Confidential Comments

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

Report Generated for toporowm

on 10/19/2012

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#### Service Request Detail SR No. 71-1117337925 Ref No. BRC Type PAR Goodwill No Goodwill Offered GW SubType Account Site Bus, Unit BRC Last Name First Name Approval Not Initiated Area PAR Daytime # Evening # UCC Electrical - Power Door Lock Motor / ESIS Escalation Sub-Area Address City Clinton Involved Dir Safety Yes MD ZipCd State Con Acct 10/17/2012 06:02:33 PM Source Phone Updated Serial #/VIN 1GNDS13S562 Model Year 2006 Priority Medium License # CHEVROL Owner BABBSKE Make Warr. Start 12/30/2005 Status Open 10/15/2012 03:29:57 PM Opened Model TrailBlazer 79000 Mileage Sub-Status Satisfied Closed Abstract Thermal Event - RC 12180 Customer Description This is a BRC PAR File. Please do not Assume, Forward all inquiries to Kešin Babbs @ ext. 41026

Pre-PAR

PAR Notifier Owner	Incident Date/Time Injuries 7/26/2012 04:15:00 PM N	# Other Veh # People in Veh Ros	nd Surface	Road Day	Cond. Fire Report#	Police	Report#
Douget and Mr		Name Height 57	DOR	Disab none	lilles	- 1	
unk	unk	Agent First Name Phone :	<del>ř</del>	Alistate	e Agency		
incident Loc	Woodyard Rd./ Alex Ferry Clinton MD		Incident Desc	Customer w	as driving when their window conso	le went up in flam	es
Component	window console						
Vehicle	8312 Rammer Dr cLINTON md		Damage Desc	window con	sole înoperative		
	na		Add'i Info	na			
Names			Maint Loc	independen	t		
PAR De	tail						
Collision	Non Collision Y	Property N Thermal Evt Damage	Y S	pec Equip	noné		
Vehicle Speed	15	Weather normal Condition	P	rop Öwner	na	Property Type	na
Last Service Date	10/11/2012	Loc Last Service		roperty ocation	na	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost		Spec Equip na Installer		rop Damage escription	na		
Primary Veh Use	Personal	Inspection Thermal Event Type	(n	spected By	Inspection Not Performed	inspection Date/Time	
Veh Damage Description	window console on the inside is not w came from the opening in the console	orking. Damage is unknown but the fa	lmes E	xplain Other	case is going to esis for thermal e	vent	

Report Generated for toporowm

on 10/19/2012

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

Nikki Jackson Claims Administrator

October 25, 2012



RE:

Our File No.:

749394

Our Client:

General Motors LLC

Date/Event:

7/26/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDS13S562

Dear

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

As we previously discussed, you sustained fire damage to the driver's door of your 2006 Chevrolet Trailblazer. You will take the vehicle to a GM dealership and obtain a repair estimate, and photographs if possible. Please review the items listed below and provide any additional information that might be relevant to your claim.

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

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

# C

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

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

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

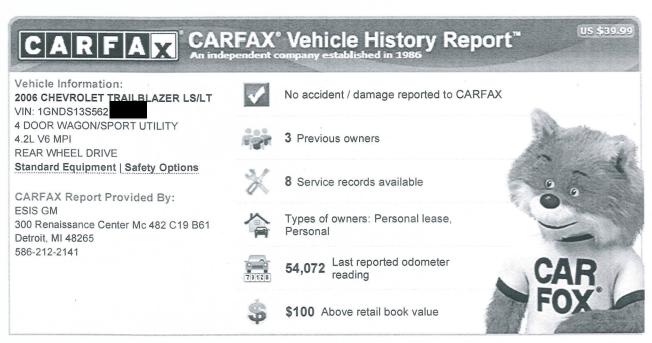
Sincerely,

Nikki Jackson Nikki Jackson Claims Administrator



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

# SHOW ME THE CARFAX



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/25/12 at 11:40:40 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 Ownership History  The number of owners is estimated	🚨 Owner 1	Sowner 2	Sowner 3
Year purchased	2006	2008	2011

Type of owner	Personal lease	Personal	Personal
Estimated length of ownership	2 yrs. 2 mo.	1 yr. 9 mo.	1 yr. 8 mo.
Owned in the following states/provinces	Michigan	Delaware	Maryland
Estimated miles driven per year	12,055/yr	14,726/yr	
Last reported odometer reading	27,480	54,072	

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



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

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

#### 3 Owner 1 Mileage: Comments: Date: Source: Purchased: 2006 Original OnStar Orig Equipment Type: Personal lease Equipment Vehicle equipped with OnStar & Where: Michigan Personal Calling Est. miles/year: 12,055/yr Press the Blue OnStar button in this vehicle, or Est. length

Est. length 1/6/06 - Press the Blue OnStar button in this vehicle, or owned: 4/4/08 click here for activation and membership information

Low mileage! 01/06/2006 19 Michigan Title or registration issued

Low mileage! This owner drove less than the industry average

CARFAX Detailed History

19 Michigan Motor Vehicle Dept. Troy, MI Title # Title or registration issued First owner reported Registered as personal lease vehicle Glossary

of 15,000 miles per year.





> LEARN MORE

07/11/2006		Michigan Motor Vehicle Dept. Troy, MI Title #	Title or registration issued		
07/09/2007		Michigan Motor Vehicle Dept. Troy, MI Title #	Title or registration issued		
04/04/2008	27,050	Auto Auction	Sold at auction		



Millions of used vehicles are bought and sold at auction every year.

			FOX
04/14/2008		First State Chevrolet Georgetown, DE 302-856-2521 1ststatechevy.com	Vehicle offered for sale
04/15/2008	27,067	Dealer Inventory Georgetown, DE	Vehicle offered for sale
04/23/2008		First State Chevrolet Georgetown, DE 302-856-2521 1ststatechevy.com	Recommended maintenance performed Front wiper blades/refills replaced Tires rotated and balanced
06/03/2008	27,069	First State Chevrolet Georgetown, DE 302-856-2521 1ststatechevy.com	Vehicle serviced
12/06/2008		First State Chevrolet Georgetown, DE 302-856-2521 1ststatechevy.com	Vehicle sold
12/08/2008	27,480	First State Chevrolet Georgetown, DE 302-856-2521 1ststatechevy.com	Washed/detailed
12/08/2008		GM Certified Dealer Georgetown, DE	Sold as a GM Certified Used Vehicle

wner 2	
Purchased:	2008
Type:	Personal
Where:	Delaware
Est. miles/year:	14,726/yr
Est. length	12/11/08 -
owned:	9/29/10
	(1 yr. 9 mo.)
I ow mileage!	

Low mileage! This owner drove less than the industry average of 15,000 miles per year.



Date:	Mileage:	Source:	Comments:
12/11/2008	27,489	Delaware Motor Vehicle Dept. Georgetown, DE Title	Title or registration issued New owner reported
02/10/2009	30,315	IG Burton Seaford Seaford, DE 302-629-5514 igburton.com	Fuel pump/module repaired
04/03/2009	32,532	IG Burton Seaford Seaford, DE 302-629-5514 igburton.com	Tailgate/liftgate window replaced Clutch replaced Front wheel bearing(s)/hub(s) replaced Stabilizer bar links replaced
12/14/2009	43,403	First State Chevrolet Georgetown, DE 302-856-2521 1ststatechevy.com	Oil and filter changed

02/17/2010		First State Chevrolet Georgetown, DE 302-856-2521 1ststatechevy.com	Vehicle serviced
09/29/2010	53,997	Pohanka Toyota Salisbury, MD 410-543-2000 pohankaofsalisbury.c om	Vehicle offered for sale
10/07/2010	54,000	Shirlie Slack Mitsubishi Fredericksburg, VA 540-898-0310 slackauto.com	Blower motor resistor replaced
10/11/2010	54,071	Virginia Inspection Station Alexandria, VA	Passed emissions inspection
10/12/2010	54,072	Dealer Inventory Alexandria, VA	Vehicle offered for sale

2011			Source:	Comments:	
Personal Maryland 1/31/11 - present	01/31/2011		Maryland Motor Vehicle Dept. Suitland, MD Title	Title or registration issued  New owner reported  Loan or lien reported	
(1 yr. 8 mo.)				CAR	Avoid financial headaches. Make sure the loan has been paid off if you're buying from a private seller.
	Maryland 1/31/11 - present	Maryland 1/31/11 - present	Maryland 1/31/11 - present	Maryland 1/31/11 - present (1 yr. 8 mo.)  I'm here to he when you go	Maryland 1/31/11 - present (1 yr. 8 mo.)  Motor Vehicle Dept. Suitland, MD Title  Loan or lien report CAR FOX  I'm here to help! Print and bring when you go to test drive this 2

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



View Full Glossary

#### CARFAX Price Adjustment™

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

#### First Owner

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

#### **New Owner Reported**

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

#### **Ownership History**

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle

history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

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Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512. 10/25/12 11:40:40 AM (EDT)

Logout

en C	lob (Warrant)	<b>/</b> (		Octoba	er 19. 2012	
Global Wa	rranty Managoment: Main	Internation Mills Co.	stomer > May			
INTERFA CUSTOM	CE WITH	. Indianace south Co	SMILE > AIDA	4 4010EIO GUIIII	aar <b>y</b>	
View V	ehicle Summary					@
Applicable	n allows IVH users to view th Warrantles, Transaction His Ir and XM Radio information	tory. Service Con	thicle Infonnal tract(s) if oppl	lion, Field Actio icable, Warrant	ns, Service Inform ly Block Branded	mation. I Title information
Vehic	e Information					
	NDS13S582	<b>-</b>			RAILBLAZER SI	
	Contract No Branded ype: 70 - RETAIL - STOCK	Tille No Wa	arranty Block.	NO	PDI Status:	No
	tions <u>O Open</u>					
	<u> </u>					
Requi	red Field Actions			0	pen field actions	are highlighted
Vehic	la has no current record of	required field as	tions.			
					· · · · · ·	
_						
*The Vit Compan	ed Title  Nunformation contained here by and is to be used only for any leasure.					
<del></del>	whatsoever.					,
Vehici	o has no current record of	branded titles.				
Marra	nty Block					
			<u> </u>			
Venici	le has no current record of	warranty block.				
						•
Somic	e Information					
SEIVIC	e unormadon					
Vehici	o has no current record of	outstanding se	rvice informa	tion.		
OnSta	r and XM Satellite Ra	dia Informat	ion			
	to Help page for details. F			AD4 1000 667 9	1271) and for YM	
	ct 877.GET.XMST (877.438					Tradio
OnStar I	Equipped: Y				OnStar :	Status: Inactive
XM Equ		XM Rat	tio ID MG42G	SOCE	•	Status Active
	Vehicle Diagnostics N				D	MN Enabled N
• • •		··· ,	•			
Applic	able Warranties				Valid warranties	are highlighted
Valld	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	10/30/2011	12/30/2005	19 MI	12/30/2015	120,019 MI
	Corrosion Limited Warranty	10/30/2011	12/30/2005	19 MI	12/30/2011	100,019 MI
	Bumper to Bumper Limited Warranty	10/30/2011	12/30/2005	19 MI	12/30/2008	36,019 MI

- View Vehicle Summary

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

  → Transaction History

  Detail
- View Vehicle Delivery Information

Certified Used Limited Warranty	10/30/2011	12/30/2005	19 MI	12/30/2009	48,019 MI
Certified Used Powertrain Limited Why	10/30/2011	12/30/2005	19 MI	12/30/2010	100,019 MI
Emission Select Component Ltd Wty	10/30/2011	12/30/2005	19 MI	12/30/2013	80,019 MI

### **Service Contract**

Vehicle has no current record of service contracts.

Transacti	on Histor	у			View Details
Job Card Dato	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/28/2009	066092	ZREG—Regular Vehicle Transaction		E2320 - Front Wheel Bearing and Hub Replacement	33,921 MI
04/28/2009	066092	ZREG—Regular Vehicle Transaction		C0710 - Glass, Endgate - Replace	33,921 MI
04/28/2009	066092	ZREG—Regular Vehicle Transaction		E2141 - Link or Bushings, Front Stabilizer Shaft At Control Arm - Left - R&R Or Replace	33,921 MI
03/25/2009	Q65289	ZREG-Regular Vehicle Transaction		Z7998 - 6+ DAY COURTESY TRANSPORTATION	32,532 MI
03/25/2009	065289	ZREG—Regular Vehicle Transaction		N9577 - Defroster, Electrical Connection Realtach	32,532 MI
03/25/2009	065289	ZREG—Regular Vehicle Transaction		K7252 - 3-4 Clutch Plate Replacement	32,532 MI
02/09/2009	064234	ZREG—Regular Vehicle Transaction		K7122 - Transmission Fluid Pump Gasket Replacement	30,315 MI
05/21/2008	067991	ZREG—Regular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	27,068 MI
05/21/2008	067991	ZREG—Regular Vehicle Transaction		80048 - Front Bumper Fascia Replacement	27,068 MI
04/14/2008	066658	ZREGRegular Vehicle Transaction		F2023 - Seal, Pinion Shaft Oil - Rear Differential - Replace	27,065 MI
<b>G1/27/2</b> 006	164326	ZREGRegular Vehicle Trensection		Z7200 - CORPORATE PARTS RETURN REIMBURSEMENT	392 MI
01/12/2006	163651	ZREG—Regular Vehicle Transaction		N6642 - HVAC System Wiring and/or Connector Repair or Replacement	392 MI
01/12/2006	163651	ZREGRegular Vehicle Transaction		B8696 - Applique, Center High Mount Stop Lamp - Replace	392 MI
12/14/2005	A38848	ZPDI—Pre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management. Site Map

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**E** Logout

**@USUWarranty** 

October 19, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

10

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

#### Vehicle Information

VIN-1GNDS13S562 Service Contract No

Branded Tille: No

Warrenty Block: No

Model CS15508-2006 TRAILBLAZER SUV 2WD

Order Type 70 - RETAIL - STOCK

PDI Status: No

Field Actions: O Open

#### Vehicle Build

Model CS15506-2006 TRAILBLAZER SUV 2WD

Gross Vehicle Weight, 2,520

Order Number: JRKGSK Build Date 12/14/2005

**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
- 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

28H · LIGHT GRAY

50U - SUMMIT WHITE

7HM - FRONT SPRING

9NS - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AU0 - KEYLESS REMOTE DOOR LOCK

**B30 - CARPETING, COLOR-KEYED** 

833 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER

**CF5 - ELECTRIC SUNROOF** 

DAY - ASSEMBLY PLANT MORAINE, OHIO

**DP2 - POWER OSRV MIRRORS** 

FE9 · FEDERAL EMISSIONS

**GU6 - REAR AXLE 3.42 RATIO** 

**JJB - PT DRESS SUBASSY NOT INSTALLED** 

K34 - CRUISE CONTROL

LLB - VORTEC 4200 SFI 16

N40 - POWER STEERING

NZ3 - WHEEL, FULL SIZE SPARE

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAYIDK GRAY

6HM - FRONT SPRING

**ANS - SUSPENSION** 

A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR

AM9 - SPLIT FOLDING REAR SEAT BACK **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** 

**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

**QNF - P235/75R16 ALS BW TIRES** 

RYJ - CARGO SHADE

T61 - DAYTIME RUNNING LIGHTS

198 - STAMPING VEHICLE IDENT NUMBER TB4 - LIFTGATE

U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. U73 - FIXED MAST ANTENNA

1ST 3 MONTHS INCL.

QC3 - ALUMINUM WHEELS

**RBP - PREMIUM PAINT** 

SLM - STOCK ORDERS

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 & UQA - BOSE PREMIUM SOUND SYSTEM **SOUND PLAN** 

**UY7 - TRAILER WIRING HARNESS** 

**V1K - LUGGAGE RACK CROSS-BARS** 

V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

**X88 - CHEVROLET CONVERSION** 

YD5 - BASE FRONT SPRING

YO6 - 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

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**Colombia** Warranty

October 19, 2012

Giobal Warranty Managoment: Main > Interface With Customer > Viow Vehicle Component Summary INTERFACE WITH

CUSTOMER

View Vehicle Component Summary

10

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

Vehicle Information

VIN. 1GNDS13S562

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

· View Vehicle Build

View Vehicle Component Summary

For this vehicle:

· View Vehicle Summary Service

Contract

- Branded Title

Warranty Block

View Vehicle Transaction History

<u>View Vehicle Delivery</u> Information

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned: 12/13/2005

Traceability, 512090495

Part / Number Broadcast: NFS

Time Scanned: 21:33:00 Scan Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 12/13/2005

Traceability: 101273425 Part / Number Broadcast: XVM

Time Scanned: 22:42:00 Scan Station: 05

Component Code: 61-TRANSMISSION Traceability: 43133686

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned. 12/13/2005

Part / Number Broadcast: 6SDD

Time Scanned. 21:41:00 Scan Station: 02

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant. C-SAGINAW BUFFALO, NEW YORK

Date Scanned 12/13/2005

Traceability 333104634

Part / Number Broadcast AA4

Time Scanned 22:21:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00224298

Part / Number Broadcast: 3051

Time Scanned 23:56:00 Scan Station:

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned 12/14/2005

Date Scanned 12/13/2005

Traceability 1FNF82S

Part / Number Broadcast. 2395

Time Scanned: 02:00:00 Scan Station 06

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

Date Scanned 12/13/2005

Traceability 7ZCAH43

Part / Number Broadcast 0901

Time Scanned 22:35:00 Scan Station 04

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

Source Plant .

Date Scanned. 12/07/2005

Traceability, 1020759 Part / Number Broadcast: 122

> Time Scanned: 00:03:00 Scan Stalion:

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned 12/12/2005

Traceability 2144710

Part / Number Broadcast: 1WW

Time Scanned: 01:41:00 Scan Station:

Scan Station

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned 12/12/2005

Traceability: 2145746

Part / Number Broadcost 1PT Time Scanned: 17:02:00

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

Traceability: 2144305

10/19/2012

Source Plant: -

Date Scanned: 12/13/2005

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

Source Plant -

Date Scanned: 12/13/2005

Part / Number Broadcast 1PH

Time Scanned 14:05:00 Scan Station:

Traceability 2144692

Part / Number Broadcast: 1GB

Time Scanned 17:40:00 Scan Station:

# **Service Agent Installed Component**

Vehicle has no current record of vehicle component.

Global Warranty Management Site Map

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Longut

October 19, 2012

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

## View Vehicle Transaction History Detail

10

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

Vehicle Information

VIN 1GNDS13S582

Model: CS15506-2008 TRAILBLAZER SUV 2WD

Service Contract No.

Branded Title: No

Warranty Block. No.

PDI Status: No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Job Card Date: 04/28/2009

Repair Service Agent. 197701 I.G. BURTON OF SEAFORD

24799 SUSSEX HWY SEAFORD DE 19973-8463

3026295514

Job Card Number: 066092

Odometer Reading: 33,921 MI

Authorization Code

Process Date 05/05/2009

Transaction Type ZREG-Regular Vehicle Transaction

Transaction Expense Category Customer Enthusiasn

**Customer Complaint Code** 0000-Converted Claim Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op E2320-Front Witeel Bearing and Hub Replacement

Causel Part Number

--See other Parts and/or Net Hems

Job Card Date: 04/28/2009

Repair Service Agent 197701

I.G. BURTON OF SEAFORD 24799 SUSSEX HWY SEAFORD DE 19973-8463

3026295514

Job Card Number: 066092

Odometer Reading 33,921 MI

Authorization Code.

Process Date 05/05/2009

Transaction Type

ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Enthusiasn

Customer Complaint Code

0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code. 0000-Converted Claims

Labour Op C0710-Glass, Endgate - Replace

Causal Part Number

See other Parts and/or Net Items

For this vohicle:

- View Vehicle Summary
  - Service
  - \* Contract
  - Branded Tille
  - Warranty Block
- View Vehicle Build
- View Vehicle
- Component Summary View Vehicle
- Transaction History
- View Vehicle Delivery Information

Job Card Date: 04/28/2009

Job Card Number: 066092

Repair Service Agent: 197701 I.G. BURTON OF SEAFORD 24799 SUSSEX HWY SEAFORD DE 19973-8463 3026295514 Odometer Reading, 33,921 MI

Authorization Code.

Process Date: 05/05/2009

Transaction Type

ZREG-Regular Vehicle Transaction

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

Job Card Line # 3

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op E2141-Link or Bushings, Front Stabilizer Shaft At Control Arm - Left - R&R Or Replace

Causal Part Number

See other Parts and/or Net Items

Job Card Dato: 03/25/2009

Job Card Number: 065289

Repair Service Agent 197701 I.G. BURTON OF SEAFORD 24799 SUSSEX HWY SEAFORD DE 19973-8463 3028295514 Odometer Reading 32,532 Mt

Authorization Code:

3020233314

Process Dato 05/29/2009

Transaction Type

ZREG-Regular Vehicle Transaction

Transaction Expense Category

Gustomer Enthusiesn
Customer Complaint Code

0000-Converted Claim

.ine #: 1

Transaction Adjustment:

Cause Code 0000-Converted Claims

Labour Op Z7906-8+ DAY COURTESY TRANSPORTATION

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 03/25/2009

Job Card Number: 065289

Repail Service Agent 197701 I.G. BURTON OF SEAFORD 24799 SUSSEX HWY SEAFORD DE 19973-8463 Odometer Reading. 32,532 Ml Authorization Code

3026295514

Process Date:

04/07/2009

Transaction Typo. ZREG----Regular Vehicle Transaction

Transaction Expense Category.

Customer Enthuslasn

**Customer Complaint Code** 

0000-Converted Claim

Job Card Line # 2

Transaction Adjustment.

Cause Code: 0000-Converted Claims

Labour Op N9577-Defroster, Electrical Connection - Reattech

Causal Part Number

#### See other Parts and/or Net Items

Job Card Date: 03/25/2009

Job Card Number: 065289

Repair Service Agent 197701 I.G. BURTON OF SEAFORD 24799 SUSSEX HWY SEAFORD DE 19973-8463 3026295514

Odometer Reading. 32,532 MI

Authorization Code:

Process Date.

04/10/2009

Transaction Type

ZREG-Regular Vehicle Transaction

Transaction Expense Category: Customer Enthusiasn

**Customer Complaint Code** 

0000-Converted Claim Job Card Line # 1

Transaction Adjustment.

Cause Code: 0000-Converted Claims

Labour Op K7252-3-4 Clutch Plate Replacement

Causal Part Number

·See other Parts and/or Net Items

Job Card Date: 02/09/2009

Job Card Number: 064234

Repair Service Agent: 197701 I.G. BURTON OF SEAFORD 24799 SUSSEX HWY SEAFORD DE 19973-8463

Odometer Reading 30,315 MI

Authorization Code

3026295514

Process Date. 02/20/2009

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Enthusiasn Customer Complaint Code.

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment.

Cause Code: 0000-Converted Claims

Labour Op K7122-Transmission Fluid Pump Gasket Replacement

Causal Part Number

·See other Parts and/or Net Items

Job Card Date: 05/21/2008

Repair Service Agent: 113648

FIRST STATE CHEVROLET

22694 DUPONT BLVD GEORGETOWN DE 19947-8802

Job Card Number: 067991

Odometer Reading. 27,068 MI Authorization Code.

3028562521

Process Date 06/10/2008

Transaction Type:

ZREG-Regular Vehicle Transaction

**Transaction Expense Category** 

Customer Complaint Code.

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op B7010-Emblem/Nameplate Replacement

Causal Part Number

See other Parts and/or Net Items

Job Card Date: 05/21/2008

Job Card Number: 067991

Repair Service Agent 113648

Odometer Reading: 27,068 MI

FIRST STATE CHEVROLET 22694 DUPONT BLVD

Authorization Code:

**GEORGETOWN DE 19947-8802** 

3028562521

Process Date: 06/10/2008

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

Lebour Op B0048-Front Bumper Fascia Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/14/2008

Job Card Number: 066656

Repair Service Agent 113648 FIRST STATE CHEVROLET

22694 DUPONT BLVD GEORGETOWN DE 19947-8802

3028562521

Odometer Reading: 27,065 MI **Authorization Code** 

**Process Date** 

04/29/2008

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expanse Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op F2023-Seal, Pinion Shaft Oil - Rear Differential - Replace

Causal Part Number

-See other Parts and/or Net Ilems

Job Card Number: 164326

Repair Service Agent: 115123 MIKE SAVOIE CHEVROLET, INC.

Joh Card Date: 01/27/2006

1900 W MAPLE RD

Odometer Reading: 392 MI **Authorization Code** 

TROY MI 48084-7105

2486438000

Process Date:

01/31/2008

Transaction Type: ZREG—Regular Vehicle Transaction

Transaction Expense Category

ZPDI---Pre-Delivery Inspection

Customer Complaint Code 0000-Converted Claim Job Card Line #. 1 Transaction Adjustment Cause Code: 0000-Converted Claims Labour Op 27200-CORPORATE PARTS RETURN REIMBURSEMENT Causal Part Number ·See other Parts and/or Net Items Job Card Number: 163651 Job Card Date: 01/12/2006 Repair Service Agent. 115123 Odometer Reading: 392 MI MIKE SAVOIE CHEVROLET, INC. Authorization Code 1900 W MAPLE RD TROY MI 48084-7105 2488438000 Process Date 01/17/2006 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category. Customer Complaint Code 0000-Converted Claim Transaction Adjustment: Cause Code. 0000-Converted Claims Job Card Line #: 1 Labour Op N6642-HVAC System Wiring and/or Connector Repair or Replacement Causal Part Number -See other Parts and/or Net Items Job Card Number: 163651 Job Card Date: 01/12/2006 Odometer Reading: 392 MI Repair Service Agent 115123 MIKE SAVOIE CHEVROLET, INC. Authorization Code: 1900 W MAPLE RD TROY MI 48084-7105 2485438000 **Process Date** 01/17/2008 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category: Customer Complaint Code: 0000-Converted Claim Transaction Adjustment Cause Code: 0000-Converted Claims Job Card Line # 2 Labour Op 88698-Applique, Center High Mount Stop Lamp - Replace Causal Parl Number Job Card Number: A38848 Job Card Date: 12/14/2005 Odometer Reading 0 MI Repair Service Agent 115123 MIKE SAVOIE CHEVROLET, INC. Authorization Code 1900 W MAPLE RD TROY MI 48084-7105 2485438000 Process Date: 12/20/2005 Transaction Type.

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

Job Card Line #: 1

Transaction Adjustment:

Cause Code. 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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For this vehicle:

 View Vehicle Summary Service

Contract

View Vehicle Build

Detail

Information

View Vehicle Component Summary View Vehicle Transaction History

View Vehicle Delivery

Branded Title

- Warranty Block

Loqout

October 19, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Delivery Information

10

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

Vehicle information

VIN. 1GNDS135562 Service Contract: No

Branded Title No

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

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Invoice information

Invoicing Service Agent 115123 MIKE SAVOIE CHEVROLET, INC. 1900 W MAPLE RD TROY MI 48084-7105 2486438000 Invoice Date 12/14/2005

Ship to information

Ship to Service Agent. 115123 MIKE SAVOIE CHEVROLET, INC. 1900 W MAPLE RD TROY MI 48084-7105 2486438000 Ship to Date. N/A

Delivery information

Delivery Service Agent 115123 MIKE SAVOIE CHEVROLET, INC. 1900 W MAPLE RD TROY MI 48084-7105 2486438000

Delivery Date: 12/30/2005 Delivery Type: 032-RETAIL LEASE\* - EMPLOYEE STOCK (GMS) Delivery Odometer: 19

in Service Information Invoicing Service Agent

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

Registration Information

Registration Service Agent. N/A

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

Global Warranty Management Site Map

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#### **Activities**

Greated 10/18/2012 06:00:20 PM	Created By BABBSKE	Assigned To BABBSKE	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alam	Completed	Doscription esis - Ihermal;
Contact Last Name		Contact Firs	t Name	Account		BAC Code	

Customer is alleging that they were driving with their son when their window console started smoking followed by red flame. Customer has received a recall letter and is requesting a repair for the damages,

esis - thermal

kellinbabbs/par/atx

Confidential Comments

Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
10/18/2012 10:09:41 AM KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event
Contact Last Name	Contact Fire	t Name	Account		BAC Code	
					***************************************	<del></del>
Commens						
customer claims thermal event originati	ng from control i	nodule in drivers door		,		
Confidential Comments						

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/17/2012 06:08:10 PM	BABBSKE	BABBSKE	Scheduled Follow-up		Done	10/18/2012 06:00:19 PM	esis - thermal;
Contact Last Name		Contact Firs	Name	Account		BAC Code	

Customer is alleging that they were driving with their son when their window console started smoking followed by red flame. Customer has received a recall letter and is requesting a repair for the damages.

esis - thermal

kellinbabbs/par/abx Confidential Comments

Report Generated for toporowm

on 10/19/2012

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#### **Activities**

Created 10/17/2012 06:07:51 PM	Created By BABBSKE	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Typo	Status Done	Completed 10/18/2012 10:10:13 AM	Doscription esis - thermal
Contact Last Name		Contact Firs	ł Name	Account		BAC Code	

Customer is alleging that they were driving with their son when their window console started smoking followed by red flame. Customer has received a recall letter and is requesting a repair for the damages.

esis - thermal

kellinbabbs/par/atx

Confidential Comments

Croated Created By Assigned To Activity Type Activity Sub-Type Status Dascription Completed 10/17/2012 06:08:27 PM BABBSKE BABBSKE Outbound Email **DVM/CAMFleid** Done 10/17/2012 06:06:59 nancy.baird@gm.com BAC Code

A product allegation claim has been made in your region. The customer is alleging that they were driving with their son when they noticed smoke coming out of the window console of the driver side door followed by red flames. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer

1GNDS13S562

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

Respectfully, Kellin Babbs I CRS

Aditya Bida Minacs I inspired every day
7401 E. Ben White Bird, Bidg. F, Austin, TX 78741
Phone: 866-790-5800 31460 I Fax: 866-311-2784 I www.minacs.adityabida.com Follow us on Twitter

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on 10/19/2012

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# Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/17/2012 06:02:33 PM	BABBSKE	BABBSKE	Ownership Changed	Ownership Escalated to BRC	Done	10/17/2012 06:02:34 PM	Ownership Escalated to BRC
Contact Last Name		Contact First	Name	Account		BAC Code	I
Comments	,						1
Confidential Comments							Ī
Created	Created By	Assigned To	Activity Typa	Activity Sub-Type	Status	Completed	Description
10/17/2012 05:52:06 PM	BABBSKE	BABBSKE	Outbound Call Customer	Made Contact	Done	10/17/2012 05:53:03 PM	2nd attempt
Contact Last Name		Contact Firs	Name	Account		BAC Code	I
Comments							1
see initial	,						
kellinbabbs/par/atx Confidential Comments	<del></del>						•
							-
Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/17/2012 11:05:49 AM	1 BABBSKE	BABBSKE	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/17/2012 05:52:05 PM	2nd attempt
Contact Lact Name		Contact Circ	t Name	Account		BAC Code	
Comments							1
Confidential Comments							•

Report Generated for toporowm

on 10/19/2012

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### Activities

reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
0/17/2012 11:00:17 AM	BABBSKE	BABBSKE	BRC PAR	Business Case	Done	10/17/2012 06:04:20 PM	bus case
ontact Last Name		Contact Firs	Name	Account		BAC Code	
response alleging that	that were debi	no with their con	when their violence on a	a alasta d'associata a fallacca d'he	and flames Chale	was has esselved a most like	
nd is requesting a repai	r for the damag	95. 85.	i when their whoow consol	e started smoking tollowed by	red liame. Costo	mer has received a recall letter	•
sis - thermal							
ellinbabbs/par/atx							
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
0/17/2012 11:00:07 AM		BABBSKE	Other		Done	10/17/2012 06:03:28	vehicle incident location
Contact Last Name		Contact Fire	l Name	Account		PM BAC Code	
Comments							· 
Noodyard Rd J Alex Ferr	y Clinton MD						
kellinbabbs/par/atx							
Confidential Comments							
Created	Created 8v	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/16/2012 10:19:36 AM			Ownership Changed	Additiny dub-type	Done	10/16/2012 10:19:36 AM	Service Request Ownership has
'entack Lack Nama		Control Cir.	A Blame	Account		BAC Code	changed FROM: ALEJANWI TO: BABBSKE
Comments							1
Confidential Comments							· [
Somidential Confidents							

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on 10/19/2012

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#### **Activities**

Created Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
10/18/2012 10:19:24 AM MERCADTO	BABBSKE	BRC PAR	Initial Contact - Field	Done	10/17/2012 06:06:21 PM	nancy.baird@gm.com
Contact Last Name	Contact Firs	t Name	Account		BAC Code	Ī

A product allegation claim has been made in your region. The customer is alleging that they were driving with their son when they noticed smoke coming out of the window console of the driver side door followed by red flames. This case is being escalated to ESIS because of a thermal event.

2006 Chevrolet TrailBlazer

1GNDS13S562

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

Respectfully, Kellin Babbs I CRS

Aditya Birla Minacs I inspired every day
7401 E. Ben White Bivd, Birlg. F, Austin, TX 78741
Phone: 868-790-5600 31460 I Fax: 866-311-2784 I www.mlnacs.adityabirla.com Follow us on Twitter

Confidential Comments

Created Created By 10/16/2012 10:19:15 AM MERCADTO Cented Last Name	Assigned To BABBSKE Contact Firs	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Dealer Account	Status Done	Completed 10/17/2012 11:00:49 AM BAC Code	Description no prvs dir hist in last 2 years
reommens		( Name	Account		one over	
kellinbabbs/pan/atx Confidential Comments						

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on 10/19/2012

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#### **Activities**

 
 Crosted
 Crosted By 10/18/2012 10:19:06 AM
 Assigned To Activity Type BABBSKE
 Activity Type BABBSKE
 Croated Activity Sub-Type Status 10/17/2012 06:04:29 PM Initial Contact- Phone Done First Name BAC Code

Comments

crs spoke wi

cra verified email address cra verified customer contact information.

Cust. states: Saw red flame coming out of window console while driving.

Original owner? n

rental? n

medical attn? n

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/pariatx

Confidential Comments

	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed
10/16/2012 10:18:58 AM	MERCADTO	BABBSKE	BRC PAR	Acknowledgement	Done	10/17/2012 11:02:26 AM
Contact Last Name		Contact Eirg	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# 71-1117337925 pls return my call, if I am not available pis leave a good contact number and a time that works best for you.

kellinbabbs/par/aix Confidential Comments

Report Generated for toporowm

on 10/19/2012

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### **Activities**

reated Created By 0/16/2012 10:18:51 AM MERCADTO	Assigned To BABBSKE	Activity Type Research	Activity Sub-Type	Status Done	Completed 10/17/2012 11:04:30 AM	Description Research VIN
iontact Last Name	Contact First		Account		BAC Code	TO COMMITTEE STATE OF THE STATE
omments						
/R's:	-					
1-1117337925 - Ihermal	•					
tecalis: 0						
randed: n						
Varranty Block: n						
lepairs: 0						
esearch complete						
ellinbabbs/par/etx						
Confidential Comments						
roated Created By		Activity Typs	Activity Sub-Type	Status	Completed	Description
0/16/2012 10:18:37 AM MERCADTO	Contact First	Notify CRM	Account	Done	10/17/2012 11:04:48 AM BAC Code	File assigned
STALLE CLIN HUMA	tammer [1][g	CNOMO	710000111		DAG CODE	
iomments le received.						
elilnbabbs/par/atx confidential Comments		***				•
,						•
created Greated By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/16/2012 10:18:21 AM MERCADTO		BRC PAR	Case Assigned	Done	10/17/2012 11:04:55 AM	Assigned to Kellin x31460
Contact Last Name	Contact Fire	Name	Account		BAC Code	
						•
de received.						
ile received.  cellinbabbs/par/atx  confidential Comments		,		- "		

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### Activities

	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
16/2012 10:18:15 AM	MERCADIO		SR Opened		Done	10/16/2012 10:18:15 AM	SR in Status of Closed has been Re- Opened by MERCADTO
ntact Last Name		Contact First	Name	Account		BAC Code	Opened by MERCAD 10
mments							
ofidential Comments							
16/2012 10:18:14 AM	Created By	Assigned To	Activity Type SR Closed - Satisfied	Activity Sub-Type	Status	Completed	Description
clack Last Maga	MERCADIO	ALEJANVVI		A	Done	10/16/2012 10:18:14 AM	Service Request has been Closed Satisfied.
		51	rame	Account		BAC Code	Garança,
mments		_				,	
nfidential Comments							
rated	Created By	Accionad To	Activity Type	Activity Sub-Typo	Status	Completed	Description
16/2012 10:17:58 AM		KINZERTH	Inbound Call Third Party	Voice Mall Received	Done	10/16/2012 10:18:10 AM	PAR VM
nlack Lack Name		Contact First	•	Account	0010	BAC Code	1 Oly William
				TOODETT		5/10 0001.	
mments							
-1117337925 stome:							
vers door panel - therm:	al event					•	
t 15 3:39pm							
nfidential Comments							
	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	ALEJANWI	ALEJANWI	Scheduled Follow-up		Done	10/16/2012 10:17:56 AM	Checking status
plant Lant Nama		Charles I File	NA 1-11-	A			
		Contact Firs	r Marine	Account		BAC Code	
mingriga							
ecking status of forward	ling case to P/	AR					
nfidential Comments	***					"1	

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 03:43:40 PM	ALEJANWI	KINZERTH	Notify CRM		Done	10/16/2012 10:17:54 AM	Forwarding to PAR
×			ame	Account		BAC Code	
							Ī
Comments	•					· · · · · · · · · · · · · · · · · · ·	
Confidential Comments	5						•
			,				•
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/15/2012 03:34:01 PM	ALEJANWI	ALEJANWI	Inbound Call Customer	Complex Request	Done	10/15/2012 03:43:38 PM	Thermal Event in connection to RC 12180
Contact Last Name		Contact Fire	Mame	Account		BAC Code	
Count Pie							
Cust Sts :							

- Cust Sts: :

  Recieved a letter RE RC 12180

  The driverside door had a thermal event

  I had to pour soda to get the fire out

  This happened when I was driving and along w/ my kids and this happened

  vehicle is @ my driveway right now

Cust Sks: > PAR

- CSR Advsd :
  > Will forward concern to PAR wiln BRC
  > unable to transfer call to PAR, will notify PAR dept of the concern and someone from that dept will definitely be in contact w/ cust w/in 2 business days

Willy/CAC/Mla/T1/Lvi1 Ext 22803

Confidential Comments

#### **UCC** Information

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

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Service Contract

**B** Logout

en (	ම්රාව Warran	ty	1	Coro	er 23. 2012	
	arranty Management: Main ACE WITH MER	> Interface With	Customer > VI			
/iew	Vehicle Summan	,				<b>②</b>
his scre	en allows IVH users to view le Warranties, Transaction H far and XM Radio informatio	the Summary of the Su	Vehicle Inform ontract(s) if ap	auon, Field Acti plicable, Wanar	ons, Service Info ity Block, Brand	
VIN 10 Service Order	cie Information GNES16S366 Brande Contract No Brande Type 50 - FLEET Chions <u>O Open</u>	ed Title No V	Model ( Warranty Block		TRAILBLAZER ( PDI Status	No
Requ	ired Field Actions			C	pen field action	s are highlighted
Vohic	cle has no current record o	of required field i	ections.			
*The Vi Compa purpos	ded Title IN information contained her ny and is to be used only fo a whatsoever the has no current record of	r the purpose of w	ramanty ventic	refrom is the pro ation and shall i	oprietary propert tol be used for a	y of The Polk iny other
	anty Block	of warranty block	<b>.</b>			
	ce Information	of outstanding se	orvice informs	ition.		· · · · · · · · · · · · · · · · · · ·
	ar and XM Satellite R			on.		
Applic	cable Warranties				Valid warranties	are highlighted
Valid	Description	Warranty Add Date	Stort Date	Effective Odometer	End Date	End Odometer
	Corresion Limited Warranty	08/05/2011	09/20/2005	10 MI	09/20/2011	100,010 MI
	Emission Select Component Ltd Wty	08/05/2011	09/20/2005	10 MI	09/20/2013	80,010 MI
	Bumper to Bumper Limited Warranty	08/05/2011	09/20/2005	10 MI	09/20/2008	36,010 MI
	Special Coverage 10054	08/05/2011	09/20/2005	10 MI	09/20/2015	120 010 MI

For this vehicle:

- → View Vehicle Summary
  - Service Contract

  - → Branded Title
  - → Warranty Block
- View Vehicle Build

- View Vehicle
  Component Summary
  View Vehicle
  Transaction History
  Detail
- View Vehicle Delivery Information



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

10/25/12



RE:

Claimant:

:

Our File No.:

749690

Our Client:

General Motors LLC

Date/Event:

10/6/12

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNES13S366

Dear

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

Please provide me with a repair estimate for the above vehicle.

Should you have any questions, please feel free to contact me.

Sincerely,

Kelly Kufel

Claims Administrator

#### Service Request Detail SR No. 71-1118025245 Goodwill No Goodwill Offered BRC Type PAR Ref No. GW SubType Bus. Unit BRC Account Last Name First Name Approval Not Initiated Area PAR Daytime # ucc Electrical - Power Window Motor / Sub-Area ESIS Escalation Evening # Address involved Dir Safety City Yes Charlotte State NC ZipCd Con Acct Source Phone Updated 10/22/2012 10:41:12 AM Serial #/VIN 1GNES16S366 Model Year 2006 Priority Medium License # CHEVROL Owner **EICHORLY** Status Open Make Chevrolet Opened 10/17/2012 12:05:37 PM Warr. Start 09/20/2005 TrailBlazer Model Mileage 130000 Sub-Status Closed Abstract (INITIAL)PAR - Customer claims thermal event Customer This is a BRC PAR File. Please do not Assume. Forward all Inquiries to Lynda Eichorst @ ext.31093

#### Pre-PAR

1 10-1 711	•							
PAR Notifier Owner	Incident Date/Time	Injuries # Oth		cople in Veh Ro			Cand. Fire Report#	Police Report#
	10/6/2012 02:00:00 PM	N	0		ncrete	Dry	n/a	n/a
Driver Last N	ame	Driver First		Height				· · · · · · · · · · · · · · · · · · ·
not occupied		not occupie:		not acc			cupled	
	ent Last Name		gent First Na	me Phone	#	Insuranc		
Unknown		Unknown				Geico Ins	surance Co.	
Incident Loc	9642 Corbett Ln Charlotte No	C 28214			incident Desc	windows sto around the		ed inside the door panel was melted. Bum marks are
Component	Electrical							
Vehicle	with cust.				Damage Desc	Window swi	ich melted.	
Loc					Add'l Info	n/a		
Emgcy Svc Names	n/a							
					Maint Loc	A Chevy Dir		
PAR De	tail							
Collision	Non Collision		perty N nage	Thermal Evt	Υ :	Spec Equip	n/a	
Vehicle Speed	0		ather C ndition	lear	1	Prop Owner	r√a	Property n/a Type
Last Service Date			Last vice			Property Location	n/a	Prop Est Repair Cost
Veh Est Repair Cost		Spe Inst	ic Equip n/ aller	'a		Prop Damage Description	n/a	
Primary Veh Use	Personal	ins; Typ	oection Theo	mal Event	1	Inspected By	Inspection Not Perform	ed inspection Date/Time
Veh Damage Description	Window switch melted.				!	Explain Other	n/a	

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#### Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/22/2012 04:21:41 PM	KINZERTH	ESISBIQU	Escalation	ESIS-Thermal Event	in Progress		ESIS - Thermal Event
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
CONTINUENTS							
customer claims thema		ng from control n	rodule in anvers door				
Considential Comments					-		
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Campleted	Description
10/22/2012 01:42:31	EICHORLY	KINZERTH	Notify CRM		Done	10/22/2012 04:22:11 PM	Please escalate to ESIS - thermal event
PM			•				
			l Name	Account		BAC Code	
windows stopped worki	ng. Cust noticed	inside the door	panel was melted. Bum	marks are around the switch. No	property damage.	No injukes. No insurance	
involvement.							
Lynda Eichors VPAR/AT	Y						

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#### Activities

ACUVILLES				and the Pub Type	Status	Completed	Doscription
Created	Created By	Assigned To		Activity Sub-Type	Done	10/22/2012 01:40:28	Emailed: Jerry Bryant, DDMA at
10/22/2012 01:37:09	EICHORLY	EICHORLY	Outbound Email	DVM/CAM/Fleld	DONE	PM	jerry.w.bryant@gm.com
PM				Account		BAC Code	
Contact Last Name		Contact Firs	it Name	Account			•

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

2006 Chevrolet TreliBlazer 1GNES16S366 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 Elchorsi

Aditya Birla Minacs | Inspired every day 7401 E. Ben White Bivd, Bidg. F, Austin, TX 78741 Phone 866-790-5600 ext 31093 | Fax 865-393-8086 | www.minacs.adityabirla.com| Follow us on Twitter Confidential Comments

Created 10/22/2012 01:35:21	Created By	Assigned To A	Activity Typo Inbound Call Customer	Activity Sub-Type	Status Done	Completed 10/22/2012 01:42:08 PM	Description Activity made in error.	
PM Contact Last Name		Contact First N	ame	Account		BAC Code	1	
Comments							T.	
Confidential Comments							•	

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## Activities

realed D/22/2012 10:41:57 AM	Created By KINZERTH	Assigned To EICHORLY	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 10/22/2012 01:34:57 PM	Description rejected
eetnet Lack Nama		Costool Firs	st Name	Account		BAC Code	
omments							
eld rep notification e-ma lease correct and resub-		to file					
antidential Comments							
reated	Created By	Assigned To	Activity Typs	Activity Sub-Type	Status	Completed	Description
0/22/2012 09:23:19 AM		EICHORLY	Scheduled Follow-up		Scheduled Alam	•	ESIS - Verify file was picked up.
ontact Last Name		Contact Firs	st Name	Account		BAC Code	
omments							
onlidential Comments							
				<del></del>			
reated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
0/22/2012 09:22:58 AM	EICHORLY	KINZERTH	Notify CRM		Done	10/22/2012 10:42:27 AM	Please escalate to ESIS - thermal eve
onlact Last Name		Contact Firs	st Name	Account		BAC Code	
omments	. Culat maties d	Include the deep	need was resided. Direct res	arks are around the switch. No	nconarty damana. N	o injuires. No insurance	
volveweur Montaine	g. Cust noticed	RISKIE IIIE GOOF	panei was melled, buin me	stas are around the smich. In	property outlinger (	o agonoci i i i i i i i i i i i i i i i i i i	
ynda Eichorst/PAR/ATX							
onfidential Comments							
realed 0/22/2012 09:22:12 AM	Created By	Assigned To	Activity Type BRC PAR	Activity Sub-Type Business Case	Status Done	Completed 10/22/2012 09:22:54 AM	Description Business Case
	EICHORLT	EICHORLY		Account	Odile	BAC Code	1
•							<i>*</i>
•							
ontant Last Name	g. Cust noticed			arks are around the switch. No	property damage. N	o injuires. No insurance	I
onlast Last Name omments Indows stopped working				arks are ground the switch. No	property damage. N	o injuires. No insurance	i

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## **Activities**

Created By 10/22/2012 09:19:41 AM EICHORLY	Assigned To EICHORLY	Activity Typo Ownership Changed	Activity Sub-Type Ownership Escalated to BRC	Status* Done	Completed 10/22/2012 09:19:41 AM	Description Ownership Escalated to BRC
Contact Last Name	Contact Errs	t Name	Account		BAC Code	
Confidential Comments						
Created Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 09:06:01 AM EICHORLY	EICHORLY	Outbound Call Customer	Made Contact Account	Done	10/22/2012 09:22:02 AM BAC Code	initials Called:
оонинена			/ tedoum		SAO CODE	
Cust Stated: Incident: windows stooged working Cust noticed i	italda ika daan	and the second	and the suite A		10000	
windows stopped working. Cust noticed i Damage: Window switch melted.	nside (ne door )	panei was meited. Dom mand	s are around the switch. Cus	t was quoted almos	st 5500 for repairs,	
No property damage. No insurance invol-	vement. No inju	ries.				
Lynda Eichorst/PAR/ATX Confidential Comments						
Created By 10/22/2012 08:59:09 AM NANCARMA	Assigned To EICHORLY	Activity Type Notify CRM	Activity Sub-Typo Customer Called	Status Done	Completed 10/22/2012 09:05:16 AM	Description see lbcc
Contact Last Name	Contact First	•	Account	1,0 mm 1,0	BAC Code	888 1944
Comments						
Confidential Comments						

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## **Activities**

Greated : 10/22/2012 08:57:32 AM Gentact Last Name	Greated By NANCARMA	Assigned To NANCARMA Contact First	Activity Type Inbound Call Customer Name	Activity Sub-Type Customer Account	Status Done	Completed 10/22/2012 08:59:05 AM BAC Code	Description assisting only
Customer states: keep m	issing Lynda's (	alls, trying to ge	shold of her now,				
Maureen Nancarrow/CRS Confidential Comments	site is available 6/Tier 1/SAG/G	3, otherwise will g W 1	get you through to her voicem	all.			
Greated 10/22/2012 08:47:17 AM	Created By EICHORLY	Assigned To	Activity Type Scheduled Outbound Call	Activity Sub-Type Cencelled - Completed	Status Done	Gompleted 10/22/2012 09:21:06 AM	Description Initials - 2nd attempt
Contact Last Name		Contact First	Cust Name	Early Account		BAC Code	
Confidential Comments							
Greated 10/22/2012 08:44:06 AM	Created By	Assigned To	Activity Type Outbound Call Customer	Activity Sub-Type Received No Answer	Status Done	Completed 10/22/2012 08:44:29 AM	Description Initials
Contact Last Name	AL POPUL	Contact First		Account	- Colle	BAC Code	Called:
CRS rec'd a recorded me	ssage the mail	ox was full and	could not leave a vm.				
Lynda Elchors/PAR/ATX Confidential Comments	_						
10/19/2012 05:34:03 PM	Created By ALEJOST	Assigned To EICHORLY	Activity Type Notify CRM	Activity Sub-Type Customer Called	Status Done	Completed 10/22/2012 08:43:01 AM	Description see prev IBCC
lContact Last Name		CALL DE L	'ame	Account		BAC Code	
Confidential Communits							

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#### **Activities**

	To Activity Type	Activity Sub-Type	Status	Completed	Description	
ALEJOST ALEJOST	Inbound Call Customer	Complex Request	Done	10/19/2012 05:34:02 PM	"assisting only"	
Contact	Firet Name	Account	ركنتبسم	BAC Code		
					_	
_						
	ALEJOST ALEJOST		ALEJOST ALEJOST Inbound Call Customer Complex Request	ALEJOST ALEJOST Inbound Call Customer Complex Request Done	ALEJOST ALEJOST Inbotznd Call Customer Complex Request Done 10/19/2012 05:34:02 PM	ALEJOST ALEJOST Inbound Call Customer Complex Request Done 10/19/2012 05:34:02 "asslating only" PM

- I nave a use instance; 71-1118025245 someone was supposed to call me within 48 hours been trying to contact someone for 2 days and when she called me i missed it so i've been trying to call her back

# cust sks; - ocrs

- crs adv: will try your agents ext ocrs not avail

cust sis: I've left her vm's

- crs adv:
   I do see a sched call for you on monday between the hours of 8-10 AM (est)
   I will send her a notify that you called and wish to speak with her

# stephanie alejo cac t1 atx lvi 0 Confidential Comments

Created 10/19/2012 01:39:44 PM	Greated By EICHORLY	Assigned To EICHORLY	Scheduled Outbound Call Cust	Activity Sub-Type	Status Done	Completed 10/22/2012 08:43:15 AM	Description Initials - 2nd attempt
Contact Last Name		CaSi	Name	Account		BAC Code	
Comments						<del></del>	
CRS starting the UTC or	er. If cust is una	v. CRS needs to	o close initial.				
Confidential Comments							

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#### **Activities**

Greated 10/19/2012 01:37:59 PM	Created By EICHORLY	Assigned To	Activity Typo Outbound Call Customer	Activity Sub-Type Received No Answer	Status Done	Completed 10/19/2012 01:39:12 PM	Doscription Called:
Contact Last Name		Contact Fire	Name	Account		BAC Code	
CRS rec'd the following	recorded messa	age:					
The vm box is full and ca	an not accept a	ny new message	S.				
Lynda ElchorsVPAR/ATX							
Confidential Comments						-	
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
10/19/2012 08:21:22 AM	EICHORLY	EICHORLY	Scheduled Outbound Call Cust		Done	10/19/2012 01:37:03 PM	Initials
Contact Last Name		Camera Fine	Name	Account		BAC Code	
септела							Ī
Confidential Comments							1
Oroated 10/18/2012 05:39:13	Created By FABIANBR	Assigned To EICHORLY	Activity Type Nolify CRM	Activity Sub-Typo	Status Done	Completed 10/19/2012 08:35:18 AM	Description Mohseol
РМ		1 First	Name	Account		BAC Code	1
Da						DVC CDR6	
Pls see IBCC							
Confidential Comments							!

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#### **Activities**

Oroatos 10/18/2012 05:33:20 PM	Created By FABIANBR	Assigned To FABIANBR	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Done	Completed 10/18/2012 05:39:11 PM	Description - For the
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
cust sts:				· · · · · · · · · · · · · · · · · · ·			
calling have a case and -do I not drive the vehicl -thank you for your help	e	one would conta	ct me with 24 hours and no e	one has called me yet.			
crs sts: adv OCRS is ou -adv that is up to you to -adv of OCRS contact in	drive the vehicle	ney have 24-48 h e, if something h	nours to contact you, will adv as happened you may want	her of your contact to reconsider actions			
Brandy.brc/BRC-ML/atx	/21314						
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/18/2012 12:52:11 PN		EICHORLY	Notify CRM	Admits Salaris Spe	Done	10/19/2012 08:35:01 AM	Please, refer to ICC activity below.
O		^'	l Name	Account		BAC Code	•
	- M						
Confidential Comments							
oo agama oo aa aa							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
10/18/2012 12:50:45 PM	GUARREMI	GUARREMI	Inbound Call Customer	Complex Request	Done	10/18/2012 12:52:10 PM	
Contact Last Name		Contact Firs	l Name	Account		BAC Code	
communica					2		
Cust. sts. that has not re	cieved any call	yet. Cust. sks to	be contacted by Agent.				
DS adv. that this case is	being handled	by a different de	pt., DS adv. that will notify a	gent about cust, 's request.			
Cust. acknl.							
Miriam // CAC // BA // T2	! // LVL 1						
Miriam // CAC // BA // T2 Confidential Comments							

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## Activities

Created Created By 10/18/2012 09:24:42 AM MERCADTO Contact Last Name Confidential Comments	Assigned To - Activity Type EICHORLY Ownership Changed Contact First Name	Activity Sub-Typo Account	Status 7 - Done	Completed 10/18/2012 09:24:42 AM BAC Code	Doscription Service Request Ownership has changed FROM: SEVILLMI TO: EICHORLY
Created By 10/18/2012 09:24:29 AM MERCADTO Contact Last Name Confidential Comments	Assigned To Activity Type EICHORLY BRC PAR Control Sirst Name	Activity Sub-Typo Initial Contact - Field Account	Status Done	Completed 10/19/2012 08:20:28 AM BAC Code	Poscription See outbound email.
Created By	Cooloot First Name	Activity Sub-Type Irdial Contact- Dealer Account	Status Done	Completed 10/19/2012 08:20:15 AM BAC Code	Description No dir contact required.
Created By 10/18/2012 09:24:12 AM MERCADTO	Assigned To Activity Type EICHORLY BRC PAR	Activity Sub-Type Initial Contact- Phone	Status Done	Completed 10/22/2012 08:45:33 AM	Description Called
Contact Last Name  Continents  CRS is following UTC.  Lynda Elchorst/PAR/ATX  Confidential Comments	Contact First Name	Account		BAC Code	

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#### **Activities**

CHAINES							
reated Cr 0/18/2012 09:24:04 AM Mi	ealed By	Assigned To	Activity Typo BRC PAR	Activity Sub-Typo Acknowledgement	Status	Completed 10/19/2012 08:21:19 AM	Description Called
Contact Last Name	210/10/10	Contact Fire		Account	Doug	BAC Code	Called
					*.**		
RS left vm.		-					
Continued in Initial							
ynda Elchorst/PAR/ATX							
Confidential Comments							
roated Cr	eated By	Assigned To	Activity Typo	Andledter Seels Temp	Status	Completed	Description
0/18/2012 09:23:54 AM MI		EICHORLY	Research	Activity Sub-Typo	Done	10/22/2012 08:47:08 AM	Research VIN
iontact Last Name		Contact Fire	Name	Account		BAC Code	
onnie ne							
lummary:							
R's and VIN: No other files	found for V	IN.					
ecalls: No open recalls fo	und in GWM	l.		•		,	
randed: No							
/arranty Block: No					•		
epairs: No related repairs	found in GW	M.					
search complete							
ynda Eichorst/PAR/ATX							
onfidential Comments	•						
roated Cr	eated By	Annin	A - C - D - T	A - Al-aller Code To-	Chadus		
auaiteo Cr	eated By	Assigned To		Activity Sub-Type	Status	Completed	Doscription
D/18/2012 09:23:45 AM ME	ERCADTO	EICHORLY	Notify CRM		Done	10/19/2012 08:19:04 AM	File assigned

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## **Activities**

Created Created By 10/18/2012 09:23:30 AM MERCADTO Contact Last Name Comments  Confidential Comments	Assigned To Activity Type EICHORLY BRC PAR Contact First Name	Activity Sub-Typo Case Assigned Account	Status Done	Completed 10/19/2012 08:19:01 AM BAC Code	Description Assigned to Lynda x31093
Croated Created By 10/18/2012 09:23:24 AM MERCADTO Contact Last Name Comments	Assigned To Activity Typo SEVILLMI SR Opened Contact First Name	Activity Sub-Type Account	Status Done	Completed 10/18/2012 09:23:24 AM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Created By 10/18/2012 09:23:23 AM MERCADTO Contact Last Name	Assigned To Activity Typo SEVILLMI SR Closed - Satisfied Cooled List Name	Activity Sub-Typo Account	Status Done	Completed 10/18/2012 09:23:23 AM BAC Code	Description Service Request has been Closed Satisfied.
Created Created By 10/18/2012 09:23:05 AM MERCADTO Contact Last Name	Assigned To Activity Type KINZERTH Inbound Call Third Party Contact First Name	Activity Sub-Typo Voice Mail Received Account	Status Done	Completed 10/18/2012 09:23:18 AM BAG Code	Description PAR V/M
customer phone themal event Oct 17 12:13pm Confidential Comments					

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## Activities

Croated 10/17/2012 12:16:03 PM	Created By SEVILLMI	Assigned To SEVILLM	Activity Type Scheduled Outbound Call Cust	Activity Sub-Typo Initial Attempt	Status Done	Completed 10/18/2012 09:23:03 AM	Description F/up
Contact Last Name		Contact First	Name	Account		BAC Code	
Consideratial Comments							
Created 10/17/2012 12:15:45	Created By SEVILLMI	Assigned To KINZERTH	Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 10/18/2012 09:23:01 AM	Doscription PAR - Customer claims thermal event
PM Contact Last Name		Contact First	•	Account	Dunc	BAC Gode	EVAL - ORSTOLIES CONTES MIGHTINS GACIN
Confidential Comments							

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## Activities

Croated 10/17/2012 12:07:08 PM Centact Last Name	Created By SEVILLMI	Assigned To SEVILLMI Contact Firs	Activity Typo Inbound Call Customer	Activity Sub-Typo Complex Request Account	Status Done	Completed 10/17/2012 12:15:41 PM BAC Code	Description PAR - Customer claims thermal event
Name:		Comactifis		Account		DAG COM	
Address:	Charlotte M	C					
BNTC: 7046074898							
VIN: 1GNES16S366							
Mileage: 130,000 MI							
Reason for Calling: -Window switch caught -Reading article online if -When they put VIN nun they can't pull it out -Had been calling dirs t -Fire happenned 2 days -Whole back of it melted Veh bought used at a C -Veh in driveway now -Need assistance	rom nhtsa and finber at the dir  check if they coago, all window and caught firle	an look it up s stooped worki	all for 06 or 07 about this is ng in the beginning tomer	sue			
CRS ADV/Action Plan: -No recalls reflecting on -issue about this is still i -Provided SR# -i will be forwarding you -They are busy assisting	eing finalized	s, but I have se	nk them a message to react	out to you.			
CST's Take on the Reso -Thank you.	lution:						
Source: GWM, CAC PAI Document ID: d_108767	R Procedures						
Michael/CAC/MAN/T1/L	evel 1 Empower	ed					
Confidential Comments				,			<u>.</u>

Report Generated for toporowm

on 10/23/2012

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## **UCC Information**

UCC Code N40

Symptom No Symptom Indicated

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

Report Generated for toporowm

on 10/23/2012

Page 15 of 15

## Vahicle has no current record of service contracts.

ransacuc	n History				View Det
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/04/2006	332488	ZREG-Regular Vehicle Transaction		87540 - Molding, Windshield Reveal - R&R Or Replace	35,059 MI
10/04/2006	332488	ZREGRegular Vehicle Transaction		J3390 - Fan Clutch Replacement	35,059 MI
09/19/2005	A21181	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1M O

Global Warranty Management, Site Map

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**Logout** 

@ Glocal Warranty

October 23, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

**(P**)

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 1GNES16S366 Service Contract No Model: CS15808-2006 TRAILBLAZER EXT 2WD

Branded Title No Warrenty Block No

PDI Status No

Order Type 50 - FLEET

Field Actions 0 Open

· View Vehicle Build

View Vehicle Component Summary

For this vehicle:

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

- Branded Title

- Warranty Block

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

Detail

View Vehicle Delivery Information

#### Vehicle Build

Model CS15806-2006 TRAILBLAZER EXT 2WD

Gross Vehicle Weight 2,815

Order Number JJNWZ9 Build Date: 09/19/2005 Build Plant 6

#### **Option Codes**

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

15B · LS PREFERRED EQUIPMENT GROUP 2 \* POWER OSRV MIRRORS \* FLOOR MATS, FRONT & REAR \* REAR WINDOW DEFOGGER \* BODY SIDE MOLDINGS \* LUGGAGE RACK CROSS BARS \* TRAILER WINING CONNECTOR \* REMOTE KEYLESS ENTRY \* THEFT DETERRENT SYSTEM

28H - LIGHT GRAY

**67U - SILVERSTONE METALLIC** 

7HB - SUSPENSION

**9NF - SUSPENSION COMPONENT** 

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM7 - FOLDING REAR SEAT

AR9 - FRT BUCKET SEAT, DELUXE

**AXP - MPV VIN IDENT POSITION** 

**B30 - CARPETING, COLOR-KEYED** 

**B33 - REAR COLOR KEYED FLOOR MATS** 

C49 - REAR WINDOW DEFOGGER

**DP2 - POWER OSRV MIRRORS** 

**EVA - EVAP EMISSION REQUIREMENT** 

FE9 - 50-STATE EMISSIONS

**GU6 - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

1\$Z - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY 6HB - SUSPENSION

BNF -

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT AM9 - SPLIT FOLDING REAR SEAT BACK AU0 - KEYLESS REMOTE DOOR

LOCK BOV - GM

PRODUCTION WEEK

#38

B32 - FLOOR MATS. FRONT AND REAR B86 - MOLDING BIS

COLOR CJ3 - CLIMATE

DT4 - ASHTRAY AND

CONTROL DT4 - ASH LIGHTER

FCH - HERTZ RENT A

CAR

FLT - FLEET PROCESSING OPTION

JF8 - BRAKE VAC POWER, 4 WHL DISC

K34 - CRUISE CONTROL

10/23/2012

KG4 - GENERATOR 150 AMP

M30 - 4-SPD AUTO TRANS WIOVERDRIVE AND ELECTRONIC CONTROL

N75 - 17" SPORT ALUMINUM WHEELS

NT8 - EMISSIONS, FED TIER 2A

PDC - SEAT, 8-WAY POWER DRIVER

OTE - P245/65R17 ON/OFF ROAD BLACKWALL TIRES

R6P - PREMIUM PAINT

R7M - ONSTAR SERVICE NOT INCLUDED

**T61 - DAYTIME RUNNING LIGHTS** 

**T98 - STAMPING VEHICLE IDENT NUMBER** 

TFO - RETAIL AMENITY DELETE

**UAS - THEFT DETERRENT ALARM SYSTEM** 

**UY7 - TRAILER WIRING HARNESS** 

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

VN9 - DAILY RENTAL REPURCHASE PROGRAM

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YO6 - BASE REAR SPRING

ZY1 - SOLID PAINT

**LL6 - VORTEC 4200** 

SFI 16

N40 - POWER STEERING

N79 - FULL SIZE SPARE

OKL - PLANT -

OKLAHOMA CITY

Q4B - 6,200 LB GVW RATING

R6F - IDENTIFY B

CODE USERS

R6Q - OPTION PKG

NOT DESIRED

R9Z - POMS

EXPEDITE-SOLD ORDERS/TSE

T96 - FRONT FOG

LAMPS

TB4 - LIFTGATE

U73 - FIXED MAST

**ANTENNA** 

UBC - AM/FM STEREO W/CD

V1K - LUGGAGE

RACK CROSS-BARS

VK3 - LICENSE PLATE FRAME,

FRONT

VP6 - NOISE

CONTROL

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT

SPRING

ZW7 - PREMIUM

RIDE SUSPENSION

#### **Added Option Codes**

Vehicle has no current record of SAID codes.

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E Logout

ම්ල්වන් Warranty

October 23, 2012

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

View Vehicle Component Summary

**②** 

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

Vehicle Information

VIN 1GNES18\$366 Service Contract: No

CUSTOMER

Branded Title: No

Warranty Block: No

Model CS15806-2006 TRAILBLAZER EXT 2WD

PDI Status No

Order Type 50 - FLEET

Field Actions 0 Open

 View Vehicle Bulld View Vehicle

Component Summary

For this vehicle:

· View Vehicle Summary Service

Contract

Warranty - Block

→ Branded Title

View Vehicle

Transaction History

View Vehicle Delivery

information

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant V-CPC FLINT, MICHIGAN

Date Scanned 09/19/2005

Tracerbility 509090686 Part / Number Broadcast NFS

Time Scanned 10:12:00 Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 09/19/2005

Traceability: 002922495

Part / Number Broadcast XWM

Time Scanned 06:44:00 Scan Station 05

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 09/19/2005

Traceability 42603570

Part / Number Broadcast, 6SDD

Time Scanned 10:19:00 Scan Station: 02

Component Code 88-ELECTRONIC CONTROL MODULE

(ECM)

Source Plant K-DELCO ELECTRONICS KOKOMOJN

Date Scanned, 09/19/2005

Traceability 252554HT1

Part / Number Broadcast YMSR

Time Scanned 18:05:00 Scan Station

Component Code: 87-BODY CONTROL MODULE

Source Plant M-

Date Scanned 09/19/2005

Traceability 152556KE1

Part / Number Broadcast 7809

Time Scanned: 18:05:00 Scan Station 08

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant O-RIMIR MATAMORS MEXICO

Date Scanned 09/19/2005

Traceability 1FK2LX0 Part / Number Broadcast 2395

Traceability 7ZBCB26

Time Scanned 15:28:00 Scan Station, 08

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

Source Plant M-MORTON-THIOXOL

Date Scanned 09/19/2005

Part / Number Broadcast: 0801

Time Scanned, 06:40:00 Scan Station, 03

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

Date Scanned 09/19/2005

Date Scanned 09/19/2005

Traceability 5256X1GNE Part / Number Broadcast, 5629

Time Scanned 10:22:00 Scan Station, 07

Component Code BN-LIFTGATE ELECTRONIC CONTROL

MODULE

Source Plant Y-

Traceability 252369ERC

Part / Number Broadcast

Time Scanned: 18:05:00

Scan Station

Component Code BO-PASSENGER DOOR ELECTRONIC

**CONTROL MODULE** 

Source Plant Y-

Traceability 052522JMU

Part / Number Broadcast 9870

Time Scanned 18:05:00 Scan Station

Date Scanned 09/19/2005

10/23/2012

10

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE

Traceability 05253J0EF

Source Plant: Z-

Part / Number Broadcast:

Date Scanned 09/19/2005

Time Scanned: 18:05:00 Scan Station:

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

Source Plant: -

Date Scanned: 09/10/2005

Traceability: 0090500

Part / Number Broadcast: 12Z

Time Scanned 05:16:00 Scan Station.

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

Source Plant: -

Oate Scanned 09/14/2005

Traceability: 0468647 Part / Number Broadcast 1WW

Time Scanned: 11:01:00 Scan Station:

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

Source Plant -

Date Scanned: 09/16/2005

Traceability: 0463711 Part / Number Broadcast 1TT

Time Scanned: 00:41:00 Scan Station.

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

Source Plant: -

Traceability 0462327

Part / Number Broadcast: 1GA

Date Scanned. 09/16/2005

Time Scanned: 23:12:00 Scan Station:

#### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Logout

Job Card Date: 09/19/2005

Repair Service Agent 126843

ய @bbalWarrantv		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \
		October 23, 2012
obal Warranty Management: Main > tni	ordace With Customer > View V	
ITERFACE WITH USTOMER		
iew Vehicle Transaction I	History Detail	•
is screen allows (VH users to view the av	zaliable information on individ	ual transaction for the VIN selected
Vehicle Information VIN 1GNES165366 Service Contract. No Branded Title Order Type: 50 - FLEET Field Actions: 0 Open		5806-2006 TRAILBLAZER EXT 2WO D POI Status No
Job Card Date: 10/04/2006		Job Card Number: 332488
Repair Service Agent 116456 MCELVEEN BUICK GMC, INC. 17 FARMINGTON ROAD SUMMERVILLE SC 29483-5351 8438716800		Odometer Reading 35,059 MI Authonzation Code
Process Date. 10/10/2006		
Transaction Type  ZREGRegular Vehicle Transaction		
ZREGRegular Vehicle Transaction Transaction Expense Category Customor Complaint Code 0000-Converted Claim		
ZREGRegular Vehicle Transaction Transaction Expense Category Customor Complaint Code 0000-Converted Claim Job Card Line # 1	Transaction Adjustment	Cause Code 0000-Converted Claims
ZREGRegular Vehicle Transaction Transaction Expense Calegory Customor Complaint Code 0000-Converted Claim Job Card Line # 1 Labour Op B7540-Molding, Windshield F	7	Cause Code 0900-Converted Claims
ZREGRegular Vehicle Transaction Transaction Expense Category Customor Complaint Code 0000-Converted Claim Job Card Line # 1	7	Cause Code 0000-Converted Claims
ZREGRegular Vehicle Transaction Transaction Expense Calegory Customor Complaint Code 0000-Converted Claim Job Card Line # 1 Labour Op B7540-Molding, Windshield F Causal Part Number	7	Cause Code 0900-Converted Claims
ZREGRegular Vehicle Transaction Transaction Expense Calegory Customor Complaint Code 0000-Converted Claim Job Card Line # 1 Labour Op B7540-Molding, Windshield F Causal Part Number	7	Job Card Numbor: 332488
ZREG—Regular Vehicle Transaction Transaction Expense Calegory Customer Complaint Code 0000-Converted Claim Job Card Line # 1 Labour Op B7540-Molding, Windshield F Causal Part Number -See other Parts and/or Net Items  Job Card Date: 10/04/2006	7	Cause Code 0000-Converted Claims  Job Card Number: 332488  Odometer Reading, 35,059 Mi Authorization Code
ZREGRegular Vehicle Transaction Transaction Expense Category Customer Complaint Code 0000-Converted Claim Job Card Line # 1 Labour Op B7540-Molding, Windshield F Causal Part Number	7	Job Card Numbor: 332488 Odometer Reading, 35,059 Mi
ZREG—Regular Vehicle Transaction Transaction Expense Calegory Customer Complaint Code 0000-Converted Claim Job Card Line # 1 Labour Op B7540-Molding, Windshield F Causal Part Number -See other Parts and/or Net Items  Job Card Date: 10/04/2006 Repair Service Agent 116456 MCELVEEN BUICK GMC, INC. 117 FARMINGTON ROAD SUMMERVILLE SC 29483-5351 8438716800  Process Date	7	Job Card Numbor: 332488 Odometer Reading, 35,059 Mi
ZREG—Regular Vehicle Transaction Transaction Expense Category Customor Complaint Code 0000-Converted Claim Job Card Line # 1 Lebour Op B7540-Molding, Windshield F Causal Part Number - See other Parts and/or Net Items  Job Card Date: 10/04/2008 Repair Service Agent: 116458 MCELVEEN BUICK GMC, INC. 117 FARMINGTON ROAD SUMMERVILLE SC 29483-5351 8438716800  Process Date 10/10/2006 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category Customer Comptaint Code	7	Job Card Numbor: 332488 Odometer Reading, 35,059 M
ZREG—Regular Vehicle Transaction Transaction Expense Calegory Customer Complaint Code 0000-Converted Claim Job Card Line # 1 Lebour Op B7540-Molding, Windshield F Causal Part Number - See other Parts and/or Net Items  Job Card Date: 10/04/2006 Repair Service Agent 116458 MCELVEEN BUICK GMC, INC. 117 FARMINGTON ROAD SUMMERVILLE SC 29483-5351 8438716800  Process Date 10/10/2006 Transaction Type	7	Job Card Number: 332488 Odometer Reading, 35,059 M Authonzation Code
ZREG—Regular Vehicle Transaction Transaction Expense Category Customor Complaint Code 0000-Converted Claim Job Card Line # 1 Labour Op B7540-Molding, Windshield F Causal Part Number  -See other Parts and/or Net Items  Job Card Date: 10/04/2006 Repair Service Agent: 116456 MCELVEEN BUICK GMC, INC. 117 FARMINGTON ROAD SUMMERVILLE SC 29483-5351 8438716800  Process Date 10/10/2006 Transaction Type ZREG—Regular Vehicle Transaction Transaction Expense Category Customer Complaint Code 0000-Converted Claim	Reveat - R&R Or Replace	Job Card Numbor: 332488 Odometer Reading, 35,059 Mi

Job Card Number: A21181

Odometer Reading, 0 MI

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

HERTZ CORPORATION-MIAMI 2121 NW 39 AVENUE MIAMI FL 33142-0000

**Authorization Code** 

Process Date 09/23/2005 Transaction Type
ZPDI----Pre-Delivery Inspection Transaction Expense Category

Customer Complaint Code: 0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Labour Op Z7000-Pre-Delivery Inspection - Base Time

Cause Code: 0000-Converted Claims

Causal Part Number

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(PostiWarranty			Lonout
Electron variation		October 23, 2012	
Global Warranty Management: Mein > Interface V INTERFACE WITH CUSTOMER	/ith Customer > View Veh	licle Delivery information	
View Vehicle Delivery Informati	ion	<b>②</b>	
This screen allows IVH users to view the available the ultimate customer. Not all sections will be populated the property of the section of the property of th	information for the selectiated for all VINs	ted VIN delivered to the Service Agent and	For this vehicle: <u>View Vehicle Summary</u>
Vehicle Information	**		Service Contract
VIN 1GNES16S356 Service Contract: No Branded Title No Order Type 50 - FLEET	Model CS158 Warranty Block: No	06-2006 TRAILBLAZER EXT 2WD PDI Status No	Branded Title     Warranty     Block
Field Actions 0 Open			→ View Vehicle Build  View Vehicle  Vie
Invoice Information			Component Summary View Vehicle Transaction History Detail
Invoicing Service Agent. 112243 JAMES WOOD CHEVROLET BUICK GMC 2111 S HWY 287 DECATUR TX 76234-2722 9408272177		Invoice Date: 09/19/2005	View Vehicle Delivery Information
Ship to information Ship to Service Agent: 141305 HERTZ CORPORATION 2301 NW37TH AVE MIAMI FL 33142-0000		Ship to Date N/A	
Delivery information Delivery Service Agent 112243 JAMES WOOD CHEVROLET BUICK GMC 2111 S HWY 287 DECATUR TX 76234-2722 9406272177		Delivery Date: 09/20/2005 Delivery Type 020—DAILY RENTAL Delivery Odometer 10	
In Service Information		la Ganasa Dara Mila	
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	
<del>-</del>		Registration Date N/A Registration Number N/A Registration Odometer 0	_

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Service Request Detail SR No. 71-1118774252 Ref No. Goodwill No Goodwill Offered BRC Type PAR Account Site GW SubType Bus. Unit BRC Last Name First Name Approval Not Initiated PAR Area Daytime # UCC Evening # Electrical - Power Window Motor / ESIS Escalation Sub-Area PHILADELPHIA Address City Involved Dir Safety Yes State PA ZipCd
Serial #VIN 1GNDT13SX72 10/23/2012 06:00:39 PM Con Acct Source Phone Updated Model Year 2007 Priority Medium Liconse # GARCIAJR Owner Make Chevrolet 04/11/2007 Status Open Warr, Start 10/19/2012 10:14:54 AM Opened Model TrailBlazer Mileage 32000 Sub-Status Dissatisfied Closed Abstract Thermal event - 07 Chevrolet TrailBlazer Customer Description This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.

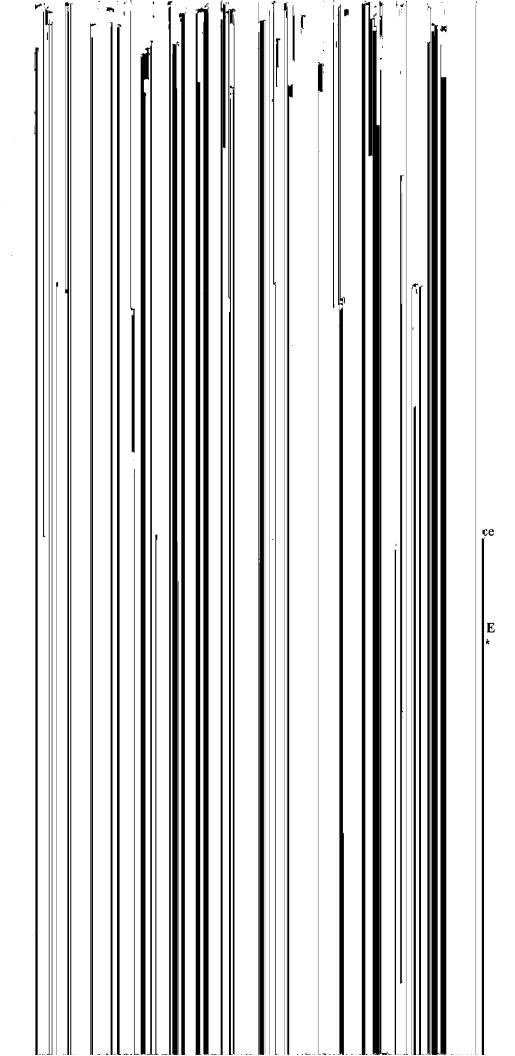
#### Pre-PAR

NO VICE										
AR Notifier		_	# Olher Veh	#Pe	ople in Veh Ro			Cond. Fire Report#	Police	Report#
wner	10/14/2012 04:00:00 AM	_ N	0			phalt	Dry	unk	n/a	
nver Last No	ome		First Name		Height	DC	B Disabi	lities		
ot		occupie					none			
nsurance Age	ent Last Name	Insurar	nce Anent Fu	st Nam	e Phone	#	Insurance	· · ·		
							State Far	m Insurance		
ncident .oc	cns(,a tee -	Philadel	iphia PA		I	incident Desc	veh burst int	o flames in the middle of ti	ne night	
omponent	electrical									
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imgcy Svc lames	Philadephia FD					Maiot Lo	oc Dan Automo	No.		
AR Det	iail					Make Co	C DAILY GUILL	mae -		
AK Del	lan									
Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	GPS		
'ehicle ipeed	0		Weather Condition	dry			Prop Owner	n/a	Property Type	n/a
ast Service late			Loc Last Service				Property Location	n/a	Prop Est Repair Cost	\$0.00
feh Est Repair Cost	\$0.00		Spec Equi Installer	p self	•		Prop Damage Description	n/a	•	
rimary 'eh Use	Personal		Inspection Type	Them	nal Event		Inspected By	Inspection Not Performed	d inspection Date/Time	
eh Damage escription	veh totaled		- •				Explain Other	being sent to ESIS		

Report Generated for toporowm

on 10/24/2012

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# C

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

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

Once we have completed our investigation, a review of you 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

Claims Administrator

Daswn McGuin





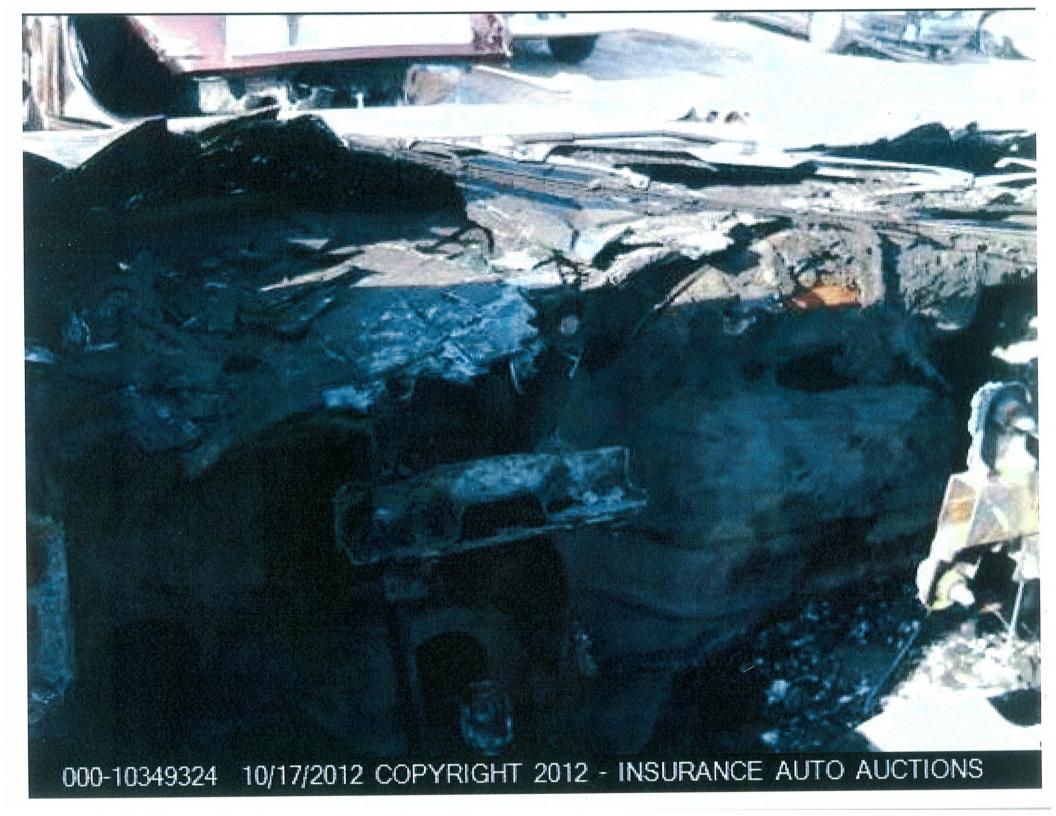




10/17/2012 COPYRIGHT 2012 - INSURANCE AUTO AUCTIONS 000-10349324













**Logout** 

OT (	dio col Warranty	<u> </u>	:	<u> </u>		
	arranty Management; Main >	Interface With C	ustomer > Viev		r 24, 2012 Inry	
CUSTO						
√iew '	Vehicle Summary					•
Applicabl	en allows IVH users to view the e Warrantos, Transaction Hist tar and XM Radio information (	ary, Service Co				
VIN 16 Service Order	Cle Information GNDT135X72  CONTract No Brander Type 70 - RETAIL - STOCK CONTROL OF OPEN	d Title No	Mode Warranty Blo		07 TRAILBLAZE PDI Status	No
	<del></del>				:	·
Requ	ired Field Actions			Of	oen field actions	are highlighted
Vohlo	cle has no current record of	required field a	ictions.		-	
Compa purpos	IN information contained hereiny and is to be used only for the whatsoever the has no current record of	he purpose of w				
	anty Block to has no current record of	warranty block				
	ce Information	outstanding se	rvico informat	ion.		
OnSt	ar and XM Satellite Ra	dio Informa	tion			
Refer	to Help page for details. Fo at 877.GET.XMST (877.438.5	onStar conta	ct 888.ON.STA	R1 (888.667.82	271) and for XM	Radio
OnStar XM Equ	Equipped Y upped Y Vahicle Diagnostics N		io ID <sup>.</sup> TEUGRO		OnStar :	Status Inactive Status Inactive MN Enabled N
Appli	cable Warranties				/alid warranties	are highlighted
Valid	Description	Warranty	Start	Effective	End	End
	Emission Select Component Ltd Wily	Add Date 10/30/2011	Date 04/11/2007	Odometer 40 Mi	Date 04/11/2015	Odomater 80,040 MI
	Emission Limited Warranty Bumper to Bumper Limited Warranty	10/30/2011 10/30/2011	04/11/2007 04/11/2007	40 MI 40 MI	04/11/2010 04/11/2010	50,040 MI 36,040 MI

40 MI

40 MI

04/11/2013 100,040 MI

04/11/2014 70,040 MI

Corrosion Limited Warranty 10/30/2011 04/11/2007

10/30/2011 04/11/2007

Emission Select State

For this vehicle:

- View Vehicle Summary
  - Service Contract

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

Component Lty Wty					
Powertrain Limited Warranty	10/30/2011	04/11/2007	40 MI	04/11/2012	100,040 MI
Certified Used Limited Warranty	10/30/2011	04/28/2010	32,256 MI	04/28/2011	44,256 MI
Special Coverage 10054	10/30/2011	04/11/2007	40 MI	04/11/2017	120,040 MI

#### Service Contract

Vehicle has no current record of service contracts.

Transactio	on History	_			View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/20/2010	34280	ZREG—Regular Vehicle Transaction		E7690 - Sensor, Steering Wheel Rotation - Replace	33,999 MI
11/20/2010	34280	ZREG—Regular Vehicle Transaction		C8817 - Airbag Sensing алd Diagnostic Module Replacement	33,999 MI
03/25/2010	977613	ZREGRegular Vehicle Transaction		J0690 - Pulley, Accessory Drive Belt Idler - Replace	32,256 MI
10/29/2008	888371	ZREGRegular Vehicle Transaction		L1020 - Fuel Tank Filler Cap Replacement	17,351 MI
02/12/2007	A28220	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Logous

ල්ල්ට්)Warranty

October 24, 2012

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

2

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

Vehicle Information

VIN 1GNDT13SX72 Service Contract: No

Model. CT15506-2007 TRAILBLAZER 4WD

Branded Title No Warranty Block No. PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions D Open

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number KSKHF2 Build Date: 02/12/2007

**Build Plant 2** 

#### For this vehicle:

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

## **Option Codes**

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

16U - GRAYSTONE METALLIC

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

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

7FB - COMP FRT RH COMPUTER SEL SUSP

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

AX5 · DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AR9 - FRT BUCKET SEAT, DELUXE

ATS - RESTRAINT PROVISIONS CHILD, RR SEAT, RR AUG - REMOTE KEYLESS ENTRY

FACING

AXP - MPV VIN IDENT POSITION

832 - FLOOR MATS, FRONT/REAR

**B86 - MOLDING B/S COLOR** 

C5N - GVW RATING - 5750 LBS

**CJ3 - CLIMATE CONTROL** 

DK7 - OVERHEAD CONSOLE

**EVA - EVAP EMISSION REQUIREMENT** 

JF6 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM WHEELS

**NE1 - 50-STATE EMISSIONS** 

NU5 - EMISSION SYSTEM CALIFORNIA

PCR - SUN, SOUND, ENTERTAINMENT PKG: 1 POWER SUNROOF "AUDIO SYSTEM BOSE PREM. SOUND "XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. "AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO ENTRY - THEFT DETERRENT SYSTEM

28H - LIGHT GRAY

6FB - COMP FRT LH COMPUTER SEL SUSP

**8UZ - COMPONENT RR LH COMPUTER SEL** 

AJ1 · GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

APB · CONVENIENCE NET, CARGO

ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR

**B30 · FULL CARPET-COLOR KEYED** 833 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFROSTER

CF5 - POWER SUNROOF (INCLUDES OVERHEAD

CONSOLE)

DAY - ASSEMBLY PLANT MORAINE, OHIO

DP2 - POWER OSRV MIRRORS

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI IS

N40 - POWER STEERING

NC7 - FEDERAL OVERRIDE

NP8 · 2-SPEED ACTIVE TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE WHEEL

PDC - PWR SEAT ADJUST-DRIVER, 6 WAY

DATA SYSTEM (REPLACES STD/OPT PKG RADIO) OVERHEAD CONSOLE

QTM - ALL-SEASON TIRES

R6P - SPECIAL PAINT

**R9X - XM RADIO STANDARD IDENTIFER** 

SLM - STOCK ORDERS

**198 - STAMPING VEHICLE IDENT NUMBER** 

1ST 3 MONTHS INCL.

UA6 - THEFT DETERRENT ALARM SYSTEM

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

UGA - AUDIO SYSTEM-BOSE PREM. SOUND

V1K - LUGGAGE RACK CROSS-BARS

VK3 - FRONT LICENSE PLATE BRACKET

X88 - CHEVROLET CONVERSION

YOS - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SÖLID PAINT

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

**R9N - LEATHER SEAT TRIM** 

RYJ - CARGO SHADE

**T61 - DAYTIME RUNNING LIGHTS** 

TB4 - LIFTGATE

U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. U73 - FIXED MAST ANTENNA

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

**UJ6 - TIRE PRESSURE MONITOR** 

**UY7 - TRAILER WIRING HARNESS** 

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

U.S. /CANADA

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

#### **Added Option Codes**

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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വ രിലെ Warranty

October 24, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

**②** 

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

Vehicle Information

VIN 1GNDT13SX72 Service Contract No

Branded Title No

Warranty Block, No.

Model CT15506-2007 TRAILBLAZER 4WD PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Vehicle Component

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

Date Scanned 02/09/2007

Traceability. 701300469 Part / Number Broadcast. NAX

Time Scanned 17:18:00

Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 02/09/2007

Traceability 004370367

Part / Number Broadcast: F9A

Time Scanned: 18:25:00 Scan Station: 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 02/09/2007

Traceability: 08N061422

Part / Number Broadcast FK

Time Scanned: 17:29:00 Scan Station 03

Component Code B1-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scenned 02/09/2007

Traceability 45405598 Part / Number Broadcast 7TDD

Time Scanned 17:26:00 Scan Station: 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Traceability 1BX30457

Date Scanned 02/09/2007

Part / Number Broadcast

Time Scanned 18:17:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 02/09/2007

Traceability, 030074745

Part / Number Broadcast. ZM4

Time Scanned: 18:13:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00095065

Part / Number Broadcast

Date Scanned 02/09/2007

Time Scanned 19:39:00 Scan Station

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

Date Scanned 02/09/2007

Traceability 1H205PP Part / Number Broadcast 2395

Time Scanned, 22:13:00 Scan Station, 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 02/09/2007

Traceability. 48ABD96

Part / Number Broadcast 8435 Time Scanned 18:15:00

Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 02/03/2007

Traceability 1420553 Part / Number Broadcast: 127

Time Scanned 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability 3132993

For this vehicle:

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

Source Plant: •

Date Scanned: 02/07/2007

Part / Number Broadcast 1WW

Time Scanned: 23:30:00 Scan Station:

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

Source Plant -

Date Scanned: 02/08/2007

Traceability: 3132980
Part / Number Broadcast: 1PT

Time Scanned: 23:18:00 Scan Station

Companent Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned: 02/09/2007

Traceability 3132291

Part / Number Broadcast. 1PH

Time Scanned: 12:41:00 Scan Station:

Component Code CP-SEQ NUM (FLEX) GEN ASM

Source Plant -

Date Scanned: 02/09/2007

Traceability: 3132443
Part / Number Broadcast: 1GB

Time Scanned, 13:31:00 Scan Station

Component Code: DF----

Source Plant. Q-

Part / Number Broadcast: 1273

Time Scanned: 18:26:00

Traceability: 4G0ARBZ

Scan Station, 15

Date Scanned: 02/09/2007

Component Code DG----

Date Scanned. 02/09/2007

Source Plant Q-

Traceabillity: 4G0APN6
Part / Number Broadcast: 1272

Time Scanned: 18:26:00

Scan Station: 16

#### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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See other Paris and/or Net Items

■ Logout

ල්ල්ල්ල් Warranty October 24, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail 3 This accent allows IVH users to view the available information on individual transaction for the VIN selected Vehicle Information VIN 1GNDT13SX72 Model CT15506-2007 TRAILBLAZER 4WD Service Contract No. Branded Title No. Warranty Block No. PDI Status No Order Type 70 - RETAIL - STOCK Freld Actions D. Open Job Card Date: 11/20/2010 Job Card Number: 34280 Repair Service Agent 208432 Odometer Reading 33,999 Mil REEDMAN-TOLL AUTO WORLD Authorization Code 1700 EAST LINCOLN HWY LANGHORNE PA 19047-3042 2157574961 **Process Date** 11/22/2010 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category Warrenty **Customer Complaint Code** 0621-Features/Controls/Displays -Gauges/Warning Lights Job Card Line # 5 Transaction Adjustment Cause Code 7079-Wiring/Electrical/Sensors - Shorted Labour Op E7690-Sensor, Steering Wheel Rotation - Replace Causal Part Number 000000000019150081-SENSORASM,STRGWHLPOSN See other Parts and/or Net Items Job Card Date: 11/20/2010 Job Card Number: 34280 Repair Service Agent 206432 Odometer Reading, 33,999 MJ REEDMAN-TOLL AUTO WORLD Authorization Code: 1700 EAST LINCOLN HWY LANGHORNE PA 19047-3042 2157574961 Process Date 11/23/2010 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code 0621-Features/Controls/Displays -Gauges/Warning Lights Job Card Line # 1 Transaction Adjustment Cause Code 6579-Module/Component - Shorted Labour Op C8817-Airbag Sensing and Diagnostic Module Replacement Causal Part Number 000000000020757496-MODULEASM-INFLRSTSEN&

For this vehicle:

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

Job Card Date: 03/25/2010

Job Card Number: 977613

Repair Service Agent 206432 REEDMAN-TOLL AUTO WORLD 1700 EAST LINCOLN HWY **LANGHORNE PA 19047-3042** 2157574961

Odometer Reading 32,256 MJ Authorization Code

**Process Date** 04/02/2010

Transaction Type ZREG-Regular Vehicle Transaction

Transaction Expense Category

Warranty

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

Job Card Line # 5

Transaction Adjustment

Cause Code: 3063-Rotating Part - Noise during

operation

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: 10/29/2008

Job Card Number: 888371

Repair Service Agent. 208432 REEDMAN-TOLL AUTO WORLD 1700 EAST LINCOLN HVYY LANGHORNE PA 19047-3042

Odometer Reading. 17,351 MI Authorization Code.

2157574961

**Process Date** 11/11/2008 Transaction Type: ZREG-Regular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code. 0000-Converted Claim

Transaction Adjustment.

Cause Code 0000-Converted Claims

Labour Op L1020-Fuel Tank Fitter Cap Replacement

Causal Part Number

Job Card Line # 1

-- See other Parts and/or Net Items

Job Card Date: 02/12/2007

Job Card Number: A28220

Repair Service Agent 206432 REEDMAN-TOLL AUTO WORLD 1700 EAST LINCOLN HWY **LANGHORNE PA 19047-3042** 2157574961

Odometer Reading | 0 MI Authorization Code:

**Process Date** 02/16/2007

Transaction Type ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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때 예하기Warranty		E_Log
obal Warranty Management: Main > Interface With	October 24, 2012  Customer > View Vehicle Delivery Information	
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iew Vehicle Delivery Information	•	
is screen allows IVH users to view the available info e ultimate customer. Not all sections will be populat	ormation for the selected VIN delivered to the Service Agent and ed for all VINs	For this vehicle:  → <u>View Vehicle Summer</u>
Vehicle Information		Service Contract
VIN. 1GNDT13\$X72	Model CT15506-2007 TRAILBLAZER 4WD	- Branded Tille
Service Contract. No Branded Title No	Warranty Block No PDI Status: No	Warranty Block
Order Type 70 • RETAIL • STOCK Field Actions 0 Open		
<u> </u>		<ul> <li>View Vehicle Build</li> <li>View Vehicle</li> </ul>
		Component Summery
		View Vehicle Transaction History
Invoice Information Invoicing Service Agent   208432	Invoice Date: 02/12/2007	Detail
REEDMAN-TOLL AUTO WORLD	(WADICA DRIE, GS.157500)	View Vehicle Delivery
1700 EAST LINCOLN HWY LANGHORNE PA 19047-3042 2157574981		Information
ENGIONAL PA 18947-9042 2197074887		
Ship to Information		
Ship to Service Agent: 206432	Ship to Date: N/A	
REEDMAN-TOLL AUTO WORLD 1700 EAST LINCOLN HWY LANGHORNE PA 18047-3042 2157574961		
Delivery information		
Delivery Service Agent 206432	Delivery Date 04/11/2007	
REEDMAN-TOLL ÄUTO WORLD 1700 EAST LINCOLN HWY LANGHORNE PA 19047-3042 2157574961	Delivery Type: 010INDIVIDUAL Delivery Odometer 40	
n Service Information		
nvoicing Service Agent	In Service Date N/A	
	In Service Type 0000 In Service Odometer 0	
Registration information		
Registration Service Agent NIA	Registration Date N/A	
· · · · · · · · · · · · · · · · · · ·	Registration Number N/A Registration Odometer D	

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#### **Activities**

roated 0/23/2012 06:05:49 M	Greated By GARCIAJR	Assigned To GARCIAJR	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alam	Completed	Description Waiting for ESIS to pck up
Contact Last Name		Contact Size	Mame	Account	-	BAC Code	T
Confidential Comments							
Treated 0/23/2012 06:05:16 M	Greated By GARCIAJR	Assigned To ESISBIQU	Activity Typo Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description thermal event - ESIS
Contact Last Name		Contact Firs	l Name	Account		BAC Code	•
7 chevrolet traitblazer -	thermal event	<u> </u>					
oe G/PAR/ATX							
Confidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
0/23/2012 06:04:47 'M	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	10/23/2012 06:05:15 PM	Business case
ontact Last Name		Contact Firs	1 Name	Account		BAC Code	t -
eh experienced a then	mal event, file be	ing sent to ESIS	3.				•
oe G/PAr/ATX		•					
onfidential Comments							

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#### **Activities**

Greated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/23/2012 06:03:14 PM	GARCIAJR	GARCIAIR	Outbound Email	DVM/CAM/Field	Done	10/23/2012 06:03:40	FYI email sent to DDMA
Contact Last Name						PM	_
		Contant Cont	Name	Account		BAC Code	
							_
Comments			-				
A product allegation dai	m has been mad	ie in vour region	The customer is alle	ging a thermal event. This case is be	iog escalated t	p ESIS because of a thermal	-

event.

Sims 2007 Chevrolet TraliBalzer 1GNDT13SX72 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-Typo	Status	Completed	Description	
10/23/2012 05:49:39 PM	GARCIAJR	GARCIAJR	Outbound Call Customer	Left Message	Done	10/23/2012 05:49:44 PM	l/m for cust	
Contact Last Name		Contact Fire	d Name	Account		BAC Code		
Comments							•	
Called daytime/evening	phone #,						_	
Calling to f/u w/cust re t	h <del>e</del> product alleg	ation case,						

Joe G/PAR/ATX
Confidential Comments

	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/23/2012 10:17:11 AM (	BARCIAJR	GARCIAJR	Scheduled Outbound Call Cust		Done	10/23/2012 04:45:39 PM	ct cust
Contact Last Name		Contact Fire	Mama	Account		HAC Code	
							_
onfidential Comments							

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#### **Activities**

reated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
0/23/2012 10:16:43 AM	GARCIAJR	GARCIAJR	Outbound Call Customer	Left Message	Done	10/23/2012 10:16:55 AM	Vm for cust
ontact Last Name		Contact Fire	Name	Account		BAC Code	Ī
							_
Called daytime/evening p	hone #						l
alling to f/u w/cust re the	e product alleg	ation case,					
oe G/PAR/ATX							
Confidential Comments							•
							•
roated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Camplain	Description
0/22/2012 06:46:47	GARCIAJR	GARCIAJR	Scheduled Outbound Call	Activity Sub-Type	Done	Completed 10/23/2012 10:17:11 AM	
M	Or a com with	Cratchall	Cust		Colle	1012312012 10.11.11 AW	CA CUSA
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1
							_
comments							
Confidential Comments							•
Januarius Januarius							•
Created	6		<u>'</u>				
0/22/2012 01:11:57 PM	GREATER BY	Assigned To GARCIAJR	Activity Type Scheduled Outbound Call	Activity Sub-Type	Status	Completed	Description
U1222012 U1.11.57 FW	GARCIAUR	GARCIAIR	Cust		Done	10/22/2012 06:46:46 PM	ct cust
Contact Last Name		Contact Firs		Account		BAC Code	
						,	_
							ľ
Confidential Comments							_
onscanna Comments							

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#### **Activities**

Troated 0/22/2012 01:11:11 PM	Greated By GARCIAJR	Assigned To GARCIAJR	Activity Type Outbound Call Customer	Activity Sub-Type Left Message	Status Done	Completed 10/22/2012 01:11:56 PM	Description Vm for cust
Contact Last Name		Contact Fire		Account		BAC Code	Silv of Cost
Called cust's cell phone	¥.					<u>.</u>	
alling to I/u w/cust re th	e product alleg:	ation case.					
oe G/PAR/ATX confidential Comments							
Greated 0/22/2012 12:48:31 M	Created By GARCIAJR	Assigned to GARCIAIR	Activity Typo Outbound Call Dealer	Activity Sub-Type Made Contact	Status Done	Completed 10/22/2012 12:54:50	Description spoke w/Josh - asked for cust's
ontact Last Name	_	Contact Firs	d Name	Account		PM BAC Code	alternate phone #s
alled dir @							
rm stated calling to ask	for any alternat	te phone #'s for	cust.				
vc adv, Josh, provided (	215) 407-8107,	,					
e G/PAR/ATX							
onfidential Comments			· · · · · · · · · · · · · · · · · · ·				
reated	Created By	Assigned To	Activity Typs	Activity Sub-Type	Status	Completed	Description
0/22/2012 10:44:19 AM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	10/22/2012 10:44:19 AM	Ownership Escalated to BRC
ontact Last Name		Contact Firs	l Namo	Account		BAC Code	
omments					•••		
onfidential Comments							

Report Generated for toporowm

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## Activities

Croated 10/22/2012 10:11:39 AM Contact Last Name Contact Last Name Confidential Comments	Greated By MERCADTO	Assigned To GARCIAJR	Ownership Changed	Activity Sub-Type Account	Status Done	Completed 10/22/2012 10:11:39 AM BAC Code	Description Service Request Ownership has changed FROM: JACKSOLE TO: GARCIAJR
Created 10/22/2012 10:11:26 AM FYI email sent to DDMA	Created By MERCADTO	Assigned To GARCIAJR	Activity Typo BRC PAR	Activity Sub-Typo Initial Contact - Field Account	Status Done	Completed 10/22/2012 10:43:17 AM BAC Code	Description email attached to the file
Joe G/PAR/ATX Confidential Comments							
Croatod 10/22/2012 10:11:17 AM Contact Last Name	Created By MERCADTO	Assigned To GARCIAJR	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Dealer Account	Status Done	Completed 10/22/2012 10:55:01 AM BAC Code	Description Reedman-Too Auto World
Called dir @ 215-757-491 Crm stated cating to get Svc adv. Bobby Depiza, t Joe G/PAR/ATX Confidential Comments	any details on c		change and prior to that the	ay replaced the SDM back on	11/20/10.		

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#### **Activities**

Activities							
	ated By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
	RCADTO	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	10/23/2012 06:00:09 PM	made initial of wigust
ontact Last Name		Contact First	Name	Account		BAC Code	
slied evening phone #							
rm stated calling to I/u w/cus	il re lhe pro	duct allegation	case, understand that	veh burst into flames.			
ust stated that is correct, veh	was parke	ed at her res wh	en il happened in the :	middle of the night, no injuries.			
rm verfd pre-par & par detail	screen Info	D.					
rm also read ESIS scripting,	advised wi	li need to refer t	his file to our centria c	laim dept, they will f/u w/cust w/in	7-10 business da	/s.	•
ust stated that is fine.							
oe G/PAR/ATX							
onfidential Comments							
roated Cie	ated By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
	RCADTO	GARCIAJR	BRC PAR	Acknowledgement	Done	10/22/2012 12:58:12 PM	acknowledgement made
ontact Last Name		Contact First	Name	Account		BAC Code	

Called daytime/evening phone #,

Calling to I/u w/cust re the product allegation case,

Joe G/PAR/ATX
Confidential Comments

## Activities

Greated (10/22/2012 10:10:45 AM   Contact   ast Name	Created By MERCADTO	GARCIAJR	Activity Type Research Name	∴ Cactivity Sub-Type Account	Status	Completed 10/22/2012 10:42:34 AM BAC Code	Description Research VIN
Summary:							
Repairs - no related repairs							
Recalls - no open recalls							
Sr's -no other files for this v	eh				,		•
Joe G/PAR/ATX Confidential Comments				•••			
Created C 10/22/2012 10:10:37 AM M Contact Last Name	reated By IERCADTO	Assigned To GARCIAJR Contact Firs	Notify CRM	Activity Sub-Type	Status Done	Completed 10/22/2012 10:28:09 AM BAC Code	Description File assigned
Confidential Comments							
Created C 10/22/2012 10:10:22 AM N		Assigned To GARCIAJR	Activity Type BRC PAR Jame	Activity Sub-Type Case Assigned Account	Status Done	Completed 10/22/2012 10:28:05 AM BAC Gode	Description Assinged to Joe x11291
Confidential Comments							
Greated C 10/22/2012 10:10:13 AM M Contact Last Name	reated By ERCADTO	Assigned To  JACKSOLE  Contact First	Activity Typo SR Opened	Activity Sub-Typo	Status Done	Completed 10/22/2012 10:10:14 AM	Doscription SR in Status of Closed has been Re- Opened by MERCADTO
		Odrada First	IVOINI#	Account		BAC Code	Spende by MCNONDIO
Confidential Comments							

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#### **Activities**

Greated By 10/22/2012 10:10:12 AM MERCADTO Contact Last Name	Assigned To JACKSOLE Contact First	Activity Type SR Closed - Satisfied Name	Activity Sub-Typo Account	Status Done	Completed 10/22/2012 10:10:12 AM BAC Code	Description Service Request has been Closed Satisfied.
Confidential Comments			-			
Created By 10/22/2012 10:09:58 AM MERCADTO Contact Last Name	Assigned To KINZERTH Contact First	Activity Type Inbound Call Third Party Name	Activity Sub-Type Voice Mail Received Account	Status Don <del>e</del>	Completed 10/22/2012 10:10:08 AM BAC Codo	Description PAR V/M
71-1118774252 custome phone 2007 Chevrolet TraliBlazer last 8 72 door module - thermal event Cct 19 10:18am Confidential Comments						
Groated By 10/19/2012 10:24:11 AM JACKSOLE	Assigned To KINZERTH	Activity Typo Notify CRM Name	Activity Sub-Type Account	Status Done	Completed 10/22/2012 10:09:54 AM BAC Code	Description Assisting Only
Par Thermal Event Confidential Comments			:			

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#### **Activities**

Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
10/19/2012 10:15:51 AM JACKSOLE	JACKSOLE Inbound Call Customer	Complex Request	Done	10/19/2012 10:24:10 AM	12180
Contact Last Name	Contact First Name	Account		BAC Code	

Customer states:

Customer states;
I'm calling about a safety recall?
Customer seeks:
Recall information
CRS advises:
What is the issue?
Customer states:

Casamiler states.

I receive a notice for a short that can cause a fire and that's what happened. Now I don't have a car. CRS states:

How many milles it had on it?

Customer states:

32000 CRS states:

CNS states:
What was the recall number?
Customer states:
12180
CRS sts:
What was a preliminary letter for the recall to let you know that your car is involved in a recall but the parts aren't available yet.

Cust sts: But there isn't a car left....

CRS sts:
Right and due to that I need to get you to a separate department that handles this kind of concerns. Where you involved with a diremp at the time?

Cust sts: No, it was in my driveway and it went up

CRS sts: Let me see if I can get you to our PAR depl...no one was available at the time but I will notify them. You will receive a call within 2 business day.

Cust sts: Ok

CRS sts: Provided SR#

Cust sts: Do I need to get a claim from my insurance

CRS sts: I don't see why not. When did this happend?

Cust sis: This honored Sunday (10(14/12) member (4844)

Report Generated for toporowm

on 10/24/2012

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

Report Generated for toporowm

on 10/24/2012

Page 11 of 11



To dan.minich@gm.com

СС

bcc

Subject dan.minich@gm.com

A product allegation claim has been made in your region. The customer is alleging thermal event originating from the power window switch. This case is being escalated to ESIS because it is a thermal event and injuries.

Customer: 2007 Chevrolet TrailBlazer 1GNDT13SX72

Dealership: Sedlak Chevrolet Buick, BAC 111792, Minocqua WI

Dealership Contact: Jessie Halverson, service manager

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

Thaddeus Kinzer | CRS

Aditya Birla Minacs | inspired every day 7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741 Phone 866-790-5700 x41039 | Fax 866-775-9477 | www.minacs.adityabirla.com

#### January 8, 2013



RE: Service Request: 71-1113072482

Vehicle Identification Number: 1GNDT13SX72

Customer Relationship Specialist: Melissa

Dear

We have been notified by the Better Business Bureau about your dissatisfaction with an issue involving your 2007 Chevrolet TrailBlazer. We apologize we have been unable to contact you using the telephone number that was provided or any listed in our records.

If your dealership has been able to resolve your situation to your satisfaction, no further action is necessary. If it has not, please contact me at your earliest convenience by calling 1-800-231-1841, extension 41247, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time

Thank you for giving Chevrolet this opportunity to be of assistance. We hope to earn your trust and respect with every contact you have with our Alternative Dispute Resolution team. In order to ensure that we do not create any disruption by continuing to contact you, if we do not hear from you in 10 days or at the direction of the Better Business Bureau, your case will be closed.

Sincerely,

Chevrolet

# BBB AUTO LINE Customer Claim Form

Case number: CHV1229613 Contact Date: 10/01/12

Start Date:

Please make any necessary corrections to the information below, <u>print</u> or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

SECTION 1: CUSTOMER INFO	RMAIION		
Titled owner:			
Mailing address:			
City: Hazelhurst		State: WI	Zip code:
Day phone	Evening phone:		Cell phone:
Fax:	E-mail address:		
SECTION 2: VEHICLE INFORM	MATION		
Make: Chevrolet	Model: Trailblazer	Year: 2007	7 Current mileage: 56915
Name(s) that appears on the vehic	cle title:		
Selling dealer/city/state: Sedlak	Chevy Buick, Minoqua, V	VI	
Primary Servicing dealer/city/sta	ate: Sedlak Chevy Buick,		
Acquired as ⊠ new □ used □		– e vehicle in your	possession? 🛛 yes 🔲 no
Purchase/lease date: 05/07/07	Milea	age at purchase/l	lease:
First repair attempt date: 04/15/ How often is the vehicle used for business purposes (percentage	Number of ve	repair attempt n ehicles owned the business:	nileage: 0 Transmission type: ☑ Automatic ☐ Manual
Has the vehicle been in an acciden	nt/had body damage?	⊠ no	Date of accident:
Description of damage:			
SECTION 3: DESIRED OUTCO	MF (Describe what you	want done to	resolve vour concern)
My complaint is with the claim Ea12004-NHTSA. The power s not running. When we got in t door switch. My claim no is	dept at GM. Their is a rec witch had melted when the	all on the traill e car was park	blazers- ed and
Please complete the missing			
Lienholder/Leasing Compa			
Account Number			Olic Hallisti

Case Number: CHV1229613 SECTION 4: VEHICLE PROBLEMS (List primary problem first) Does the # of problem repair List the date, mileage, and days out of exist attempts service for each repair attempt Problem Servicing dealer(s) now? Example: 4/23/06 3,500 miles 5 days A/C won't cool properly 2 6/10/07 12,700 miles 1 day Any Dealer, Inc. yes 3 odor from master power switch yes melting-drivers side GM repaired the switch but yes odor is still in car

Total days out of service for all problems:	
Signature of Titled Owner(s)	Date
Printed Name of Titled Owner(s)	

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

Please mail or fax this completed form with <u>copies</u> of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:

BBB AUTO LINE 3033 Wilson Blvd., Suite 600 Arlington VA, 22201 Fax: 703-247-9700