Field Performance Report

GM Aftersales

FPR Case No:	48392	**Status:** Saved	
		Transfer:	
Type:	GMNA Truck	**Country:** United States of America	
VIN:	1GNDT13S662[redacted]		
Make:	Chevrolet	**Vehicle Status:**	
Model:	TrailBlazer		
Model Year:	2006		

Part Name:	Door Module
Location:	Drivers
Complaint:	Shorted
Origination Point:	● Dealer ○ GM Internal
Dealer Code	115086
GM Rep ID No	

- Affected Vehicles -

Mileage (Miles)	Build Date
26300	

No of Vehicles: 1

Engine:	Transmission:	Axle:	Transfer Case:

- Functional Group -

Level 1:	Level 2:	Level 3:	Level 4:
80 Electrical Function	06 Power & Signal Distribution	03 Power & Ground Distribution	

Trouble Category:	Trouble:
Z - Not assignable	Not Assignable (Add new Code)

Symptoms / Complaints:

Road testing vehicle. Put down drivers window, alleged smoke from door module. Remove module and unplug to prevent further damage.

Probable Cause:

Drivers door module shorted, R&R door panel inspect wire harness

Correction:

Replace drivers door module and reprogram

Sample Parts Available:	Part No:
○ Yes ● No	

Remark/ Location of Parts:

RO# 63388 TAC# 10253480

Attachments:

Name	Type

Document Information

Document Author:	Created by: TZLY80	Date of creation: 04/22/2008 07:40:35 AM	Server of Creation: USABHDB03/A/GMSERVER/GMC
Last Modified by:	Last modified by: TZLY80	Date of modification:	Server of Modification: USABHDB03/A/GMSERVER/GMC
Last Accessed on:		Date last accessed : 02/27/2012 11:08:06 AM	

Field Performance Report

GM Aftersales

FPR Case No: 50031

Status: Saved
Transfer:

Type: GMNA Truck
VIN: 1GNDT13S872[redacted]
Make: Chevrolet
Model: TrailBlazer
Model Year: 2007

Country: United States of America

Vehicle Status:

Part Name: Module
Location: Power Door Switch
Complaint: Power Windows Inoperative
Origination Point: ● Dealer ○ GM Internal
Dealer Code 206163
GM Rep ID No

- Affected Vehicles -

Mileage (Miles)	Build Date
12585	

No of Vehicles: 1

Engine:
Transmission:
Axle:
Transfer Case:

- Functional Group -

Level 1:	Level 2:	Level 3:	Level 4:
80 Electrical Function	06 Power & Signal Distribution		

Trouble Category:
Z - Not assignable

Trouble:
Not Assignable (Add new Code)

Symptoms / Complaints:
Power windows inoperative -

Probable Cause:
Shorted circuits internal to the switch

Correction:
Replaced and programmed power door switch/module

Sample Parts Available:
○ Yes ● No

Part No:

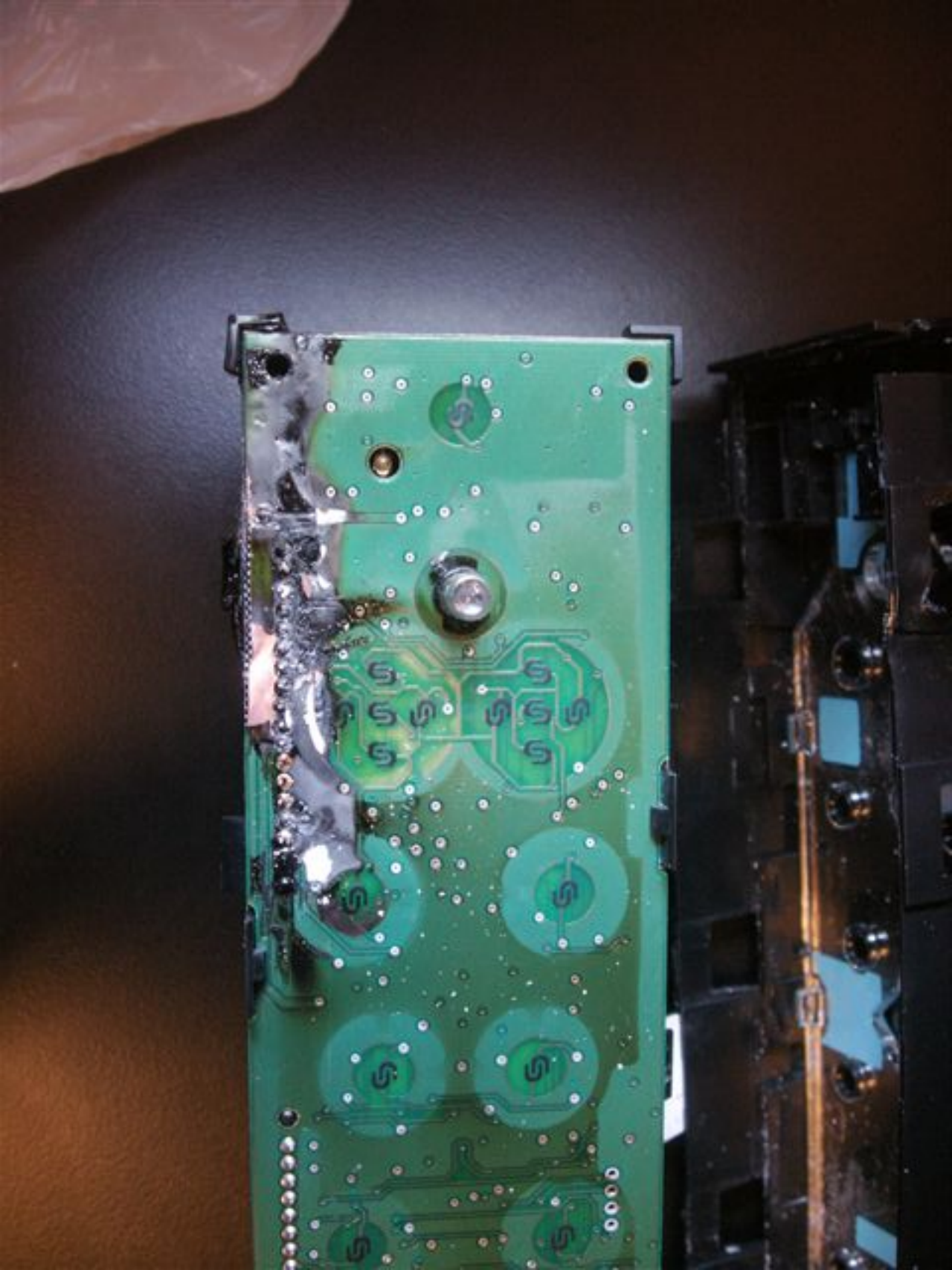
Remark/ Location of Parts:
RO# 399547 TAC# 10512981

Attachments:

Name	Type	View Attachments
PICT0009.JPG	Photo	
PICT0010.JPG	Photo	
PICT0012.JPG	Photo	

Document Information

Document Author:	Created by: TZLY80	Date of creation: 09/30/2008 12:15:53 PM	Server of Creation: USABHDB03/A/GMSERVER/GMC
Last Modified by:	Last modified by: TZLY80	Date of modification:	Server of Modification: USABHDB03/A/GMSERVER/GMC
Last Accessed on:		Date last accessed : 02/27/2012 11:09:12 AM	



Field Performance Report

GM Aftersales

FPR Case No: 53142

Status: Saved

Transfer:

Country: United States of America

Type: GMNA Truck

VIN: 1GNDT13S062[redacted]

Make: Chevrolet

Model: TrailBlazer

Model Year: 2006

Vehicle Status:

Part Name: Door Module

Location: Driver Door

Complaint: Switches Inop

Origination Point: ● Dealer ○ GM Internal

Dealer Code

GM Rep ID No

- Affected Vehicles -

Mileage (Miles)	Build Date
51375	

No of Vehicles: 1

Engine:

Transmission:

Axle:

Transfer Case:

- Functional Group -

Level 1:	Level 2:	Level 3:	Level 4:
80 Electrical Function	03 Body Interior & Exterior	06 Electronic Body Module	

Trouble Category:
Z - Not assignable

Trouble:
Not Assignable (Add new Code)

Symptoms / Complaints:
Drivers Door Module Switches inop (all)

Probable Cause:
Allegedly thermal event interior of DDM

Correction:
Replace and Reprogram DDM

Sample Parts Available:
○ Yes ● No

Part No:

Remark/ Location of Parts:
RO#: 60130 TAC 10867780 BAC 113213

Attachments:

Name	Type	View Attachments
P1050788.JPG	Photo	
P1050789.JPG	Photo	
P1050793.JPG	Photo	
P1050794.JPG	Photo	

Document Information

Document Author:	Created by: RZ2CZ2	Date of creation: 05/26/2009 06:04:28 AM	Server of Creation: USABHDB03/A/GMSERVER/GMC
Last Modified by:	Last modified by: RZ2CZ2	Date of modification:	Server of Modification: USABHDB03/A/GMSERVER/GMC
Last Accessed on:		Date last accessed : 02/27/2012 11:13:40 AM	

OFFICE OF ATTORNEY GENERAL
COMMONWEALTH OF PENNSYLVANIA
BUREAU OF CONSUMER PROTECTION
21 SOUTH 12th STREET, 2nd FLOOR
PHILADELPHIA, PA 19107-3603

Hasler
03/12/2010
US POSTAGE

FIRST-CLASS MAIL
$00.44⁰

ZIP 19107
011D11612248

15-03-10A08:43 RCVD

4823235170 B051

TOM CORBETT
ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Philadelphia Regional Office
21 South 12th Street, 2nd Floor
Philadelphia, PA 19107
(215) 560-2414
March 11, 2010

General Motors Corporation
Customer & Relationship Services
PO Box 33170
Detroit, MI 48232

Ref: [redacted] B-002592-2010

Dear Sir/Madam:

Enclosed please find a copy of a consumer complaint that was filed with the Bureau of Consumer Protection. Our office would like to assist you and this consumer in bringing this matter to a mutually satisfactory conclusion. To aid us in our mediation efforts, please provide a response to the consumer's complaint.

A complaint is sometimes caused by a mistake or misunderstanding that a business is eager to learn about and correct. In other instances, a complaint can often be addressed with an explanation of the circumstances behind the transaction or other information which responds to the consumer's concerns. In either case, by responding to a consumer complaint you can usually preserve "goodwill" for your business.

We request that you provide a prompt written reply so that we may amicably resolve this complaint. Please respond within fifteen (15) days from the above date.

Very truly yours,

Madlene Dakour
Agent

md
Enclosure
21

D'Alessandro, Michele T.

B10-2592 MO 380/820

From: consumers@attorneygeneral.gov
Sent: Wednesday, February 03, 2010 6:22 PM
To: BCP Admin
Subject: BCP Online Complaint Form submission for: [redacted]

==========
Bureau of Consumer Protection - Online Complaint Form submission
==========

Your age group:..... 45-59

Name:.....
Address:.....
City:..... Downingtown
County:..... Chester
State:..... PA
Zip:.....
Home telephone number:.....
Daytime telephone number:.....
Email:.....

[redacted]

Business Complaint is Against:... GM
Indiv. whom you complained:..... Cutomer Complaint Dept
Address:.....
City:..... Detroit
County:.....
State:..... MI
Zip:..... 48232
Company telephone number:..... 800-222-1020
Product or Service purchased:.... 2006 Chevy Trailblazer
Date of purchase:..... October 2005
Purchase price:..... $33,000

Other Agencies you contacted:.... PA Prof Compliance Office
What action was taken:..... no action
Have you retained an Attorney?... No

Attorney's name, address and telephone number:
Name:.....
Address:.....
City:.....
County:.....
State:.....
Zip:.....
Telephone number:.....

Have you filed a Court Action?... No
WHEN:.....
WHERE:.....
WHAT decision was made:.....

Describe events in the order in which they happend, refer to all contracts, letters, receipts, canceled checks, advertisements or other papers that will support your claim:

After car warranty was expired, in Aug 2007 the master switch (control for power windows, locks, heated seats)in the driver-side door failed - causing it to melt part of the wires and plastic casing, and caused black fumes and left burn marks on the inside of the door panel. Car was repaired (new switch installed by dealer - Robert's Auto Mall in Downingtown, PA). I called and filed a complaint with GM but they would not reimburse me for the cost of the repair. In Oct 2009, the same thing happened (master switch in the driver-side door failed - causing it to melt part of the wires and plastic casing, and caused black fumes and left burn marks on the inside of the door panel). I filed another complaint with GM and they would do nothing. This time, the car is still not repaired. Robert's Auto Mall explained to me that the part is on national backorder (to date the part has still not come in). I asked both GM and Robert's auto dealer if there would be a recall for this and they said no.

What would you like the business to do to settle your complaint?

At a mininum, would like them to repair and replace free of charge and also reimbuse me for the first incident (approx $300.00) I am notifing your dept mainly because I suspect that this may warrent a recall, due to the hazardous nature of the breakdown (electrical fire, smoke damage). Please advise, specifically about this.

March 22, 2010

State of Pennsylvania
Office of the Attorney General
Consumer Protection Division
Attention: Madlene Dakour

Customer: [redacted]
Reference number: B-002592-2010
Service request: 71-813587674
Customer Relationship Specialist: Leslie

Dear Agent Dakour:

Thank you for your recent correspondence regarding Mr. [redacted] We are sorry he is dissatisfied with his 2006 Chevrolet TrailBlazer. Our continued success depends upon the satisfaction our customers receive from their vehicles.

We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product. For this reason, both our office and the dealer involved will be advised of your correspondence.

After we review Mr [redacted] s concerns, we will be in contact with you to discuss this matter further.

Sincerely,

General Motors

March 30, 2010

State of Pennsylvania
Office of the Attorney General
Consumer Protection Division
Attention: Madlene Dakour

Customer [redacted]
Reference number: B-001727-2010
Service request: 71-796476573
Customer Relationship Specialist: Leslie

Dear Agent Dakour:

Thank you for your recent correspondence regarding Mr. [redacted] We are sorry he is dissatisfied with his 2009 Pontiac Vibe. General Motors' continued success depends on the satisfaction our customers receive from their vehicles.

At your request, we again reviewed Mr. [redacted] file with our Central Office Staff. We are in agreement with the position previously stated to [redacted] by the Customer Relationship Specialist in the Legal Correspondence Department. This decision remains unchanged. We believe every consideration was given and all available information was carefully evaluated before this decision was reached.

If you have further questions, please contact me at 1-866-790-5600 extension 31273 Monday through Friday between 9:30 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Thank you again for your correspondence. We appreciate the opportunity to review this matter.

Sincerely,

General Motors

OFFICE OF ATTORNEY GENERAL
COMMONWEALTH OF PENNSYLVANIA
BUREAU OF CONSUMER PROTECTION
21 SOUTH 12TH STREET, 2ND FLOOR
PHILADELPHIA, PA 19107-3602

[redacted]

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03/30/2010
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02-04-10 A08:25 IN

48232$5170 B051

TOM CORBETT
ATTORNEY GENERAL

COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Philadelphia Regional Office
21 South 12th Street, 2nd Floor
Philadelphia, PA 19107
(215) 560-2414
March 30, 2010

General Motors Corporation
Customer & Relationship Services
PO Box 33170
Detroit, MI 48232

Ref: [redacted]B-002592-2010

Dear Sir/Madam:

Recently, a copy of a consumer complaint, referenced above, was sent to you by this office. A reply was requested within fifteen (15) days. As of this date, we have not received a response to our previous letter.

We are still hopeful that this matter can be resolved amicably. However, if a response is not received within the next fifteen (15) days, an investigation into this matter may be commenced. As part of such an investigation and pursuant to Section 919 of the Administrative Code of 1929 (71 P.S. §307-3), a subpoena may be issued to compel your appearance at the Bureau of Consumer Protection and/or the production of relevant documents and records.

Again, we request that you provide a response within fifteen (15) days from the above date.

Very truly yours,

Madlene Dakour
Agent

bmt
21A

April 26, 2012

[redacted]
Downingtown, PA [redacted]

Service request: 71-813587674
Customer Relationship Specialist: Leslie

Dear Mr. [redacted]:

Thank you for your recent correspondence regarding your 2006 Chevrolet TrailBlazer. We are sorry you are dissatisfied with your Chevrolet. We are concerned when we learn that a Chevrolet owner is dissatisfied with any phase of their experience with our product.
Our continued success depends upon the satisfaction our customers receive from their vehicles.

Unfortunately, our attempts to contact you regarding your vehicle have been unsuccessful. We have tried to contact you on the following dates May 10, 2010, May 11, 2010 and May 14, 2010, and messages were left on each occasion.
As soon as you are available, please contact us to discuss the concerns with your vehicle.

If you have further questions, please contact me at 1-866-790-5600 extension 31273 Monday through Friday between 9:30 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

General Motors

August 6, 2010

State of Pennsylvania
Office of the Attorney General
Consumer Protection Division
Attention: Madlene Dakour

Customer: Mr. [redacted]
Reference number: B-002592-2010
Service request: 71-813587674
Customer Relationship Specialist: Leslie

Dear Agent Dakour:

Thank you for your recent correspondence regarding Mr. [redacted]'s 2006 Chevrolet TrailBlazer. We are sorry for any inconvenience he may have experienced.

At your request, we reviewed Mr. [redacted] case with our Central Office Staff. As a gesture to Mr. [redacted], General Motors has offered to pay 50% of his current master switch repair and he has accepted. This offer was made to Mr. [redacted] to reaffirm General Motors' commitment to customer loyalty and satisfaction. We believe every consideration was given to access all available information.

General Motors' continued success depends upon the satisfaction our customers receive from their vehicles. We again apologize for any inconvenience Mr. [redacted] may have experienced.

If you have further questions, please contact me at 1-866-790-5600 extension 31273 Monday through Friday between 9:30 a.m. and 6:00 p.m., Eastern Time. Please refer to your service request number above and I will be happy to assist you.

Sincerely,

General Motors

PRTS+ 23 FEB 2012

Issue Memos -> Memo Detail

Close

Issue Number: **2416/2007/US** Subject: **2007-US - United States, Switch, Door - Inoperative**

From: **Roger Jantz roger.jantz@gm.com**

Send To:

Include:

To... **John Murawa/US/GM/GMC@GM**

cc... **Gary Smits/US/GM/GMC@GM###Donald B Sherman/US/GM/GMC@GM###Susan M. Anderson/US/GM/GMC@GM###Douglas C. Daugherty/US/GM/GMC@GM###Monica Pruett/US/GM/GMC@GM###Dino Poulos/C/US/GM/GMC@GM###Mick E. Dowd/US/GM/GMC@GM**

Memo:

Subject: **GMT360/370 DDM/PDM Changes for possible switch thermal event**

Text:

John, I spoke to Mick Dowd Red X who championed the investigation for high warranty replacements on GMT360/370 DDM/PDM's. Root cause was water intrusion into the module which could cause an internal short. Attached 5 phase details the final change (BP 5/14/07) to the DDM/PDM which should correct all of the water intrusion issues.

PRTS: N196872 BP: 3/24/06
PRTS: N196869 BP: 8/1/06
PRTS: N212798 BP: 5/14/07

Thanks,

Roger Jantz
Brand Quality Mgr Midsize Utilities
586-575-2391
586-242-1059 Cell
roger.jantz@gm.com

Attachments:

Attachments

Attachment Title	File Size (MB)
5+phase+open+trace+N2117.pdf	1.0

Last Updated By: **Roger Jantz** Last Update Date:

* indicates fields required prior to save, submission, or approval.

Close

PRTS+ 23 FEB 2012

Issue Memos -> Memo Detail

Close

Issue Number: **2416/2007/US** Subject: **2007-US - United States, Switch, Door - Inoperative**

From: **Dino Poulos dino.poulos@gm.com**

Send To:

Include:

To... **Susan M. Anderson/US/GM/GMC@GM###Douglas C. Daugherty/US/GM/GMC@GM###Roger J Jantz/US/GM/GMC@GM**

cc... **Donald B Sherman/US/GM/GMC@GM**

Memo:

Subject: **Fw: Melted switch**

Text:

FYI, we do not have any pictures but thought this was interesting enough to pass along. The dealer replaced the DDMs to correct the concern.

Thank You,
Dino Poulos
General Motors Technical Assistance
dino.poulos@gm.com
Phone 810-835-9205
MC 485-303-115
Great Lakes Technology Center
4100 S. Saginaw St. Flint MI 48507
----- Forwarded by Dino Poulos/C/US/GM/GMC on 10/24/2007 09:15 AM -----

Gordon Baillod/C/US/GM/GMC
10/24/2007 09:12 AM

To
Dino Poulos/C/US/GM/GMC@GM
cc

Subject
Melted switch

Case 9945686 07 Trailblazer melted power window switch DDM Build date 11/08/06 The build date is the same both cases. Could be bad part DDM?
Case 9790761 07 Trailblazer melted power window switch DDM Build date 11/09/06

Attachments:

Attachments

Attachment Title	File Size (MB)

Last Updated By: **Dino Poulos** Last Update Date:

* indicates fields required prior to save, submission, or approval.

Close

Complete Report
GM Aftersales

FPR No: 2416/2007/US
Type: GMNA Truck (US)

Status:	Country / Region:	Champion:
Sent	US / GMNA	Monica Pruett
	PRTS No.:	FPRD No: 45851

TrailBlazer - Switch - Door - Inoperative

Affected Vehicles

Main Carline:	Other Potentially Affected Carlines:	Model Year:	Model:
		2006	
	n:	Axle:	Transfer Case:
		Steering: LHD	No of Cases: 2
		Brand Quality Plan: No	

[redacted]	Build Date	Engine No	Mileage (Miles)	Transm. No.
	08/05/2005		51101	
	12/01/2005			
	11/08/2006 11/09/2006 02/06/2006			

Problem Description

Functional Group Level 1:	Level 2:	Level 3:	Level 4:
80 Electrical Function	6 Power & Signal Distribution	3 Power & Ground Distribution	21 Switch

Trouble Category:	Trouble:
Z - Not assignable	Not Assignable (Add new Code)

Primary Labor Code	Trouble Codes Affected:	Driving Condition:	Environment Condition:
N/A			
2nd Labor Code	3rd Labor Code	4th Labor Code	5th Labor Code

Symptoms / Complaints:

Power door switch inop on the drivers door

Probable Cause:

When they removed the switch you can actually see where the switch shorted on the inside. Second vehicle had exact same problem but the switch was completely gone due to the short. Allegedly had a thermal event on the door to the seat on the second vehicle.

Corrective Action:	Success of Corrective Action:	Remark:
Replaced switch on first vin		Requested parts via fax from Charles in parts 10/11/07

Attachment:

Affected Parts

(Catalog No only valid if OPEL report)

Part No:	Catalog No:	Parts name:	Sample Parts Available:

No

Shipping details:	Remark/ Location of Parts:
	RO# 177833 177183

Deck Code:

Serial No. / Casting No./ Component Date Code:

Severity / Requested Action

Severity:	Action requested:
4 - Annoyance	Field Remedy

Originator Information

Originator:	NSC:
Shannon M Moore	USA

Dealer and Field Contact Information

Dealer Name:	Dealer Number:	Dealer Phone:
NESMITH CHEVROLET OLDSMOBILE OF HINE	8134	9128762121
Dealer Contact Name:	Dealer E-Mail Address:	
Doug Hamsher		
Field Rep Contact Name:	Field Rep. Number:	Field Rep. Phone:
Kirk Palis		9126554346
	Field Rep. E-Mail Address:	

Champion Assignment

Champion:	Department:	Location:
Monica Pruett	GMNA Brand Quality	
E-Mail:	Phone:	Fax:
Monica Pruett/US/GM/GMC@GM		

Champion Designee Assignment

Champion:	Department:	Location:
E-Mail:	Phone:	Fax:

Visibility

Access: ○ restricted ● public

Document Information

Document created by:	Shannon M Moore/C/US/GM/GMC	10/11/2007 02:23:02 PM
Last Modified by:	Monica Pruett/US/GM/GMC	10/26/2007 11:28:06 AM

Solution
GM Aftersales

FPR No: 2416/2007/US
Type:GMNA Truck

Status:	Country/Region:	Champion:	PRTS No.:
Sent	US/GMNA	Monica Pruett	

TrailBlazer - Switch - Door - Inoperative

Affected Carlines:

Solution Status

Release Status of Solution: ○ released ● not released ○ refused

24 hr CAP Group Information

Natural Owner of Problem :

Name of Natural Owner of Problem:

There is no solution availble yet!

General Answer/Comment

Short Description

Field Remedy

Production Remedy

Solution Result

PDT

Attachments

NSC Agreement

Date	NSC	Refused By	Reason

Document Information

Last Modified by: 11/17/2007 08:23:59 AM

Communication
GM Aftersales

FPR No: 2416/2007/US
Type:GMNA Truck

Status:	Country/Region:	Champion:	PRTS No.:
Sent	US/GMNA	Monica Pruett	

TrailBlazer - Switch - Door - Inoperative

Messages

Message	From	To	Date
01. GMT360/370 DDM/PDM Changes for possible switch	Roger J Jantz	John Murawa	10/26/2007
02. Fw: Melted switch	Dino Poulos	Susan M. Anderson	10/24/2007

Document Information

Last Modified by: 11/17/2007 08:23:59 AM

Status
GM Aftersales

FPR No: 2416/2007/US
Type:GMNA Truck

Status:	Country/Region:	Champion:	PRTS No.:
Sent	US/GMNA	Monica Pruett	

TrailBlazer - Switch - Door - Inoperative

Status

Status	Target Date	Status Date	Name	Result
Under Creation	n/a	10/11/2007	Shannon M Moore	n/a

Sent Date Sent: 10/11/2007 From: Shannon M Moore

Comment for status:

10/26/07 - Mick Dowd Red X conducted investigation into high warranty on DDM/PDM's. Root cause is water intrusion into the module board. Several PRTS's were issued.

N196872 - BP 3/24/06
N196869 - BP 8/1/06
N212798 - BP 5/14/07 (We should see no more modules replaced for water intrusion after this date)

PRTS Link

PRTS-Problemnumber:
PRTS-Subject:

Number:	PRTS-Status:	PRTS - Target:	Champion:	Department:

24hr CDP Use Only

24hr Status:	Open
Exit to CPIP:	○ Yes ○ No
Containment / Resolution Date:	
Field Remedy Required:	No
Verification Date:	

Comments:

Document Information

Last Modified by:	Roger J Jantz/US/GM/GMC	10/26/2007 09:56:48 AM

Impact
GM Aftersales

FPR No: 2416/2007/US
Type:GMNA Truck

Status:	Country/Region:	Champion:	PRTS No.:
Sent	US/GMNA	Monica Pruett	

TrailBlazer - Switch - Door - Inoperative

Supplier Information

Supplier: DUNS Code:

Assessment of customer satisfaction impact

Customer Survey:	Customer Survey Category:	Customer Survey:	Customer Survey Category:

Marketing Division / Vehicle Line	PPH	MY	Wave	PPH	MY	Wave

Report Date: Customer Survey Specialist:

Customer Survey Comments:

Assessment of impact on warranty

Sales Region:

Measure	Marketing Division / Vehicle Line	Months in service 0	2	6	12	24	36	Model Year
IPTV		0	0	0	0	0	0	
IPTV		0	0	0	0	0	0	

IPTV		0	0	0	0	0	0	
IPTV		0	0	0	0	0	0	
IPTV		0	0	0	0	0	0	
Cost/Vehicle		0	0	0	0	0	0	
Cost/Vehicle		0	0	0	0	0	0	
Cost/Vehicle		0	0	0	0	0	0	
Cost/Vehicle		0	0	0	0	0	0	
Cost/Vehicle		0	0	0	0	0	0	

Solution Effectiveness (%):

Report Date: Warranty Specialist:

Warranty Comments:

Regional Information

Description	Value	Description	Value

Document Information

Last Modified by: 11/17/2007 08:23:59 AM

FPIM
GM Aftersales

FPR No: 2416/2007/US
Type:GMNA Truck

Status:	Country/Region:	Champion:	PRTS No.:
Sent	US/GMNA	Monica Pruett	

TrailBlazer - Switch - Door - Inoperative

Symptoms:	Power door switch inop on the drivers door	Cases:	2	Mileage: (km)	51101

Tasks

Due Date	Task / Action	Owner	Date Raised	Date Closed

24 h Field Containment / Diagnostic Advice:

Not sent yet!

Document Information

Last Modified by: 11/17/2007 08:23:59 AM

Field Performance Report

GM Aftersales

FPR Case No: 45851

Status: Moved To Find
Transfer: 3. transfer to GIMS complete

Type: GMNA Truck
Country: United States of America

VIN: 1GNDS13S862[redacted]
Make: Chevrolet
Vehicle Status:
Model: TrailBlazer
Model Year: 2006

Part Name: Switch
Location: Door
Complaint: Inoperative
Origination Point: ○ Dealer ● GM Internal
Dealer Code 162974
GM Rep ID No

- Affected Vehicles -

Mileage (Miles)	Build Date
51101	

No of Vehicles: 2

Engine: **Transmission:** **Axle:** **Transfer Case:**

- Functional Group -

Level 1:	Level 2:	Level 3:	Level 4:
80 Electrical Function			

Trouble Category:
Z - Not assignable

Trouble:
Not Assignable (Add new Code)

Symptoms / Complaints:
Power door switch inop on the drivers door

Probable Cause:
When they removed the switch you can actually see where the switch shorted on the inside. Second vehicle had exact same problem but the switch was completely gone due to the short. Allegedly had a thermal event on the door to the seat on the second vehicle.

Correction:
Replaced switch on first vin

Sample Parts Available:
○ Yes ● No

Part No:

Remark/ Location of Parts:
RO# 177833 177183

Attachments:

Document Information

Document Author:	Created by: TZLY80	Date of creation: 10/11/2007 02:23:02 PM	Server of Creation: USABHDB03/A/GMSERVER/GMC
Last Modified by:	Last modified by: TZLY80	Date of modification:	Server of Modification: USABHDB03/A/GMSERVER/GMC
Last Accessed on:		Date last accessed : 02/27/2012 10:58:26 AM	

2416/2007/US - Switch - Inoperative - IBM Lotus Notes

File Edit View Create Actions Tools Window Help

Open | Home | Field Performance Report Database - 1 ... | Marita Stokfisz - Mail | 2416/2007/US - Switch - Inoperative

Address

Help | OK | Edit Document | Forward | Save

Field Performance Report
GM Aftersales

FPR Case No: 45851

Status: Moved To Find
Transfer 3. transfer to GIMS complete

Country: United States of America

Type: GMNA Truck
VIN: 1GNDS135862[redacted]
Make: Chevrolet
Model: TrailBlazer
Model Year: 2006

Vehicle Status:

Part Name: Switch
Location: Door
Complaint: Inoperative
Origination Point: Dealer / GM Internal
Dealer Code: 162974
GM Rep ID No

Additional Vehicles from FL...
1GNDS135162264427
OK

- Affected Vehicles -
Mileage (Miles): 51101
Build Date:

No of Vehicles: 2
View Additional Vehicles

Engine: Transmission: Axle: Transfer Case:

- Functional Group -
Level 1: 80 Electrical Function
Level 2: Level 3: Level 4:

Trouble Category: Z - Not assignable
Trouble: Not Assignable (Add new Code)

Symptoms / Complaints:
Power door switch inop on the drivers door

Probable Cause:
When they removed the switch you can actually see where the switch shorted on the inside. Second vehicle had exact same problem but the switch was completely gone due to the short. Allegedly had a thermal event on the door to the seat on the second vehicle.

Correction:

GM Preferred

10:58 AM

Complete Report (2416/2007/US)

Issue Number	2416/2007/US
Issue Year	2007
Issue Country	US - United States
Vehicle Line	TrailBlazer
Engineering Source	GMNA Truck - GMNA Truck
Issue Age	61 days
Severity	4 - Annoyance / Continuous improvement.
Child Issues	0
Associated Issues	0
Add-On Issues	0
Part Location	Switch - Door
Complaint	Inoperative
Issue Type	Product Report
Primary Metric/Score	/ 0.0

System References

External System Name	External System Issue Id	Last Updated By	Last Update Date
FPRD	45851	FIND-21 Migration	16-Nov-2007
Legacy FIND-21	2416/2007/US	FIND-21 Migration	16-Nov-2007

Status Comment

[Edited by FIND-21 Migration on 16-Nov-2007]
10/26/07 - Mick Dowd Red X conducted investigation into high warranty on DDM/PDM's. Root cause is water intrusion into the module board. Several PRTS's were issued.N196872 - BP 3/24/06N196869 - BP 8/1/06N212798 - BP 5/14/07 (We should see no more modules replaced for water intrusion after this date)

Current Step	Sent
Current Step Target Date	
Current Step Status	Suspended
Attachments	1
Memos	2

Report

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	11-Oct-2007	Shannon Moore	General Motors Corporation *** GM North America *** NA Vehicle Sales, Service & Marketing *** SPO Executive Staff *** GM Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Data Analysts	586-947-7304

Complete Report (2416/2007/US)

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
11-Oct-2007		11-Oct-2007		11-Oct-2007

Step Actions

Action	Date	Name	Department	Phone
Originated	11-Oct-2007	Shannon Moore	Data Analysts	586-947-7304
Approved	11-Oct-2007	Shannon Moore	Data Analysts	586-947-7304
Submitted	11-Oct-2007	Shannon Moore	Data Analysts	586-947-7304

Last Updated By :
Last Update Date :

Issue Definition

Issue Type : Product Report - FIND21 Process
Vehicle Line : TrailBlazer
Engineering Source : GMNA Truck - GMNA Truck
Country : US - United States

Issue Title

Part Name : Switch
Part Location : Door
Complaint : Inoperative

Severity : 4 - Annoyance / Continuous improvement.
Restricted Issue : No
Template Issue : No
Template Name :

Last Updated By :
Last Update Date :

Affected Vehicles

Model Year(s) : 2006
Other Potentially Affected Vehicle Lines : None
Engine : None
Bodystyle : None
Axles : None
Transmission : None
Transfer Case : None

Complete Report (2416/2007/US)

Local Component PR : No
Relevant Options :
Steering Type : LHD - Left Hand Drive

Last Updated By :
Last Update Date :

VIN Information

VIN Information

Primary VIN	VIN	Build Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
Yes	1GNDS13S862[redacted]	05-Aug-2005		51101	Miles	
No	1GNES16S666[redacted]	01-Dec-2005		0	Miles	
No	1GNDT13S072[redacted]	08-Nov-2006		0	Miles	
No	1GNDT13SX72[redacted]	09-Nov-2006		0	Miles	
No	1GNDS13S162[redacted]	06-Feb-2006		0	Miles	

Cases

Recorded Date	No. of Cases to Add	Recorded By/Originator
16-Nov-2007	2	Shannon Moore

Total cases for this country : 2
Total cases of all countries (including Add-Ons) : 2

Last Updated By :
Last Update Date :

Problem Description

Driving Conditions : None
Environmental Conditions : None
Road Surface : None
Action Requested : Field Remedy

Symptoms/Complaints

[Edited by FIND-21 Migration on 16-Nov-2007]
Power door switch inop on the drivers door

Probable Cause

[Edited by FIND-21 Migration on 16-Nov-2007]
When they removed the switch you can actually see where the switch shorted on the inside. Second vehicle had exact same problem but the switch was completely gone due to the short. Allegedly had a thermal event on the door to the seat on the second vehicle.

Complete Report (2416/2007/US)

Corrective Action

[Edited by FIND-21 Migration on 16-Nov-2007]
Replaced switch on first vin

Remarks

11-Oct-2007/FIND-21 Migration [Edited by FIND-21 Migration on 11-Oct-2007]
Migrated Issue: Loaded

[Edited by FIND-21 Migration on 16-Nov-2007]
Requested parts via fax from Charles in parts 10/11/07

Success of Corrective Action :
Trouble Codes Affected :

Last Updated By :
Last Update Date :

Affected Parts

VPPS

1st Level (VPPS)	2nd Level (VPPS)	3rd Level (VPPS)	4th Level (VPPS)
80 Electrical Function	06 Power & Signal Distribution	03 Power & Ground Distribution	21 Switch

Sample Parts Available? : No

Part

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number

Shipping Details

Location of Parts

Remarks

[Edited by FIND-21 Migration on 16-Nov-2007]
RO# 177833 177183

Last Updated By :
Last Update Date :

Complete Report (2416/2007/US)

Labor Information

Labor Codes Information

Primary	Labor Code
Yes	N/A

Last Updated By :
Last Update Date :

Dealer and Field Information

Dealer Number : 8134
Dealer Name : NESMITH CHEVROLET OLDSMOBILE OF HINE
Dealer Phone : 9128762121
Dealer Contact : Doug Hamsher
Dealer Email Address :
Field Rep Contact Name : Kirk Palis
Field Rep Number :
Field Rep Phone : 9126554346
Field Rep Email Address :

Last Updated By :
Last Update Date :

Sent

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	11-Oct-2007	Monica Pruett	GMNA Brand Quality	
Originator (Read Only)	11-Oct-2007	Shannon Moore	General Motors Corporation *** GM North America *** NA Vehicle Sales, Service & Marketing *** SPO Executive Staff *** GM Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Data Analysts	586-947-7304

Complete Report (2416/2007/US)

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
11-Oct-2007				11-Dec-2007

Step Actions

Action	Date	Name	Department	Phone
Cancel	11-Dec-2007	Batch	UNKNOWN ORG	

Last Updated By :
Last Update Date :

Supporting Processes

Last Updated By :
Last Update Date :

Complete Report

FPR No: 2416/2007/US

GM Aftersales

Type: **GMNA Truck (US)**

Status: **Sent**

Country / Region: US / GMNA

Champion: Monica Pruett

PRTS No.:

FPRD No: 45851

TrailBlazer - Switch - Door - Inoperative

Affected Vehicles

Main Carline: TrailBlazer

Other Potentially Affected Carlines:

Model Year: 2006

Model:

Engine:

Transmission:

Axle:

Transfer Case:

Local Component FPR: No

Options:

Steering: LHD

No of Cases: 2

Source of Information: VME

24hr: No

Brand Quality Plan: No

Samples	VIN	Build Date	Engine No	Mileage (Miles)	Transm. No.
Youngest	1GNDS13S862[redacted]	08/05/2005		51101	
Between	1GNES16S666[redacted]	12/01/2005			
Oldest	1GNDT13S072[redacted] , 1GNDT13SX72[redacted] 1GNDS13S162[redacted]	11/08/2006 11/09/2006 02/06/2006			

Problem Description

Functional Group Level 1: 80 Electrical Function

Level 2: 6 Power & Signal Distribution

Level 3: 3 Power & Ground Distribution

Level 4: 21 Switch

Trouble Category: Z - Not assignable

Trouble: Not Assignable (Add new Code)

Primary Labor Code: N/A

Trouble Codes Affected:

Driving Condition:

Environment Condition:

2nd Labor Code

3rd Labor Code

4th Labor Code

5th Labor Code

Symptoms / Complaints:

Power door switch inop on the drivers door

Probable Cause:

When they removed the switch you can actually see where the switch shorted on the inside. Second vehicle had exact same problem but the switch was completely gone due to the short. Allegedly had a thermal event on the door to the seat on the second vehicle.

Corrective Action: Replaced switch on first vin

Success of Corrective Action:

Remark: Requested parts via fax from Charles in parts 10/11/07

Attachment:

Affected Parts

(Catalog No only valid if OPEL report)

Part No:

Catalog No:

Parts name:

Sample Parts Available:

No

Shipping details:

Remark/ Location of Parts:
RO# 177833 177183

Deck Code:

Serial No. / Casting No./ Component Date Code:

Severity / Requested Action

Severity:
4 - Annoyance

Action requested:
Field Remedy

Originator Information

Originator:
Shannon M Moore

NSC:
USA

Dealer and Field Contact Information

Dealer Name:
NESMITH CHEVROLET OLDSMOBILE OF HINE

Dealer Number:
8134

Dealer Phone:
9128762121

Dealer Contact Name:
Doug Hamsher

Dealer E-Mail Address:

Field Rep Contact Name:
Kirk Palis

Field Rep. Number:

Field Rep. Phone:
9126554346

Field Rep. E-Mail Address:

Champion Assignment

Champion:
Monica Pruett

Department:
GMNA Brand Quality

Location:

E-Mail:
Monica Pruett/US/GM/GMC@GM

Phone:

Fax:

Champion Designee Assignment

Champion:

Department:

Location:

E-Mail:

Phone:

Fax:

Visibility

Access: ○ restricted ● public

Document Information

Document created by:	Shannon M Moore/C/US/GM/GMC	10/11/2007 02:23:02 PM
Last Modified by:	Monica Pruett/US/GM/GMC	10/26/2007 11:28:06 AM

Solution
GM Aftersales

FPR No: 2416/2007/US
Type:GMNA Truck

Status:	Country/Region:	Champion:	PRTS No.:
Sent	US/GMNA	Monica Pruett	

TrailBlazer - Switch - Door - Inoperative

Affected Carlines:

Solution Status

Release Status of Solution: ○ released ● not released ○ refused

24 hr CAP Group Information

Natural Owner of Problem : Name of Natural Owner of Problem:

There is no solution availble yet!

General Answer/Comment

Short Description

Field Remedy

Production Remedy

Solution Result

PDT

Attachments

NSC Agreement

Date	NSC	Refused By	Reason

Document Information

Last Modified by: 11/17/2007 08:23:59 AM

Communication

GM Aftersales

FPR No: 2416/2007/US

Type:GMNA Truck

Status:	Country/Region:	Champion:	PRTS No.:
Sent	US/GMNA	Monica Pruett	

TrailBlazer - Switch - Door - Inoperative

Messages

Message	From	To	Date
01. GMT360/370 DDM/PDM Changes for possible switch	Roger J Jantz	John Murawa	10/26/2007
02. Fw: Melted switch	Dino Poulos	Susan M. Anderson	10/24/2007

Document Information

Last Modified by: 11/17/2007 08:23:59 AM

Status
GM Aftersales

FPR No: 2416/2007/US
Type:GMNA Truck

Status:	Country/Region:	Champion:	PRTS No.:
Sent	US/GMNA	Monica Pruett	

TrailBlazer - Switch - Door - Inoperative

Status

Status	Target Date	Status Date	Name	Result
Under Creation	n/a	10/11/2007	Shannon M Moore	n/a

Sent Date Sent: 10/11/2007 From: Shannon M Moore

Comment for status:

10/26/07 - Mick Dowd Red X conducted investigation into high warranty on DDM/PDM's. Root cause is water intrusion into the module board. Several PRTS's were issued.

N196872 - BP 3/24/06
N196869 - BP 8/1/06
N212798 - BP 5/14/07 (We should see no more modules replaced for water intrusion after this date)

PRTS Link

PRTS-Problemnumber:
PRTS-Subject:

Number:	PRTS-Status:	PRTS - Target:	Champion:	Department:

24hr CDP Use Only

24hr Status: Open
Exit to CPIP: ○ Yes ○ No
Containment / Resolution Date:
Field Remedy Required: No
Verification Date:

Comments:

Document Information
Last Modified by: Roger J Jantz/US/GM/GMC 10/26/2007 09:56:48 AM

Impact

GM Aftersales

FPR No: 2416/2007/US

Type:GMNA Truck

Status: **Sent**

Country/Region: US/GMNA

Champion: Monica Pruett

PRTS No.:

TrailBlazer - Switch - Door - Inoperative

Supplier Information

Supplier:

DUNS Code:

Assessment of customer satisfaction impact

Customer Survey:

Customer Survey Category:

Customer Survey:

Customer Survey Category:

Marketing Division / Vehicle Line	PPH	MY	Wave	PPH	MY	Wave

Report Date:

Customer Survey Specialist:

Customer Survey Comments:

Assessment of impact on warranty

Sales Region:

Measure	Marketing Division / Vehicle Line	0	2	6	12	24	36	Model Year
		Months in service						
IPTV		0	0	0	0	0	0	
IPTV		0	0	0	0	0	0	

IPTV	0	0	0	0	0	0	
IPTV	0	0	0	0	0	0	
IPTV	0	0	0	0	0	0	
Cost/Vehicle	0	0	0	0	0	0	
Cost/Vehicle	0	0	0	0	0	0	
Cost/Vehicle	0	0	0	0	0	0	
Cost/Vehicle	0	0	0	0	0	0	
Cost/Vehicle	0	0	0	0	0	0	

Solution Effectiveness (%):

Report Date: Warranty Specialist:

Warranty Comments:

Regional Information

Description	Value	Description	Value

Document Information

Last Modified by: 11/17/2007 08:23:59 AM

FPIM
GM Aftersales

FPR No: 2416/2007/US

Type:GMNA Truck

Status: **Sent**
Country/Region: US/GMNA
Champion: Monica Pruett
PRTS No.:

TrailBlazer - Switch - Door - Inoperative

Symptoms: Power door switch inop on the drivers door
Cases: 2
Mileage: (km) 51101

Tasks

Due Date	Task / Action	Owner	Date Raised	Date Closed

24 h Field Containment / Diagnostic Advice:

Not sent yet!

Document Information
Last Modified by: 11/17/2007 08:23:59 AM

PRTS+

27 FEB 2012

Close

Issue Memos -> Memo Detail

Issue Number: **2416/2007/US** Subject: **2007-US - United States, Switch, Door - Inoperative**

From: **Roger Jantz roger.jantz@gm.com**

Send To:

Include:

To... **John Murawa/US/GM/GMC@GM**

cc... **Gary Smits/US/GM/GMC@GM###Donald B Sherman/US/GM/GMC@GM###Susan M. Anderson/US/GM/GMC@GM###Douglas C. Daugherty/US/GM/GMC@GM###Monica Pruett/US/GM/GMC@GM###Dino Poulos/C/US/GM/GMC@GM###Mick E. Dowd/US/GM/GMC@GM**

Memo:

Subject: **GMT360/370 DDM/PDM Changes for possible switch thermal event**

Text:

John, I spoke to Mick Dowd Red X who championed the investigation for high warranty replacements on GMT360/370 DDM/PDM's. Root cause was water intrusion into the module which could cause an internal short. Attached 5 phase details the final change (BP 5/14/07) to the DDM/PDM which should correct all of the water intrusion issues.

PRTS: N196872 BP: 3/24/06
PRTS: N196869 BP: 8/1/06
PRTS: N212798 BP: 5/14/07

Thanks,

Roger Jantz
Brand Quality Mgr Midsize Utilities
586-575-2391
586-242-1059 Cell
roger.jantz@gm.com

Attachments:

Attachments

Attachment Title	File Size (MB)
5+phase+open+trace+N2117.pdf	1.0

Last Updated By: **Roger Jantz** Last Update Date:

* indicates fields required prior to save, submission, or approval.

Close

GM Truck Group

Production Quality Issue

ELEMENT: Problem Resolution Documentation (5-Phase)

PRR. NUMBER: N/A
Internal CAR: 1234C2006

ISSUE DATE: 10/20/06
REVISION DATE: 11/15/06

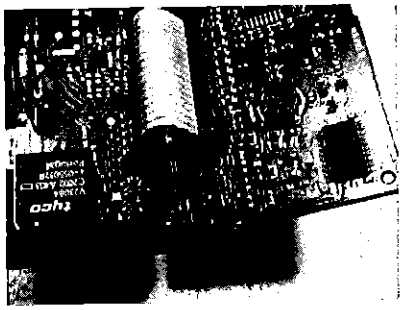
PART # / NAME: GMT360 Driver Door Module

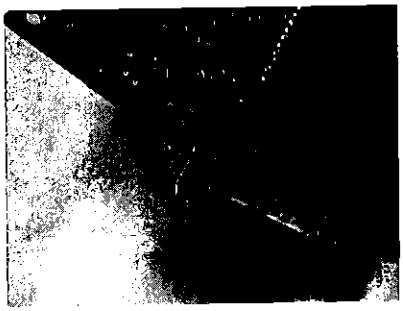
SOURCE/CONTACT: Solectron Invotronics / Tim Chiu
PHONE: 416-321-3085 EXT 3330

SUPPLIER QUALITY ENGINEER: Keith Lunsford
PHONE: (937) 455-8667 E-Mail: william.lunsford@gm.com

Select: **Date:** 10/13/06

- The review of 12 GMT360 DDM (Push Pull design) warranty returns since February 2006, have indicated that these modules were malfunctioning due to corroded B+ and ground traces on the control board. Of the 12 units, 6 showed evidence of excessive current draw resulting in open circuit traces (see attached Warranty Return Analysis report).





Contain: **Date:** 10/13/06

Not applicable, not a quality spill issue.

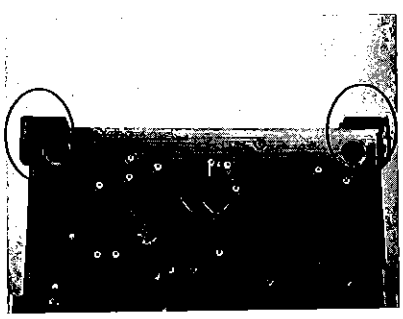
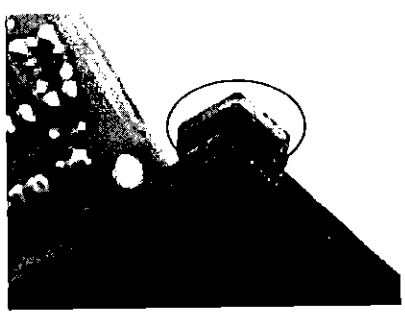
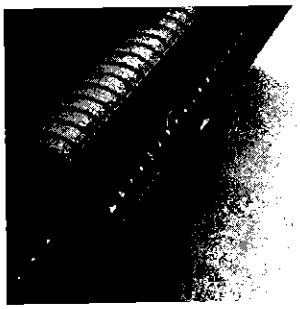
Correct: **Date: 10/13/06**

Root Cause Analysis

- If the module is exposed to excessive fluids, the fluid has the potential to wick into the affected area. This area is located between the edge of the printed circuit board assembly (PCBA) and supporting base wall. The presence of this fluid has the potential to trigger an electrical/chemical reaction between B+ and ground, which may cause leakage current and over time will result in a faulty circuit condition.

- The design of the module complies with all validation requirements per GM9110P and GM9123P specified on the CTS TX132100BA. No failures were found after humidity, moisture susceptibility, fluid compatibility (spill test), salt fog / spray during PV.

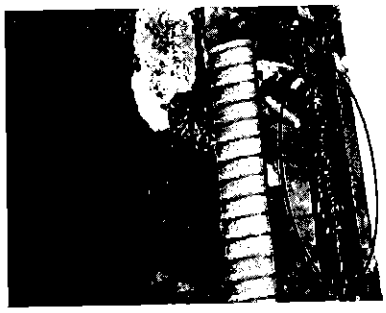
- To replicate the failure mode, the following **accelerated test methodology** was conducted:
    - The initial test set-up used tap water dripped onto the affected area with a laboratory syringe while Vbatt power was applied, which did not induce any failures. (Completed 10/25/06)
    - 3 production modules were subjected with a **5% salt-water** solution to the affected area via a cotton wick to maintain a moist condition. 14.5V Vbatt power was applied to the modules throughout the duration of the test. The ionic solution acted as a catalyst and the failure was replicated on 1 module similar to the returned modules within 3 hours. The other 2 modules failed within 6 to 8 hours respectively. (Completed 10/30/06)
    - A color dye added to the water and poured onto a module to assist in determining the points of fluid intrusion. A total of 900ml of water was poured onto the module in 2 days span. Tear down inspection found evidence of fluid intrusion between the edge of the PCB and the supporting base wall as expected (see below pictures). (Completed10/27/06)

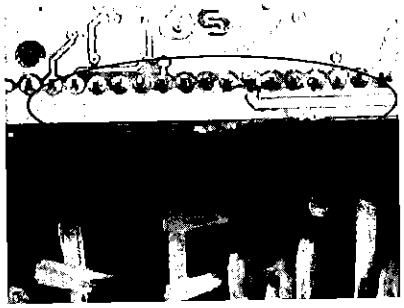




Irreversible Corrective Action

Even though this product meets all customer test specification and validation requirements, Invotronics has taken a proactive initiative to increase the robustness of this product.

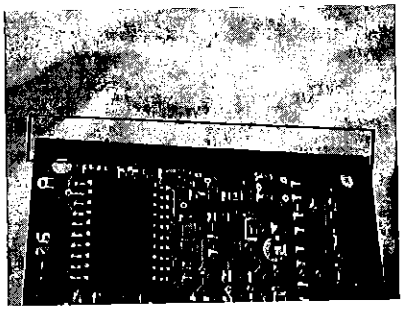
- For interim action, Invotronics has evaluated the application of localized conformal coating on the affected area.
    - Powered salt water intrusions test derived from Root Cause Analysis section was performed on the affected area to verify the effectiveness of the conformal coating. 3 conformal coated modules were tested for 8 hours, no failure was observed (see pictures below). (Completed 11/06/06)

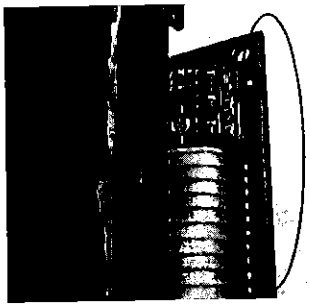


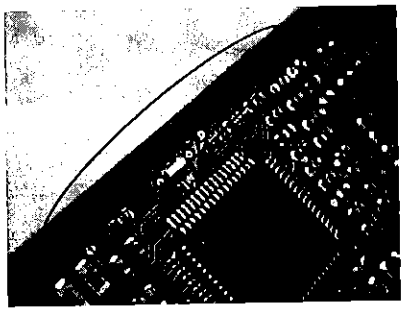


    - Base on the above test results, Invotronics will implement localize conformal coating; expected implementation date on week of 11/20/06.

- For permanent action, Invotronics has finalized rev D PCB layout to move all potential vias and traces further inboard from the edge of the PCB. Completion date 10/24/06.
    - Purchasing ordered 45 boards from quick turn source for evaluation build, available date 10/30/06.
    - Manufacturing engineering to build evaluation samples with the quick turn boards, completion date 10/31/06.
    - Quality engineering performed a pour test with the color dye water on a GMC and a Chevy DDM. **12 application of 12 oz fluid** was pour onto the module within 2 days span. Tear down inspection found intrusion confined to the edge of the PCBA and not in contact with the B+ via or trace (see pictures below). (Completed 11/03/06)

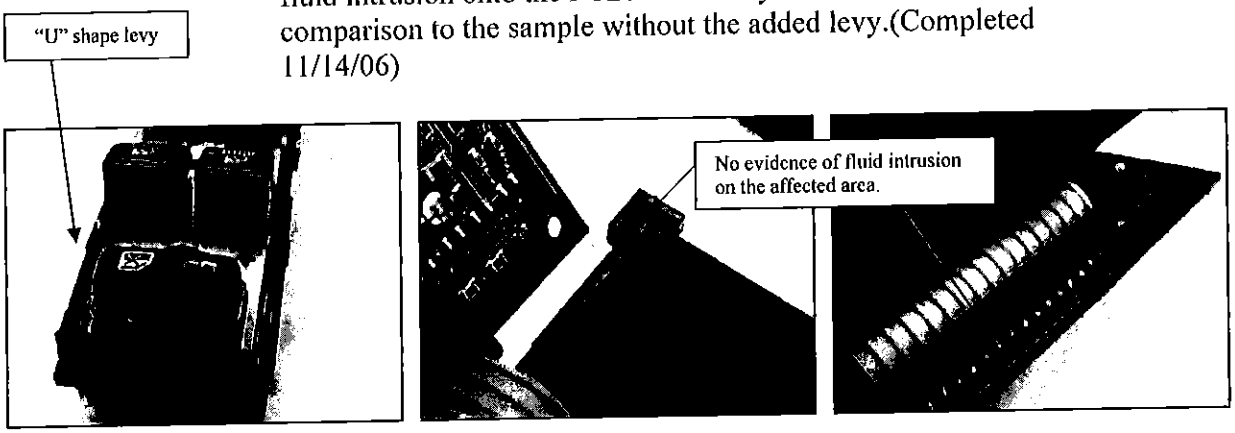






- Electrical engineering to perform EMC tests to ensure the design change in compliance with EMC requirements (see attached DVP). Expected completion date 11/17/06.

- For preventative action, a modification to add levy to the top of the DDM housing to decrease the fluid intrusion has been initiated. The change encompasses the addition of a "U" shape levy to the top of the housing to divert fluid away from the affected area.
  - To proof out the design a mock-up sample was built and tested to **GMW3172 water drip test per IP5K2 code.** Test results showed that the fluid was diverted away from the front part and drained off mostly from both sides of the assembly. There was insignificant amount of fluid intrusion onto the PCBA and away from the affected area in comparison to the sample without the added levy.(Completed 11/14/06)



  - Product engineering to finalize design and kick off tooling change to the housing. The tooling change expected to be completed in the week of 12/25/06. PV (see attached DVP) will be performed when production parts are available, expected completion date 02/01/07.

- Solectron Invotronics communicated this warranty issue and continuous improvement activities to General Motors and obtained approval to proceed with the housing and PCB change. (Completed 11/14/06)

Verification: **Date:**

Voice Of The Customer (VOC):
Voice of the Sub-Supplier:

Warranty Return Analysis | Rev D CB & Housing Change PV R1.pdf | C:\TEMP\ 800979_b_study4_m

SOLECTRON.
INVOTRONICS

CUSTOMER RETURN ANALYSIS REPORT

365 Passmore Avenue
Scarborough, Ontario
CANADA
M1V 4B3

Customer: WPC **Part Name:** GMT360/370 DDM **Customer P/N:** Various **Invotronics P/N:** Various

RMA #: 3051 **DMR** N/A **PR/R #:** N/A **Date rec'd:** 10/10/06

Part	P/N	SN #	Date Code	TR# / RN#	VIN	Owner State	Miles	Customer failure description	Failure Analysis	Invo Fail Code	Resp.	CAR / 5 Phase
GMC DDM	15829849	GNZD	5216	08982	125597	MI	10,086	Total malfunction	fluid intrusion caused corroded B+ via to ST regulator (PCB 801295 rev A)	FI	Invo	CAR1234
GMC DDM	15829849	G6PW	5202	10572	108571	MA	12,500	window inop	fluid intrusion caused corroded B+ via to ST regulator (PCB 801295 rev A)	FI	Invo	CAR1234
GMC DDM	15829849	GM44	5214	12415	107144	OH	18,579	Total malfunction	Fluid intrusion at left front area of control board assembly caused excessive current draw and resulted in open B+ circuit trace (PCB 801295 rev A).	FI	Invo	CAR1234
GMC DDM	15829850	0GWN	5188	00702	106887	IL	23,949	Total malfunction	fluid intrusion caused corroded B+ via to ST regulator (PCB 801295 rev A)	FI	Invo	CAR1234
GMC DDM	15829850	GHMY	5211	01976	106407	IL	23,163	Total malfunction	Fluid intrusion at left front area of control board assembly caused excessive current draw and resulted in open B+ circuit trace (PCB 801295 rev A).	FI	Invo	CAR1234
Chevy DDM	15829881	GB9N	5206	09143	115955	MI	18,648	Heates seat lights flash	fluid intrusion caused corroded (open) B+ via to ST regulator (PCB 801295 rev A)	FI	Invo	CAR1234
Chevy DDM	15829905	G7HR	5203	07080	108186	OK	23,044	All window button malfunction	Open VCC via to L452 due to corrosion on PCB 801295 rev A (Push Pull)	FI	Invo	CAR1234
Chevy DDM	15829905	GVKR	5221	08429	110679	MI	8,270	No communication, window inop	fluid intrusion caused corroded (open) B+ via to ST regulator (PCB 801295 rev A)	FI	Invo	CAR1234
Chevy DDM	15829905	GYFN	5223	07608	131495	NJ	8,090	Total malfunction	Fluid intrusion at left front area of control board assembly caused excessive current draw and resulted in open B+ circuit trace (PCB 801295 rev A).	FI	Invo	CAR1234
Chevy DDM	15829905	H229	5227	14332	136593	NY	5,746	Burnt	Fluid intrusion at left front area of control board assembly caused excessive current draw and resulted in open B+ circuit trace (PCB 801295 rev A).	FI	Invo	CAR1234
Chevy DDM	15857716	PL8J	6082	00072	314225	MI	12,471	Total malfunction	Fluid intrusion at left front area of control board assembly caused excessive current draw and resulted in open B+ circuit trace (PCB 801295 rev B).	FI	Invo	CAR1234
Chevy DDM	15857716	N4AC	6024	21765	266780	NC	16,482	Total malfunction	Fluid intrusion at left front area of control board assembly caused excessive current draw and resulted in open B+ circuit trace (PCB 801295 rev B).	FI	Invo	CAR1234
Chevy DDM	15845003	K8KM	5284	08069	195190	TX	6,604	Security light stays on and power windows inop	Bench test no fault found, tear down found no failure, tested OK in vehicle. Temperature testing in progress.	NTF		
Chevy DDM	15857719	LQDC	5326	05707	233024	CO	11,833	Rattling	No fault found - tear down inspection found no failure	NTF		
Chevy DDM	15857716	REGM	6179	07611	106450	NY	24,585	Power window not working	No fault found (cal file not loaded on module, unit not secure)	Prog	Dealer	n/a
Chevy PDM	15844977	2Z9A	5281	08069	195190	TX	6,604	Power window not working	Bench test no fault found, tear down found no failure. Window operated intermittently in vehicle, found dent on carbon contact on PCB caused intermittent operation. Bouble board design replaced by single board design with different PCB supplier.	PCB	Daeduck	n/a - not current production
Chevy DDM	15204658	ST6J	3201	12282	104841	IL	34,198	Windows and locks half lited	Filament broken on both bulbs, suspect module was drop and weaken bulb filament, resulting pre-mature failure.	BL		n/a - rare occurrence
Chevy DDM	15114241	7M00	4256	05503	162548	NJ	13,566	All windows inop	fluid intrusion corroded via and blown D701, high leakage from Vbatt_Pow to ground and affect all windows function	FI	Invo	CAR1234
Chevy DDM	15114241	99C2	4300	09923	146585	MI	25,061	Right front window binds and only works from driver side controls, radio won't shut off when door open	Corrosion found on Vbatt_power trace to Ajar switch and resulted in high leakage, also corrosion found on T702 via potentially short circuit passenger window circuit due to fluid intrusion.	FI	Invo	CAR1234

SOLECTRON. INVOTRONICS

CUSTOMER RETURN ANALYSIS REPORT

365 Passmore Avenue
Scarborough, Ontario
CANADA
M1V 4B3

Customer: WPC **Part Name:** GMT360/370 DDM **Customer P/N:** Various **Invotronics P/N:** Various

RMA #: 3051 **DMR** N/A **PR/R #:** N/A **Date rec'd:** 10/10/06

Part	P/N	SN #	Date Code	TR# / RN#	VIN	Owner State	Miles	Customer failure description	Failure Analysis	Invo Fail Code	Resp.	CAR / 5 Phase
Chevy DDM	15114241	6SSK	4235	12062	119221	KY	29,300	All switch on driver door inop	ST regulator shut down due to dendritic growth from fluid intrusion, resulted in high leakage at mirror circuitry and Vbatt terminals J1	FI	Invo	CAR1234
Chevy DDM	15114241	B33H	4348	20708	249891	NJ	24,953	Inop - remote also won't work	fluid intrusion caused corroded VCC via to L452	FI	Invo	CAR1234
Chevy DDM	15114241	83YD	4269	07909	174038	MI	24,917	Burnt	Burnt at left front corner due to short circuit and resulted in excessive current draw, suspect excessive water / fluid intrusion	FI	Invo	not current production part
GMC DDM	15114257	9XUW	4317	11979	155176	MI	29,265	No communication, window inop	Dendritic growth between C027, C028 to ground; Vbatt to ground resulted in high leakage. Also corrosion found on control board perimeter as a result of fluid intrusion	FI	Invo	CAR1234
GMC DDM	15114259	5EDB	4181	01015	106439	RI	35,522	All windows would not go down	fluid intrusion corroded via and blown D701, high leakage from Vbatt_Pow to ground and affect all windows function. Also dendritic growth between found on various location on power PCB, Vbatt to ground resulted in high leakage	FI	Invo	CAR1234
GMC DDM	15114264	6FKY	4227	18888	135158	NY	31,740	Total malfunction	fluid intrusion corroded via to resonator Q450, high leakage to ground and resulted in malfunction	FI	Invo	CAR1234
GMC DDM	15114264	6FK8	4227	18930	135055	NY	n/a	Not available - wrong invoice attached	Total malfunction - corrosion in many area due to excessive fluid intrusion	FI	Invo	CAR1234
GMC DDM	15180079	N50X	3063	13223	327642	NY	26,633	Window control inop	fluid intrusion corroded via and blown D701, high leakage from Vbatt_Pow to ground and affect all windows function	FI	Invo	CAR1234
GMC DDM	15204698	0A0C	4035	006447	196098	NJ	33,586	No communication, window inop	fluid intrusion corroded via to resonator Q450, high leakage to ground and resulted in malfunction	FI	Invo	CAR1234
Chevy DDM	15114241	07WC	6157	18383	216608	MI	15,361	Loose trim plate not retaining module	Broken tabs on trim plate (cal file not loaded on module, unit not secure)	Mech	Customer	
GMC DDM	15085570	4Y4E	1256	09619	262818	MI	61,722	Both mirrors do not return to preset position	Bench test no fault found, tear down found no failure, tested OK in vehicle. Temperature tested OK.	NTF		
Chevy DDM	15114241	DCXH	5068	01358	319061	ND	12,694	Power control inop	Bench test no fault found, tear down found no failure, tested OK in vehicle. Temperature tested OK.	NTF		
Chevy DDM	15114241	DEV6	5070	23284	318270	WA	9,283	All windows inop and dome lamp would not come on	Bench test no fault found, tear down found no failure, tested OK in vehicle. Temperature tested OK.	NTF		
Chevy DDM	15180042	LEAC	3017	19340	194131	CT	42,528	Curb side assist mirror won't return to up position	Bench test no fault found, tear down found no failure, tested OK in vehicle. Temperature tested OK.	NTF		
GMC DDM	15180085	LTCG	1302	21105	280992	KS	19,003	Seat heater lamp inop	Bench test no fault found, tear down found no failure, tested OK in vehicle. Temperature tested OK.	NTF		
GMC DDM	15204698	ZB3L	4008	00142	297496	NY	20,147	Door lock switch does not always lock	Bench test no fault found, tear down found no failure, tested OK in vehicle. Temperature tested OK.	NTF		
GMC DDM	15204698	08KN	6171	19984	124990	MI	30,407	Total malfunction	No fault found (cal file not loaded on module, unit not secure)	Prog	Dealer	
Chevy DDM	15114241	CCZ9	5040	04342	287424	NY	14,784	Passenger window inop on DDM	Plunger of window button sticking due to dried out beverage spill	Spill	Customer	
Chevy DDM	15114241	9VLF	4315	11474	220733	NY	34,508	Power door lock inop	Plunger of door lock button sticking due to dried out beverage spill	Spill	Customer	
Chevy DDM	15114241	7AP4	4247	20122	153839	NJ	28,881	Power window not working	Plunger of window button sticking due to dried out beverage spill, also mirror right inop - blown D701, corroded via caused high leakage from Vbatt_Pow to ground and affect all windows function	Spill	Customer	

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INVOTRONICS

CUSTOMER RETURN ANALYSIS REPORT

365 Passmore Avenue
Scarborough, Ontario
CANADA
M1V 4B3

Customer: WPC **Part Name:** GMT360/370 DDM **Customer P/N:** Various **Invotronics P/N:** Various

RMA #: 3051 **DMR** N/A **PR/R #:** N/A **Date rec'd:** 10/10/06

Part	P/N	SN #	Date Code	TR# / RN#	VIN	Owner State	Miles	Customer failure description	Failure Analysis	Invo Fail Code	Resp.	CAR / 5 Phase
GMC DDM	15114257	DQ1J	5079	18325	323034	MI	31,751	Passenger window inop on DDM	Plunger of window button sticking due to dried out beverage spill	Spill	Customer	
GMC DDM	15204694	U4WR	3235	11775	126441	TX	35,955	LF window button sticking	Plunger of window button sticking due to dried out beverage spill	Spill	Customer	
GMC DDM	15204698	26V7	4083	14523	375152	MI	34,399	Passenger window inop on DDM	Plunger of window button sticking due to dried out beverage spill	Spill	Customer	
Mirror Sw.	15123257			05697	121764	NC		Inop	Not Invo's part	WP		
MS Switch	15180651			15441	258442	CA		Inop	Not Invo's part	WP		
MS Switch	15180651			17096	139946	KY		Inop	Not Invo's part	WP		

Tally on fluid intrusion (FI) related failure:

	Current Push Pull Production DDM / PDM	12
	Push Push DDM	11

PART #	Numerous	MODEL YEAR	2007
PART NAME	DDM (Item A - rev D Control Board; item B - mockup housing with "U" levy)	PLATFORM	GMT360, 370
UPC #		MODEL #	
REVISION DATE / LEVEL		SUPPLIER NAME	Solectron Invotronics

DATE 11/14/06

Analysis/Development/Validation Plan & Report (ADVP&R) GM1829

See ADVP&R Cover Sheet for contact information, etc.

SECTION III – ADV PLAN SUMMARY														SEC IV – ADV REPORT				
								EVALUATION		SAMPLE		TIMING		SAMPLES TESTED				
ITEM #	PROCEDURE #	PROCEDURE TITLE	REQMNT #	REQMT TITLE	REGULATORY	REQMT VALUE	RESPONSIBILITY	PHASE	METHOD	QTY tests/parts	TYPE	START	COMPL	QTY	TYPE	STAGE	RESULTS	NOTES
A-1	GMW3097	General Specification for Electrical/Electronic Components and Subsystems, EMC.	3.3.1	Radiated Emission		Meet acceptance criteria per GMW3097.	Invotronics	DV	Test	3	D	11/06/06	11/16/06					
A-2	GMW3097	General Specification for Electrical/Electronic Components and Subsystems, EMC.	3.4.3	Radiated Immunity - Reverberation chamber test, mode tunning		Meet acceptance criteria per GMW3097.	Invotronics	DV	Test	3	D	11/06/06	11/16/06					
A-3	GMW3097	General Specification for Electrical/Electronic Components and Subsystems, EMC.	3.4.1	Radiated Immunity - RI, Bulk current injection test		Meet acceptance criteria per GMW3097.	Invotronics	DV	Test	3	D	11/06/06	11/16/06					
B-1	0000			Accelerated Salt Water Intrusion		No electrical malfunction after expose to 5% salt water on affected area for 8 hours (reference to 5 phase for RMA3501 warranty return).	Invotronics	DV	Test	3	D	10/31/06	11/03/06	3	D	Prot	Pass	
B-2	GMW3172	General Spec Electrical/Electonics		Water Drip Test per ISO 20653		No loss of function during and after expose to 3mm/min of water for 2.5 minutes on each 4 positions.	Invotronics	DV	Test	1	D	11/10/06	11/14/06	1	D	Prot	Pass	

PROCEDURE #	PROCEDURE TITLE	REQUIREMENT # & TITLE	REQUIREMENT VALUE	VALIDATION PHASE	SAMPLE TYPE	HARDWARE STAGE	SAMPLES TESTED	RESULTS	NOTES
Enter the 4-digit standard procedure number. If not standard enter 0000	Enter the full name of the standard evaluation procedure. If no standard create a brief descriptive title	Enter number and title of corresponding VTS, SSTS and/or CTS requirements being evaluated	Enter cycles, miles, volts, minimum value, loss of function.	DV = Design Validation PV = Product Validation PVA = Post Validation Audit PAT = Product Assurance Testing	A = Analysis B = Hand made C = Soft tooled D = Hard tooled E = PPAP(initial production) F = Full volume production	M = Mule □ = Alpha □ = Beta Prot = Prototype Pil = Pilot Prod = Production	Enter quantity tested sample type and hardware stage.	Enter actual results.	Describe unique criteria or results. Use to describe interim status of evaluation

GM 1829 REV. 3-99

PART #	Numerous	MODEL YEAR	2007	DATE	11/14/06
PART NAME	DDM (rev D Control Board)	PLATFORM	GMT360, 370		
UPC #		MODEL #			
REVISION DATE / LEVEL		SUPPLIER NAME	Solectron Invotronics		

Analysis/Development/Validation Plan & Report (ADVP&R) GM1829

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SECTION III – ADV PLAN SUMMARY														SEC IV – ADV REPORT				
								EVALUATION		SAMPLE		TIMING		SAMPLES TESTED				
ITEM #	PROCEDURE #	PROCEDURE TITLE	REQMNT #	REQMT TITLE	REGULATORY	REQMT VALUE	RESPONSIBILITY	PHASE	METHOD	QTY tests/parts	TYPE	START	COMPL	QTY	TYPE	STAGE	RESULTS	NOTES
A-1	GMW3172	General Spec Electrical/Electonics		Thermal Shock	n/a	336cycles (30 min/cycle)	Invotronics	PV	Test	6	C	12/13/06	12/20/06					
A-2	GMW3172	General Spec Electrical/Electonics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	12/20/06	12/20/06					
A-3	GMW3172	General Spec Electrical/Electonics		Humid Heat Constant Test	n/a	No damage, degradation in performance after 7 days	Invotronics	PV	Test	6	C	12/21/06	12/28/06					
A-4	GMW3172	General Spec Electrical/Electonics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	12/29/06	12/29/06					
A-5	GMW3172	General Spec Electrical/Electonics		Salt Mist Test (6 days)	n/a	No damage, degradation in performance	Invotronics	PV	Test	6	C	12/30/06	1/05/07					
A-6	GMW3172	General Spec Electrical/Electonics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	1/06/07	1/06/07					
A-7	GMW3172	General Spec Electrical/Electronics		Water Drip Test per ISO 20653		No loss of function during and after expose to 3mm/min of water for 2.5 minutes on each 4 positions.	Invotronics	PV	Test	6	C	1/07/07	1/08/07					
A-8	GMW3172	General Spec Electrical/Electronics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	1/08/07	1/08/07					
A-9	0000	Open Up Inspection & Analysis		Tear Down Inspection	n/a	No Anormaly & Concern	Invotronics	PV	Test	6	C	1/09/07						
B-1	9110P	Procedure for testing switches		Random Vibration		No loss of function after 4 hrs/axis 3.2Grms	Invotronics	PV	Test	6	C	12/13/06	12/17/06					
B-2	GMW3172	General Spec Electrical/Electonics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	12/17/06	12/17/06					
B-3	GMW3172	General Spec Electrical/Electonics		Frost Test for Moisture Susceptibility	n/a	2 hours soak at -20°C, follow by 2 hours function at +45°C	Invotronics	PV	Test	6	C	12/18/06	12/19/06					
B-4	GMW3172	General Spec Electrical/Electonics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	12/19/06	12/19/06					
B-5	GMW3172	General Spec Electrical/Electonics		Dew Tests	n/a	2 hours soak at -20°C, follow by 22 hours function at +45°C 95% RH (10 cycles)	Invotronics	PV	Test	6	C	12/20/06	12/30/06					
B-6	GMW3172	General Spec Electrical/Electonics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	12/30/06	12/30/06					
B-7	GMW3172	General Spec Electrical/Electronics		Water Drip Test per ISO 20653		No loss of function during and after expose to 3mm/min of water for 2.5 minutes on each 4 positions.	Invotronics	PV	Test	6	C	12/31/06	1/01/07					
B-8	GMW3172	General Spec Electrical/Electronics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	1/01/07	1/01/07					
B-9	0000	Open Up Inspection & Analysis		Tear Down Inspection	n/a	No Anormaly & Concern	Invotronics	PV	Test	6	C	1/02/07						

PART #	Numerous	MODEL YEAR	2007
PART NAME	DDM (rev D Control Board)	PLATFORM	GMT360, 370
UPC #		MODEL #	
REVISION DATE / LEVEL		SUPPLIER NAME	Solectron Invotronics

DATE 11/14/06

Analysis/Development/Validation Plan & Report (ADVP&R) GM1829

See ADVP&R Cover Sheet for contact information, etc.

SECTION III – ADV PLAN SUMMARY														SEC IV – ADV REPORT				
								EVALUATION		SAMPLE		TIMING		SAMPLES TESTED				
ITEM #	PROCEDURE #	PROCEDURE TITLE	REQMNT #	REQMT TITLE	REGULATORY	REQMT VALUE	RESPONSIBILITY	PHASE	METHOD	QTY tests/parts	TYPE	START	COMPL	QTY	TYPE	STAGE	RESULTS	NOTES
C-1	9123P	General Spec Electrical/Electonics		Door Slam		No loss of function after 21,500 shocks @ 30G and 6 shocks @ 50G	Invotronics	PV	Test	6	C	12/13/06	12/19/06					
C-2	GMW3172	General Spec Electrical/Electonics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	12/19/06	12/19/06					
C-3	GMW3172	General Spec Electrical/Electonics		Humid Heat Cyclic (HHC)	n/a	10 days high & low temperature cycle	Invotronics	PV	Test	6	C	12/20/06	12/30/06					
C-4	GMW3172	General Spec Electrical/Electonics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	12/31/06	12/31/06					
C-5	GMW3172	General Spec Electrical/Electonics		Fluid Compatibility / Suger Water Function Impairment	n/a	No sticking control and loss of function	Invotronics	PV	Test	6	C	1/01/07	1/04/07					
C-6	GMW3172	General Spec Electrical/Electonics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	1/05/07	1/05/07					
C-7	GMW3172	General Spec Electrical/Electronics		Water Drip Test per ISO 20653		No loss of function during and after expose to 3mm/min of water for 2.5 minutes on each 4 positions.	Invotronics	PV	Test	6	C	1/06/07	1/07/07					
C-8	GMW3172	General Spec Electrical/Electronics		Room Temperature Tri-Voltage Test	n/a	No loss of function	Invotronics	PV	Test	6	C	1/07/07	1/07/07					
C-9	0000	Open Up Inspection & Analysis		Tear Down Inspection	n/a	No Anormaly & Concern	Invotronics	PV	Test	6	C	1/08/07						

PROCEDURE #
Enter the 4-digit standard procedure number. If not standard enter 0000

PROCEDURE TITLE
Enter the full name of the standard evaluation procedure. If not standard create a brief descriptive title

REQUIREMENT # & TITLE
Enter number and title of corresponding VTS, SSTS and/or CTS requirements being evaluated

REQUIREMENT VALUE
Enter cycles, miles, volts, minimum value, loss of function.

VALIDATION PHASE
DV = Design Validation
PV = Product Validation
PVA = Post Validation Audit
PAT = Product Assurance Testing

SAMPLE TYPE
A = Analysis
B = Hand made
C = Soft tooled
D = Hard tooled
E = PPAP(initial production)
F = Full volume production

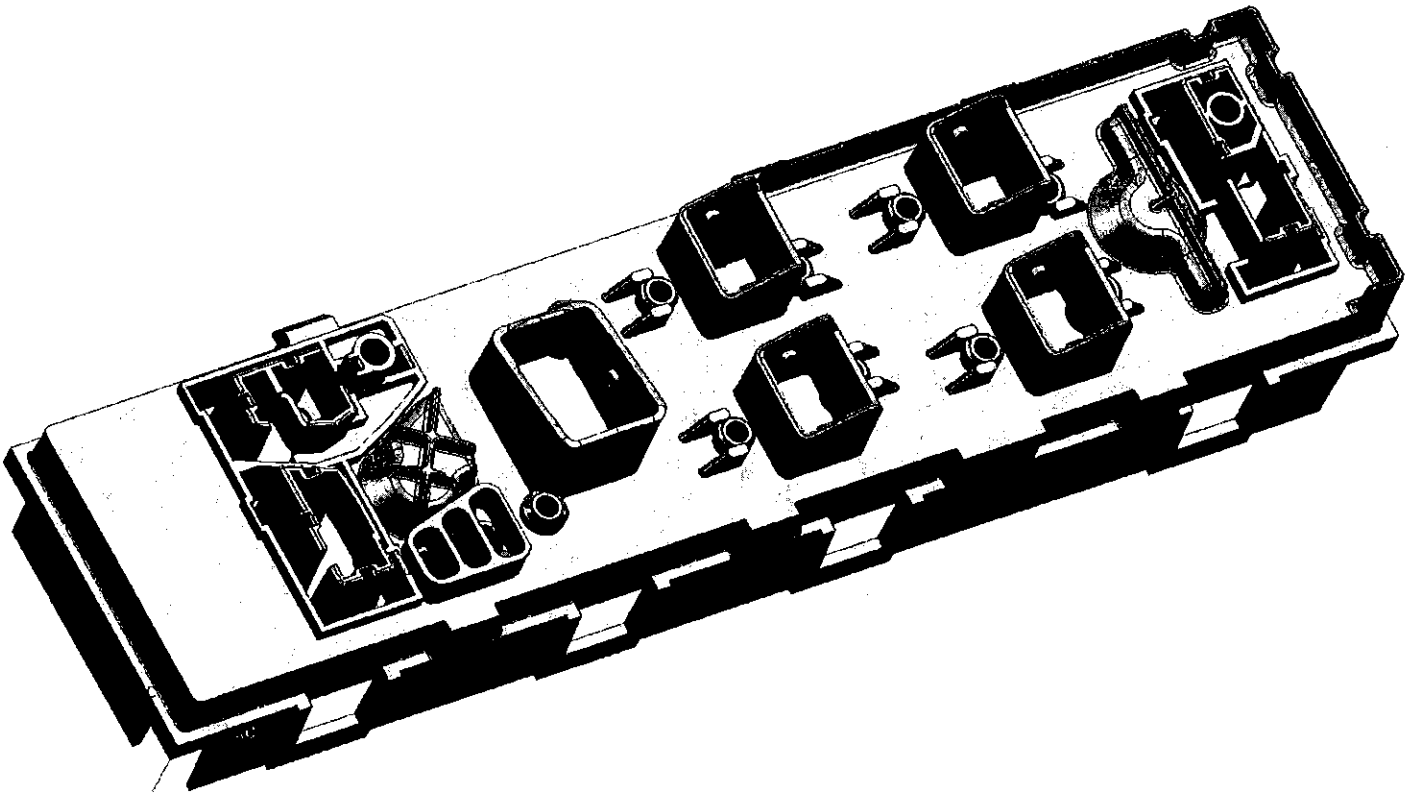
HARDWARE STAGE
M = Mule
Ø = Alpha
D = Beta
Prot = Prototype
Pil = Pilot
Prod = Production

SAMPLES TESTED
Enter quantity tested sample type and hardware stage.

RESULTS
Enter actual results.

NOTES
Describe unique criteria or results Use to describe interim status of evaluation

GM 1829 REV. 3-99



PRTS+

27 FEB 2012

Close

Issue Memos -> Memo Detail

Issue Number: **2416/2007/US** Subject: **2007-US - United States, Switch, Door - Inoperative**

From: **Dino Poulos dino.poulos@gm.com**

Send To:

Include:

To... **Susan M. Anderson/US/GM/GMC@GM###Douglas C. Daugherty/US/GM/GMC@GM###Roger J Jantz/US/GM/GMC@GM**

cc... **Donald B Sherman/US/GM/GMC@GM**

Memo:

Subject: **Fw: Melted switch**

Text:

FYI, we do not have any pictures but thought this was interesting enough to pass along. The dealer replaced the DDMs to correct the concern.

Thank You,
Dino Poulos
General Motors Technical Assistance
dino.poulos@gm.com
Phone 810-835-9205
MC 485-303-115
Great Lakes Technology Center
4100 S. Saginaw St. Flint MI 48507
----- Forwarded by Dino Poulos/C/US/GM/GMC on 10/24/2007 09:15 AM -----

Gordon Baillod/C/US/GM/GMC
10/24/2007 09:12 AM

To
Dino Poulos/C/US/GM/GMC@GM
cc

Subject
Melted switch

Case 9945686 07 Trailblazer melted power window switch DDM Build date 11/08/06 The build date is the same both cases. Could be bad part DDM? Case 9790761 07 Trailblazer melted power window switch DDM Build date 11/09/06

Attachments:

Attachments

Attachment Title	File Size (MB)

Last Updated By: **Dino Poulos** Last Update Date:

* indicates fields required prior to save, submission, or approval.

Close

Complete Report (1093187)

Issue Number	:	1093187
Issue Year	:	2009
Issue Country	:	US - United States
Vehicle Line	:	TrailBlazer
Engineering Source	:	GMNA Truck - GMNA Truck
Issue Age	:	75 days
Severity	:	4 - Annoyance / Continuous improvement.
Child Issues	:	0
Associated Issues	:	0
Add-On Issues	:	0
Issue Status	:	Cancelled
Part Location	:	Module - Left Front Door
Complaint	:	Switch Inop
Issue Type	:	Product Report
Primary Metric/Score	:	/ 0.0

System References

External System Name	External System Issue Id	Last Updated By	Last Update Date
FPRD	52946	Melissa Clifford	08-Jun-2009

Current Step	:	Add. Info Needed
Current Step Target Date	:	
Current Step Status	:	Suspended
Attachments	:	3
Memos	:	0

Report

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	07-May-2009	Melissa Clifford	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Data Analysts *** Data Analysts	+1 586 947 3475 No V

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
07-May-2009		07-May-2009		10-Jun-2009

Complete Report (1093187)

Step Actions

Action	Date	Name	Department	Phone
Originated	07-May-2009	Melissa Clifford	UNKNOWN ORG	+1 586 947 3475 No V
Approved	10-Jun-2009	Melissa Clifford	UNKNOWN ORG	+1 586 947 3475 No V

Last Updated By :
Last Update Date :

Issue Definition

Issue Type : Product Report - FIND21 Process
Vehicle Line : TrailBlazer
Engineering Source : GMNA Truck - GMNA Truck
Country : US - United States

Issue Title

Part Name : Module
Part Location : Left Front Door
Complaint : Switch Inop

Severity : 4 - Annoyance / Continuous improvement.
Restricted Issue : No
Template Issue : No
Template Name :

Last Updated By :
Last Update Date :

Affected Vehicles

Model Year(s) : 2007
Other Potentially Affected Vehicle Lines : None
Engine : None
Bodystyle : None
Axles : None
Transmission : None
Transfer Case : None
Local Component PR :
Relevant Options :
Steering Type : None

Last Updated By :
Last Update Date :

Complete Report (1093187)

VIN Information

VIN Information

Primary VIN	VIN	Build Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
Yes	1GNDT13S87			23979	Miles	
No	1GNDT13S57			0	Miles	

Cases

Recorded Date	No. of Cases to Add	Recorded By/Originator
07-May-2009	2	Melissa Clifford

Total cases for this country : 2
Total cases of all countries (including Add-Ons) : 2

Last Updated By :
Last Update Date :

Problem Description

Driving Conditions : None
Environmental Conditions : None
Road Surface : None
Action Requested : Field Remedy

Symptoms/Complaints

07-May-2009/Melissa Clifford
LF DOOR WINDOW SWITCH/CONTROL MODULE INOP.FUSE BLOWN.DOOR PANEL AND INSULATION SLIGHTLY damaged

Probable Cause

07-May-2009/Melissa Clifford
UNKNOWNâ€,â€,â€,â€,â€,

Corrective Action

07-May-2009/Melissa Clifford
REPLACE MODULE AND FUSEâ€,â€,â€,â€,â€,

Remarks

Success of Corrective Action :
Trouble Codes Affected :

Complete Report (1093187)

Last Updated By :
Last Update Date :

Affected Parts

VPPS

1st Level (VPPS)	2nd Level (VPPS)	3rd Level (VPPS)	4th Level (VPPS)
80 Electrical Function	06 Power & Signal Distribution	02 Connector/Terminal	

Sample Parts Available? : No

Part

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number

Shipping Details

Location of Parts

07-May-2009/Melissa Clifford
BAC Code: 113769â€,â€,â€,â€,â€, RO#: 74908â€,â€,â€,â€,â€,

Remarks

Last Updated By :
Last Update Date :

Labor Information

Labor Codes Information

Primary	Labor Code

Last Updated By :
Last Update Date :

Complete Report (1093187)

Dealer and Field Information

Dealer Number :
Dealer Name :
Dealer Phone :
Dealer Contact :
Dealer Email Address :
Field Rep Contact Name :
Field Rep Number :
Field Rep Phone :
Field Rep Email Address :

Last Updated By :
Last Update Date :

Sent

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	10-Jun-2009	Thomas Geist	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Truck Group *** Midsize Truck Vehicles	586-947-8880
Originator (Read Only)	10-Jun-2009	Melissa Clifford	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Data Analysts *** Data Analysts	+1 586 947 3475 No V

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
10-Jun-2009	15-Jun-2009	10-Jun-2009	10-Jun-2009	10-Jun-2009

Step Actions

Action	Date	Name	Department	Phone
Approved	10-Jun-2009	Thomas Geist	UNKNOWN ORG	586-947-8880

Last Updated By :

Last Update Date :

Supporting Processes

Last Updated By :
Last Update Date :

Add. Info Needed

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	10-Jun-2009	Thomas Geist	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Truck Group *** Midsize Truck Vehicles	586-947-8880
Originator (Read Only)	10-Jun-2009	Melissa Clifford	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Data Analysts *** Data Analysts	+1 586 947 3475 No V

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
10-Jun-2009	24-Jun-2009 Late!			24-Aug-2009

Step Actions

Action	Date	Name	Department	Phone
Cancel	24-Aug-2009	Thomas Geist	UNKNOWN ORG	586-947-8880

Last Updated By :
Last Update Date :

Complete Report (1093187)

24 Hr Information

24 Hour : No
Source of Information :
Natural Owner of Problem :
Name of Natural Owner of Problem :

Last Updated By :
Last Update Date :

Affected Vehicles

Model Year(s) : 2007
Other Potentially Affected Vehicle Lines : None
Engine : None
Bodystyle : None
Axles : None
Transmission : None
Transfer Case : None
Local Component PR :
Relevant Options :
Steering Type : None

Last Updated By :
Last Update Date :

VIN Information

VIN Information

Primary VIN	VIN	uild Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
Yes	1GNDT13S872			23979	Miles	
No	1GNDT13S572			0	Miles	

Cases

Recorded Date	No. of Cases to Add	Recorded By/Originator
07-May-2009	2	Melissa Clifford

Total cases for this country : 2
Total cases of all countries (including Add-Ons) : 2

Complete Report (1093187)

Last Updated By :
Last Update Date :

Problem Description

Driving Conditions : None
Environmental Conditions : None
Road Surface : None
Action Requested : Field Remedy

Symptoms/Complaints

07-May-2009/Melissa Clifford
LF DOOR WINDOW SWITCH/CONTROL MODULE INOP.FUSE BLOWN.DOOR PANEL AND INSULATION SLIGHTLY damaged

Probable Cause

07-May-2009/Melissa Clifford
UNKNOWNâ€,â€,â€,â€,â€,

Corrective Action

07-May-2009/Melissa Clifford
REPLACE MODULE AND FUSEâ€,â€,â€,â€,â€,

Remarks

Success of Corrective Action :
Trouble Codes Affected :

Last Updated By :
Last Update Date :

Affected Parts

VPPS

1st Level (VPPS)	2nd Level (VPPS)	3rd Level (VPPS)	4th Level (VPPS)
80 Electrical Function	06 Power & Signal Distribution	02 Connector/Terminal	

Sample Parts Available? : No

Complete Report (1093187)

Part

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number

Shipping Details

Location of Parts

07-May-2009/Melissa Clifford
BAC Code: 113769â€,â€,â€,â€,â€, RO#: 74908â€,â€,â€,â€,â€,

Remarks

Last Updated By :
Last Update Date :

Labor Information

Labor Codes Information

Primary	Labor Code

Last Updated By :
Last Update Date :

Dealer and Field Information

Dealer Number :
Dealer Name :
Dealer Phone :
Dealer Contact :
Dealer Email Address :
Field Rep Contact Name :
Field Rep Number :
Field Rep Phone :
Field Rep Email Address :

Last Updated By :
Last Update Date :

Complete Report (1093187)

Supporting Processes

Last Updated By :
Last Update Date :

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Prioritization Ranking By	Priority Value	Bypass Prioritization	Last Updated By	Last Update Date
STmidtruck	Current 305/360/370				Melissa Clifford	07-May-2009

Last Updated By :
Last Update Date :

Impact Info -> Aftersales

Aftersales Impact Metrics Information

Metrics	Number of Cases

Aftersales Comments

Last Updated By :
Last Update Date :

Impact Info -> Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	Current 305/360/370	No

Complete Report (1093187)

Customer Survey Information

Product Line	Project Number	Customer Survey	Customer Survey Category	Customer Survey Wave	Impact Category	Total PPH	Option PPH	Reference PPH	Satisfaction	Reference Satisfaction	PPH	Model Year

Report Date :

Customer Survey Comments

Last Updated By :
Last Update Date :

Impact Info -> Warranty

Warranty Question

Product Line	Project Number	Available Data
STmidtruck	Current 305/360/370	No

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Warranty Measure	Impact Category	Sales Region	Months in Service	Model Year	Calendar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Warranty Comments

Report Date :

Last Updated By :
Last Update Date :

Field Performance Report

GM Aftersales

FPR Case No: 52946

Status: Moved To Find
Transfer: 3. transfer to GIMS complete

Type: GMNA Truck
Country: United States of America
VIN: 1GNDT13S872[redacted]
Make: Chevrolet
Vehicle Status:
Model: TrailBlazer
Model Year: 2007

Part Name: Module
Location: Left Front Door
Complaint: Switch Inop
Origination Point: ● Dealer ○ GM Internal
Dealer Code
GM Rep ID No

- Affected Vehicles -

Mileage (Miles)	Build Date
23979	

No of Vehicles: 2

Engine:
Transmission:
Axle:
Transfer Case:

- Functional Group -

Level 1:	Level 2:	Level 3:	Level 4:
80 Electrical Function	06 Power & Signal Distribution		

Trouble Category:
Z - Not assignable

Trouble:
Not Assignable (Add new Code)

Symptoms / Complaints:
LF DOOR WINDOW SWITCH/CONTROL MODULE INOP.FUSE BLOWN.DOOR PANEL AND INSULATION SLIGHTLY damaged

Probable Cause:
UNKNOWN

Correction:
REPLACE MODULE AND FUSE

Sample Parts Available:
○ Yes ● No

Part No:

Remark/ Location of Parts:
BAC Code: 113769 RO#: 74908

View Attachments

Attachments: 75017 004.jpg 75017 005.jpg 75017 003.jpg

Document Information

Document Author:	Created by: RZ2CZ2	Date of creation: 05/07/2009 01:10:22 PM	Server of Creation: USABHDB03/A/GMSERVER/GMC
Last Modified by:	Last modified by: BZN74W	Date of modification: 06/08/2009 02:02:45 PM	Server of Modification: USABHDB03/A/GMSERVER/GMC
Last Accessed on:		Date last accessed : 02/27/2012 11:10:41 AM	

1093187 - Module - Switch Inop - IBM Lotus Notes

File Edit View Create Actions Tools Window Help

Home | Field Performance Report Databa - 1 ... | Marita Stokhsz - Mail | 1093187 - Module - Switch Inop

Address

Help | OK | Edit Document | Forward | Save

Field Performance Report
GM Aftersales

FPR Case No: 52946

Status: Moved To Find
Transfer 3. transfer to GMS complete

Country: United States of America

Type: GMNA Truck

VIN: 1GNDT13S87[redacted]

Make: Chevrolet

Model: TrailBlazer

Model Year: 2007

Vehicle Status:

Part Name: Module

Location: Left Front Door

Complaint: Switch Inop

Origination Point: Dealer | GM Internal

Dealer Code

GM Rep ID No

Additional Vehicles from FL...

1GNDT13S572252568

OK

- Affected Vehicles -

Mileage (Miles)	Build Date
23979	

No of Vehicles: 2

View Additional Vehicles

Engine: | Transmission: | Axle: | Transfer Case:

- Functional Group -

Level 1:	Level 2:	Level 3:	Level 4:
80 Electrical Function	06 Power & Signal Distribution		

Trouble Category: 2 - Not assignable

Trouble: Not Assignable (Add new Code)

Symptoms / Complaints:
LF DOOR WINDOW SWITCH/CONTROL MODULE INOP.FUSE BLOWN.DOOR PANEL AND INSULATION SLIGHTLY damaged

Probable Cause:
UNKNOWN

Correction:

GM Preferred

11:10 AM

Complete Report (1093187)

Issue Number	1093187
Issue Year	2009
Issue Country	US - United States
Vehicle Line	TrailBlazer
Engineering Source	GMNA Truck - GMNA Truck
Issue Age	75 days
Severity	4 - Annoyance / Continuous improvement.
Child Issues	0
Associated Issues	0
Add-On Issues	0
Issue Status	Cancelled
Part Location	Module - Left Front Door
Complaint	Switch Inop
Issue Type	Product Report
Primary Metric/Score	/ 0.0

System References

External System Name	External System Issue Id	Last Updated By	Last Update Date
FPRD	52946	Melissa Clifford	08-Jun-2009

Current Step	Add. Info Needed
Current Step Target Date	
Current Step Status	Suspended
Attachments	3
Memos	0

Report

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	07-May-2009	Melissa Clifford	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Data Analysts *** Data Analysts	+1 586 947 3475 No V

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
07-May-2009		07-May-2009		10-Jun-2009

Complete Report (1093187)

Step Actions

Action	Date	Name	Department	Phone
Originated	07-May-2009	Melissa Clifford	UNKNOWN ORG	+1 586 947 3475 No V
Approved	10-Jun-2009	Melissa Clifford	UNKNOWN ORG	+1 586 947 3475 No V

Last Updated By :
Last Update Date :

Issue Definition

Issue Type : Product Report - FIND21 Process
Vehicle Line : TrailBlazer
Engineering Source : GMNA Truck - GMNA Truck
Country : US - United States

Issue Title

Part Name : Module
Part Location : Left Front Door
Complaint : Switch Inop

Severity : 4 - Annoyance / Continuous improvement.
Restricted Issue : No
Template Issue : No
Template Name :

Last Updated By :
Last Update Date :

Affected Vehicles

Model Year(s) : 2007
Other Potentially Affected Vehicle Lines : None
Engine : None
Bodystyle : None
Axles : None
Transmission : None
Transfer Case : None
Local Component PR :
Relevant Options :
Steering Type : None

Last Updated By :
Last Update Date :

Complete Report (1093187)

VIN Information

VIN Information

Primary VIN	VIN	Build Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
Yes	1GNDT13S872[redacted]			23979	Miles	
No	1GNDT13S572[redacted]			0	Miles	

Cases

Recorded Date	No. of Cases to Add	Recorded By/Originator
07-May-2009	2	Melissa Clifford

Total cases for this country : 2
Total cases of all countries (including Add-Ons) : 2

Last Updated By :
Last Update Date :

Problem Description

Driving Conditions : None
Environmental Conditions : None
Road Surface : None
Action Requested : Field Remedy

Symptoms/Complaints

07-May-2009/Melissa Clifford
LF DOOR WINDOW SWITCH/CONTROL MODULE INOP.FUSE BLOWN.DOOR PANEL AND INSULATION SLIGHTLY damaged

Probable Cause

07-May-2009/Melissa Clifford
UNKNOWNâ€,â€,â€,â€,â€,

Corrective Action

07-May-2009/Melissa Clifford
REPLACE MODULE AND FUSEâ€,â€,â€,â€,â€,

Remarks

Success of Corrective Action :
Trouble Codes Affected :

Complete Report (1093187)

Last Updated By :
Last Update Date :

Affected Parts

VPPS

1st Level (VPPS)	2nd Level (VPPS)	3rd Level (VPPS)	4th Level (VPPS)
80 Electrical Function	06 Power & Signal Distribution	02 Connector/Terminal	

Sample Parts Available? : No

Part

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number

Shipping Details

Location of Parts

07-May-2009/Melissa Clifford
BAC Code: 113769â€,â€,â€,â€,â€, RO#: 74908â€,â€,â€,â€,â€,

Remarks

Last Updated By :
Last Update Date :

Labor Information

Labor Codes Information

Primary	Labor Code

Last Updated By :
Last Update Date :

Complete Report (1093187)

Dealer and Field Information

Dealer Number :
Dealer Name :
Dealer Phone :
Dealer Contact :
Dealer Email Address :
Field Rep Contact Name :
Field Rep Number :
Field Rep Phone :
Field Rep Email Address :

Last Updated By :
Last Update Date :

Sent

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	10-Jun-2009	Thomas Geist	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Truck Group *** Midsize Truck Vehicles	586-947-8880
Originator (Read Only)	10-Jun-2009	Melissa Clifford	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Data Analysts *** Data Analysts	+1 586 947 3475 No V

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
10-Jun-2009	15-Jun-2009	10-Jun-2009	10-Jun-2009	10-Jun-2009

Step Actions

Action	Date	Name	Department	Phone
Approved	10-Jun-2009	Thomas Geist	UNKNOWN ORG	586-947-8880

Last Updated By :

Last Update Date :

Supporting Processes

Last Updated By :
Last Update Date :

Add. Info Needed

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	10-Jun-2009	Thomas Geist	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Truck Group *** Midsize Truck Vehicles	586-947-8880
Originator (Read Only)	10-Jun-2009	Melissa Clifford	General Motors Corporation *** General Motors *** GM North America *** Service & Parts Operations *** Aftersales Engineering and Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Data Analysts *** Data Analysts	+1 586 947 3475 No V

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
10-Jun-2009	24-Jun-2009 Latel			24-Aug-2009

Step Actions

Action	Date	Name	Department	Phone
Cancel	24-Aug-2009	Thomas Geist	UNKNOWN ORG	586-947-8880

Last Updated By :
Last Update Date :

Complete Report (1093187)

24 Hr Information

24 Hour : No
Source of Information :
Natural Owner of Problem :
Name of Natural Owner of Problem :

Last Updated By :
Last Update Date :

Affected Vehicles

Model Year(s) : 2007
Other Potentially Affected Vehicle Lines : None
Engine : None
Bodystyle : None
Axles : None
Transmission : None
Transfer Case : None
Local Component PR :
Relevant Options :
Steering Type : None

Last Updated By :
Last Update Date :

VIN Information

VIN Information

Primary VIN	VIN	Build Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
Yes	1GNDT13S872[redacted]			23979	Miles	
No	1GNDT13S572[redacted]			0	Miles	

Cases

Recorded Date	No. of Cases to Add	Recorded By/Originator
07-May-2009	2	Melissa Clifford

Total cases for this country : 2
Total cases of all countries (including Add-Ons) : 2

Complete Report (1093187)

Last Updated By :
Last Update Date :

Problem Description

Driving Conditions : None
Environmental Conditions : None
Road Surface : None
Action Requested : Field Remedy

Symptoms/Complaints

07-May-2009/Melissa Clifford
LF DOOR WINDOW SWITCH/CONTROL MODULE INOP.FUSE BLOWN.DOOR PANEL AND INSULATION SLIGHTLY damaged

Probable Cause

07-May-2009/Melissa Clifford
UNKNOWNâ€,â€,â€,â€,â€,

Corrective Action

07-May-2009/Melissa Clifford
REPLACE MODULE AND FUSEâ€,â€,â€,â€,â€,

Remarks

Success of Corrective Action :
Trouble Codes Affected :

Last Updated By :
Last Update Date :

Affected Parts

VPPS

1st Level (VPPS)	2nd Level (VPPS)	3rd Level (VPPS)	4th Level (VPPS)
80 Electrical Function	06 Power & Signal Distribution	02 Connector/Terminal	

Sample Parts Available? : No

Complete Report (1093187)

Part

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number

Shipping Details

Location of Parts

07-May-2009/Melissa Clifford
BAC Code: 113769â€,â€,â€,â€,â€, RO#: 74908â€,â€,â€,â€,â€,

Remarks

Last Updated By :
Last Update Date :

Labor Information

Labor Codes Information

Primary	Labor Code

Last Updated By :
Last Update Date :

Dealer and Field Information

Dealer Number :
Dealer Name :
Dealer Phone :
Dealer Contact :
Dealer Email Address :
Field Rep Contact Name :
Field Rep Number :
Field Rep Phone :
Field Rep Email Address :

Last Updated By :
Last Update Date :

Complete Report (1093187)

Supporting Processes

Last Updated By :
Last Update Date :

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Prioritization Ranking By	Priority Value	Bypass Prioritization	Last Updated By	Last Update Date
STmidtruck	Current 305/360/370				Melissa Clifford	07-May-2009

Last Updated By :
Last Update Date :

Impact Info -> Aftersales

Aftersales Impact Metrics Information

Metrics	Number of Cases

Aftersales Comments

Last Updated By :
Last Update Date :

Impact Info -> Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
STmidtruck	Current 305/360/370	No

Complete Report (1093187)

Customer Survey Information

Product Line	Project Number	Customer Survey	Customer Survey Category	Customer Survey Wave	Impact Category	Total PPH	Option PPH	Reference PPH	Satisfaction	Reference Satisfaction	PPH	Model Year

Report Date :

Customer Survey Comments

Last Updated By :
Last Update Date :

Impact Info -> Warranty

Warranty Question

Product Line	Project Number	Available Data
STmidtruck	Current 305/360/370	No

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Warranty Measure	Impact Category	Sales Region	Months In Service	Model Year	Calendar Year	Currency Type	Report Date

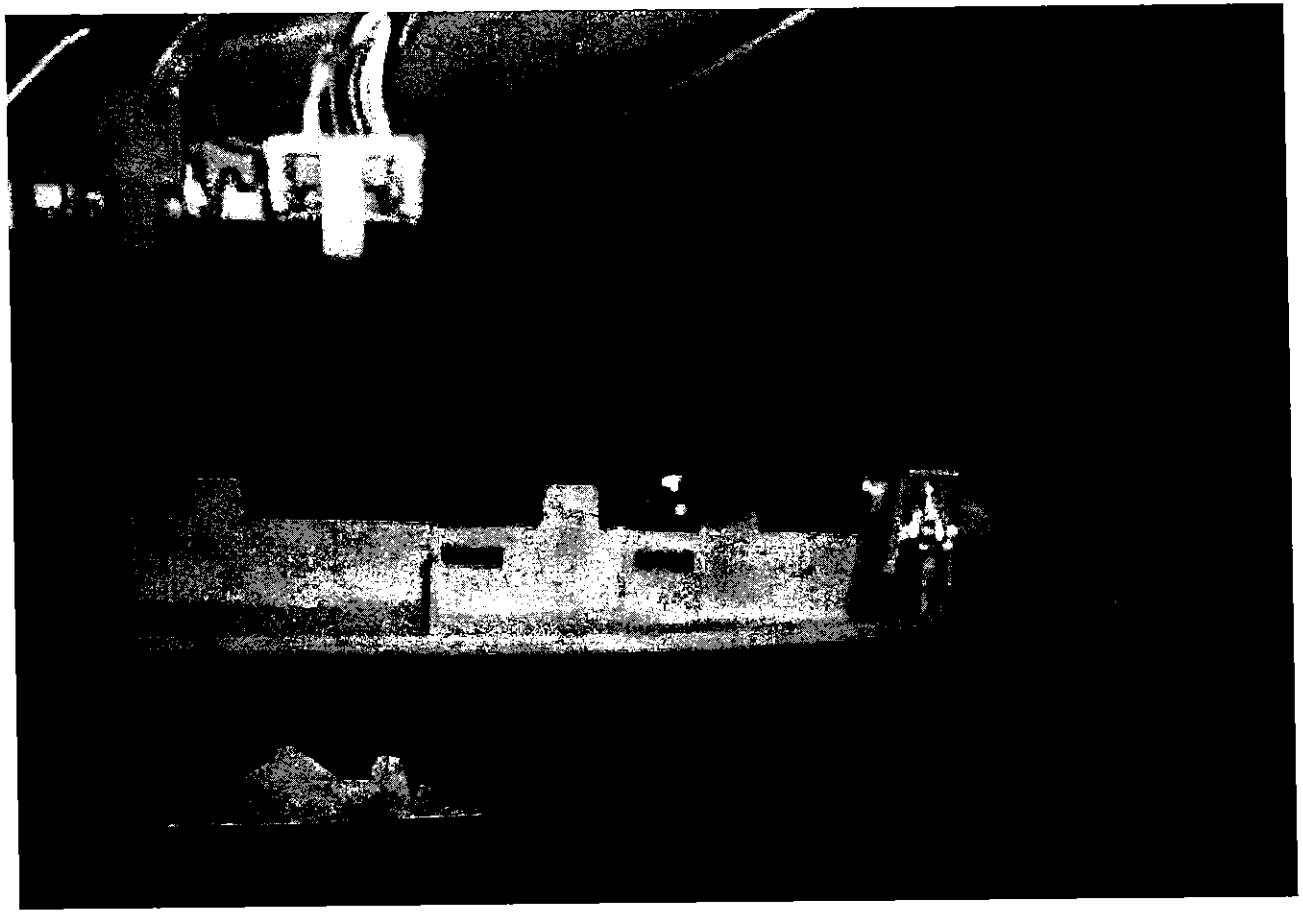
Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)

Warranty Comments

Report Date :

Last Updated By :
Last Update Date :



April 26, 2012

[redacted]
Howell, NJ [redacted]

Service Request: 71-525387707
Customer Relationship Specialist: Lori Turner

Dear Mrs. [redacted]:

We would like to discuss your request for assistance regarding your 2006 Chevrolet TrailBlazer, but we have been unsuccessful in our attempts to contact you.

If you have outstanding issues, please feel free to contact us at our Chevrolet Customer Assistance Center at 1-800-222-1020 Monday through Friday between 8:00 a.m. and 11:00 p.m., Eastern Time. Please refer to your service request number above and any of our Customer Relationship Specialists will be happy to assist you. You will have the option to speak with me directly if I am available. If you have already contacted the Customer Assistance Center, please disregard this letter.

Chevrolet and your dealer's mutual goal is your total satisfaction with Chevrolet products and services. We look forward to talking with you soon.

Sincerely,

Chevrolet Customer Assistance Center

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11-30-07	**Service Request #**	**71-566155666**
Customer Name	[redacted]		
VIN	1GNET16S166[redacted]		
In-Service Date	8/20/2005 12:00:00 AM	**Service Contract?**	Yes
Current Mileage	29666	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	0

Dealer and Claim Information			
Dealer Name	Phillips Chevrolet Inc		
Dealer Svc Mgr	Bill Featherson SM	**Dlr Warranty Admin:**	Christine Smrstik
Dealer Phone	(815) 469-2323	**Dealer Fax**	815-469-2680
Dealer BAC	113225		
Dealer Division and Code	13-Chevy-11437		
Repair Order Number	303608		
Repair Order Close Date	11-28-07		
Labor Op. Code Z1242	Dollar Amt:	2317.78	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	2317.78

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	N/A

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP

AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (1866) 790-5700 X 41007

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint:

Thermal Event

Cause:

Master switch

Correction:

Repair the veh

Justification: Nothing that the cust could have caused or prevented

PAR CRS: Stephanie Wissmiller

Additional Comments:

Phillips CHEVROLET

Phone Number: (815) 469-2323
or: (708) 754-0010
~~Fax Number: (815) 469-3130~~
Parts Fax Number: (815) 469-2680

Date: 11-28-07

To: Stephanie

From: Christine

Number of pages including cover sheet: 8

If you did not receive all of the pages, please notify sender immediately at extension 336.

Thank you!

Routes 30 & 45, Frankfort, IL 60423
815 469-2323 ■ 708 754-0010
Fax: 815-469-3130
http://www.phillipschevrolet.com

245

Phillips CHEVROLET

33 W. Lincoln Highway - Frankfort, IL 60423 • 815 469-2323 / 708 754-0010
phillipschevy.com

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
07/02/07	296722	44640	258	245	W	37CVZ	BODY ELECTRICAL
06/27/07	296465	44520	258	245	C	37CVZ	BODY ELECTRICAL
				245	C	27CVZ	GLASS/ATT. PARTS
12/20/06	284855	30644	255	230	I	80CVZ	ALARMS
				230	I	86CVZ	RENTAL VEHICLE
09/14/06	279054	29666	131	244	I	85CVZ	LOT SERVICE

SERVICE

SALESPERSON NO. 149 BRIAN J MCMAHON

VEHICLE ID NO.	YEAR / MAKE / MODEL	STOCK NO.	LICENSE NO.	R.O. NO.
1GNET16S166 [redacted]	06/CHEVROLET TRUCK/TRAILBLAZER/4DR	T10679		303608

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
106697	GMPP-MAJORGUARD	12/13/06	29,666		10/17/07

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
GOLD/		12/13/09	65,666	763

TORQ	M/T M/C	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	PRODUCTION DATE
	CVZZ	Y	Y	A	48,270	259	

[redacted]

TIME RECEIVED 09:48am

LABOR RATE

DATE / TIME PROMISED 10/17/07 05:00pm

PRIORITY

APPOINTMENT [X] Yes [ ] No

Advisor: TIM KENDRA

CONSUMER RIGHTS NOTICE

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT SHALL NOT EXCEED (1) ANY PRICE LIMITED ESTIMATE OR (2) ANY PARTS AND LABOR ESTIMATE IF MORE THAN 10% ADDITIONAL REPAIRS MAY NOT BE PERFORMED WITHOUT YOUR CONSENT. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED.

YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE, WHICH GIVES THE MOTOR VEHICLE REPAIR FACILITY THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.

(A) I REQUEST AN ESTIMATE IN WRITING BEFORE YOU BEGIN REPAIRS
SIGNATURE: _____

(B) PLEASE PROCEED WITH THE REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE EXCEEDS $ _____
SIGNATURE: _____

(C) I DO NOT WANT AN ESTIMATE AND YOU MAY SET THE PRICE OF REPAIRS
SIGNATURE: _____ DATE: _____ TIME: _____

THE ESTIMATED PRICE FOR AUTHORIZED REPAIRS WILL BE HONORED IF THE MOTOR VEHICLE IS DELIVERED TO THE FACILITY WITHIN THE TIME PERIOD AGREED TO BY THE CONSUMER AND THE MOTOR VEHICLE REPAIR FACILITY.

CALCULATION OF LABOR COSTS: In calculating labor costs, the facility uses a combination of industry flat rate (time) manuals, actual time, or condition of the vehicle to determine labor costs.

1-800 222-1020

37 ADAM.

STATE REG# 3

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO / MI	TOTAL
01CVZ	LUBE OIL FILTER	MI	
01CVZCOUP	OIL CHANGE COUPON	MI	
01CVZQKLUBE	LUBE OIL FILTER	MI	
02CVZROT4	ROTATE 4 WHEELS	MI	
05CVZTUNE3CYL	TUNE UP 3 CYL	MI	
01CVZ14950C	$14.95 COUPON	MI	
01CVZLUBE	LUBE	MI	
02CVZDIR4	ROTATE 4 DIRECTIONAL	MI	
02CVZROT5	ROT 5 TIRES	MI	
05CVZTUNE4CYL	TUNE-UP 4 CYL.	MI	

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

This business is required to be licensed by the Secretary of State pursuant to Illinois revised statutes Chapter 95½, Section 5-301.

Any complaints as to the quality of service obtained here may be brought to the attention of the Illinois Attorney General.

"The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor Authorizes Any Other Person To Assume For It Any Liability In Connection With The Sale Of This Item/Items."

PARTS & LABOR PERFORMED ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

[redacted] er's fees and expenses incurred by

[redacted] RE

JOB | LABOR INSTRUCTIONS

1 C 16CVZ DOORS/REAR COMPART.
CUSTOMER STATES SMOKE FROM LEFT FRONT WINDOW SWITCH - OWNER REMOVED SWITCH AND IT IS MELTED - POSSIBLE DAMAGE TO DOOR PANEL/SWITCH BEZEL - ADVISE -
SWITCH INSTALLED RO 296722 07/02/2007 44640 MILES -
245 -

#245

FILE # 71-566155666
BRC 866 802 6625
STEPHINIE EXT 41007

866 790 5700 ext 41007

LABOR OP Z1242
50% OF 16K.

ALL LOWER CASE

STEPHANIE_WISSMILLER@GMEXPERT.COM

FAX 1866 755 9476

AUTH. #
NAME
ESTIMATED PRICE $
ADDITIONAL WORK AUTHORIZED BY: _____
DATE TIME A.M. P.M.
NO. CALLED
$ NEW ESTIMATE

WARRANTY RECVD BY
Dr SWITCH/PANEL HARNESS/PAD
PARTS

Bill Featherston

From: "Bill Featherston" <billf@phillipschevrolet.com>
To: <stephanie_wissmiller@gmexpert.com>
Sent: Tuesday, November 13, 2007 9:53 AM
Subject: estimate for file# 71-566155666

parts-	25779163 deflector	$48.67
	15808463 panel	$347.80
	15240047 harness	$48.50
	15857716 switch	$217.91
	part total	$663.88

labor 4.9 hours x $85.21 =417.53

sublet deodorize interior from smoke smell $300.00

total repair $1381.41

STEPHANIE THIS THE ESTIMATE TO REPAIR THE DAMAGE FILE # 71-566155666
SINCE IT IS WAY BELOW 50% OF THE VALUE WE ARE GOING AHEAD WITH REPAIRS
I DO NOT HAVE THE AMOUNT FOR THE RENTAL CAR YET BECAUSE IT IS NOT DONE.
ANT QUESTIONS PLEASE CALL ME AT 815-469-2323 EXT 338

33 w. Lincoln Hwy. Frankfort, IL 60423
Phone# 815-469-2323 708-754-0010

Phillips CHEVROLET Since 1968

27 days

RENTAL AGREEMENT

No. 27097

RENTER (PRINT) [redacted]
HOM[redacted]
CITY Crete IL [redacted] ZIP CODE
DRIVER'S LICENSE NO. [redacted] STATE EXP. DATE
HOME PHONE
Phone# [redacted]

+ 11016	005 BD
MAKE-MODEL-YEAR-COLOR Chev 06	MAKE-MODEL-YEAR-COLOR Blue Malibu Maxx
LICENSE NUMBER 1G1ZT61896F	LICENSE [redacted]
ODOMETER IN	ODOMETER IN 18416
ODOMETER OUT	ODOMETER OUT 17247
MILES DRIVEN	DATE AND TIME IN / / A.M. P.M.
MILES ALLOWED	DATE AND TIME OUT / / OCT 19 PM 2007 A.M. P.M.
CHARGEABLE MILES	DATE DUE EXPIRATION OF AGREEMENT / / NOV 26 PM A.M. P.M.

I will not under any circumstances surrender the use of the rented vehicle to any person other than those listed below or in Paragraph 6 on the back of this Agreement. Operation of the vehicle by any driver in violation of Paragraph 6 is prohibited. If none, print NONE across this section.

ADDITIONAL RENTER NAME	HOME PHONE NO.	DATE OF BIRTH / /
DRIVER'S LICENSE NO.	STATE/COUNTY	EXPIRATION DATE / /

Claim Check #
Advisor
Extended Policy
Customer Pay
Service / Body Shop

Time Charly

VEHICLE CONDITION	SPARE JACK O.K.	CUSTOMER INITIALS
OUT AR		
IN 13 AR		

CUSTOMER RESPONSIBILITY FOR LOSS OR DAMAGE:
Customer will be responsible for up to $1000.00 for any damage or loss to vehicle regardless of fault. Customer will be responsible for the FULL VALUE of vehicle for any loss or damage to vehicle.

RENTAL RATES		CHARGES
Miles @		$
Hours @		$
Days 27 @	37.00	$ 999.00
Weeks @		$
Months @		$
Total Time and Mileage Charges		$
		$
Gas (taxable)		$
Sub-Total		$
Sales Tax or Surcharge		$
PERSONAL ACCIDENT INSURANCE		
Sub-Total		$
PERSONAL EFFECTS COVERAGE		
Sub-Total		Bill to Chevrolet
Less Refund For:		$
Total Charge		$ 999.00
Less Deposits		$
Net Amount Due		$
Net Due Renter		$

DRC
AMEX
CB/DINERS
VISA
M/C
OTHER

RO# 303608

NO SMOKING FINE $50.00 X

WARNING
- I have read carefully all driving and use restrictions on the reverse side.
- I am responsible for all traffic violations and must turn in all summonses upon return of vehicle.
- I will report all accidents immediately.

I have read both sides of this agreement and agree to its terms and conditions.
I authorize you to process a credit card voucher, if any, in my name.

THIS IS YOUR INVOICE - PAYMENT DUE ON RECEIPT

X [redacted]

CREDIT AUTH. NO.	DATE	TIME	AMOUNT	AUTHORIZED BY:	CHECKED OUT BY:	CHECKED IN BY:

Reynolds + Reynolds D454888

FINAL CHARGES ARE SUBJECT TO AUDIT

CTWS303608

CTWS303608

106697 TIM KENDRA 259 763 11/28/07 CTWS303608

[redacted] 48,270 GOLD/ T10679

CRETE, IL [redacted] 06/CHEVROLET TRUCK/TRAILBLAZER/4DR E 12/13/06 29,666

1 G N E T 1 6 S 1 6 6 [redacted]

10/17/07

[redacted]

R/O TAX 0.00
R/O TOTALS 2317.78

WARRANTY CLAIM DETAIL TOTALS----------

CLAIM#	TOTAL
[redacted]	2317.78
CLAIM TOTALS	2317.78

APPROVED BY SIGNATURE

DCS AUDIT SLIP----------

DCS DATA FILE: GMGMWF.031
11/28/2007 WARRANTY NEW CLAIM
1416

RO NUMBER	RO DATE	VIN	DIV	DEALER	ODOMETER	SERVICE ADVISOR #
303608	10/17/2007	1GNET16S166[redacted]	3	11437	48270	XXX-XX-8736

CUSTOMER NAME: FIRST: [redacted] MIDDLE:
LAST: [redacted] PHONE:WORK: HOME: [redacted]

LN	JOB	CT	CC	PC	PART-NO.	TOT-PTS	FC	LABOP	LHRS	OHRS	NET-AMT.	LAB-TOT.
1	01		MJ				98	Z1242			2317.78	

LN-TOT: 2317.78 TECH SSN: XXX-XX-9082 AUTH CODE: AUTH. AUTHOR.:

R.O. TOTAL: 2317.78

CTWS303608

CTWS303608

106697 TIM KENDRA 259 763 11/28/07 CTWS303608

[redacted] 48,270 GOLD/ T10679

CRETE, IL [redacted] 06/CHEVROLET TRUCK/TRAILBLAZER/4DR E 12/13/06 29,666

1 G N E T 1 6 S 1 6 6 [redacted]

10/17/07

[redacted]

LABOR & PARTS----------

J# 1 16CVZ DOORS/REAR COMPART. HOURS: TECH(S):251 717:53

CUSTOMER STATES SMOKE FROM LEFT FRONT WINDOW SWITCH -
OWNER REMOVED SWITCH AND IT IS MELTED - POSSIBLE DAMAGE
TO DOOR PANEL/SWITCH BEZEL - ADVISE -
SWITCH INSTALLED RO 296722 07/02/2007 44640 MILES -
245 -
PERFORM DIAGNOSIS - FOUND THERMO EVENT AT LEFT FRONT SWITCH
ASSY - CUSTOMER CONTACTED GM FILE # 71-566155666 - GM
INVESTIGATED THERMO EVENT AND APPEARS SWITCH FAILED -
REPLACE LEFT FRONT POWER WINDOW SWITCH, POWER MIRROR SWITCH
LEFT FRONT DOOR HARNESS, LEFT FRONT DOOR PANEL AND DEFLECTOR
ASSEMBLE AND INSPECT OPERATION - OK
INCLUDES RENTAL AND DEODORIZING VEHICLE

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
JOB # 1	1		25779163	DEFLECTOR 16.165	27.74	27.74	40.22	40.22
JOB # 1	1		15808463	PANEL 16.165	198.24	198.24	287.45	287.45
JOB # 1	1		15240047	HARNESS 16.263	28.23	28.23	40.93	40.93
JOB # 1	1		25861580	SWITCH 16.263	130.39	130.39	189.07	189.07
JOB # 1	1		15123255	SW-OS/MIR 16.068	27.45	27.45	39.80	39.80
JOB # 1	1		12092079	10A FUSE 8.965	2.61	2.61	3.78	3.78

JOB # 1 COST TOTAL 414.66

JOB # 1 TOTAL PARTS 601.25

JOB # 1 TOTAL LABOR & PARTS 1318.78

J# 2+86CVZ RENTAL VEHICLE HOURS: TECH(S):230 0.00

PHILLIPS CHEVROLET RENTAL VEHICLE
CUSTOMERS ARE ADVISED THAT WE FOLLOW THE GENERAL MOTORS
ALTERNATE TRANSPORTATION GUIDE LINES. AND WE ONLY HAVE
RENTAL VEHICLES. IF YOU ARE ISSUED A RENTAL AT NO CHARGE
PLEASE BE ADVISED THAT THE EXPENSE OF THIS VEHICLE IS
BEING ABSORBED BY GENERAL MOTORS OR PHILLIPS CHEVROLET
BILL TO CHEVY PER TIM K 27097 TI1016 BD
1G1ZT61896F275936
PHILLIPS RENTAL CAR EXPENSE.
27 DAYS RENTAL @ $37.00 = $999.00

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+83CVZDET DETAIL SPECIAL HOURS: TECH(S):230 0.00

CLEAN AND DEODORIZE INTERIOR TO REMOVE SMOKE SMELL FROM
INSIDE VEHICLE

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	11430	27097	11/28/07	27 DAYS RENTAL	999.00
				TOTAL - SUBLET	999.00

COMMENTS----------
CHRISTINE SMRSTIK-WARRANTY ADMIN. FAX# 815-469-2680
DEALER CODE 11437 BAC CODE 113225

 [CONTINUED ON NEXT PAGE]

CTCS303608

CTCS303608

106697

[redacted]

CRETE, IL [redacted]

TIM KENDRA 259 763 11/23/07 CTCS303608

48,270 GOLD/ T10679

06/CHEVROLET TRUCK/TRAILBLAZER/4DR E 12/13/06 29,666

1 G N E T 1 6 S 1 6 6 [redacted]

10/17/07

[redacted]

TOTALS.....

WE AT PHILLIPS CHEVROLET ARE HAPPY TO HAVE YOU AS A CUSTOMER AND WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE. PLEASE FEEL FREE TO CONTACT ANY OF OUR SERVICE ADVISORS OR THE SERVICE MANAGER IF ANY PROBLEM OCCURS OR YOU HAVE A QUESTION REGARDING THE WORK WE HAVE PERFORMED. REMEMBER ALL OF OUR WORK IS GUARANTEED.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[redacted] VISA MC

CUSTOMER SIGNATURE

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IMG_0002.JPG

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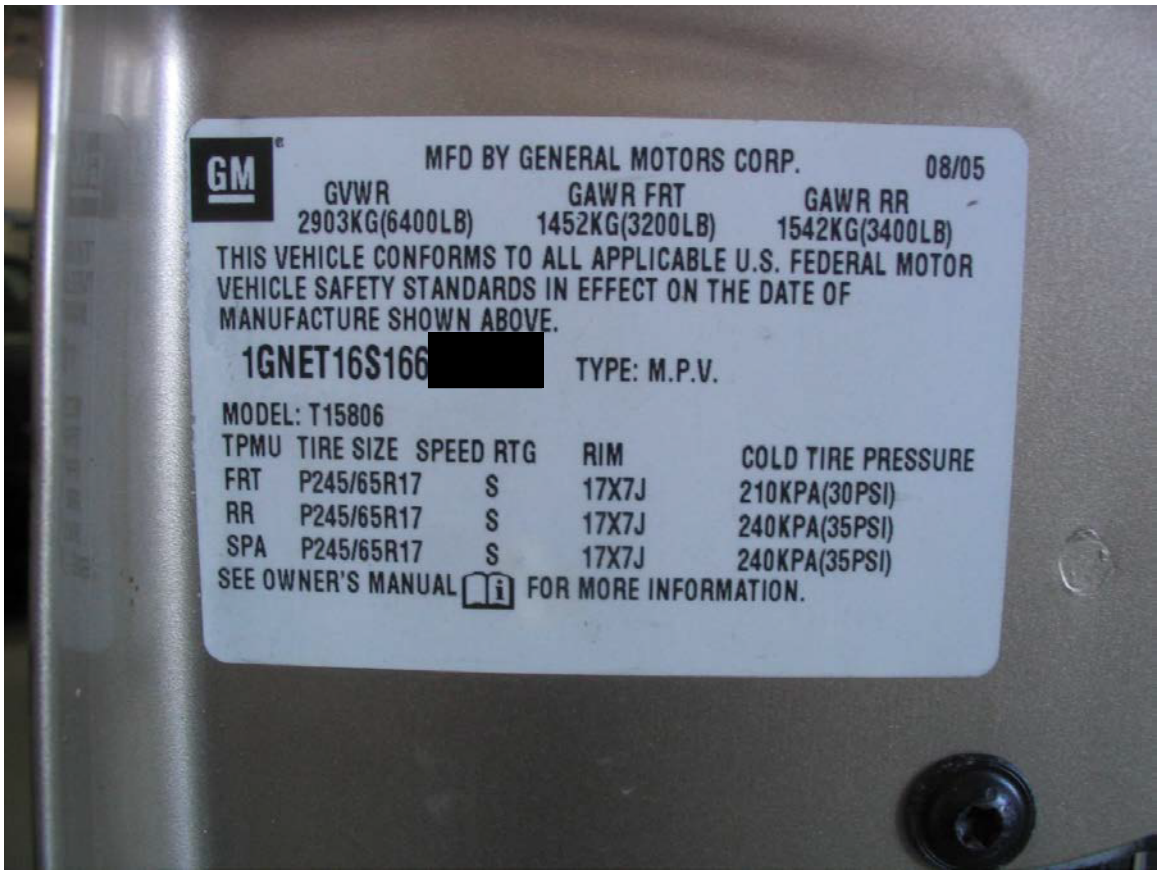
IMG_0006.JPG

IMG_0007.JPG

IMG_0008.JPG


GM
MFD BY GENERAL MOTORS CORP.
08/05
GVWR
2903KG(6400LB)
GAWR FRT
1452KG(3200LB)
GAWR RR
1542KG(3400LB)
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
1GNET16S166
TYPE: M.P.V.
MODEL: T15806
TPMU TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P245/65R17 S 17X7J 210KPA(30PSI)
RR P245/65R17 S 17X7J 240KPA(35PSI)
SPA P245/65R17 S 17X7J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.

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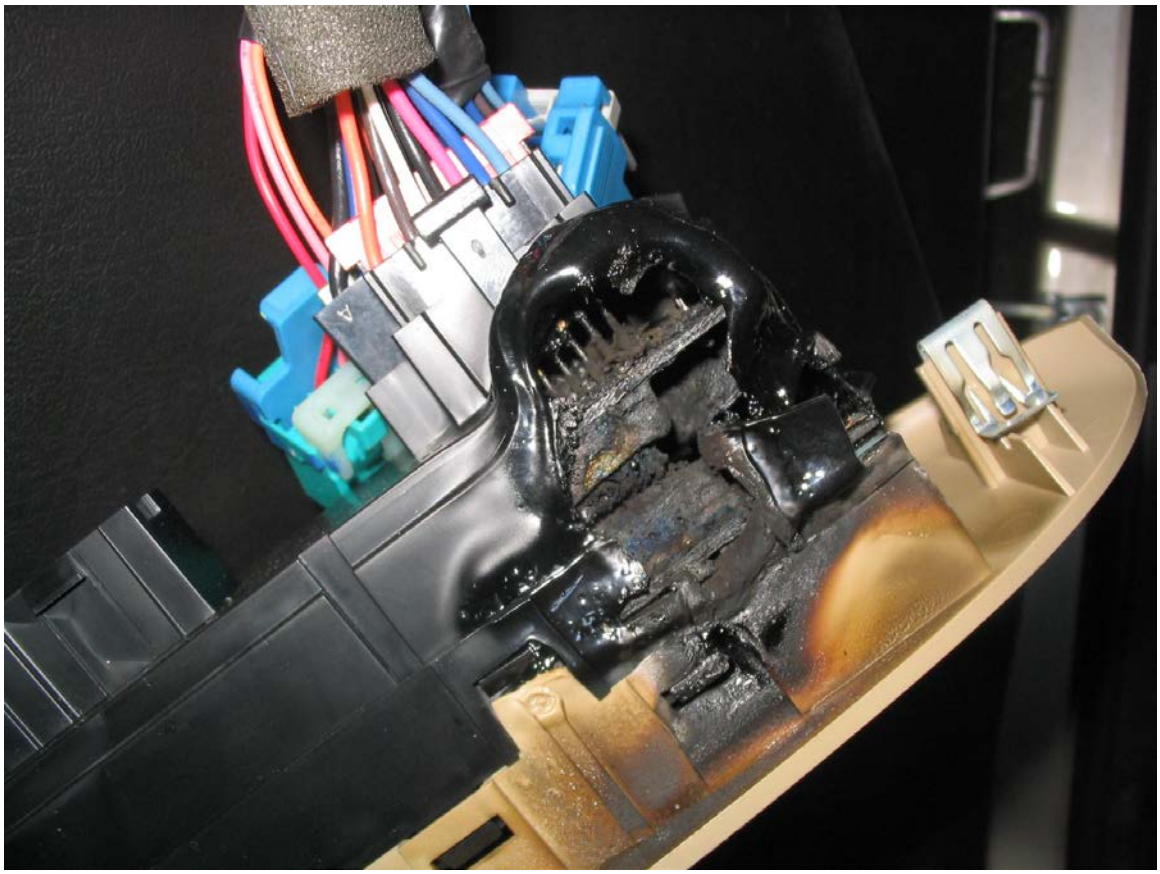
IMG_0010.JPG



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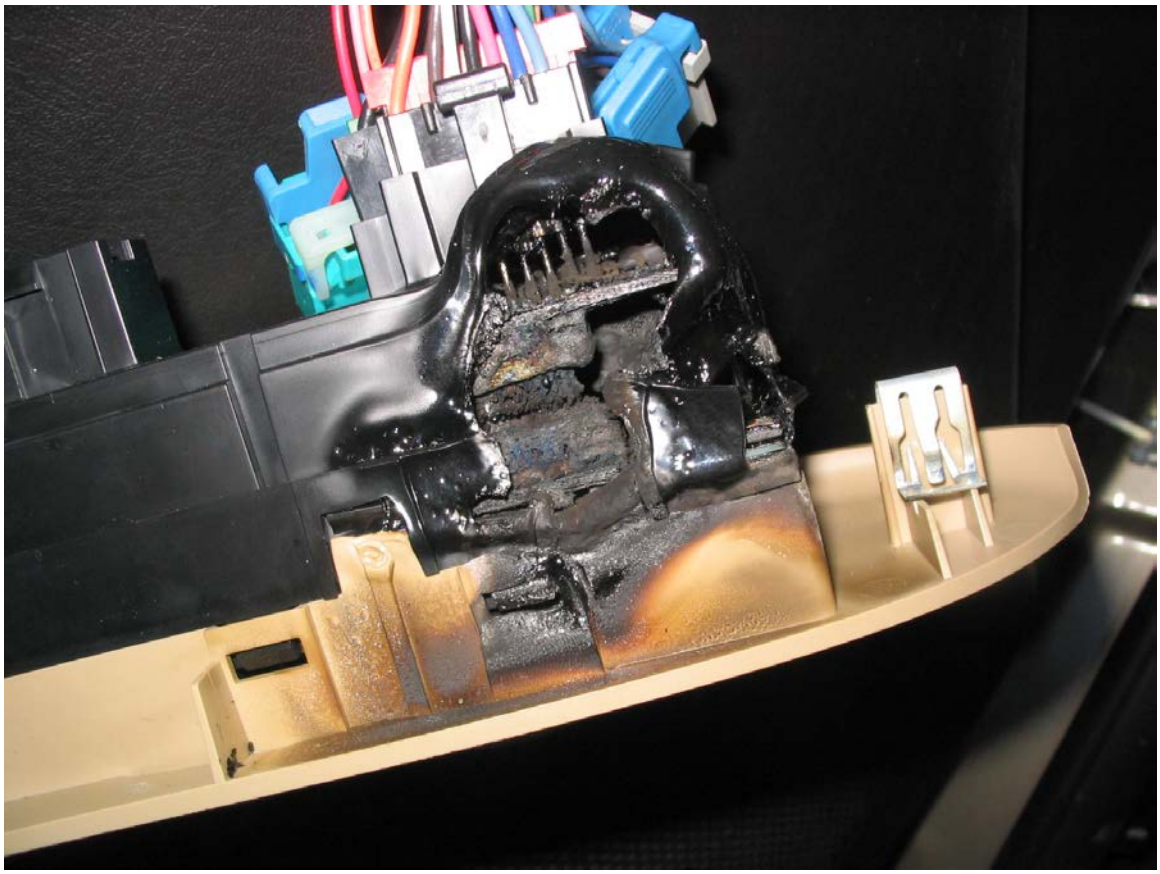

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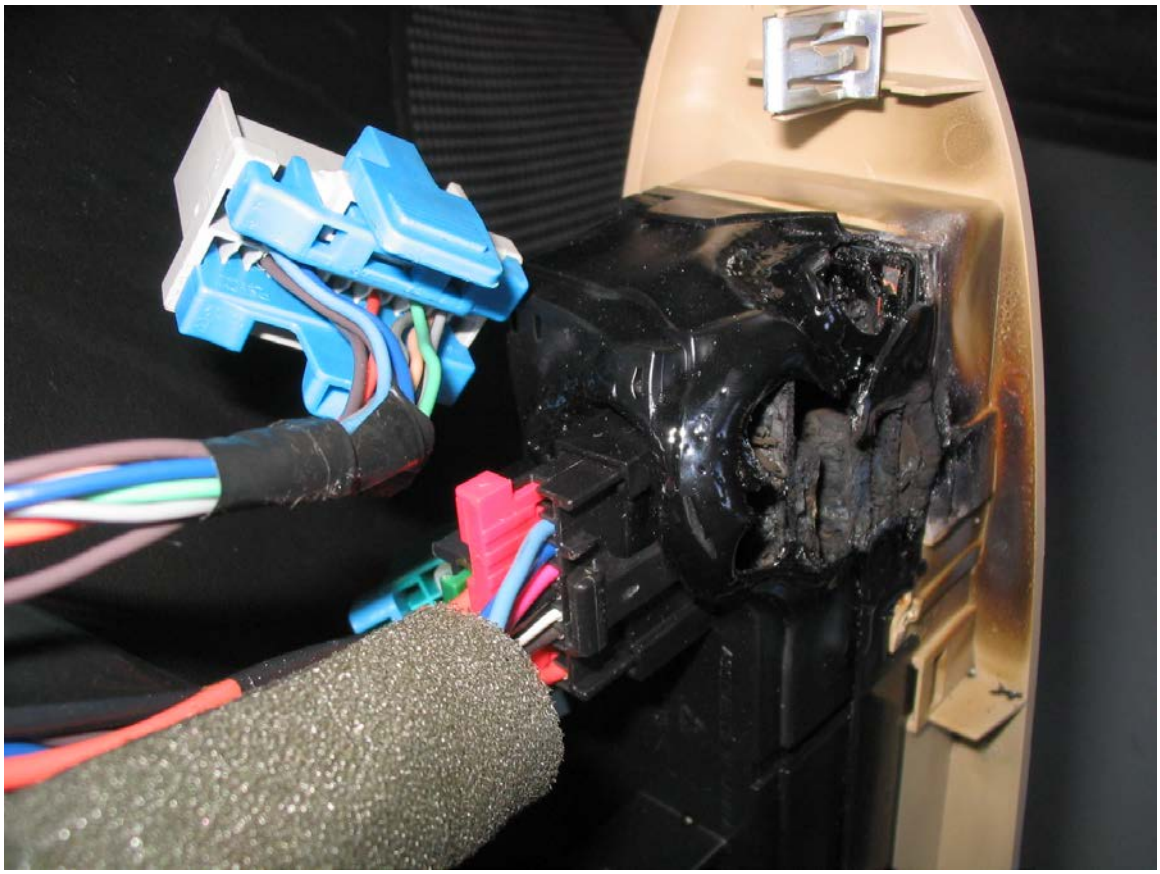

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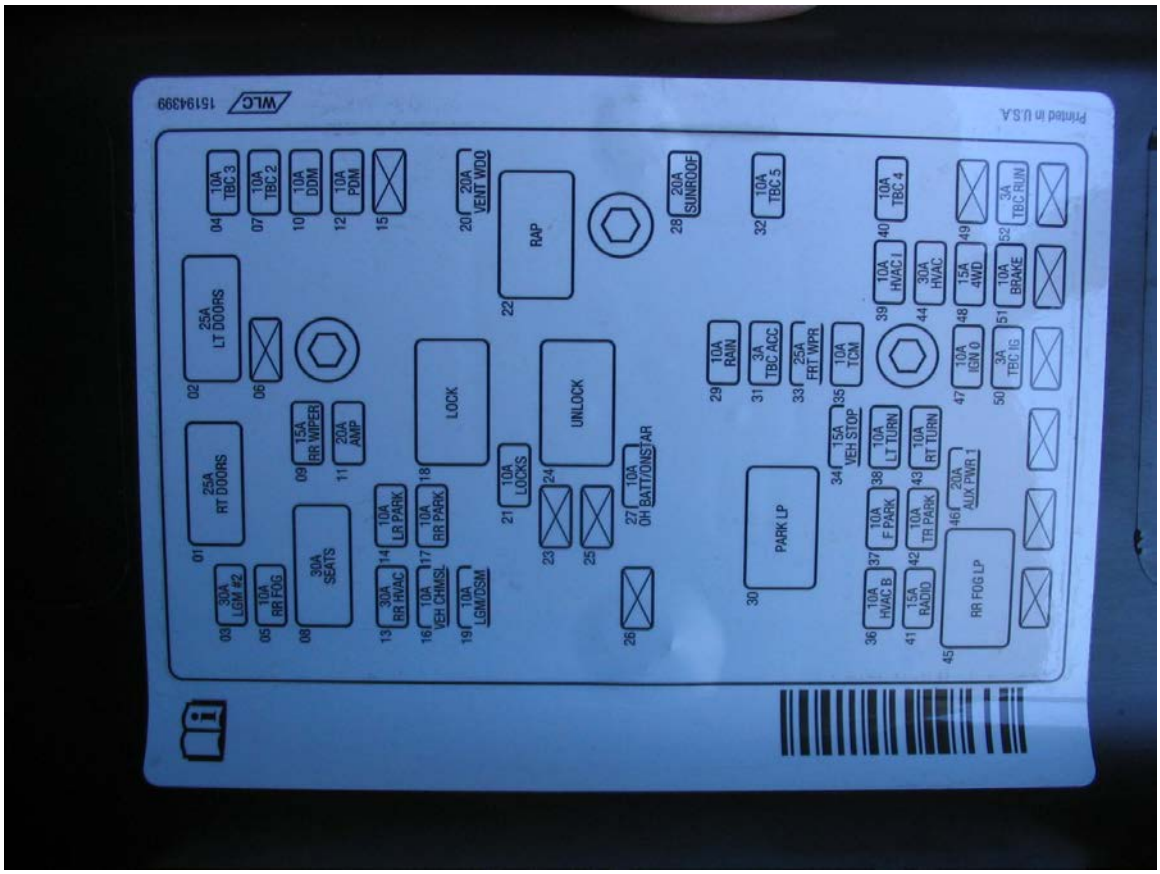
WLC 15194399
Printed in U.S.A.
01 25A RT DOORS
02 25A LT DOORS
03 30A LGM #2
04 10A TBC 3
05 10A RR FOG
06
07 10A TBC 2
08 30A SEATS
09 15A RR WIPER
10 10A DDM
11 20A AMP
12 10A PDM
13 30A RR HVAC
14 10A LR PARK
15
16 10A VEH CHMSL
17 10A RR PARK
18 LOCK
19 10A LGM DSM
20 20A VENT WDO
21 10A LOCKS
22 RAP
23
24 UNLOCK
25
26
27 10A BATT/ONSTAR
28 20A SUNROOF
29 10A RAIN
30 PARK LP
31 3A TBC ACC
32 10A TBC 5
33 25A FRT WPR
34 15A VEH STOP
35 10A TCM
36 10A HVAC B
37 10A F PARK
38 10A LT TURN
39 10A HVAC I
40 10A TBC 4
41 15A RADIO
42 10A TR PARK
43 10A RT TURN
44 30A HVAC
45 RR FOG LP
46 20A AUX PWR 1
47 10A IGN 0
48 15A 4WD
49
50 3A TBC IG
51 10A BRAKE
52 3A TBC RUN

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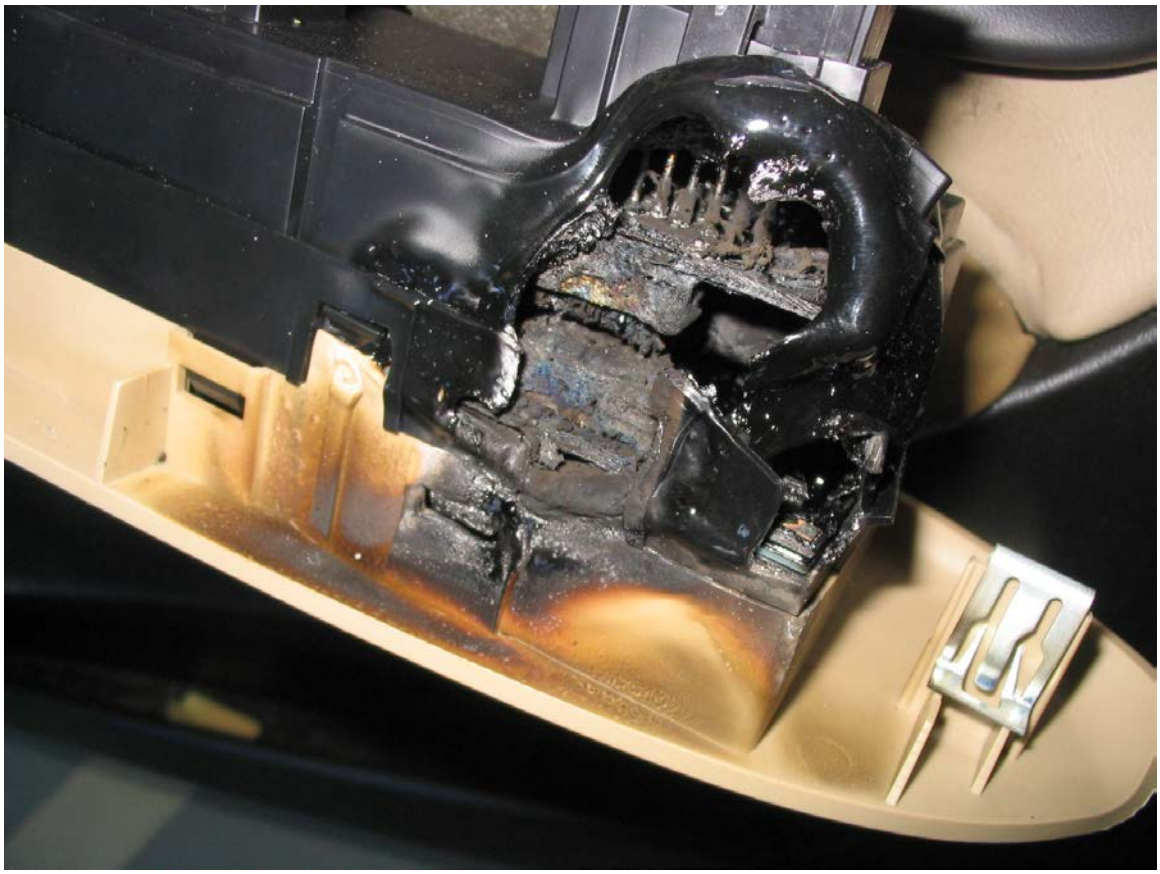

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AUTO
VOL
PWR
SEEK
SCAN
PREV
NEXT
REV
FWD
TUNE
INFO
BAND
CD
AUX
TYPE
AUTO
EQ
AUTO
VOL

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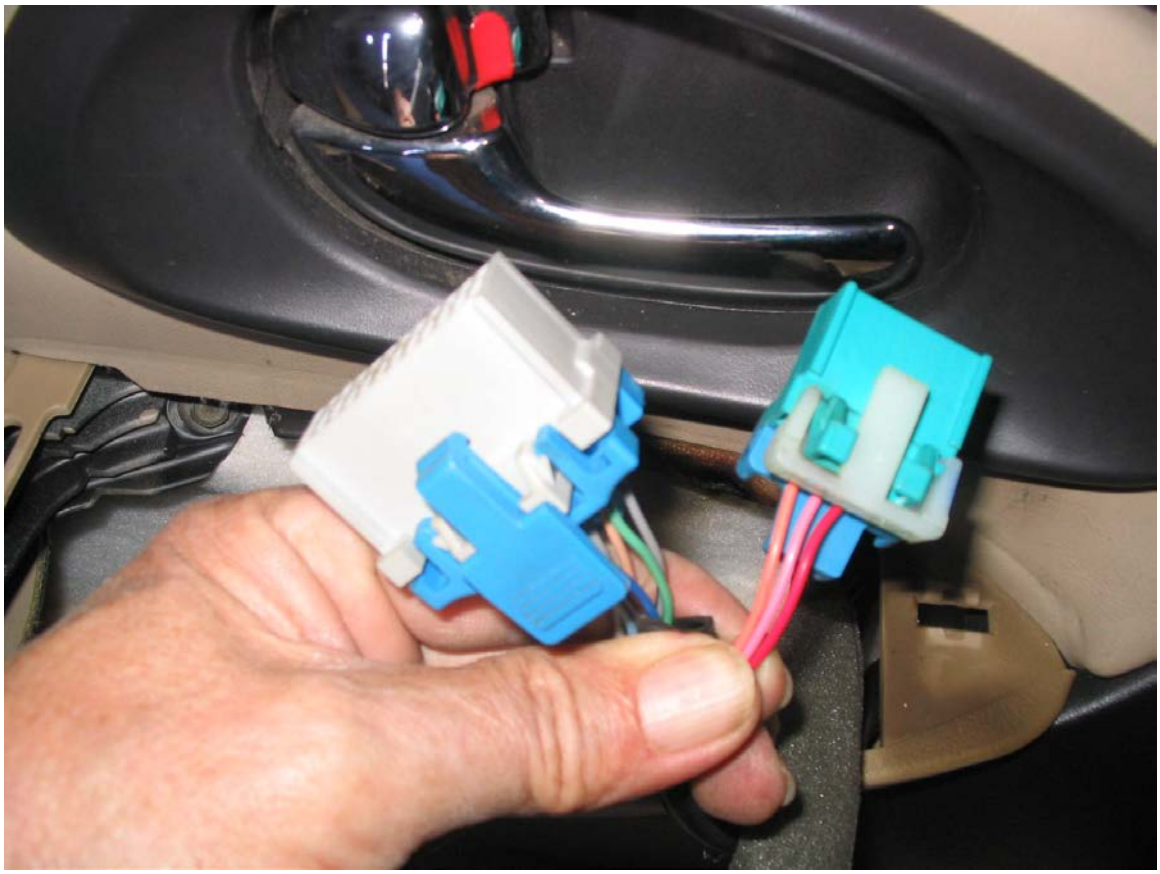
IMG_0031.JPG



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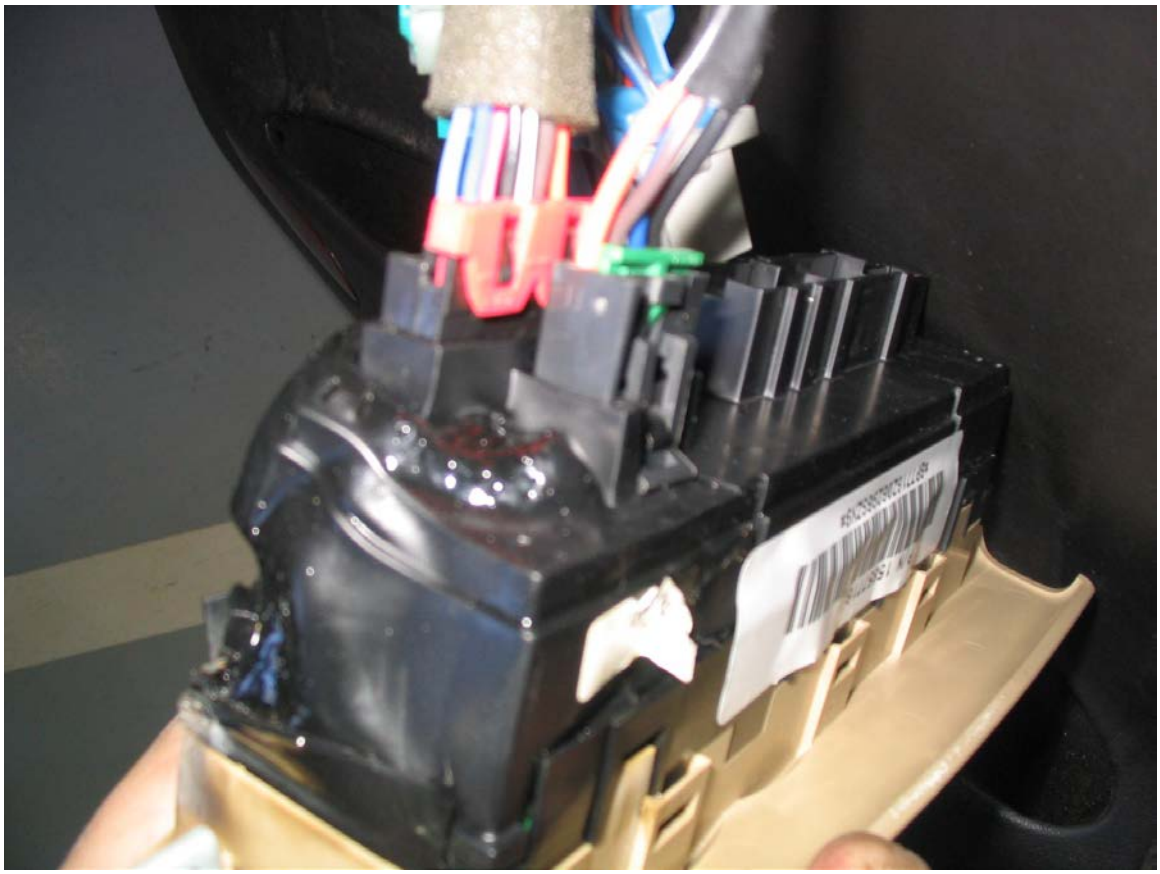

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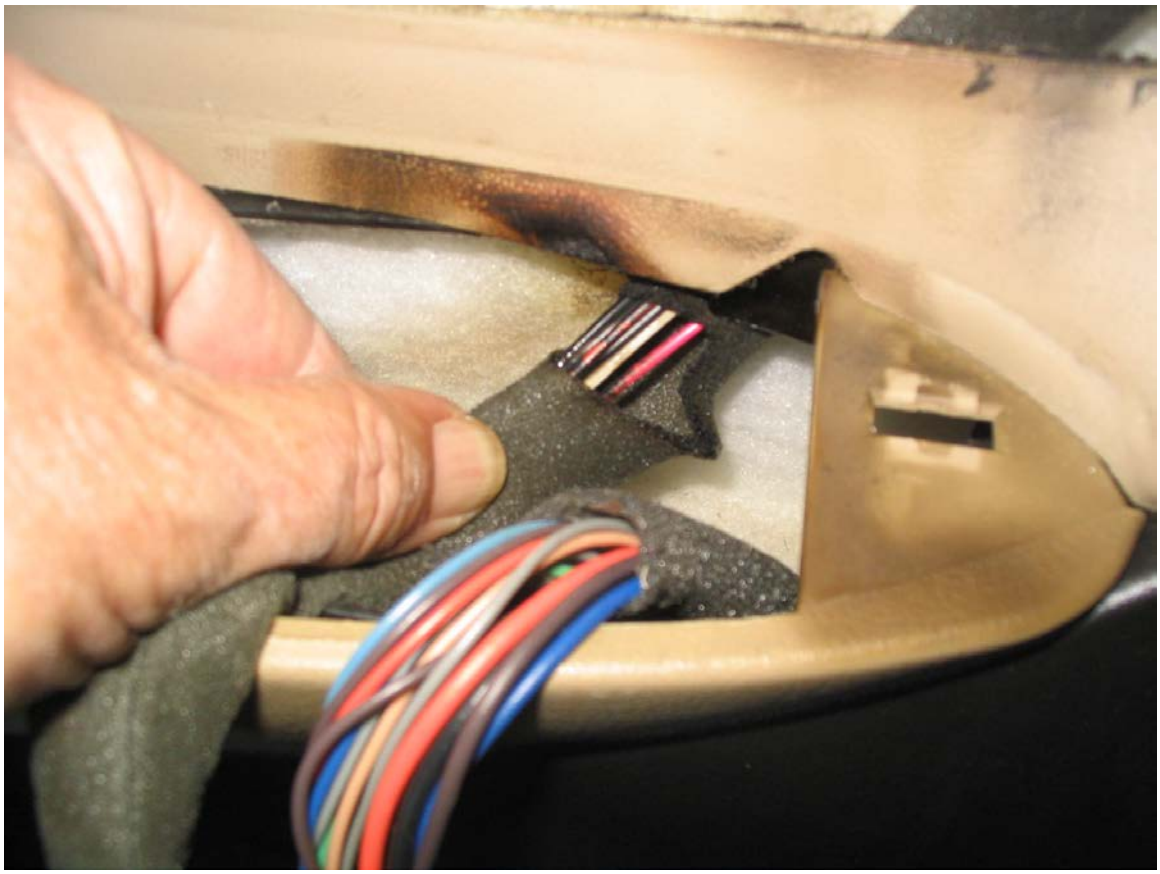
IMG_0036.JPG

IMG_0037.JPG



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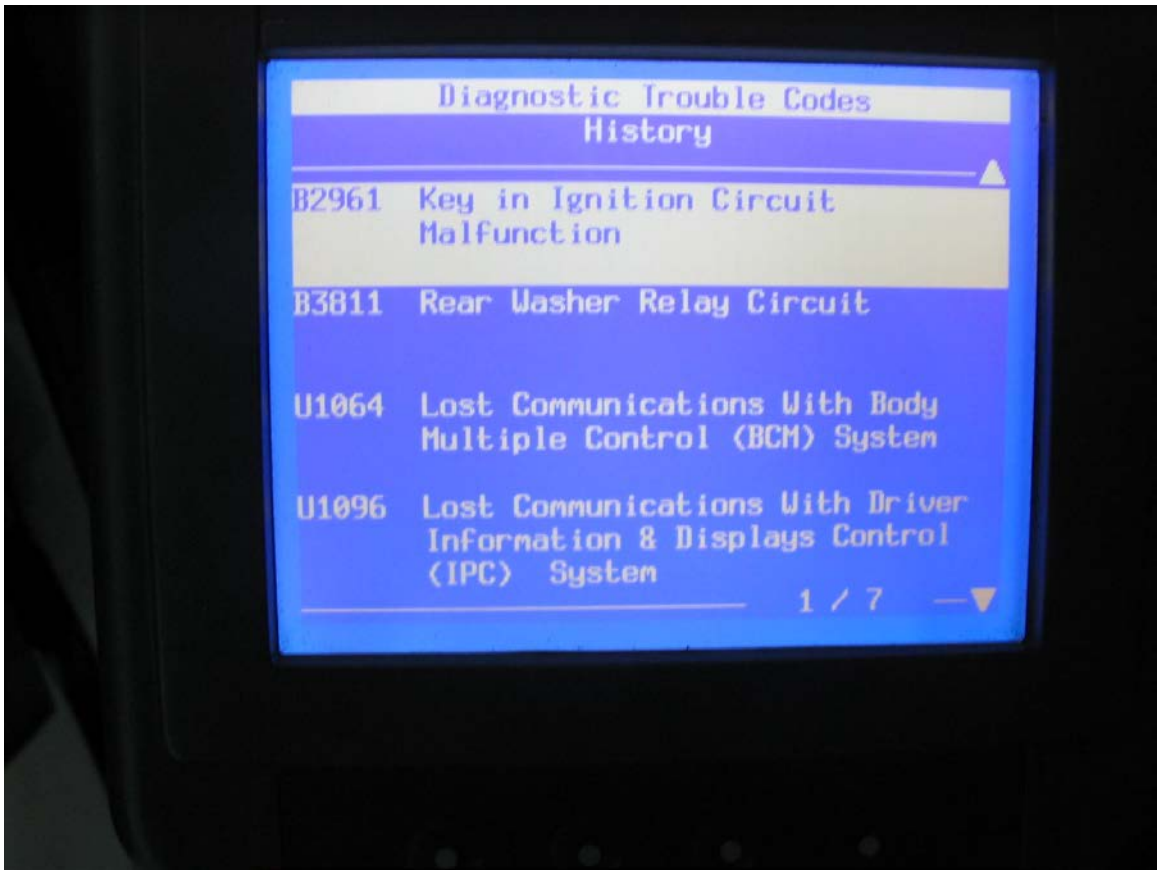
Diagnostic Trouble Codes
History
B2961 Key in Ignition Circuit Malfunction
B3811 Rear Washer Relay Circuit
U1064 Lost Communications With Body Multiple Control (BCM) System
U1096 Lost Communications With Driver Information & Displays Control (IPC) System
1 / 7

IMG_0046.JPG


Diagnostic Trouble Codes
History
U1096 Lost Communications With Driver Information & Displays Control (IPC) System
U1161 Loss of PDM Serial Data
U1162 Lost Communications With Convenience Control System
U1305 Class 2 Data Link Low or High
7 / 7

EAA Inspection Request

Date: *10/23/07*

TO: EAA
EAA/SPX Field Coordinator
Phone: 586-582-5835
Fax: 586-582-5840
Email: eaafc@servicesolutions.spx.com

From: **Stephanie Wissmiller**
PAR Customer Relations Mgr

Email: stephanie_wissmiller@gmexpert.com
Phone: 866-790-5600 ext.N/A
or 866-790-5700 ext.41007
Fax: 866-775-9476
Mailing Address:
GM PAR Investigations
7401 E. Ben White
Building 3
Austin, TX 78741

Vehicle Information
VIN#: 1GNET16S166[redacted]
Year/Make: **2006 Chevrolet**
Model: **TrailBlazer**
Contact's Name: [redacted]
Vehicle Location: **Phillips Chevrolet Inc**
33 W Lincoln Hwy
Frankfort, IL 60423

If located at a Salvage/Auction Yard:
Ins. Adj. Name: N/A
Phone #: N/A
Claim or Salvage ID #: N/A

Claimant Information
PAR File #: 71-566155666
Claimant Name: [redacted]
Claimant Home #:
Claimant Work #:
Claimant Cell #: [redacted]
Address: [redacted]
Crete, IL [redacted]

Required Actions:

- ☒ **Advise PAR CRM via voicemail/email of inspection date.**
- ☒ **Repair Estimate Required**
- ☒ **Review All PAR File information**
- ☒ **Contact PAR CRM After Inspection**

Please Use Form(s):

☐ **Accelerator/Throttle Control**	☐ **Restraint-SIR/Seatbelts**	☐ **Seats**
☐ **Brake/ABS/TCS/VSES**	☐ **Side Impact**	☐ **Power Sliding Door**
☐ **Steering/Suspension/Tires/Wheels**	☐ **Inadvertent Deployment**	☐ **OnStar**
☐ **Engine Exhaust/Odor**	☐ **Transmission/Transaxle**	☐ **OTHER: _____**
☐ **Engine Stalling**	☒ **Thermal Events**	

Special Instructions:

Interview Owner? ☒ **Yes** ☐ **No**	☐ **Vetronix Requested**	☐ **Obtain Fire/Police Report**
☐ **Other (define)**		

Investigations can only be rushed if e-mailed by one of the following:

☐ **RUSH** **(Name of Team Manager or Ops Mgr Approving the Rush): _____**

EAA Internal Use Only

To: **SA**:	Date E-Mailed to **SA**: _____
From: ***EAA Field Coordinator***	Due Date: _____

EAA SA Use Only

Case Acceptance/Investigation:	☐ YES	☐ NO
Please acknowledge acceptance of this case promptly by phone, fax or email.		
Date Report Uploaded to EAA FTP SITE: _____		

REVISED 10/5/06 – Updated main toll free number and CRM telephone exchange.

PAR GMWA
Pre-Authorization/Warranty Claim Tracking Form

Customer and Vehicle Information			
Date	11-30-07	**Service Request #**	**71-566155666**
Customer Name	[redacted]		
VIN	1GNET16S166[redacted]		
In-Service Date	8/20/2005 12:00:00 AM	**Service Contract?**	Yes
Current Mileage	29666	**Purchased New/Used?**	New
Warranty Blocked?	No		
Branded Title?	No	**Mileage at Purchase**	0

Dealer and Claim Information			
Dealer Name	Phillips Chevrolet Inc		
Dealer Svc Mgr	Bill Featherson SM	**Dlr Warranty Admin:**	Christine Smrstik
Dealer Phone	(815) 469-2323	**Dealer Fax**	815-469-2680
Dealer BAC	113225		
Dealer Division and Code	13-Chevy-11437		
Repair Order Number	303608		
Repair Order Close Date	11-28-07		
Labor Op. Code Z1242	Dollar Amt:	2317.78	
Labor Op. Code Z1243	Dollar Amt:		
Cause Code (CC)	**MJ**		
Failure Code (FC)	**98**		

PUT EVERYTHING IN NET AMOUNT

Labor Hours and OLH:	**DO NOT** PUT IN HOURS
Parts and Labor Costs:	**DO NOT** PUT IN COSTS
Net Amount:	2317.78

DO NOT H ROUTE THIS CLAIM

Authorization Code:	DO NOT PUT IN AN AUTH CODE
Additional Comments for Dealer:	N/A

IF THIS CLAIM SHOULD REJECT FOR ANY REASON, PLEASE CONTACT ME ASAP

AND FAX A COPY OF THE REJECTION W/TRACKING FORM TO (1866) 790-5700 X 41007

Retain Copy with Dealer Repair Order

Internal PAR Information

Complaint: Thermal Event

Cause: Master switch

Correction: Repair the veh

Justification: Nothing that the cust could have caused or prevented

PAR CRS: Stephanie Wissmiller

Additional Comments:

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **10/25/2007**
Vehicle Brand: Chevrolet Model: **_2006 TrailBlazer__ _____**
File # 71-566155666 VIN: 1GNET16S166[redacted]

Mileage at Inspection**: __48270____** Inspection Location: **_Phillips Chevrolet, RT 30 & 45, Frankfort, IL 60423**
Phone number [redacted]

Inspector's phone number**:** 630-983-6942 Inspected By: **Walter Danes / EAA**

Section 1 INSPECTION SUMMARY

Type ☒ Non Collision, ☐ Collision

Fire Hot Spot ☐ Engine Compartment, ☐ Underdash, ☒ Other Interior, ☐ Trunk, ☐ Unknown, ☐ Other - specify

Following the inspection, summarize the facts and observations:

Vehicle sustained fire damage in driver side door panel and armrest. The origin appears to be left front door window switch. The driver stated that upon noticing the smoke coming from the door switch panel he pulled the switch panel out and extinguished the fire with his hands, thus localizing the fire damage. The front of the window switch housing (side nearest to windshield) is partially melted with the main power feed connectors still attached (melted into the receptacle). Other two connectors operating the rear windows and door lock were disconnected by the owner (Photo 031). The switch connector side (inside) of the armrest is partially melted next to the damaged connectors; the interior door panel directly above the window switch is slightly burnt; also the insulation behind the door panel and around the wire harness is smoldered (Photos 012, 013, 033, 037). The wire insulation is partially burnt and may need to be replaced.
Note: To assess the fire damage behind the door panel, the door panel was removed.
No other damage to the vehicle was found except for smell of burnt plastic in the cabin.

No open fuses were found in the engine or interior fuse box. All fuses are properly rated. The power windows are routed through 25A circuit breakers located in the interior fuse block behind the front seats (Photos 023 and 025). The interior fuse block appears to be in good working order but due to an existing condition that caused the window switch to melt, the writer during the inspection did not attempt to operate any of the windows.

The driver side window master switch has been previously replaced on 7/26/07 (at 44,640 miles) – 3,630 miles before the incident.

Diagnostic scan revealed (2) active and (7) historical codes which may or may not be related to the incident. The Historical codes were: B2961, B3811, U1064, U1096, U1161, U1162 AND U1305. (See photo 045, 046 for description) During the scan it was not possible to retrieve the number of ignition starts for stored codes.
The active codes were: B3811 (Rear washer circuit), U1000 (Class 2 data link multifunction). No photo available, codes were recorded but the photo image was blurred.

Section 2 INTERVIEW - INCIDENT DETAILS

Provide a complete description of the incident according to the DRIVER / CLAIMANT

Interview mode: ☒ By Telephone ☐ In Person Incident Date and Time: **10/16/2007_11:30 AM____**
Interview date: **10/26/2007**_____
Was a police/fire department report written? ☐ Yes ☒ No
Provide driver/claimant's description of incident. Describe the event from start to finish; include description of other vehicles involved:
In phone interview, customer stated the following: The incident occurred on RT 1 in Crete, IL. Weather was clear, temperature around 70F. After driving the vehicle for about 5 min., the driver smelled something burning and felt heat coming from the arm rest on driver side door. Shortly after smoke started to come out from the window

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **10/25/2007**
Vehicle Brand: Chevrolet Model: **_2006 TrailBlazer__ _____**
File # 71-566155666 VIN: 1GNET16S166[redacted]

switch area panel. The driver stopped the vehicle, turned the ignition off, pulled the switch panel out of the armrest and extinguished the fire using his hands. After the incident the owner drove the vehicle to the dealer and called GM for assistance. The owner further stated that when he was leaving his home, he noticed that the window lock-out switch light on the door panel came on.

No police or fire report filed.
The owner did not contact the insurance company.
Owner stated that he did not sustain any injuries.

What was the exact geographical location where the fire occurred? __**RT 1 in Crete, IL 60417** _____

What was the exact date and time of the fire? **10/16/2007 11:30 AM**

What is the owner's best estimate of the mileage on the odometer. **48270** _____

At the time of the fire, was the vehicle being driven? ☒ Yes ☐ No If "yes", describe: vehicle speed: **45** mph, drive length **0** h **5** min, distance 0.5 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). **City traffic**

Was anyone smoking? ☐ Yes ☒ No How long since someone last smoked in the vehicle? **Cigarettes found in the vehicle but owner stated that he did not smoke at the time of the incident.**

Time **2 min** and distance **0.25 mile** between first indication of a problem and start of fire.

If parked, how long was it parked? Was the ignition off ☐ or was the engine running ☐ ? Describe drive prior to parking: drive length __ h __ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.). **N/A**

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: **N/A** lbs, Load description: _____ Load location: _____ Height and description of front shape of trailer: _____

Weather conditions: Approx. ambient temperature **70** ºF, General conditions (dry, rain, wind, wind, etc.): **Clear, dry**

Time **5 min** between start of fire and other significant events. Describe: **Customer stated that the window lock-out switch light came on as he was leaving the house. Otherwise the vehicle was running fine.**

Time between the start of the fire and when it was over/ extinguished completely. **Immediately – not more than 1** Minute

Describe initial location, color and intensity of smoke and flame. **Driver side armrest (window master switch panel area), black smoke, unable to describe color of the flame.** _____

What direction did the smoke go (billow upward, blow away from the vehicle)? **With the window partially open, the smoke billowed upward**

Names and addresses of any witnesses. **No witnesses.** _____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **10/25/2007**
Vehicle Brand: Chevrolet Model: **_2006 TrailBlazer__ _____**
File # 71-566155666 VIN: 1GNET16S166[redacted]

Did the driver observe:
Unusual odors?. ☒ Yes ☐ No Describe: **Smell of burnt plastic**

Any warning lights "On", high/low gauge readings, or messages displayed? ☒ Yes ☐ No Describe: **The only light on the instrument panel at the time of the inspection was "Service Engine Soon". The Door lock-out switch light mentioned by the customer was not on during the inspection.**
{

Any apparent malfunction? ☐ Yes ☒ No If yes, describe: **The vehicle, including the previously replaced window master switch were working fine.**
{

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) **All systems Off**, Blower setting _____, Temperature setting _____

Mark an "**X**" before all electrical systems/devices which were "On" immediately prior to the incident:

☐ Cruise Control	☐ Windshield Wipers	☐ 2 Way/Communication Radio
☐ Traction Control Switch "On"	☐ Driver Seat Heater	☒ Power Window Controls
☐ Low Beam Headlights	☐ Passenger Seat Heater	☐ Power Mirror Controls
☐ High Beam Headlights	☐ Auxiliary Power Outlet	☐ Power Seat Controls
☐ Fog Lamps	☒ Radio, Built-in Tape/CD Player	☐ Power Sun Roof Controls
☐ Turn Signal	☐ Auxiliary CD Player	☐ Cigar Lighter
☐ Hazard Flashers	☐ Telephone	☐ HVAC
☐ Map Lights, Ft ☐ Rr☐	☐ CB Radio	☒ Other **Day time running lights**
☐ Other Interior Lights		

If any of the above were cycled, describe: **None above cycled.**

What did you do after you realized something was wrong? Turn Engine Off? ☒ Yes ☐ No, Open Hood? ☐ Yes ☒ No, Other? ☐ Yes ☐ No Describe: **Owner pulled the window switch out from the armrest and extinguished the fire. See notes from interview.**

When you left vehicle: Ignition switch position (off, on, accessory): OFF___ Windows open? ☐ Yes ☐ No, Doors open? ☐ Yes ☐ No Describe: **Upon extinguishing the fire, the owner drove the vehicle to the dealer.**

How was the fire extinguished?
Using hands.

Any other comments that have not been covered? **Repair estimate is not available at this time.**
{
{
{

Section 3 **INTERVIEW - VEHICLE HISTORY**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **10/25/2007**
Vehicle Brand: Chevrolet Model: **_2006 TrailBlazer__ _____**
File # 71-566155666 VIN: 1GNET16S166[redacted]

Did the owner purchase the vehicle new? Date_____ Used? ☒ Yes ☐ No Date **12/13/2006**

VEHICLE MODIFICATIONS / ALTERATIONS

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, cellular phone, modified body, electrical components, powertrain, suspension, wheels or tires, after-market seats, etc..) Describe:
No aftermarket equipment or modifications found. The towing package is factory install.

_____
{_____
{_____

If this vehicle is used for trailering, describe trailering usage (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): **N/A**_____

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? ☒ Yes ☐ No If yes, describe: **Driver side - Master window switch replaced on 7/26/2007. (see attached RO# 296722)**_____
{_____
Prior collision repair? ☐ Yes ☒ No If yes, describe: **Not known**
{_____
Repaired by whom? (name, address, phone) **N/A**
{_____
Repairs outside of warranty(what when, by whom?) **N/A**
_____
Last maintenance (date, description, by whom?) **N/A**
Last repair (date, description, by whom?) **Last known service - window switch replacement on 7/26/07**
_____
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ Yes ☒ No
If yes, describe:__**No open recalls found.**
_____
{_____

Section 4 **VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to ***also document what does not appear to be related to the fire***. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a methodical inspection format. Your comments will direct the attention of the GM case manager to specific areas of interest.

Take color photographs of the following in A through E:

A. Exterior:

VIN	Front
Hood outer panel	Hood inner panel
Left side	Right side
Rear	Roof
Trunk area	Option label
Decklid outer panel	Decklid inner panel

Fuel filler "Lead Free" restrictor in place? ☒ Yes ☐ No Describe: {_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **10/25/2007**
Vehicle Brand: Chevrolet Model: **_2006 TrailBlazer__ _____**
File # 71-566155666 VIN: 1GNET16S166[redacted]

Location of fuel filler cap (or evidence of remains): **In place**

Comments: **No exterior or engine compartment damage. The interior damage is limited to driver side door panel and window master switch.**
{_____
{_____

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
Floor: Left, Right, Rear
Seats: LF, RF, Rear Seats
List all driver electrical controls which are in the "On" position (include ignition): **All systems off**
Position of windows (if glass is missing, do further inspection): **All windows closed except for partially opened window on driver side. No damage to any window.**
If the glass is missing, note the position of the window regulators. Are they up or down?

Comments: **The interior damage is limited to driver side door panel and window master switch.**
_____
{_____
{_____

C. Underhood:

Engine compartment
Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.):
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.):
Other: _____

Comments: **No exterior or engine compartment damage. The interior damage is limited to driver side door panel and window master switch.**_____
{_____
{_____

D. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?):
Scrapes or impact damage on the following:
Fuel tank
Fuel filler lines

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **10/25/2007**
Vehicle Brand: Chevrolet Model: **_2006 TrailBlazer__ _____**
File # 71-566155666 VIN: 1GNET16S166[redacted]

Tires/Wheels
Any liquid stains (oil, coolant, transmission fluid).

Comments: **No underbody damage observed.**
{_____
{_____

E. Electrical:

Generator & attached wiring
Battery & attached cables
Cooling fans
Fuses (identify all open or ***not*** proper size):
Relay centers
Wiring insulation at fuse blocks
Fusible links (identify all open):
Spark plug wiring and boot condition:
Modules: ABS/TCS, ECM, other

Comments: **No exterior or engine compartment damage. After the incident the owner drove the vehicle to the dealer. The fire damage is limited to the driver side door panel and window master switch. No open fuses were found and all fuses are properly rated.**
{_____
{_____

F. Fluids (comments only):

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, particles, etc.):

Engine coolant: **Normal**
Engine oil: **Filled to recommended level, normal**
Transmission fluid: **Filled to recommended level, normal**
Power steering fluid: **Filled to recommended level, normal**
Brake fluid: **Filled to recommended level, clear**
Windshield washer fluid: **Full**

It may be necessary to extract the dipstick(s) with needlenose pliers and attempt to measure engine and transmission oil levels using a substitute dipstick from a like vehicle.

G. General Observations (Take photographs if applicable):

Considering the customer's description and your observations, identify the apparent hottest spot(s) of the fire or area of most intense heat. **The hot spot is directly below the driver side door armrest – location of the window master switch.**

Describe the pattern of burning. **The fire was contained early enough preventing the fire from spreading. The damage is primary to the switch and the door panel.**
_____
{_____

Identify the lowest point of burning on the vehicle. **Door window master switch – armrest level.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **10/25/2007**
Vehicle Brand: Chevrolet Model: **_2006 TrailBlazer__ _____**
File # 71-566155666 VIN: 1GNET16S166[redacted]

Carefully inspect the wiring looking for welded wires or balled ends of wire. **No welded wires or balled ends were found. Wire harness leading to the switch appears to be intact. The primary damage is to the switch itself.**

Carefully inspect any metal hose crimps for any material remaining in the fitting. **Not applicable**

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: **The alleged cause of the fire is the driver side window master switch.**_____
{_____
{_____

Photograph and comment on the item/area which is the apparent origin of the fire: **The origin of the fire appears to be the driver side window master switch.**_____
{_____
{_____

Anything on vehicle which is after-market: **No aftermarket equipment was found.**_____
{_____

Anything on vehicle which is a modification: **None found**_____
{_____

Anything on vehicle which is unusual, or out-of-place, etc.: **Nothing unusual or out of place found.** _____
{_____

Other relevant information: **Nothing to report.**
_____
{_____

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage, location of contents, etc: **No content damage reported.**_____
{_____
{_____

Was there a fire and/or police report obtained? ☐ Yes ☒ No

Review any police or fire report available and comment. **No Fire or Police report filed.** _____
{_____

Interview any witnesses to the event and provide their comments. **No witnesses.**__
{_____

Provide any comments concerning points of interest about the incident, the conditions, etc. that have not been covered above. **No additional comments.**
_____
{_____

Section 5	**Site Inspection**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **10/25/2007**
Vehicle Brand: Chevrolet Model: **_2006 TrailBlazer__ _____**
File # 71-566155666 VIN: 1GNET16S166[redacted]

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.
No site inspection conducted.

If the site is inspected:
Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures showing contents of the structure, the burn pattern and provide a sketch of the site. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments:
N/A

Section 6 **Comment Overflow Sheet**

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

No additional comments.

Section 7 **Other Report Information**

☒ **Check here if there was evidence of a "Fire-Related" event.**
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)
☒ **Photographs** ☐ **Data Downloads** ☒ **Other Records**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIELD PHOTOGRAPHIC NOTES

Customer's Name:	[redacted]	Inspection Date:	**10/25/2007**
Vehicle Brand:	**Chevrolet**	Model:	**2006 TrailBlazer**
File #	**71-566155666**	VIN:	**1GNET16S166**[redacted]

Inspector Walter Danes

Number of Rolls Digital

Roll Number

Image #	Description
01- 07	Vehicle exterior view.
08	VIN number
09	View of driver side door panel window master switch – The vehicle was driven to dealer with this panel removed from the armrest
10, 11,12	Driver side door panel window master switch – Fire damage close up
13	Door panel damage – adjacent to the switch panel
14	Odometer reading
15	Interior view – steering wheel
16	Driver seat
17	Top of the door switch panel on armrest
18	Window master switch P/N
20	Interior view – passenger side seat
21	Interior view – center console
22	Engine compartment - Fuse panel
23, 27	Interior – Rear Fuse panel
25	Interior – Rear Fuse panel close up on window circuit breakers (breaker on left side of the picture is the driver side)
26	Fuse schematic for rear fuse panel
28	Driver side door panel window master switch – Fire damage close up
29	Interior view – center console view of settings
30	Head light switch
31	Master window switch – connectors to rear windows and door lock (removed by customer after the incident)
32	Driver side door panel window master switch – Fire damage close up (when installed, this side faces inwards)
33	Insulation behind the door panel
35, 37	Harness leading to the switch (insulation partially burnt)
36	Armrest plastic housing view
45, 46	Diagnostic scan screens – Historical codes

Photos # 19, 24, 34, 38, 39, 40,41,42, 43, 44 Not used

STEP 5 Review Edmunds.com Pricing Report

 2006 Chevrolet TrailBlazer EXT LT 4dr SUV 4WD (4.2L 6cyl 4A)	TMV True Market Value® Pricing		
	Trade-In	**Private Party**	**Dealer Retail**
National Base Price	$17,512	$19,490	$20,982
Optional Equipment	$611	$672	$800
Power Driver Seat Lumbar Adjustment	$39	$43	$51
Heated Exterior Mirrors	$59	$65	$77
Skid Plates	$65	$71	$85
Leather Steering Wheel Trim	$54	$60	$71
AM/FM/CD Changer Audio System	$196	$216	$257
Power Front Passenger Seat	$123	$135	$161
17 Inch Polished Alloy Wheels	$75	$82	$98
Color Adjustment Light Brown	$-5	$-6	$-6
Regional Adjustment for Zip Code 60950	$-39	$-43	$-47
Mileage Adjustment 48,270 miles	$-1,549	$-1,549	$-1,549
Condition Adjustment Average	$-1,484	$-1,635	$-1,759
Total	**$15,046**	**$16,929**	**$18,421**
Certified Used Vehicle			**N/A**

Price Another Vehicle
Print Private Party Window Sticker | Print Dealer Window Sticker

CERTIFIED MAIL™

Progressive
77 Sewall Street, Suite 4
Augusta, ME 04330

cl.1499

7005 0390 0002 4097 4660

AUGUSTA
JUL.-7.08
ME

U.S.POSTAGE
03.12
POSTALIA 305552
0000033984

PROGRESSIVE

JUL 10 2008

48232+5170

PROGRESSIVE

Progressive Claims Branch
77 Sewall Street, Suite 4
Augusta, Maine 04330
Phone: 207-629-2100
Facsimile: 207-622-9336

Underwritten by: Progressive Northwestern Ins. Co
Policyholder: [redacted]
Policy Number:
Claim Number:
Date of Loss: July 1, 2008
Today's Date: July 7, 2008

****CERTIFIED & REGULAR MAIL****

1-800-PROGRESSIVE (1-800-776-4737)

General Motors Customer Assistance
P.O. Box 33170
Detroit, MI 48232

To Whom It May Concern:

RE: GM Case #: 71-641-578-872

I represent Progressive's Auto Fire / Auto Theft Unit. The above vehicle was involved in a fire of alleged unknown origin. The loss occurred in **Dixfield, Maine**.

In order to determine the cause of fire, including a determination as to whether any defect in the vehicle was in existence at the time of the loss, a representative of Jet Forensics, Inc., will conduct an inspection and testing of the vehicle. This inspection will take place at Forrest Truck and Autobody 1280 N. Main Street Winterport, Maine.

As the repairer has an interest in this matter, from both a safety precaution standpoint and as a potential defendant in litigation, you are invited to have an expert attend and participate in the inspection and testing procedures.

To coordinate the inspection date and time, please contact Joseph Tavares Jet Forensics, Inc., at (508) 252-6661. If you have any questions pertaining to this matter, you may contact the undersigned at 1-800-274-4499 ext. 2127 or directly at (207) 629-2127

Please note that if you choose not to participate in the inspection, you will forfeit any right to subsequently claim prejudice under Nally v. Volkswagen, Inc. 405 Mass 191 (1989).

Sincerely,

C. Santomango
Cynthia Santomango
Claims Representative

A08/sl

2006 TRAILBLAZER LS 2WD CHEVROLET MOTOR DIVISION
62U DARK GRAY METALLIC /L6G GENERAL MOTORS CORPORATION
28H LIGHT GRAY 100 RENAISSANCE CENTER
ORDER NO. JXVSCN/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN DS13 S2 6[redacted] VEHICLE INVOICE 1AD85697927
**********13*44354S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CS15506 TRAILBLAZER LS 2WD	24430.00	22842.05	INVOICE 04/06/06
C4D GVW RATING - 5550 LBS	N/C	N/C	SHIPPED 04/06/06
DT4 ASHTRAY AND LIGHTER	30.00	24.90	EXP I/T 04/10/06
FE9 FEDERAL EMISSIONS	N/C	N/C	INT COM 04/10/06
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	PRC EFF 04/06/06
G80 LOCKING DIFFERENTIAL-REAR AXLE	270.00	224.10	KEYS S015K S015K
LL8 VORTEC 4200 SFI I6	N/C	N/C	WFP-S QTR OPT-1
M30 4-SPD AUTO TRANS W/OVERDRIVE	N/C	N/C	BANK: GMAC - 045
AND ELECTRONIC CONTROL			CHG-TO 44-354
PCR SUN, SOUND, ENTERTAINMENT PKG:	2165.00	1796.95	
* POWER SUNROOF			SHIP WT: 4334
* BOSE PREMIUM SOUND SYSTEM			HP: 32.1
* XM SATELLITE RADIO - SERVICE			GVWR: 5550
FEE EXTRA. 1ST 3 MONTHS INCL.			GAWR.FT: 2950
* AM/FM STEREO W/6 DISC CHANGER			GAWR.RR: 3200
(REPLACES STD/OPT PKG RADIO)			GMS: 24974.15
* CUSTOM O/H CONSOLE			SUPPLR: 26094.61
QTR P245/65R17 ON/OFF ROAD	140.00	116.20	MRM: 28740.00
WOL TIRES			NTR: 1/2
R8K **********	N/C	N/C	DAN: 27590
1SB LS PREFERRED EQUIPMENT GROUP 2	995.00	825.85	MEMO 1276.50
* 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			
1SZ PREFERRED EQUIPMENT SAVINGS	1000.00-	830.00-	

TOTAL MODEL & OPTIONS	27030.00	25000.05	ACT 237 24899.15
DESTINATION CHARGE	710.00	710.00	H/B 261 810.90
LAM DEALER CONTRIBUTION		135.15	ADV 261 135.15
LAM GROUP CONTRIBUTION		270.30	EXP 65A 270.30
TOTAL	27740.00	26115.50	PAY 310 26115.50

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 24938.15
****
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.
****
THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY GMAC.

REMIT TO GMAC NO. 045
JAY CHEVROLET, INC. VIN 1GNDS13S26[redacted]
$ 26115.50 INV 1AD85697927
DUE 04/10/06 DEALER 44-354

BBB AUTO LINE
Customer Claim Form

Case number: CHV0934805
Contact Date: 03/20/09
Start Date:

Please make any necessary corrections to the information below, print 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 INFORMATION

Titled owner: [redacted]

Mailing address: [redacted]

City: Dolton State: IL Zip code: [redacted]

Day phone: [redacted]

Fax: E-mail address: [redacted]

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet Model: Trailblazer Year: 2006 Current mileage: 47000

Name(s) that appears on the vehicle title: [redacted]

Selling dealer/city/state: Watson Motorsport/Bob Watson, Midlothian, IL

Primary Servicing dealer/city/state: Watson Motorsport/Bob Watson,

Acquired as ☐ new ☒ used ☐ demo ☐ leased Is the vehicle in your possession? ☒ yes ☐ no

Purchase/lease date: 05/31/08 Mileage at purchase/lease:

First repair attempt date: 06/05/08 First repair attempt mileage: 27000

How often is the vehicle used for business purposes (percentage): 0 % Number of vehicles owned or leased by the business: Transmission type: ☒ Automatic ☐ Manual

Has the vehicle been in an accident/had body damage? ☐ yes ☒ no Date of accident:

Description of damage:

SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)

I purchased this vehicle from Bob Watson 5/31/08 and the transmission has alrady gone out. I didn't purchase the extended warranty not thinking something like a transmission would go out on a 2006 car. My car payment is $468.00 and it's not fair, it makes you wonder why people are in debt.

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __ __

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day**	**yes**
Electric window switch started smoking and went ou		1		no
Checked engine light was on		1		no
Transmission needs to be rebuilt				yes

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 copies 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
4200 Wilson Blvd., Suite 800
Arlington VA, 22203-1838
Fax: 703-247-9700

Privileged and Confidential Information

CASE ASSESSMENT

By: Shon Brown State: Illinois

Customer Name: [redacted] Service Request: 71-711001281 BBB Case No.: CHV0934805

Only customer's last name to be recorded

Vehicle ID No.: 1GNDS13S26[redacted] In Service Date: 5/30/2006 Vehicle is: Used BAC Code: 113208

Year, Make & Model: 2006 Chevrolet Trailblazer Vehicle Purchased Used on:05/31/2008 at
Mileage at Time of BBB Filing odometer n/a

Lien holder: GMAC☐ Other☐: n/a Sale Type: Purchase ☒ Lease☐ Other☐ : {Type}

DVM Name: Daniel Holland CAM Name: Rob Johnson
Phone/Cell Number: 219-661-2605 Phone Number: 630-961-6817
Svc Mgr Name: Not contacted

VEHICLE REPAIR HISTORY

Throughout the entire form, use an asterisk (*) if day(s) out of service are already counted in another category.

PLACE A CHECKMARK IN THE BOX FOR THE MAJOR CONCERN BASED ON REPAIR ORDERS. USE "N/A" IF THERE WERE NO REPAIRS FOR THE COMPONENT GROUP.

HAS TAC BEEN CONTACTED FOR SERVICE HISTORY Y OR N.? IF **YES** PLEASE INCLUDE TAC # AND EXPLANATION TAC WAS INVOLVED. IF TAC HAS N/A_____

_____

IF TAC **HAS NOT BEEN** CONTACTED WHY NOT_____N/A_____

_____

☐ {Symptom}

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

☐ Recall/Campaign (Not Related to Other Symptoms/Complaints)

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

Has the vehicle ever been involved in an accident Y or N? No
Did you confirm your answer with the customer Y or N? Yes
What type of damage was sustained (example front end collision)

_____

Are the RO's attached if the vehicle was in an accident Y or N? N/A

Has the customer filed any insurances claims on this Vehicle Y or N? No
If Yes obtain the following information below
Insurance Company_____
Insurance Rep (First and Last Name)
_____
Phone # _____
Claim Made? Y/N **Claim Status:** Pending/Denied/NA
Claim # _____
Did Insurance Company refer customer to GM? Y/N/NA

Are there any Aftermarket Modifications to the Vehicle Y or N? No
Have you confirm this with the customer Y or N? Yes
List:

Was a Trade Repurchase offered to the customer Y or N? No
(A Trade Repurchase is to be offered as a settlement before a Straight can be considered)
Date authorized by the DVM/CAM _____

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:

What is the customer eligible for based upon the BBB Program Eligibility Guidelines and the States lemon law requirements for meeting presumption? Explain with some Detail

GM Program Summary Repurchase/Replacement: No vehicle is outside 12/12

Lemon Law Repurchase/Replacement: No vehicle is used and outside 12/12

GM Program Summary Repairs/Reimbursement for past repairs: No vehicle is outside 3/36

THE STATE LEMON LAW READS:

Days out of service: 30
Repairs: 4
Time period: 12 months/12 thousand miles
Does Lemon Law state nonconformity must continue to exist? N/A

If applicable, safety-related repairs n/a
Safety-related time period n / a

Number of repair attempts in the presumption period:	**n/a**
Total days out of service during the presumption period:	n/a
Total days out of service during customer's ownership:	n/a

Vehicle Meets Presumption of Lemon Law YES or NO? No

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

None in relation

RECOMMENDATION AND RATIONALE

Reminder: Take into consideration 1) DVM/Svc Manager input 2) if there are any unrepaired defects, and 3) are the problems alone or cumulatively a "substantial impairment" of the vehicle's use, value or safety.

Cust sts: Request repair assistance because transmission needs to be replaced at such low milage

DVM sts: no contact made

SVM sts: no contact made

CRS Rationale: Due to the vehicle being outside of the manuf. Warranty, GM is unable to assist

What are the 3 main strengths of the customer's case to win repurchase through Lemon Law

n/a

What are the 3 mains weaknesses of the customer's case to win repurchase through Lemon Law?

1. Milage of vehicle
2. Purchased used

Decision reached by CRS: Arbitrate case: ☐ Settle case: Ineligible

CRS FINAL OFFER: None		**DATE:3/20/2009**	**CUST {Accepted /**
Goodwill: none	**Attorney Fees (if applicable):** **$**{Amount}		

TEAM LEAD APPROVING:	Laura Forster 3/20/2009

December 2, 2010

[redacted]
Freehold, NJ [redacted]

RE: Chrisoula Cocco v. General Motors
Service Request: 71-745582877
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13SX72[redacted]
Customer Relationship Specialist: Rachal

Dear Mr.[redacted]:

Enclosed please find a check in the amount of $5,000.00 made payable to [redacted] and Kimmel & Silverman, P.C., to settle the above-referenced case.

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

LG0062
V10132009

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

GM

CHECK **No.** [redacted]

50-937
213

DATE 12/06/10

**********5,000 DOLLARS ****00 CENTS

AMOUNT **********5,000.00

PAY TO THE ORDER OF [redacted] AMBLER PA [redacted]

North American Operations
General Motors Corporation
Disbursement Account

SIGNATURE

The Chase Manhattan Bank, N.A.
Syracuse, New York

AUDIT

[redacted]

North American Operations
General Motors Corporation
Disbursements (2613)
PO Box 62530
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR DUNS NO. BB 000000020 1

CHECK NO. [redacted]

VENDOR NAME [redacted]

PAYMENT DATE 12/06/10

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1GNDS13SX7[redacted]	12/03/10	VM 1-ET1C3L 71-745582877.1-ET1C3L	00.0000	5,000.00	.00	5,000.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR REIMBURSEMENT\OR QUESTIONS CALL 800-462-8782

W3

TOTAL	5,000.00	.00	5,000.00

Attached below is an approved check request.

,

Brion Stevens (brion.stevens@gm.com)
Legal Coordinator
North Central and North East Regions
General Motors Legal Staff
Direct Line-(512) 386-0773 (Ph)
Fax-(248)237-6349

----- Forwarded by Brion Stevens/C/US/GM/GMC on 12/02/2010 11:57 AM -----

john@jamarilaw.com

12/01/2010 02:42 PM

To Brion.Stevens@gm.com

cc

Subject [redacted] v. GM file # 680615

Dear Mr. Stevens,
Attached please find request for settlement draft for the above referenced case and a W-9. Please contact me if you have any questions.
Thank you.

Sincerely,

John A. Amari, Esq.
Law Office of John A. Amari
P.O.Box 7
Freehold, NJ 07728
Phone (732) 637-8974
Fax (732) 637-8975

[attachment "gmckrequestk&S single ck B Stevens.doc" deleted by Brion Stevens/C/US/GM/GMC] [attachment "w-9 kimmel and silverman.tif" deleted by Brion Stevens/C/US/GM/GMC]

LAW OFFICE OF JOHN A. AMARI
P.O. BOX 7
FREEHOLD, NEW JERSEY 07728
PHONE: (732) 637-8974
FAX: (732) 637-8975

December 1, 2010

Global Headquarters at the Renaissance Center
300 Renaissance Center, 24th Floor
P.O. Box 300
Mail Code 482-C24-C66
Detroit, MI 48265-1000
brion.stevens@gm.com

Brion

Approved

Attn: Brion Stevens:

RE: [redacted] v. General Motors
2007 Chevrolet TrailBlazer, VIN 1GNDS13SX7[redacted]
GM File No. 680615

Dear Mr. Stevens:

Based upon the repair history below and for savings of additional litigation costs, we negotiated a settlement of this claim for the total amount of $5,000.00.

J57	Engine Emissions - ECM / PCM / MEMCAL / PROM	Warning Lamp On
J58	Electrical Lamps - Service Engine Soon	Warning Lamp On
N04	Electrical - Fuse Block / Fuses / Relays	Thermal Event
N40	Electrical - Power Window Motor / Switch / Wiring / Regulator	Inoperative

Please prepare and forward the draft below to our office:

1. A draft for $5,000.00 made payable to:

   [redacted]
   Cherry Hill, New Jersey [redacted]
   [redacted]
   Attorney's tax ID #23-267-1027

2. [redacted]
   Sicklerville, NJ [redacted]

3. Mileage – 53,000

   Attached is the W9.

Very truly yours,

LAW OFFICE OF JOHN A. AMARI

JAA: af
Encs.

VIA E-MAIL ONLY

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)
Updated after LC settlement: 12/2/10

By: Kimberly Labut State: NJ

Customer Name: [redacted] Service Request: 71-745582877 GM Legal File: 680615
Only customer's last name to be recorded

Vehicle ID No.: 1GNDS13SX7[redacted] In Service Date: 3/27/2007 Vehicle is: Used BAC Code:
Year, Make & Model: 2007 Chevrolet TrailBlazer Vehicle Purchased Used on: 8/20/08 at odometer

Lien holder: GMAC☐ Other☐: DVM requests involvement?: No Purchase Price of Vehicle: $ 17601.50

Was TAC contacted for this vehicle (Y/N)? : Unknown

If TAC was NOT contacted, why? No info on ROs and svc mgr is not familiar with vehicle.

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/17/08	153119	1	10755	C/S vibration when braking/ - Resurface front rotors
09/05/08	158805	2/per mgr	15364	Ck engine light on/ faulty fan assembly- replaced fan clutch. Remove trouble codes. Check operation. OK
05/18/09	255596	1	35670	check engine light has been coming on intermittently/ No driveability issues noted. Diag time - fault code . - p0483 in diag system.Diag time - code p0483 - cooling fan performance. Ref tec bull 060602010b -updated pcm
7/20/09	257954	1	40698	Job 1: Check engine light on. Light has been coming on and off intermittently/ Scanned and found code # p0463 fuel level sensor will need to be replaced- customer declined repairs at this time Fuel gage reading empty. Low fuel warning present. Customer states has over half tank of gas in it/ See notes on job # 1 sensor needs to be replaced

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/18/09	255596	*	35670	Chevy bowtie emblem on rear hatch is peeling/ peeling emblem- R & R old emblem & install new.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/05/08	158805	*	15364	C/S tire pressure light on/ needs relearn on TPM-relearned the tires
05/18/09	255596	*	35670	Both brake lights are out/ both bulbs blown- R & R both rear lights and install new brake tail light bulbs Check front power window operation; owner stairs that both Front power windows seem slower then normal/ window reg sticking - needed lube both ft doors. R& R both ft door panels & lube window regulators. Also lubed window channels.
06/20/09	256791	2/per mgr	38242	Power windows and door lock switches inop on drivers door. Customer smelled burning smell and saw smoke, and switches stopped working. Window switches work on other doors. Drivers window window stuck down. In on 6/18/08 similar complaint on window operation while still under factory warranty. Vehicle exhibited a burnt driver door module. Witness mark of burn on module. Need to start with new module to diag if window motor is cause of module burning out due to being unable to apply power to window motor to get to go up manually Need to to order new module available in Canada only- Replace door module/switch

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/09/09	253092	3	29545	Whining noise/ a/c compressor BRGS noisy. note - diag time .. difficult to pinpoint brg noise- installed new a/c compressor, evac & recharge a/c system.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/17/08	153119	Mtn	10755	LOF. Rotate tires
09/05/08	158805	*	15364	Install front tag bracket

Accident / Insurance Information:

Has the vehicle ever been involved in an accident Y or N? Unknown per svc mgr not familiar w / veh
Did you confirm your answer with the dealer / attorney Y or N? Y
What type of damage was sustained N / A
Are the RO's attached if the vehicle was in an accident Y or N: Unknown per svc mgr not familiar w / veh

Has the customer filed any insurances claims on this Vehicle Y or N: Unknown per svc mgr not familiar w / veh

If Yes. Did the insurance company deny the claim? Y or N : N / A

Are there any Aftermarket Modifications to the Vehicle Y or N: Unknown per svc mgr not familiar w/veh

Have you confirm this with the dealership Y or N: Y

If "Yes" to aftermarket, please list: N/A

THE STATE LEMON LAW READS:

Days out of service: 20
Repairs: 3
Time period 24 Mo. / 18,000 Miles
Does Lemon Law state nonconformity must continue to exist? Yes

Number of repair attempts in the presumption period:	**3**
Total days out of service during the presumption period:	3
Total days out of service during customer's ownership:	10

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

ivan.hardy@gm.com
D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Crs adv Bennett svc mgr Rich Anderson cust hired atty. Mgr sts it was fleet. We didn't sell it.
Crs seeks info re: tac, collisions, aftermarket items and insurance claims.
Mgr sts I've never seen veh so I can't answer.
Mgr sts fax is 609-641-8568.

Kerbeck svc mgr Jack Averesa fax is 609-344-4235
Svc mgr Jack Averesa sts for 158805, there were 2 complaints.
Ck engine light on/ faulty fan assembly
dlr replaced clutch

C/S tire pressure light on/ dlr relearned the tires
It was written on 9/5 and in rental one day so mgr would say 1 or 2 days. He can't say which.

Mgr sts to his knowledge there have been no collisions, insurance claims, tac calls or aftermarket items.
Svc Mgr sts we send sales & svc docs next door to main office to comproller Linda Kinney at
609 344 2100

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

Denial
Vehicle was purchased used on 8-20-08
The vehicle has only had two components that have experienced more than one issue and repair. 3 SES light repairs, two as a result of a faulty cooling fan and 1 for a fuel level sensor.
The vehicle also experienced two separate electrical repairs. One for brake lights and power windows and the second for the driver side door electronics in which the motor burnt.

This vehicle has no "history" to any single component and the issues that have presented do not appear to continue. On these grounds he vehicle does not APPEAR to meet the legal claims demanded.

RATIONALE

REASON FOR REMOVAL

SETTLED FOR $5,000.00 INCLUSIVE DUE TO:
J57 Engine Emissions - ECM / PCM / MEMCAL / PROM Warning Lamp On
J58 Electrical Lamps - Service Engine Soon Warning Lamp On
N04 Electrical - Fuse Block! Fuses/ Relays Thermal Event
N40 Electrical - Power Window Motor / Switch I Wiring / Regulator Inoperative

CRS FINAL OFFER:	**DATE:**	**OFFER TO CUST: $** **ATTORNEY FEES: $** **OR INCLUSIVE OFFER: $**
PLAINTIFF'S FINAL DEMAND:	**DATE:**	**AMOUNT TO CUST: $** **ATTORNEY FEES: $**

OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

ATT
LINDA

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

8/20/08
SOLD AS
USED VEHICLE!

VIA FAX ONLY

August 3, 2009

Jack Averesa
KERBECK CADILLAC PONTIAC CHEVROLET, INC.
430 N ALBANY AVE
ATLANTIC CITY, NJ 08401-1315
RE: [redacted]
Service Request: 71-745582877
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13SX7[redacted]
Customer Relationship Specialist: Kimberly Labut

Dear Jack Averesa:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade. IF applicable
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006

CADILLAC – CHEVROLET – SUBARU

KERBECK

430 N. ALBANY AVE.
ATLANTIC CITY, NEW JERSEY 08401
(609) 344-2100 • (609) 345-2100

DEAL#: 115455

Retail Vehicle Order

☐ New ☒ Used
☐ Demo ☒ Program-Fleet Rental

Custom[redacted] Date 08/20/2008 Stock No. P29065

Address[redacted] SICKLERVILLE (City) NJ (State) [redacted]

Reside[redacted] Business Phone [redacted] Salesperson ANTHONY R. SCIMECA

D.L. No. [redacted] Soc. Sec. No. [redacted] Do[redacted]

Please Enter My Order For One 2007 CHEVROLET TRUCK (Year and Make) Model TRAILBLAZER

Body Type 4DR 4X2 L Color GREY Miles 13100 VIN 1GNDS13S X7[redacted]

Interior Trim

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

☐ Cash Purchase ☒ Finance Purchase ☐ Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

To Be Delivered On or About: 08/20/2008

Price of Unit	16450.00
Additions	N/A
	N/A
TOTAL	16450.00
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
TOTAL VEHICLE PRICE	16450.00
N/A	N/A
N/A	N/A

MUST BE INSPECTED AT NJ STATE MV INSPECTION STATION) NOT STATE LICENSED REPRESENTATIVES. IF VEHICLE FAILS, REPAIRS MUST BE DONE BY KERBECK CAD. PON. CHEV. ONLY

THIS VEHICLE WAS A DAILY RENTAL VEHICLE USED. 13100 MILES INCLUDES BALANCE OF FACTORY WARRANTY EXPIRES ON 3/27/2010 OR 36000 MILES WHICH EVER OCCURS FIRST

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT N/A

Term N/A

Mileage per Year: N/A

THE CUSTOMER ACCEPTS THE VEHICLE IN THE CONDITION THAT IT IS IN. NOTHING IS OWED OR PROMISED TO THE CUSTOMER BY KERBECK CADILLAC, PONTIAC, CHEVRO[redacted]

CASH DUE AT DELIVERY N/A

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE	16450.00
Less Trade-In Allowance	N/A
TOTAL TAXABLE AMOUNT	16450.00
State Sales Tax	1151.50
NJ Supplemental Titling Fee	N/A
Motor Vehicle Tire Fee	N/A
Estimated Registration / Title Fee (See Paragraph 15 on Reverse Side)	180.00
Documentary Fee — Administrative Fee $45.00; Clerical Expense $49.00; Document Delivery Service $45.00 (See Paragraph 16 on Reverse Side)	139 00
Out of State Service Fee	N/A
NET PAYOFF ON TRADE-IN	N/A

IF A NEW VEHICLE SALE OR LEASE . . .

The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the Dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon Dealer's negligence, or otherwise), is expressly excluded and Customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by Dealer.

IF USED VEHICLE SALE OR LEASE— CHECK APPROPRIATE BOX

☐ This vehicle is sold/leased "as is" and Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of Dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon Dealer's negligence, or otherwise), is expressly excluded and Customer hereby [redacted] such risks.

OR

[redacted] dealer warranty on this vehicle is the limited warranty which [redacted] and made a part of this order form.

ALL USED VEHICLE SALES AND LEASES— DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold/leased and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the Customer's own act. The undersigned, before entering into this contract, has been informed of the dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration of such vehicle. Must be inspected at a NJ State MV Inspection Station, NOT state Licensed representative. If vehicle fails, repairs must be done by selling dealer.

08 / 20 / 2008 X [redacted]
Date Customer's Signature

WAIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE OR LEASE)

The undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

/ / X
Date Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE

Year Make Model Color

Serial No. Mileage N/A

Trade-In Value Date of / /

Less Balance Owed N/A

Net Trade-In Allowance N/A

Balance Owed to:

Address:

TOTAL	100.00
Deposit	N/A
N/A	
BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY	
BALANCE DUE ON DELIVERY ➡	17820.50

Info. From _____ Good Thru _____

Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.

X _____ Customer's Signature 20 / 08 / 2008 Date

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The Costs included in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. **THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY T[redacted] SIGNING.**

Accepted By: 08/20/08 Date _____ Dealer or His Authorized Representative 08/20/08 Date [redacted]

Customer agrees that this Order on the face and on reverse side and any attachments to it includes [redacted] further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the Order. **YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED.** I am 18 years of age or older [redacted]

Accepted By 08/20/08 Date X _____ Dealer or His Authorized Representative 08/20/08 Date X [redacted]

The Reynolds and Reynolds Company
CC657812 O (12/07)

THIS ORDER NOT SUBJECT TO CANCELLATION DEPOSIT NON-REFUNDABLE

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

ADDITIONAL TERMS AND CONDITIONS

1. **DEFINITIONS.** "Selling Dealer" and "Dealer" mean the authorized Dealer to whom this Order is addressed and who shall become a party on its acceptance. "Customer" means the party executing this Order as such on the face hereof. "Manufacturer" means the Division or Corporation that manufactured the vehicle or chassis, it being understood by Customer that Dealer is in no respect the agent of Manufacturer.

2. **RELATIONSHIP OF PARTIES TO AGREEMENT.** Dealer and Customer are the sole parties to this order. Any reference to Manufacturer is for the purpose of generally explaining certain contractual relationships existing between the Dealer and Manufacturer with respect to the new motor vehicles.

3. **MANUFACTURER'S PRICE INCREASES.** The Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice. In the event the price to Dealer of the new motor vehicle ordered by Customer is changed by Manufacturer prior to its delivery to Customer, Dealer reserves the right to change the cash delivery price to Customer. If the cash delivery price, or monthly lease payment, in the event Customer has advised Dealer of his election to lease, is increased by Dealer, Customer may, if dissatisfied with the higher figure, cancel this Order. In the event a used motor vehicle ("trade-in") has been traded as part of the consideration for the new motor vehicle, the trade-in shall be returned to Customer upon payment of a reasonable charge for storage and repairs (if any). If the trade-in has been previously sold by Dealer, the amount received for it shall be returned to Customer less a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising said trade-in for sale.

4. **TRADE-IN AND APPRAISAL.** Where Customer wishes to trade in a used motor vehicle ("trade-in") as part of the consideration for the motor vehicle ordered, Dealer may appraise the trade-in at the time of the execution of this Order by Customer. Dealer also reserves the right to reappraise the trade-in at the time of delivery.
The Dealer shall not alter a trade-in appraisal from the time of the initial appraisal until the time of delivery unless:

(1) intervening factors indicate an apparent decrease in the value of the trade-in over and above ordinary wear and tear; and/or

(2) a change occurs in the mechanical performance of the vehicle.

If such reappraised value is lower than the original allowance as shown on the front of this Order, Customer may, if dissatisfied, cancel this Order. Such right of cancellation must be exercised prior to actual delivery to the Customer of the motor vehicle ordered and the surrender of the used motor vehicle to Dealer.

Customer certifies that the engine block is not cracked, the vehicle has not been flooded, there is no significant vehicle defect or damage, the vehicle has not been involved in any accident, and the emission control equipment, including catalytic converter has never been altered or removed.

5. **DELIVERY OF TITLE TO DEALER.** Customer [illegible]

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) – Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] SICKLERVILLE NJ [redacted]	KERBECK CADILLAC PONT CHEV INC 430 N ALBANY AVE. ATLANTIC CITY NJ 08401

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
USED	2007	CHEVROLET TRUCK TRAILBLAZER	1GNDS139X7[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 100.00 is
10.50 %	$ 6274.30	$ 17820.50	$ 24094.80	$ 24194.80

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 334.65	Monthly beginning 09/20/2008	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is $10,000 or less.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information. See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including $ 1151.50 sales tax) $ 17601.50 (1)

2 Total downpayment =

Gross trade-in $ N/A – payoff by seller $ N/A

= net trade-in $ N/A + cash $ 100.00

+ other (describe) $ N/A $ 100.00 (2)

3 Unpaid balance of cash price (1 minus 2) $ 17501.50 (3)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):

A Cost of optional credit insurance paid to the insurance company

Life $ N/A

Disability $ N/A $ N/A

B Other insurance paid to the insurance company $ N/A

C Official fees paid to government agencies $ N/A

D Government taxes not included in cash price $ N/A

E Government license and/or registration fees

REG FEE=$ 180.00 $ 180.00

F Government certificate of title fees

(includes $ N/A security interest recording fee) $ N/A

G Other charges (Seller must identify who is paid and describe purpose.)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A — Type of Insurance — N/A Term

Premium $ N/A

N/A

(Insurance Company)

N/A

(Home Office Address)

I want the insurance checked above.

to N/A	for N/A	$ N/A	
to KERBECK CADI	for DOC FEE	$ 139.00	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
Total other charges and amounts paid to others on your behalf			$ 319.00 (4)
5 Amount financed (3 + 4)			$ 17020.50 (5)

Buyer Signature X Date

Co-Buyer Signature X Date

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in [redacted] re binding.

Buyer Signs X [redacted] Co-Buyer Signs X

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

NOTICE TO RETAIL BUYER

Do not sign this contract in blank.
You are entitled to a copy of the contract at the time you sign.
Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] Date 08/20/2008 Co-Buyer Signs X Date

Co-Buyers and Other Owners. A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs Date 08/20/2008 By X Title

Seller assigns its interest in this contract to: ☐ GMAC ☐ Nuvell National Auto Finance ☒ GMACAB ☐ Nuvell Credit Company, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
			KERBECK CADILLAC PONT CHEV INC		
Seller	By	Title	Seller	By	Title

Z109 FR-NJ 9/2006 (For use in the State of New Jersey) (1 of 4) **Notice: See Other Side**

THIRD COPY - FOR DEALER

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

INVOICE

KERBECK CADILLAC - CHEVROLET - SUBARU

340 N. Albany Avenue
ATLANTIC CITY, N.J. 08401
609-345-2100

CUSTOMER NO. 58040	ADVISOR JOHN MEILI 5780	TAG NO. 644		INVOICE DATE 09/23/08	INVOICE NO. CTCS158805
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 15,364	COLOR GREY/	STOCK NO. P29065
SICKLERVILLE, NJ [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4			DELIVERY DATE 08/20/08	DELIVERY MILES 13,100
	VEHICLE I.D. NO. 1 G N D S 1 3 S X 7 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		RO DATE 09/05/08	
[redacted]	COMMENTS				MO: 15365

JOB# 1 CHARGES

LABOR
J# 1 50CTZ01 ENGINE ELEC.CONCERN TECH(S):5778 WARRANTY
CUST STS:CHECK ENGINE LIGHT ON
FAULTY FAN CLUTCH ASSEMBLY
REPLACE FAN CLUTCH, REMOVE TROUBLE CODES, CHECK OPERATION;
O.K.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	25790869	CLUTCH 1.050		WARRANTY
				TOTAL - PARTS	0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	76288		09/23/08	1 DAY RENTAL (INTERNAL)	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 01CTZ99 GENERAL OP TECH(S):5778 INTERNAL
INSTALL FRONT TAG BRACKET
E
E

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+01CTZ003 3000 M/SERVC $35.95 TECH(S):5778 INTERNAL
Added Operation (JOHNM @ 09/23/2008 09:06)
PERFORM OIL AND FILTER CHANGE. CHECK COOLANT CONDITION AND
LEVEL. CHECK TRANSMISSION AND POWER STEERING FLUIDS INSPECT
DRIVE AXLES AND FRONT SUSPENSION
COMPLETED
PERFORMED AS GOODWILL GESTURE PER FRANK PREVITI

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	89017342	FILTER 1.836		INTERNAL
	7	12345610	OIL 5W30Q 8.800		INTERNAL
				TOTAL - PARTS	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

IMPORTANT
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY. YOUR SATISFACTION IS OUR NO. 1 CONCERN.
THANK YOU
WE APPRECIATE YOUR BUSINESS

Reynolds and Reynolds ERALZRINVE CC212224 Q (09/04)

 [CONTINUED ON NEXT PAGE] 09:20am

SF644490 Q (08/07)

INVOICE

KERBECK CADILLAC - CHEVROLET - SUBARU

340 N. Albany Avenue
ATLANTIC CITY, N.J. 08401
609-345-2100

CUSTOMER NO. 58040	ADVISOR JOHN MEILI 5780	TAG NO. 644	INVOICE DATE 09/23/08	INVOICE NO. CTCS158805
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 15,364	COLOR GREY/	STOCK NO. P29065
SICKLERVILLE, NJ [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE 08/20/08	DELIVERY MILES 13,100
	VEHICLE I.D. NO. 1 G N D S 1 3 S X 7 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 09/05/08	
[redacted]	COMMENTS			MO: 15365

LABOR----------

J# 4+51CTZ01 BODY ELECT CONCERN TECH(S):5778 WARRANTY

Added Operation (JOHNM @ 09/23/2008 14:11)
CUST STS: TIRE PRESSURE LIGHT ON
NEEDS RE-LEARN ON TIRE PRESSURE MONITOR
SET TIRE PRESSURES. RE-LEARN,CHECK;O.K.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	25731359	CAP 5.890		

TOTAL - PARTS 0.00

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] CHARGE *
* *
* [ ] AMER XPRESS [ ] OTHER *
* *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!
I hereby acknowledge that the amount stated on this invoice was approved prior to the work being done. I acknowledge that I was contacted and approved any additional estimated charges shown on this invoice.

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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THANK YOU
WE APPRECIATE YOUR BUSINESS

Reynolds and Reynolds ERALDRIVE CC212224 Q (08/04)

 CUSTOMER COPY [END OF INVOICE] 09:20am

SF644490 Q (08/07)

INVOICE

KERBECK CADILLAC - CHEVROLET - SUBARU

340 N. Albany Avenue
ATLANTIC CITY, N.J. 08401
609-345-2100

CUSTOMER NO. 10	ADVISOR ROBERT DONNELL 5685	TAG NO.	INVOICE DATE 04/17/08	INVOICE NO. CTCS153144
KERBECK CADILLAC-PONTIAC 430 ALBANY AVE. ATLANTIC CITY, NJ [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 10,757		COLOR GREY/	STOCK NO. P29065
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE 08/20/08	DELIVERY MILES 13,100
	VEHICLE I.D. NO. 1 G N D S 1 3 S X 7 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	P.O. DATE 04/17/08	
RESIDENCE PHONE / BUSINESS PHONE 609-344-2100	COMMENTS			MO: 10758

JOB# 1 CHARGES

LABOR

J# 1 01CTZ99 GENERAL OP TECH(S):5757 INTERNAL
CERTIFY VEHICLE
E
E

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

[ ] CASH [ ] CHECK CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] CHARGE
[ ] AMER XPRESS [ ] OTHER

THANK YOU FOR YOUR BUSINESS!!
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CUSTOMER SIGNATURE

DUPLICATE INVOICE

IMPORTANT
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THANK YOU
WE APPRECIATE YOUR BUSINESS

INVOICE

KERBECK CADILLAC - CHEVROLET - SUBARU
340 N. Albany Avenue
ATLANTIC CITY, N.J. 08401
609-345-2100

CUSTOMER NO. 10	ADVISOR ROBERT DONNELL 5685	TAG NO.		INVOICE DATE 04/17/08	INVOICE NO. CTCS153119
KERBECK CADILLAC-PONTIAC 430 ALBANY AVE. ATLANTIC CITY, NJ 08401	LABOR RATE	LICENSE NO.	MILEAGE 10,755	COLOR GREY/	STOCK NO. P29065
	YEAR/MAKE/MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4			DELIVERY DATE 08/20/08	DELIVERY MILES 13,100
	VEHICLE I.D. NO. 1GNDS13SX7[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.		PROMISE DATE 04/17/08	
RESIDENCE PHONE	BUSINESS PHONE 609-344-2100	COMMENTS			MO: 10756

JOB# 1 CHARGES

LABOR----------
J# 1 01CTZ99 GENERAL OP TECH(S):5757 INTERNAL
FRAME AND SAFETY
LUBE OIL FILTER , ROTATE TIRES
E
E

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		89017342	FILTER 1.836		INTERNAL
	7		12345610	OIL 5W30Q 8.800		INTERNAL
				TOTAL - PARTS		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2+40CTZ08 BRAKE VIBRATION TECH(S):5757 INTERNAL
Added Operation (BOBD @ 04/17/2008 09:26)
CUSTOMER STATES VIBRATION WHEN BRAKING
RESURFACE FRONT ROTORS

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] CHARGE *
* *
* [ ] AMER XPRESS [ ] OTHER *
* *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!
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CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 09:20am

IMPORTANT
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THANK YOU
WE APPRECIATE YOUR BUSINESS

Reynolds and Reynolds ERALZRINVE CC212224 Q (09/04)

SF644490 Q (08/07)

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 3, 2009

Jack Averesa
KERBECK CADILLAC PONTIAC CHEVROLET, INC.
430 N ALBANY AVE
ATLANTIC CITY, NJ 08401-1315
RE: [redacted]
Service Request: 71-745582877
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13SX7[redacted]
Customer Relationship Specialist: Kimberly Labut

Dear Jack Averesa:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade. IF applicable
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006

ivan.hardy@gm.com
08/03/2009 06:56 AM

To kimberly_labut@gmexpert.com
cc
bcc
Subject Re: Fw: 1GNDS13SX72[redacted]

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

Kimberly Labut/Austin/GM1

07/31/2009 05:11 PM

To ivan.hardy@gm.com
cc karen.calhoun@gm.com
bcc
Subject Fw: 1GNDS13SX7[redacted]

The vin is 1GNDS13SX7[redacted]
Kimberly Labut
BRC Legal Research
Aditya Birla Minacs
Email: Kimberly_Labut@gmexpert.com
Phone 866-790-5700, ext. 41214
Fax 866-255-3725
Website: www.minacs.com
Please consider the environment . Reduce, Reuse. Recycle

----- Forwarded by Kimberly Labut/Austin/GM1 on 07/31/2009 05:10 PM -----

Kimberly Labut/Austin/GM1

07/31/2009 05:09 PM

To ivan.hardy@gm.com
cc karen.calhoun@gm.com
Subject 1GNDS13SX7[redacted]

Hi, my name is Kim Labut. This email is to follow up on my voicemail regarding Service Request 71-745582877 for customer[redacted]The customer's vehicle is a Year, Make and Model with **XX,XXX** miles. The VIN is **XXXXXXXX**. The customer has been working with BENNETT CHEVROLET, INC. EGG HARBOR TOWNSHIP NJ and
KERBECK CADILLAC PONTIAC CHEVROLET, INC. ATLANTIC CITY NJ 40.
Due to time constraints, your response to this e-mail is required within **48** hours.

This is a Not in Suit Matter. This means a demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending

on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption will option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Kimberly Labut
BRC Legal Research
Aditya Birla Minacs
Email: Kimberly_Labut@gmexpert.com
Phone 866-790-5700, ext. 41214
Fax 866-255-3725
Website: www.minacs.com

ROBERT M. SILVERMAN[+*-]
CRAIG THOR KIMMEL[+^]

[+] Member, PA Bar
[*] Member, NJ Bar
[^] Member, DE Bar
[-] Member, NY Bar
[^] Member, MA Bar
[#] Member, MD Bar
[♦] Member, OH Bar
[§] Member, MI Bar
["] Member, NH Bar
[±] Member, CT Bar

KIMMEL & SILVERMAN
P.C.

JACQUELINE C. HERRITT[+"#]
ROBERT A. RAPKIN[†]
MELISSA K. FIALA[**]
ANGELA K. TROCCOLI[♦±]
FRED DAVIS[**]
AMY L. BENNECOFF[**]
CHRISTINA GILL ROSEMAN[+♦§]
RICHARD A. SCHOLER[**]
KATE G. SHUMAKER[**^]

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 210 Grant Street, Suite 202, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 60 Hartford Pike, P.O. Box 325, Dayville, CT 06241, P (860) 866-4380, F (860) 263-0919

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

July 30, 2009

VIA EMAIL ONLY
gmerinfo@gmexpert.com

General Motors Company - NJ
c/o MSX International/BRC Legal
MC 336-105-000
Warren, MI 48091

Re: [redacted] **v. General Motors Company**
Vehicle: 2007 Chevrolet TrailBlazer
Date of Purchase: 09/01/2008
Place of Purchase: Kerbeck Chevrolet, Atlantic City
VIN: 1GNDS13SX7[redacted]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors Company pursuant to the Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

Very truly yours,

Robert M. Silverman

RMS\ TL
cc: [redacted]

GMC

HUMMER

General Motors Business Resource Center

FAX

To: **Jack Averesa**
Company:
Fax: 609-344-4235
Phone:

From: **Kimberly Labut**
Fax: 866-255-3725
Phone: 866-790-5700 ext 41214
E-mail:

cc:

NOTES:

ATT
LINDA

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

8/30/08
SOLD AS
USED VEHICLE!

VIA FAX ONLY

August 3, 2009

Jack Averesa
KERBECK CADILLAC PONTIAC CHEVROLET, INC.
430 N ALBANY AVE
ATLANTIC CITY, NJ 08401-1315
RE: [redacted]
Service Request: 71-745582877
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13SX7[redacted]
Customer Relationship Specialist: Kimberly Labut

Dear Jack Averesa:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade. IF applicable
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006

CADILLAC – CHEVROLET – SUBARU

KERBECK

430 N. ALBANY AVE.
ATLANTIC CITY, NEW JERSEY 08401
(609) 344-2100 • (609) 345-2100

DEAL#: 115455

Retail Vehicle Order

☐ New ☒ Used
☐ Demo ☒ Program-Fleet Rental

Customer [redacted] Date 08/20/2008 Stock No. P29065

Address [redacted] SICKLERVILLE NJ [redacted]
City State ZIP

Residence Phone [redacted] Business Phone [redacted] Salesperson ANTHONY R. SCIMECA

D.L. No. [redacted] Soc. Sec. No. [redacted] DoB [redacted]

Please Enter My Order For One 2007 CHEVROLET TRUCK (Year and Make) Model TRAILBLAZER

Body Type 4DR 4X2 L Color GREY Miles 13100 VIN 1 G N D S 1 3 S X 7 [redacted]

Interior Trim

Prior to Delivery of the vehicle listed above, customer shall elect one of the following and so advise dealership:

☐ Cash Purchase ☒ Finance Purchase ☐ Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE, COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT.

To Be Delivered On or About: 08/20/2008

Price of Unit	16450.00
Additional	N/A
	N/A
TOTAL	16450.00
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
TOTAL VEHICLE PRICE	16450.00
N/A	N/A
N/A	N/A

MUST BE INSPECTED AT NJ STATE MV INSPECTION STATION, NOT STATE LICENSED REPRESENTATIVES. IF VEHICLE FAILS, REPAIRS MUST BE DONE BY KE[redacted] CAD. BON. CHEV. ONLY

Signature

THIS VEHICLE WAS A DAILY RENTAL VEHICLE USED 13100 MILES INCLUDES BALANCE OF FACTORY WARRANTY EXPIRES ON 5/27/2010 OR 36000 MILES WHICH EVER OCCURS FIRST.

IF A LEASE, THE FOLLOWING APPLY:

MONTHLY PAYMENT AMOUNT N/A

Term N/A
Mileage per Year: N/A

THE CUSTOMER ACCEPTS THE VEHICLE IN THE CONDITION THAT IT IS IN. NOTHING IS OWED OR PROMISED TO THE CUSTOMER BY KERBECK CADILLAC, PONTIAC, CHEVROLET [redacted]

CASH DUE AT DELIVERY N/A

IF A PURCHASE, THE FOLLOWING APPLY:

TOTAL PRICE OF VEHICLE	16450.00
Less Trade-In Allowance	N/A
TOTAL TAXABLE AMOUNT	16450.00
State Sales Tax	1151.50
NJ Supplemental Titling Fee	N/A
Motor Vehicle Tire Fee	N/A
Estimated Registration / Title Fee (See Paragraph 15 on Reverse Side)	180.00
Documentary Fee — Administrative Fee $45.00; Clerical Expense $49.00; Document Delivery Service $45.00 (See Paragraph 16 on Reverse Side)	139 00
Out of State Service Fee	N/A
NET PAYOFF ON TRADE-IN	N/A

IF A NEW VEHICLE SALE OR LEASE . . .

The only warranties applying to this vehicle are those offered by the manufacturer. Dealer sells/leases this vehicle "as is" and hereby disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of the Dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon Dealer's negligence, or otherwise), is expressly excluded and Customer hereby assumes any such risks. The manufacturer's warranty is not affected by this disclaimer of warranties by Dealer.

IF USED VEHICLE SALE OR LEASE— CHECK APPROPRIATE BOX

☐ This vehicle is sold/leased "as is" and Dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability and fitness for a particular purpose. Any liability of Dealer with respect to defects or malfunctions of this vehicle including, without limitation, those which pertain to performance or safety, (whether by way of "strict liability," based upon Dealer's negligence, or otherwise), is expressly excluded and Customer hereby [redacted] such risks.

OR

[redacted] dealer warranty on this vehicle is the limited warranty which [redacted] and made a part of this order form.

ALL USED VEHICLE SALES AND LEASES— DEALER'S OBLIGATION

The laws of New Jersey require Motor Vehicle Dealers to make all necessary repairs, without charge, or return the full purchase price (if a sale) to the customer in the event a used vehicle sold/leased and intended to be registered in this State fails to meet State Inspection Standards for the issuance of a certificate of approval due to a defect that is not the result of the Customer's own act. The undersigned, before entering into this contract, has been informed of the dealer's obligation above and agrees to have the used vehicle inspected within 14 days from the issuance of the permanent registration of such vehicle. Must be inspected at a NJ State MV Inspection Station, NOT state Licensed represe[redacted]pairs must be done by selling dealer.

08 /20 /2008 X [redacted]
Date [redacted]r's Signature

[redacted]AIVER OF DEALER'S OBLIGATION (USED VEHICLE SALE OR LEASE)

[redacted]e undersigned, has read and understood the above Dealer's Obligation, and does hereby WAIVE AND RELEASE the DEALER'S OBLIGATION to make repairs without charge or return the full purchase price (if a sale) if the vehicle fails to meet State Inspection Standards for the issuance of a certificate of approval, unless the cause for the vehicle's rejection is an item which is "covered" by New Jersey's Used Car Lemon/Warranty Law (P.L. 1995, Chpt. 373).

/ / X
Date Customer's Signature

TRADE-IN DESCRIPTION AND ALLOWANCE

Year Make Model Color

Serial No. Mileage N/A

Trade-In Value Date of / /

Less Balance Owed N/A

Net Trade-In Allowance N/A

Balance Owed to:

Address:

TOTAL	100.00	Info. From _____ Good Thru _____
Deposit	N/A	Customer certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also, that the vehicle has never been in a flood or had the emission control system tampered with or altered. Customer certifies the above mileage of trade-in vehicle is accurate.
N/A BALANCE IN CASH, CERTIFIED CHECK OR OTHER ACCEPTABLE FORM OF PAYMENT TO BE PAID TO DEALER ON DELIVERY		X _____ Customer's Signature 20 / 08 / 2008 Date
BALANCE DUE ON DELIVERY ➡	17820.50	

AGREEMENT TO ARBITRATE ANY CLAIMS. READ THE FOLLOWING ARBITRATION PROVISION CAREFULLY, IT LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION.

The parties to this agreement agree to arbitrate any claim, dispute, or controversy, including all statutory claims and any state or federal claims, that may arise out of or relating to the purchase or lease identified in this Motor Vehicle Retail Order and the financing thereof. By agreeing to arbitration, the parties understand and agree that they are waiving their rights to maintain other available resolution processes, such as a court action or administrative proceeding, to settle their disputes. New Jersey Consumer Fraud Act, Used Car Lemon Law, and Truth-in-Lending claims are just three examples of the various types of claims subject to arbitration under this agreement. The parties also agree to waive any right to pursue any such claims including statutory, state or federal claims, as a class action. There are no limitations on the type of claims that must be arbitrated, except for New Car Lemon Law and Magnuson-Moss Warranty Act claims which are excluded from arbitration under this agreement. The arbitration shall be conducted in accordance with the Rules of the American Arbitration Association before a single arbitrator. The Costs included in the arbitration process shall be shared as provided by the Association's Rules. The arbitration shall take place in New Jersey at the address of the dealership listed on the Retail Order Form. The decision of the arbitrator shall be binding upon the parties. Any further relief sought by either party will be subject to the decision of the arbitrator. **THIS ARBITRATION PROVISION LIMITS YOUR RIGHTS, INCLUDING YOUR RIGHT TO MAINTAIN A COURT ACTION AND HAVE A JURY TRIAL. PLEASE READ IT CAREFULLY, PRIOR TO SIGNING.**

Accepted By: 08/20/08 Date _____ Dealer or His Authorized Representative 08/20/08 Date [redacted] Customer's Signature

Customer agrees that this Order on the face and on reverse side and any attachments to it includes all the terms and conditions, if a sale. Customer further agrees this Order cancels and supersedes any prior agreements and as of the date signed by Dealer or authorized agent, comprises the complete and exclusive statement of the terms of the agreement between Customer and Dealer. If Customer, prior to delivery, elects to lease the vehicle described above, Customer and Dealer agree to execute a lease contract which shall contain full disclosure of all lease information. **THIS ORDER SHALL NOT BECOME BINDING UNTIL ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.** Customer by execution of this Order acknowledges that they have read the terms and conditions and have received a true copy of the Order. **YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC PRE-DELIVERY SERVICE WHICH IS TO BE PERFORMED. THE AUTOMOTIVE DEALER MAY NOT CHARGE FOR PRE-DELIVERY SERVICES FOR WHICH THE AUTOMOTIVE DEALER IS REIMBURSED BY THE MANUFACTURER. YOU HAVE A RIGHT TO A WRITTEN ITEMIZED PRICE FOR EACH SPECIFIC DOCUMENTARY SERVICE WHICH IS TO BE PERFORMED.** I am 18 years of age or older and of full legal capacity to enter into this contract.

Accepted By 08/20/08 Date X _____ Dealer or His Authorized Representative 08/20/08 Date X [redacted] Customer's Signature

The Reynolds and Reynolds Company
CO657812 Q (12/07)

THIS ORDER NOT SUBJECT TO CANCELLATION DEPOSIT NON-REFUNDABLE

IMPORTANT: READ THE TERMS AND CONDITIONS ON THE BACK OF THIS ORDER BEFORE SIGNING.

ADDITIONAL TERMS AND CONDITIONS

1. **DEFINITIONS.** "Selling Dealer" and "Dealer" mean the authorized Dealer to whom this Order is addressed and who shall become a party on its acceptance. "Customer" means the party executing this Order as such on the face hereof. "Manufacturer" means the Division or Corporation that manufactured the vehicle or chassis, it being understood by Customer that Dealer is in no respect the agent of Manufacturer.

2. **RELATIONSHIP OF PARTIES TO AGREEMENT.** Dealer and Customer are the sole parties to this order. Any reference to Manufacturer is for the purpose of generally explaining certain contractual relationships existing between the Dealer and Manufacturer with respect to the new motor vehicles.

3. **MANUFACTURER'S PRICE INCREASES.** The Manufacturer has reserved the right to change the price to Dealer of new motor vehicles without notice. In the event the price to Dealer of the new motor vehicle ordered by Customer is changed by Manufacturer prior to its delivery to Customer, Dealer reserves the right to change the cash delivery price to Customer. If the cash delivery price, or monthly lease payment, in the event Customer has advised Dealer of his election to lease, is increased by Dealer, Customer may, if dissatisfied with the higher figure, cancel this Order. In the event a used motor vehicle ("trade-in") has been traded as part of the consideration for the new motor vehicle, the trade-in shall be returned to Customer upon payment of a reasonable charge for storage and repairs (if any). If the trade-in has been previously sold by Dealer, the amount received for it shall be returned to Customer less a selling commission of 15% and any expense incurred in storing, insuring, conditioning or advertising said trade-in for sale.

4. **TRADE-IN AND APPRAISAL.** Where Customer wishes to trade in a used motor vehicle ("trade-in") as part of the consideration for the motor vehicle ordered, Dealer may appraise the trade-in at the time of the execution of this Order by Customer. Dealer also reserves the right to reappraise the trade-in at the time of delivery.
The Dealer shall not alter a trade-in appraisal from the time of the initial appraisal until the time of delivery unless:

(1) intervening factors indicate an apparent decrease in the value of the trade-in over and above ordinary wear and tear; and/or

(2) a change occurs in the mechanical performance of the vehicle.

If such reappraised value is lower than the original allowance as shown on the front of this Order, Customer may, if dissatisfied, cancel this Order. Such right of cancellation must be exercised prior to actual delivery to the Customer of the motor vehicle ordered and the surrender of the used motor vehicle to Dealer.

Customer certifies that the engine block is not cracked, the vehicle has not been flooded, there is no significant vehicle defect or damage, the vehicle has not been involved in any accident, and the emission control equipment, including catalytic converter has never been altered or removed.

5. **DELIVERY OF TITLE TO DEALER.** Customer [illegible]

RETAIL INSTALMENT SALE CONTRACT

GMAC FLEXIBLE FINANCE PLAN

Dealer Number | Contract Number

Buyer (and Co-Buyer) - Name and address (include county and zip code)	Creditor (Seller name and address)
[redacted] SICKLERVILLE NJ [redacted]	KERBECK CADILLAC PONT CHEV INC 430 N ALBANY AVE. ATLANTIC CITY NJ 08401

You, the Buyer (and Co-Buyer, if any), may buy the vehicle described below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay us, the Creditor, the Amount Financed and Finance Charge according to the payment schedule shown below. We will figure the Finance Charge on a daily basis.

New or Used	Year	Make and Model	Vehicle Identification No.	Primary Use for Which Purchased
USED	2007	CHEVROLET TRUCK TRAILBLAZER	1GNDS13SX7[redacted]	☒ personal, family, or household ☐ agricultural ☐ business ☐

Your trade-in is a: Year Make Model

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your downpayment of $ 100.00 is
10.50 %	$ 6274.30	$ 17820.50	$ 24094.80	$ 24194.80

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due	Or as Follows
72	$ 334.65	Monthly beginning 09/20/2008	

Late Charge. If a payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late, unless the vehicle is primarily for personal, family, or household use and the cash price is $10,000 or less.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash price (including $ 1151.50 sales tax) $ 17501.50 (1)

2 Total downpayment =

Gross trade-in $ N/A - payoff by seller $ N/A

= net trade-in $ N/A + cash $ 100.00

+ other (describe) $ N/A $ 100.00 (2)

3 Unpaid balance of cash price (1 minus 2) $ 17501.50 (3)

4 Other charges including amounts paid to others on your behalf (Seller may keep part of these amounts.):

A Cost of optional credit insurance paid to the insurance company

Life $ N/A

Disability $ N/A $ N/A

B Other insurance paid to the insurance company $ N/A

C Official fees paid to government agencies $ N/A

D Government taxes not included in cash price $ N/A

E Government license and/or registration fees $ N/A

REG FEE $ 100.00 $ 100.00

F Government certificate of title fees

(includes $ N/A security interest recording fee) $ N/A

G Other charges (Seller must identify who is paid and describe purpose.)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. Your decision to buy or not buy other insurance will not be a factor in the credit approval process.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance.

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability (Buyer Only)

Premium:

Credit Life $ N/A

Credit Disability $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance pays the unpaid part of the amount financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that Credit Life or Credit Disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Insurance.

☐ N/A N/A
Type of Insurance Term

Premium $ N/A

N/A
(Insurance Company)

N/A
(Home Office Address)

I want the insurance checked above.

to N/A	for N/A	$ N/A	
to KERBECK CADI	for DOC FEE	$ 139.00	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
Total other charges and amounts paid to others on your behalf			$ 319.00 (4)
5 Amount financed (3 + 4)			$ 17920.50 (5)

Buyer Signature X Date

Co-Buyer Signature X Date

THIS DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE. WITHOUT SUCH INSURANCE, YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in [redacted] s are binding.

Buyer Signs X [redacted] Co-Buyer Signs X

If any part of this co[redacted]. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

See back for other important agreements.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

NOTICE TO RETAIL BUYER

Do not sign this contract in blank.
You are entitled to a copy of the contract at the time you sign.
Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to ta[redacted]nfirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] Date 08/20/2008 Co-Buyer Signs X Date

Co-Buyers and Other [redacted] is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X Date Address

Creditor Signs Date 08/20/2008 By X Title

Seller assigns its interest in this contract to: ☐ GMAC ☐ Nuvell National Auto Finance ☒ GMACAB ☐ Nuvell Credit Company, under the terms of Seller's agreement(s) with assignee.

Assigned with recourse			Assigned without recourse or with limited recourse		
Seller	By	Title	KERBECK CADILLAC PONT CHEV INC Seller	By	Title

Z109 FR-NJ 9/2006 (For use in the State of New Jersey) (1 of 4) **Notice: See Other Side**

THIRD COPY - FOR DEALER

NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

Kimberly Labut/Austin/GM1

08/03/2009 04:14 PM

To karen.calhoun@gm.com
cc
bcc
Subject We need your reply to continue Fw: 1GNDS13SX7[redacted]

Kimberly Labut
BRC Legal Research
Aditya Birla Minacs
Email: Kimberly_Labut@gmexpert.com
Phone 866-790-5700, ext. 41214
Fax 866-255-3725
Website: www.minacs.com

----- Forwarded by Kimberly Labut/Austin/GM1 on 08/03/2009 04:13 PM -----

Kimberly Labut/Austin/GM1

07/31/2009 05:09 PM

To ivan.hardy@gm.com
cc karen.calhoun@gm.com
Subject 1GNDS13SX7[redacted]

Hi, my name is Kim Labut. This email is to follow up on my voicemail regarding Service Request 71-745582877 for customer [redacted] The customer's vehicle is a Year, Make and Model with **XX,XXX** miles. The VIN is **XXXXXXXX**. The customer has been working with BENNETT CHEVROLET, INC. EGG HARBOR TOWNSHIP NJ and
KERBECK CADILLAC PONTIAC CHEVROLET, INC. ATLANTIC CITY NJ 40.
Due to time constraints, your response to this e-mail is required within **48** hours.

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the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption will option "B".

Please reply only by email with one of the above options within **48** hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Thank you,

Kimberly Labut
BRC Legal Research
Aditya Birla Minacs
Email: Kimberly_Labut@gmexpert.com
Phone 866-790-5700, ext. 41214
Fax 866-255-3725
Website: www.minacs.com

Privileged and Confidential Information

CASE ASSESSMENT – LEGAL (NON SMALL CLAIMS)

By: Kimberly Labut State: NJ

Customer Name: Coco Service Request: 71-745582877 GM Legal File No.: n/a

Only customer's last name to be recorded

Vehicle ID No.: 1GNDS13SX7[redacted] In Service Date: 3/27/2007 Vehicle is: Used BAC Code:

Year, Make & Model: 2007 Chevrolet TrailBlazer Vehicle Purchased Used on: 8/20/08 at odometer

Lien holder: GMAC☐ Other☐: DVM requests involvement?: No Purchase Price of Vehicle: $ 17601.50

Was TAC contacted for this vehicle (Y/N)? : Unknown

If TAC was NOT contacted, why? No info on ROs and svc mgr is not familiar with vehicle.

VEHICLE REPAIR HISTORY

☐ Engine/Fuel/Exhaust

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/17/08	153119	1	10755	C/S vibration when braking/ - Resurface front rotors
09/05/08	158805	2/per mgr	15364	Ck engine light on/ faulty fan assembly- replaced fan clutch. Remove trouble codes. Check operation. OK
05/18/09	255596	1	35670	check engine light has been coming on intermittently/ No driveability issues noted. Diag time - fault code . - p0483 in diag system.Diag time - code p0483 - cooling fan performance. Ref tec bull 060602010b -updated pcm
7/20/09	257954	1	40698	Job 1: Check engine light on. Light has been coming on and off intermittently/ Scanned and found code # p0463 fuel level sensor will need to be replaced- customer declined repairs at this time Fuel gage reading empty. Low fuel warning present. Customer states has over half tank of gas in it/ See notes on job # 1 sensor needs to be replaced

☐ Body/Trim

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
05/18/09	255596	*	35670	Chevy bowtie emblem on rear hatch is peeling/ peeling emblem- R & R old emblem & install new.

☐ Electrical

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
09/05/08	158805	*	15364	C/S tire pressure light on/ needs relearn on TPM-relearned the tires

05/18/09	255596	*	35670	Both brake lights are out/ both bulbs blown- R & R both rear lights and install new brake tail light bulbs Check front power window operation; owner stairs that both Front power windows seem slower then normal/ window reg sticking - needed lube both ft doors. R& R both ft door panels & lube window regulators. Also lubed window channels.
06/20/09	256791	2/per mgr	38242	Power windows and door lock switches inop on drivers door. Customer smelled burning smell and saw smoke, and switches stopped working. Window switches work on other doors. Drivers window window stuck down. In on 6/18/08 similar complaint on window operation while still under factory warranty. Vehicle exhibited a burnt driver door module. Witness mark of burn on module. Need to start with new module to diag if window motor is cause of module burning out due to being unable to apply power to window motor to get to go up manually Need to to order new module available in Canada only- Replace door module/switch

☐ HVAC

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
03/09/09	253092	3	29545	Whining noise/ a/c compressor BRGS noisy. note - diag time .. difficult to pinpoint brg noise- installed new a/c compressor, evac & recharge a/c system.

☐ Other

Date:	RO #:	Days Out:	Mileage:	Description of Complaint and Repair Performed:
4/17/08	153119	Mtn	10755	LOF. Rotate tires
09/05/08	158805	*	15364	Install front tag bracket

Accident/Insurance Information:

Has the vehicle ever been involved in an accident Y or N? Unknown per svc mgr not familiar w/veh
Did you confirm your answer with the dealer/attorney Y or N? Y
What type of damage was sustained N/A
Are the RO's attached if the vehicle was in an accident Y or N: Unknown per svc mgr not familiar w/veh

Has the customer filed any insurances claims on this Vehicle Y or N: Unknown per svc mgr not familiar w/veh

If Yes. Did the insurance company deny the claim? Y or N : N/A

Are there any Aftermarket Modifications to the Vehicle Y or N: Unknown per svc mgr not familiar w/veh

Have you confirm this with the dealership Y or N: Y

If "Yes" to aftermarket, please list: N/A

THE STATE LEMON LAW READS:

Days out of service: 20
Repairs: 3
Time period 24 Mo. / 18,000 Miles
Does Lemon Law state nonconformity must continue to exist? Yes

Number of repair attempts in the presumption period:	**3**
Total days out of service during the presumption period:	3
Total days out of service during customer's ownership:	10

PERTINENT VEHICLE INFORMATION PROVIDED BY District Service Manager

ivan.hardy@gm.com
D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

PERTINENT VEHICLE INFORMATION PROVIDED BY DEALER SERVICE MGR(S)

Crs adv Bennett svc mgr Rich Anderson cust hired atty. Mgr sts it was fleet. We didn't sell it.
Crs seeks info re: tac, collisions, aftermarket items and insurance claims.
Mgr sts I've never seen veh so I can't answer.
Mgr sts fax is 609-641-8568.

Kerbeck svc mgr Jack Averesa fax is 609-344-4235
Svc mgr Jack Averesa sts for 158805, there were 2 complaints.
Ck engine light on/ faulty fan assembly
dlr replaced clutch

C/S tire pressure light on/ dlr relearned the tires
It was written on 9/5 and in rental one day so mgr would say 1 or 2 days. He can't say which.

Mgr sts to his knowledge there have been no collisions, insurance claims, tac calls or aftermarket items.
Svc Mgr sts we send sales & svc docs next door to main office to comproller Linda Kinney at
609 344 2100

PERTINENT FACTS FROM PREVIOUS SRs WHICH RELATE TO YOUR EVALUATION

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

Concern:
Date & Offer/Result:

RECOMMENDATION

Denial
Vehicle was purchased used on 8-20-08
The vehicle has only had two components that have experienced more than one issue and repair. 3 SES light repairs, two as a result of a faulty cooling fan and 1 for a fuel level sensor.
The vehicle also experienced two separate electrical repairs. One for brake lights and power windows and the second for the driver side door electronics in which the motor burnt.

This vehicle has no "history" to any single component and the issues that have presented do not appear to continue. On these grounds he vehicle does not APPEAR to meet the legal claims demanded.

RATIONALE

REASON FOR REMOVAL

CRS FINAL OFFER: **DATE:**

OFFER TO CUST: $
ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

PLAINTIFF'S FINAL DEMAND: **DATE:**

AMOUNT TO CUST: $

ATTORNEY FEES: $
OR INCLUSIVE OFFER: $

TEAM MANAGER APPROVING: Date:

INVOICE

KERBECK CADILLAC - CHEVROLET - SUBARU

340 N. Albany Avenue
ATLANTIC CITY, N.J. 08401
609-345-2100

CUSTOMER NO. 58040	ADVISOR JOHN MEILI 5780	TAG NO. 644		INVOICE DATE 09/23/08	INVOICE NO. CTCS158805
[redacted] SICKLERVILLE, NJ [redacted]	LABOR RATE	LICENSE NO.	MILEAGE 15,364	COLOR GREY/	STOCK NO. P29065
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4			DELIVERY DATE 08/20/08	DELIVERY MILES 13,100
	VEHICLE I.D. NO. 1 G N D S 1 3 S X 7 [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 09/05/08	
[redacted]	COMMENTS				MO: 15365

JOB# 1 CHARGES

LABOR
J# 1 50CTZ01 ENGINE ELEC.CONCERN TECH(S):5778 WARRANTY
CUST STS:CHECK ENGINE LIGHT ON
FAULTY FAN CLUTCH ASSEMBLY
REPLACE FAN CLUTCH. REMOVE TROUBLE CODES. CHECK OPERATION;
O.K.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		25790869	CLUTCH 1.050		WARRANTY
				TOTAL - PARTS		0.00

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	76288		09/23/08	1 DAY RENTAL (INTERNAL)	INTERNAL
				TOTAL - SUBLET	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 01CTZ99 GENERAL OP TECH(S):5778 INTERNAL
INSTALL FRONT TAG BRACKET
E
E

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3+01CTZ003 3000 M/SERVC $35.95 TECH(S):5778 INTERNAL
Added Operation (JOHNM @ 09/23/2008 09:06)
PERFORM OIL AND FILTER CHANGE. CHECK COOLANT CONDITION AND
LEVEL. CHECK TRANSMISSION AND POWER STEERING FLUIDS INSPECT
DRIVE AXLES AND FRONT SUSPENSION
COMPLETED
PERFORMED AS GOODWILL GESTURE PER FRANK PREVITI

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		89017342	FILTER 1.836		INTERNAL
	7		12345610	OIL 5W30Q 8.800		INTERNAL
				TOTAL - PARTS		0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

IMPORTANT
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT OUR SERVICE MANAGER IMMEDIATELY. YOUR SATISFACTION IS OUR NO. 1 CONCERN.

THANK YOU
WE APPRECIATE YOUR BUSINESS

 [CONTINUED ON NEXT PAGE] 09:20am

INVOICE

KERBECK CADILLAC - CHEVROLET - SUBARU

340 N. Albany Avenue
ATLANTIC CITY, N.J. 08401
609-345-2100

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
58040	JOHN MEILI 5780	644	09/23/08	CTCS158805

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		15,364	GREY/	P29065

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4	08/20/08	13,100

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D S 1 3 S X 7 [redacted]		

F.T.E. NO.	P.O. NO.	P.O. DATE
		09/05/08

[redacted]
SICKLERVILLE, NJ [redacted]

[redacted]

COMMENTS

MO: 15365

LABOR----------
J# 4+51CTZ01 BODY ELECT CONCERN TECH(S):5778 WARRANTY
Added Operation (JOHNM @ 09/23/2008 14:11)
CUST STS: TIRE PRESSURE LIGHT ON
NEEDS RE-LEARN ON TIRE PRESSURE MONITOR
SET TIRE PRESSURES, RE-LEARN,CHECK;O.K.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		25731359	CAP 5.890		
				TOTAL - PARTS		0.00

JOB# 4 TOTALS----------

JOB# 4 JOURNAL PREFIX CTCS JOB# 4 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] CHARGE *
* *
* [ ] AMER XPRESS [ ] OTHER *
* *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!
I hereby acknowledge that the amount stated on this invoice was approved prior to the work being done. I acknowledge that I was contacted and approved any additional estimated charges shown on this invoice.

CUSTOMER SIGNATURE

********** D U P L I C A T E I N V O I C E **********

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THANK YOU
WE APPRECIATE YOUR BUSINESS

Reynolds and Reynolds ERALZRINVE CC212224 Q (09/04)

 CUSTOMER COPY [END OF INVOICE] 09:20am

SF644490 Q (08/07)

INVOICE

KERBECK CADILLAC - CHEVROLET - SUBARU

340 N. Albany Avenue
ATLANTIC CITY, N.J. 08401
609-345-2100

CUSTOMER NO. 10	ADVISOR ROBERT DONNELL 5685	TAG NO.	INVOICE DATE 04/17/08	INVOICE NO. CTCS153144
[redacted] ATLANTIC CITY, NJ [redacted]	LABOR RATE / LICENSE NO. / MILEAGE 10,757		COLOR GREY/	STOCK NO. P29065
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE 08/20/08	DELIVERY MILES 13,100
	VEHICLE I.D. NO. 1 G N D S 1 3 S X 7 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	P. O. DATE 04/17/08	
RESIDENCE PHONE [redacted]	COMMENTS			MO: 10758

JOB# 1 CHARGES----------

LABOR----------
J# 1 01CTZ99 GENERAL OP TECH(S):5757 INTERNAL
CERTIFY VEHICLE
E
E

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
TOTALS----------

****
* *
* [ ] CASH [ ] CHECK CK NO. [ ] *
* *
* [ ] VISA [ ] MASTERCARD [ ] CHARGE *
* *
* [ ] AMER XPRESS [ ] OTHER *
* *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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CUSTOMER SIGNATURE

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THANK YOU
WE APPRECIATE YOUR BUSINESS

Reynolds and Reynolds ERALZRINVE CC21224.Q (09/04)

 CUSTOMER COPY [END OF INVOICE] 09:20am

SF644490 Q (08/07)

INVOICE

KERBECK CADILLAC - CHEVROLET - SUBARU

340 N. Albany Avenue
ATLANTIC CITY, N.J. 08401
609-345-2100

CUSTOMER NO. 10	ADVISOR ROBERT DONNELL 5685	TAG NO.	INVOICE DATE 04/17/08	INVOICE NO. CTCS153119
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 10,755		COLOR GREY/	STOCK NO. P29065
ATLANTIC CITY, NJ [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4		DELIVERY DATE 08/20/08	DELIVERY MILES 13,100
	VEHICLE I.D. NO. 1 G N D S 1 3 S X 7 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	PROMISE DATE 04/17/08	
RESIDENCE PHONE [redacted]	COMMENTS			MO: 10756

JOB# 1 CHARGES

LABOR----------
J# 1 01CTZ99 GENERAL OP TECH(S):5757 INTERNAL
FRAME AND SAFETY
LUBE OIL FILTER , ROTATE TIRES
E
E

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		89017342	FILTER 1.836		INTERNAL
	7		12345610	OIL 5W30Q 8.800		INTERNAL
				TOTAL - PARTS		0.00

JOB# 1 TOTALS----------

JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES----------

LABOR----------
J# 2+40CTZ08 BRAKE VIBRATION TECH(S):5757 INTERNAL
Added Operation (BOBD @ 04/17/2008 09:26)
CUSTOMER STATES VIBRATION WHEN BRAKING
RESURFACE FRONT ROTORS

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)
TOTALS----------

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] CHARGE *
* [ ] AMER XPRESS [ ] OTHER *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

THANK YOU FOR YOUR BUSINESS!!
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CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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THANK YOU
WE APPRECIATE YOUR BUSINESS

6721 Black Horse Pike
Egg Harbor Twp. N.J. 08234
E-mail richa@bennettchevy.com
Phone: (609) 641-0444
Fax: (609) 645-3255

Bennett Chevrolet

Fax

To:	Kimberly Labut	**From:**	Rich Anderson
Fax:	866-255-3725	**Date:**	August 4, 2009
Phone:		**Pages:**	
Re:	71-745582877	**CC:**	

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

•Comments:

08/04/2009 SUMMARY HISTORY DISPLAY 3100

07:09:16 PAGE 1

CUSTOMER NAME [redacted] SERIAL NO. 1GNDS13SX7[redacted]

TOTAL R/O'S 4 TOTAL SERV. DAYS 11 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	257954	07/20/2009	40698	A 871				
				T 874	1	C	17CTZ	DRIVEABILITY & E
				T 874	2	C	18CTZ	ENGINE FUEL
2	256791	06/20/2009	38242	A 871				
				T 450	1	W	45CTZ-001	ELECTRICAL
				T 871	2	W	70CTZZ	RENTAL
3	255596	05/18/2009	35677	A 268				
				T 874	1	W	17CTZ	DRIVEABILITY & E
				T 874	2	W	45CTZ	ELECTRICAL B
				T 874	3	W	45CTZ-001	ELECTRICAL
				T 874	4	W	80CTZ	EXTERIOR TRIM
4	253092	03/09/2009	29545	A 231				
				T 874	1	W	13CTZ	ENGINE B

SINCE BENNETT 1935 Chevrolet

CTCS257954

(609) 641-0444
DIRECT SERVICE (609) 641-2244

6721 BLACK HORSE PIKE
EGG HARBOR TWP., NJ 08234-3908
www.bennettchevy.com

CTCS257954

0101ICTCS257954

CELL: 609-287-1794

CUSTOMER NO. 32704	ADVISOR MIKE PATTERSON 871	TAG NO. 203	INVOICE DATE 07/20/09	INVOICE NO. CTCS257954
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 40,698	COLOR SILVER/	STOCK NO.
BRIGANTINE, NJ [redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 03/27/07	DELIVERY MILES
	VEHICLE I.D. NO. 1 G N D S 1 3 S X 7 [redacted]		SELLING DEALER NO. WALDEN FLEE	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/20/09	
[redacted]	BUSINESS PHONE	COMMENTS		MO: 40698

LABOR & PARTS----------

J# 1 17CTZ DRIVEABILITY & EMMIS TECH(S):874 50.00

CHECK ENGINE LIGHT ON
LIGHT HAS BEEN COMING ON AND OFF INTERMITTENLY
SCANNED AND FOUND CODE # P0463 FUEL LEVELING SENSOR
WILL NEED TO BE REPLACED
CUSTOMER DECLINED REPAIRS AT THIS TIME.

JOB # 1 TOTAL LABOR & PARTS 50.00

J# 2 18CTZ ENGINE FUEL TECH(S):874 0.00

FUEL GAUGE READING EMPTY. LOW FUEL WARNING PRESENT. CUSTOMER
STATES HAS OVER HALF TANK OF GAS IN IT
SEE NOTES ON JOB # 1 SENSOR NEEDS TO BE REPLACED

JOB # 2 TOTAL LABOR & PARTS 0.00

MISC------CODE--------DESCRIPTION----------CONTROL NO---------		
JOB # A	6 SHOP SUPPLIES	5.00
	TOTAL - MISC	5.00

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $110.00 (+TAX)

RECOMMENDATIONS----------

NEED TO REPLACE FUEL LEVEL SENSOR
SENSOR # 19178477 442.31

TOTALS----------

****
* CASH ( ) CHECK ( ) #( ) A/R CUSTOMER ( ) *
* CIRCLE ONE - VISA/MC AMEX NOVUS MAC *
* CASHIERS INITIALS ( ) DATE ( ) *
****

TOTAL LABOR....	50.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.85
TOTAL INVOICE $	**58.85**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIFETIME
GUARANTEE FOR CUSTOMER PAY REPAIRS.
PARTS DESIGNATED WITH INITIALS (AM) INDICATE PART IS A
NON-GM PART AND GUARANTEED FOR 90 DAYS WITHOUT LABOR
AM PARTS ONLY USED AT CUSTOMER REQUEST FOR PRICE CONCESSION

>> PLEASE READ ABOVE STATEMENT BEFORE SIGNING THIS INVOICE<<

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system--when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person. All General Motors parts carry a 12 month, 12,000 mile warranty (whichever comes first) which covers parts and labor.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

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Thank You, We appreciate your business!

ACCOUNTING COPY [END OF INVOICE] 07:09am

SINCE BENNETT 1935 Chevrolet

CTCS256791

(609) 641-0444
DIRECT SERVICE (609) 641-2244

6721 BLACK HORSE PIKE
EGG HARBOR TWP., NJ 08234-3908
www.bennettchevy.com

CTCS256791

0101CTCS256791

CELL: 609-287-1794

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
32704	MIKE PATTERSON 871	203	06/27/09	CTCS256791

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		38,242	SILVER/	

[redacted]
BRIGANTINE, NJ [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER	03/27/07	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D S 1 3 S X 7 [redacted]	WALDEN FLEE	

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/20/09

[redacted] BUSINESS PHONE

COMMENTS

MO: 38242

LABOR & PARTS----------

J# 1 45CTZ-001 ELECTRICAL TECH(S):450 WARRANTY

POWER WINDOWS AND DOOR LOCK SWITCHES INOP ON DRIVERS DOOR.
CUSTOMER SMELLED BURNING SMELL AND SAW SMOKE, AND SWITCHES
STOPPED WORKING. WINDOW SWITCHES WORK ON OTHER DOORS.
DRIVERS WINDOW WINDOW STUCK DOWN.
IN ON 5/18/08 SIMILAR COMPLAINT ON WINDOW OPERATION WHILE
STILL UNDER FACTORY WARRANTY.
VEHICLE EXHIBITED A BURNT DRIVER DOOR MODULE, WITNESS
MARK OF BURN ON MODULE NEED TO START WITH NEW MODULE
TO DIAG IF WINDOW MOTOR IS CAUSE OF MODULE BURING OUT
DUE TO BEING UNABLE TO APPLY POWER TO WINDOW MOTOR
TO GET TO GO UP MANUALLY
NEED TO TO ORDER NEW MODULE AVAILABLE IN CANADA ONLY
REPLACE DOOR MODULE/SWITCH

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		25867001	SWITCH 16.263		WARRANTY
JOB # 1	1		15214503	BEZEL 16.345		WARRANTY
JOB # 1	1		12092079	FUSE 8.965		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 70CTZZ RENTAL TECH(S):871 WARRANTY

CUSTOMER NOT QUALIFIED FOR RENTAL 6/20 MP

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		0.00

COMMENTS----------

CLAIM 1 HOUR OLH TO REPAIR WINDOW TEMPORARILY.

LIMITED LABOR WARRANTY

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Thank You, We appreciate your business!

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 07:10am

SINCE 1935 BENNETT Chevrolet

CTCS256791

(609) 641-0444
DIRECT SERVICE (609) 641-2244

6721 BLACK HORSE PIKE
EGG HARBOR TWP., NJ 08234-3908
www.bennettchevy.com

CTCS256791

0101ICTCS256791

CELL: 609-287-1794

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
32704	MIKE PATTERSON 871	203	06/27/09	CTCS256791

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		38,242	SILVER/	

[redacted]
BRIGANTINE, NJ [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER	03/27/07	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D S 1 3 S X 7 [redacted]	WALDEN FLEE	

F. T. E. NO.	P. O. NO.	R. O. DATE
		06/20/09

[redacted] BUSINESS PHONE

COMMENTS

MO: 38242

TOTALS----------

```
*************************************************************
*  CASH (  )  CHECK (  )  #(     )  A/R CUSTOMER (  )       *
*  CIRCLE ONE -  VISA/MC   AMEX   NOVUS   MAC                *
*  CASHIERS INITIALS (       )     DATE (        )          *
*************************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIFETIME GUARANTEE FOR CUSTOMER PAY REPAIRS.
PARTS DESIGNATED WITH INITIALS (AM) INDICATE PART IS A NON-GM PART AND GUARANTEED FOR 90 DAYS WITHOUT LABOR
AM PARTS ONLY USED AT CUSTOMER REQUEST FOR PRICE CONCESSION

>> PLEASE READ ABOVE STATEMENT BEFORE SIGNING THIS INVOICE<<

CUSTOMER SIGNATURE

********** DUPLICATE INVOICE **********

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ACCOUNTING COPY [END OF INVOICE] 07:10am

SINCE 1935 BENNETT Chevrolet

CTCS255596

(609) 641-0444
DIRECT SERVICE (609) 641-2244

6721 BLACK HORSE PIKE
EGG HARBOR TWP., NJ 08234-3908
www.bennettchevy.com

CTCS255596

0101ICTCS255596

CELL: 609-287-1794

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
32704	ROBERT J AFFA 268	203	05/18/09	CTCS255596

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		35,670	SILVER/	

[redacted]
BRIGANTINE, NJ [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/CHEVROLET TRUCK/TRAILBLAZER	03/27/07	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G N D S 1 3 S X 7 [redacted]	WALDEN FLEE	

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/18/09

[redacted] BUSINESS PHONE

COMMENTS

MO: 35677

LABOR & PARTS----------

J# 1 17CTZ DRIVEABILITY & EMMIS TECH(S):874 WARRANTY

CHECK ENGINE LIGHT HAS BEEN COMING ON INTERMITTENTLY.
NO DRIVEBILITY ISSUES NOTED
DIAG TIME - FAULT CODE ... P0483 IN DIAG SYSTEM.
DIAG TIME - CODE P0483 - COOLING FAN PERFORMANCE.
REF TEC BULL060602010B UPDATED PCM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 45CTZ ELECTRICAL B TECH(S):874 WARRANTY

BOTH BRAKE LIGHTS ARE OUT
BOTH BULBS BLOWN.
R&R BOTH REAR LIGHTS & INST NEW BRAKE/ TAIL LIGHT BULBS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	12450108	BULB 2.679	WARRANTY
JOB # 2	1	9441839	BULB LP 8.991	WARRANTY
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 45CTZ-001 ELECTRICAL TECH(S):874 WARRANTY

CHECK FRONT POWER WINDOW OPERATION; OWNER STATES THAT BOTH
FRONT POWER WINDOWS SEEM SLOWER THEN NORMAL...
WINDOW REG STICKING - NEEDED LUBE - BOTH FT DOORS.
R&R BOTH FT DOOR PANELS & LUBE WINDOW REGULATORS - ALSO
LUBED WINDOW CHANELS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 80CTZ EXTERIOR TRIM TECH(S):874 WARRANTY

CHEVY BOWTIE EMBLEM ON REAR HATCH IS PEELING
PEELING EMBLEM
R&R OLD EMBLEM & INSTALL NEW.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1	20830823	EMBLEM 17.215	WARRANTY
			JOB # 4 TOTAL PARTS	0.00
			JOB # 4 TOTAL LABOR & PARTS	0.00

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Thank You. We appreciate your business!

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 07:10am

SINCE BENNETT 1935 Chevrolet

CTCS255596
(609) 641-0444
DIRECT SERVICE (609) 641-2244
6721 BLACK HORSE PIKE
EGG HARBOR TWP., NJ 08234-3908
www.bennettchevy.com

CTCS255596

CELL: 609-287-1794

01011CTCS255596

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
32704	ROBERT J AFFA 268	203	05/18/09	CTCS255596
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE 35,670		COLOR SILVER/	STOCK NO.
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER		DELIVERY DATE 03/27/07	DELIVERY MILES
BRIGANTINE, NJ [redacted]	VEHICLE I.D. NO. 1 G N D S 1 3 S X 7 [redacted]		SELLING DEALER NO. WALDEN FLEE	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE 05/18/09	
[redacted] BUSINESS PHONE	COMMENTS			MO: 35677

TOTALS----------

```
*************************************************************
*  CASH (  )  CHECK (  )  #(     )  A/R CUSTOMER (  )       *
*  CIRCLE ONE -  VISA/MC   AMEX   NOVUS   MAC               *
*  CASHIERS INITIALS (       )   DATE (        )           *
*************************************************************
```

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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AM PARTS ONLY USED AT CUSTOMER REQUEST FOR PRICE CONCESSION

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CUSTOMER SIGNATURE

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ACCOUNTING COPY [END OF INVOICE] 07:10am

SINCE 1935 BENNETT Chevrolet

CTCS253092

(609) 641-0444
DIRECT SERVICE (609) 641-2244

6721 BLACK HORSE PIKE
EGG HARBOR TWP., NJ 08234-3908
www.bennettchevy.com

CTCS253092

0101ICTCS253092

CELL: 609-287-1794

CUSTOMER NO. 32704	ADVISOR LARRY A BUYSE 231	TAG NO. 203	INVOICE DATE 03/11/09
	LABOR RATE	LICENSE NO.	MILEAGE 29,545
[redacted]	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER		
BRIGANTINE, NJ [redacted]	VEHICLE I.D. NO. 1 G N D S 1 3 S X 7 [redacted]		
	F.T.E. NO.	P.O. NO.	
[redacted] BUSINESS PHONE	COMMENTS		

INVOICE NO.	CTCS253092
STOCK NO.	
COLOR	SILVER/
DELIVERY DATE	03/27/07
DELIVERY MILES	
SELLING DEALER NO.	WALDEN FLEE
PRODUCTION DATE	
R. O. DATE	03/09/09

MO: 29545

LABOR & PARTS----------
J# 1 13CTZ ENGINE B TECH(S):874 WARRANTY

WHINING NOISE
A/C COMPRESSOR BRGS NOISEY.
NOTE - DIAG TIME ... DIFFICULT TO PINPOINT BRG NOISE!
INSTALLED NEW A/C COMPRESSOR - EVAC & RECHARGE A/C
SYSTEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	25825341	COMPRESSO 9.170 *		WARRANTY
JOB # 1	2	12356150	R134FREON 8.800		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

TOTALS----------

****
* CASH ( ) CHECK ( ) #( ) A/R CUSTOMER ( ) *
* CIRCLE ONE - VISA/MC AMEX NOVUS MAC *
* CASHIERS INITIALS ( ) DATE ( ) *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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CUSTOMER SIGNATURE
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DUPLICATE INVOICE **********

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Thank You, We appreciate your business!

ACCOUNTING COPY [END OF INVOICE] 07:10am

General Motors Company
Legal Staff

Facsimile
(248) 267-3677

Telephone
(512) 386-0748

November 12, 2009

John Amari, Esq.
Law Office Of John A Amari
48 Glendale Drive
Freehold, NJ 07728

Dear Mr. Amari:

Re: GM Case No. 680615
[redacted] v. General Motors

This will acknowledge your agreement to represent General Motors in this case.

This case is not part of the Early Resolution Program, however, the Business Resource Center (BRC) will complete a preliminary evaluation and include its evaluation when it furnishes you with a copy of all relevant files. Please forward your written recommendation directly to me, setting forth: (1) the present settlement demand from the plaintiff; (2) your evaluation of that demand; (3) your initial overall settlement recommendation, including your best estimate of how much it will take to settle the case; and (4) your present evaluation of the chances and potential range of an adverse judgment. Please include in your evaluation the total amount you roughly anticipate it will cost General Motors for attorneys' fees and disbursements through final resolution of this matter, including trial if necessary.

Information necessary to support your preliminary settlement evaluation should not be obtained through formal discovery procedures. Rather, it is suggested that pertinent information such as vehicle mileage, out-of-pocket expenses, repair history, continuing complaints, etc., can be obtained from the BRC and plaintiff's attorney.

Sincerely,

Elizabeth Martin
Legal Assistant

680615

12/16/09

Service of Process Transmittal

11/11/2009
CT Log Number 515710184

TO: Rosemarie Williams
General Motors Legal Staff
400 Renaissance Center, Mail Code 482-038-210
Detroit, MI 48265-4000

RE: **Process Served in New Jersey**

FOR: General Motors Company (Domestic State: DE)

ENCLOSED ARE COPIES OF LEGAL PROCESS RECEIVED BY THE STATUTORY AGENT OF THE ABOVE COMPANY AS FOLLOWS:

TITLE OF ACTION:	[redacted] Pltf. vs. General Motors Company, Dft.
DOCUMENT(S) SERVED:	Summons, Attachment, Case Information Statement, Complaint, Jury Demand, Certification, Exhibit(s)
COURT/AGENCY:	Camden County: Superior Court, Law Division, NJ filed 10/28/09 Case # L544909
NATURE OF ACTION:	Product Liability Litigation - Breach of Warranty - Failure to repair and/or correct defects on a 2007 Chevrolet TrailBlazer, VIN 1GNDS13SX7[redacted]
ON WHOM PROCESS WAS SERVED:	The Corporation Trust Company, West Trenton, NJ
DATE AND HOUR OF SERVICE:	By Process Server on 11/11/2009 at 14:20
APPEARANCE OR ANSWER DUE:	Within 35 days, not counting the date you received it
ATTORNEY(S) / SENDER(S):	Jacqueline C. Herritt, Esquire Kimmel & Silverman, P.C. Executive Quarters 1930 E. Marlton Pike Suite Q29 Cherry Hill, NJ 08003 856-429-8334
ACTION ITEMS:	SOP Papers with Transmittal, via Fed Ex 2 Day Image SOP Email Notification, SOP Recipient gm_sop@gm.com Fax Transmittal, Rosemarie Williams 313-665-7572 CC Recipient(s) Rosemarie Williams, via Regular Mail
SIGNED:	The Corporation Trust Company
PER:	Tyeasha Harris
ADDRESS:	820 Bear Tavern Road 3rd Floor West Trenton, NJ 08628
TELEPHONE:	609-538-1818

Non-ER
Elizabeth Martin

John Amari
Law Office of John Amari

CTweb
11/11/09
6:01pm

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

August 3, 2009

Rich Anderson
BENNETT CHEVROLET, INC.
6721 BLACK HORSE PIKE
EGG HARBOR TOWNSHIP, NJ 08234-3908
(609) 641-0444

RE: [redacted]
Service Request: 71-745582877
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13SX7[redacted]
Customer Relationship Specialist: Kimberly Labut

Dear Rich Anderson:

This is a letter of notification regarding a legal matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors Corporation

LG0040
V6302006

General Motors Corporation
Business Resource Center
PO Box 33170
Detroit, MI 48232-5170

VIA FAX ONLY

July 31, 2009

Robert Silverman, Esq.
Kimmel & Silverman, PC
30 East Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: 71-745582877
2007 Chevrolet TrailBlazer
Vehicle Identification Number: 1GNDS13SX7[redacted]
Customer Relationship Specialist: Kimberly Labut

Dear Mr. Silverman:

This is to advise that General Motors is in receipt of the above referenced case dated 7/31/09. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five (**5**) days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

- ☒ Copy of owner's current title and/or registration
- ☒ Release of Lien
- ☒ Finance agreement
- ☒ Buyer's agreement

General Motors Corporation
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors Corporation

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Corporation, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

LG0006
V08012008

Form **W-9**
(Rev. September 2007)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

Name (as shown on your income tax return)

Business name, if different from above: Kimmel & Silverman, P.C.

Check appropriate box: ☐ Individual/Sole proprietor ☐ Corporation ☐ Partnership
☐ Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶
☐ Other (see instructions) ▶

☐ Exempt payee

Address (number, street, and apt. or suite no.): 30 East Butler Pike

Requester's name and address (optional)

City, state, and ZIP code: Ambler, PA 19002

List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Social security number: ___ ___ ___

or

Employer identification number: [redacted]

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding, and
3. I am a U.S. citizen or other U.S. person (defined below).

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. See the instructions on page 4.

Sign Here | Signature of U.S. person ▶ | Date ▶

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

Note. If a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

April 26, 2012

[redacted]
Detroit, MI [redacted]

Dear [redacted],

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to $100 towards your next maintenance service or repair on your 2006 Chevrolet TrailBlazer.

This offer is valid towards one service visit on VIN 1GNDS13S26[redacted]. In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-772698124

For more information regarding the maintenance and care of your vehicle, please visit www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op Z7092, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

April 26, 2012

[redacted]
Havertown, PA [redacted]

Dear [redacted],

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary, If it has not, we invite you call us at 1-800-222-1020. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Chevrolet. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request Number: 71-785035559

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **05.18.2010**
Vehicle Brand: **CHEVROLET** Model: **2007 TRAILBLAZER**
File # **71-828912637** VIN: **1GNDT13S67**[redacted]

Mileage at Inspection: **43,034** Inspection Location: **ROMEO CHEVROLET-BUICK-GMC, LLC SCHWENK DRIVE, KINGSTON, NEW YORK 12401 (845) 338.4000 (ARMAN, S/MGR)**

Inspector's phone number: **203.746.3553** Inspected By: **W. L. KING, EAA**

Section 1 INSPECTION SUMMARY

Type **X** Non Collision, ☐ Collision

Fire Hot Spot ☐ Engine Compartment, ☐ Underdash, ☐ Other Interior, ☐ Trunk, ☐ Unknown, **X** Other – specify: **L/F POWER DOOR WINDOW; SWITCH, MOTOR AND/OR MODULE**

Following the inspection, summarize the facts and observations:

- **Upon first inspection, a faint burnt electrical odor was observed in the immediate area of the l/f door panel.**
- **The l/f door power window could not be operated with the power window switch.**
- **The l/f door power window fuse (10 amp) was removed from the fuse junction box (by the claimant) located below the l/r passenger seat.**
- **The lf/ door trim panel and power window control panel were removed to check for signs of thermal event activity.**
- **Melted plastic and brown discoloration was observed in the immediate area of the l/f power window control switch and control trim cover. The melted plastic and brown discoloration appeared consistent with thermal event type activity.**
- **A new fuse was installed in the fuse junction box for the purpose of by-passing the power window control switch to test the power window motor for proper function. The power window motor performed properly (up and down) without incident during repeated testing.**
- **No other signs of thermal event activity were observed in the immediate vicinity of the window motor, connectors, wiring harness', window module or fuse junction box.**
- **When further testing was performed with the l/f power window control reconnected in the circuit, smoke and orange flames appeared in the internal area of the switch unit itself. During three separate tests performed on the l/f power window switch, 3 fuses for the l/f power window were blown.**
- **The damaged window switch and the blown fuses appeared to cause lack of communication with the window module. Therefore, no DTCS were detected with the tech 2 scanner.**
- **No outside related physical damage, in the immediate vicinity of the power window control panel and/or on the inner door trim panel, was apparent.**
- **The requested Bosch CDR download was not performed based on the non-collision thermal event allegations; and is therefore not included as part of this report.**

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Section 2 INTERVIEW - INCIDENT DETAILS

Provide a complete description of the incident according to the DRIVER / CLAIMANT

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **05.18.2010**
Vehicle Brand: **CHEVROLET** Model: **2007 TRAILBLAZER**
File # **71-828912637** VIN: **1GNDT13S67**[redacted]

Interview mode: **X** By Telephone **X** In Person Incident Date and Time: **05.08.2010**
Interview date: **05.14.2010, 05.17.2010 & 05.18.2010**
Was a police/fire department report written? ☐ Yes **X** No
Provide driver/claimant's description of incident. Describe the event from start to finish; include description of other vehicles involved:

THE DRIVER/CLAIMANT STATES THE FOLLOWING:

PRIOR TO THE THERMAL EVENT THE VEHICLE WAS PARKED OVERNIGHT IN THE DRIVEWAY OF HER PERSONAL RESIDENCE; LOCATED AT 4 OLD POST ROAD IN ESOPUS, NEW YORK 12429.

UPON STARTING THE VEHICLE THE FOLLOWING MORNING, FOR THE FIRST TIME, SHE SMELLED A BURNING ODOR AND THEN SAW SMOKE, COMING FROM THE DOOR PANEL AREA, WHEN SHE WENT TO LOWER THE POWER WINDOW. UPON SEEING THE SMOKE, SHE IMMEDIATELY TURNED THE IGNITION SWITCH "OFF".

FOLLOWING THE INCIDENT, SHE CHECKED THE POWER WINDOW FUSE (AFTER READING THE OWNER'S MANUAL) AND FOUND THE FUSE TO BE BLOWN. SHE STATES THAT SHE DID NOT REPLACE THE BLOWN FUSE. SHE ALSO STATES THAT NO CHEMICAL OR LIQUID FORM OF EXTINGUISHMENT WAS USED TO EXTINGUISH THE THERMAL EVENT; AND THAT IT MOST LIKELY EXTINGUISHED ITSELF.

ALSO, WHEN THE CLAIMANT ATTEMPTED TO LOWER THE DRIVER DOOR WINDOW IT WOULD NOT GO DOWN.

SPECIAL NOTE: ABOUT 2 HRS FOLLOWING THE INCIDENT, THE CLAIMANT STATES THAT SHE DROVE THE VEHICLE INTO THE GARAGE; AND AT THAT TIME NOTICED THAT DRIVER DOOR WINDOW WAS DOWN; AFTER IT FAILED TO RESPOND TO LOWERING WHEN SHE FIRST PRESSED THE POWER "DOWN" WINDOW SWITCH.

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What was the exact geographical location where the fire occurred? **4 OLD POST ROAD, ESOPUS, NEW YORK 12429**

What was the exact date and time of the fire? **05.08.2010 @ 9:30 AM**

What is the owner's best estimate of the mileage on the odometer. **42000**

At the time of the fire, was the vehicle being driven? ☐ Yes **X** No If "yes", describe: vehicle speed: **0** mph, drive length **0** h **0** min, distance 0 miles, and type of drive (e.g. city traffic, highway, long grades, etc.). **0**

Was anyone smoking? ☐ Yes X No How long since someone last smoked in the vehicle? **NEVER**

Time **SECONDS** and distance **0** between first indication of a problem and start of fire.

If parked, how long was it parked? **OVERNIGHT** Was the ignition off ☐ or was the engine running **X** ? Describe drive prior to parking: drive length **0** h **0** min, distance **0** miles, and type of drive (e.g. city traffic, highway, long grades, etc.).
{

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **05.18.2010**
Vehicle Brand: **CHEVROLET** Model: **2007 TRAILBLAZER**
File # **71-828912637** VIN: **1GNDT13S672**[redacted]

If vehicle is a truck, or a car trailering cargo at the time of the incident, estimated total weight of cargo and trailer: **0** lbs, Load description: **0** Load location: 0 Height and description of front shape of trailer: **0**

Weather conditions: Approx. ambient temperature **40-50** ºF, General conditions (dry, rain, wind, wind, etc.): **CLEAR & DRY**

Time **0NE MINUTE OR LESS** between start of fire and other significant events. Describe: **SMELLED A BURNING ODOR; SAW SMOKE COMING FROM THE INNER DRIVER DOOR PANEL AND THEN TURNED THE IGNITION SWITCH "OFF".**

Time between the start of the fire and when it was over/ extinguished completely. **ONE MINUTE OR LESS (APPEARED TO EXTINGUISH ON ITS OWN).** Minutes

Describe initial location, color and intensity of smoke and flame. **BLACKISH GRAY (MODERATE INTENSITY)**
{_____

What direction did the smoke go (billow upward, blow away from the vehicle)? **UPWARD**

Names and addresses of any witnesses. HUSBAND WAS STANDING OUTSIDE OF VEHICLE

Did the driver observe:
Unusual odors?. **X** Yes ☐ No Describe: **BURNING ODOR**

Any warning lights "On", high/low gauge readings, or messages displayed? ☐ Yes **X** No Describe: _____
{_____

Any apparent malfunction? **X** Yes ☐ No If yes, describe: **THE CLAIMANT ATTEMPTED TO LOWER THE DRIVER DOOR WINDOW; BUT IT WOULD NOT GO DOWN. SPECIAL NOTE: ABOUT 2 HRS FOLLOWING THE INCIDENT, THE CLAIMANT STATES THAT SHE DROVE THE VEHICLE INTO THE GARAGE; AND AT THAT TIME NOTICED THAT DRIVER DOOR WINDOW WAS DOWN; AFTER IT FAILED TO RESPOND TO LOWERING WHEN SHE FIRST PRESSED THE POWER WINDOW SWITCH.**
{_____

Position of HVAC controls (off, automatic, A/C, heater, windshield defroster, windshield defogger, rear window defogger, rear A/C, etc.) **OFF**, Blower setting **OFF**, Temperature setting **OFF**

Mark an "**X**" before all electrical systems/devices which were "On" immediately prior to the incident:

☐ Cruise Control	☐ Windshield Wipers	☐ 2 Way/Communication Radio
☐ Traction Control Switch "On"	☐ Driver Seat Heater	☐ Power Window Controls
☐ Low Beam Headlights	☐ Passenger Seat Heater	☐ Power Mirror Controls
☐ High Beam Headlights	☐ Auxiliary Power Outlet	☐ Power Seat Controls
☐ Fog Lamps	☐ Radio, Built-in Tape/CD Player	☐ Power Sun Roof Controls
☐ Turn Signal	☐ Auxiliary CD Player	☐ Cigar Lighter
☐ Hazard Flashers	☐ Telephone	☐ HVAC
☐ Map Lights, Ft ☐ Rr☐	☐ CB Radio	☐ Other _____
☐ Other Interior Lights		

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **05.18.2010**
Vehicle Brand: **CHEVROLET** Model: **2007 TRAILBLAZER**
File # **71-828912637** VIN: **1GNDT13S67**[redacted]

If any of the above were cycled, describe: **{**

What did you do after you realized something was wrong? Turn Engine Off? **X** Yes ☐ No, Open Hood? ☐ Yes **X** No, Other? ☐ Yes **X** No Describe: **{**

When you left vehicle: Ignition switch position (off, on, accessory): **OFF** Windows open? ☐ Yes **X** No, Doors open? ☐ Yes **X** No Describe: **{**

How was the fire extinguished? **SELF-EXTINGUISHED (NO CHEMICAL OR LIQUID FORM OF EXTINGUISHMENT WAS USED OR ATTEMPTED.**

Any other comments that have not been covered? **NONE**
{
{
{

Section 3 **INTERVIEW - VEHICLE HISTORY**

Did the owner purchase the vehicle new? Date_____ Used? ☐ Yes **X** No Date **N/A AT TIME OF INTERVIEW.**

VEHICLE MODIFICATIONS / ALTERATIONS
Are any vehicle modifications or alterations present, and has any after-market equipment been installed?
(e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, cellular phone, modified body, electrical components, powertrain, suspension, wheels or tires, after-market seats, etc..) Describe: **NONE**
{
{

If this vehicle is used for trailering, describe trailering usage (height and front shape of trailer, weight, percent of time or miles that trailer is towed, etc.): **NOT USED FOR TRAILERING**
{

VEHICLE REPAIR / SERVICE HISTORY
Prior electrical system service? ☐ Yes **X** No If yes, describe: **{**
{
Prior collision repair? ☐ Yes **X** No If yes, describe: **{**
{
Repaired by whom? (name, address, phone) **{**
{
Repairs outside of warranty(what when, by whom?) **GAS TANK GAGE; GM DEALERSHIP IN POUGHKEEPSIE, NY**
Last maintenance (date, description, by whom?) **LOF 3-4 WEEKS BEFORE INCIDENT**
Last repair (date, description, by whom?) **GAS TANK GAGE, 3-4 WEEKS BEFORE INCIDENT DATE**
Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? ☐ Yes **X** No
If yes, describe: **{**
{

Section 4 **VEHICLE INSPECTION**

The vehicle inspection documents the physical evidence via color photographs and written observations. It is important to ***also document what does not appear to be related to the fire***. This is necessary because fire cause determination often involves the process of elimination. By recording your observations in the following section, you will be following a

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **05.18.2010**
Vehicle Brand: **CHEVROLET** Model: **2007 TRAILBLAZER**
File # **71-828912637** VIN: **1GNDT13S67**[redacted]

methodical inspection format. Your comments will direct the attention of the GM case manager to specific areas of interest.

Take color photographs of the following in A through E:

A. Exterior:

VIN
Front
Hood outer panel
Hood inner panel
Left side
Right side
Rear
Roof
Trunk area
Option label
Decklid outer panel
Decklid inner panel
Fuel filler "Lead Free" restrictor in place? ☐ Yes ☐ No Describe: **{**_____
Location of fuel filler cap (or evidence of remains): _____

Comments: **the allegations related to the thermal event are limited to the left front power door window only.**
{_____
{_____

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
Floor: Left, Right, Rear
Seats: LF, RF, Rear Seats
List all driver electrical controls which are in the "On" position (include ignition): **none**
Position of windows (if glass is missing, do further inspection): **the left front window was fully down**
If the glass is missing, note the position of the window regulators. Are they up or down?

Comments: **the allegations related to the thermal event are limited to the left front door power window only.**
{_____
{_____

C. Underhood:

Engine compartment
Radiator, front & rear
Coolant recovery bottle
Engine coolant lines/hoses, connections
Heater lines/hoses, connections/clamps (include those to throttle body)
TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections
Engine block (note precise location of cracks, holes, etc.): **none**
Engine: dipstick, oil cooler lines/connections, filter, oil pan
Transmission: dipstick, oil cooler lines/connections, oil pan
Master cylinder and brake fluid reservoir
Brake lines and hoses
ABS/TCS Modulator
Power steering lines/hoses, connections/clamps, pump
Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.): _____
Other: _____

Comments: **the allegations related to the thermal event are limited to the left front door power window only.**
{_____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **05.18.2010**
Vehicle Brand: **CHEVROLET** Model: **2007 TRAILBLAZER**
File # **71-828912637** VIN: **1GNDT13S67**[redacted]

{

D. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): _____
Scrapes or impact damage on the following:
- Fuel tank
- Fuel filler lines
- Tires/Wheels

Any liquid stains (oil, coolant, transmission fluid).

Comments: **the allegations related to the thermal event are limited to the left front power door window only.**
{
{

E. Electrical:
- Generator & attached wiring
- Battery & attached cables
- Cooling fans
- Fuses (identify all open or ***not*** proper size): **10 amp for left front power door window**
- Relay centers
- Wiring insulation at fuse blocks
- Fusible links (identify all open): **none apparent**
- Spark plug wiring and boot condition: _____
- Modules: ABS/TCS, ECM, other

Comments: **the allegations related to the thermal event are limited to the left front door power window only.**
{
{

F. Fluids (comments only):

For the following fluids, comment on the fluid level, smell (burned?), feel (gritty?), color (dark?), and apparent condition (normal, particles, etc.):

Engine coolant: _____ Engine oil: _____

Transmission fluid: _____ Power steering fluid: _____

Brake fluid: _____ Windshield washer fluid _____

It may be necessary to extract the dipstick(s) with needlenose pliers and attempt to measure engine and transmission oil levels using a substitute dipstick from a like vehicle.

G. General Observations (Take photographs if applicable):

Considering the customer's description and your observations, identify the apparent hottest spot(s) of the fire or area of most intense heat. **Left front door power window control switch.**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **05.18.2010**
Vehicle Brand: **CHEVROLET** Model: **2007 TRAILBLAZER**
File # **71-828912637** VIN: **1GNDT13S67**[redacted]

Describe the pattern of burning. **The thermal event was confined to the immediate area of the control switch for the left front power window.**
{

Identify the lowest point of burning on the vehicle. **left front door power window control switch**

Carefully inspect the wiring looking for welded wires or balled ends of wire. **None apparent**

Carefully inspect any metal hose crimps for any material remaining in the fitting. **None apparent**

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: **melted plastic in the immediate area of the left front door power window control switch.**
{
{

Photograph and comment on the item/area which is the apparent origin of the fire: **left front door power window control switch w/ apparent signs of thermal activity.**
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{

Anything on vehicle which is after-market: **none apparent**
{

Anything on vehicle which is a modification: **none apparent**
{

Anything on vehicle which is unusual, or out-of-place, etc.: **none apparent**
{

Other relevant information: **none**
{

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage, location of contents, etc: **none**
{
{
{

Was there a fire and/or police report obtained? ☐ Yes **x** No

Review any police or fire report available and comment. {
{

Interview any witnesses to the event and provide their comments. **None**
{

Provide any comments concerning points of interest about the incident, the conditions, etc. that have not been covered above. **None**
{

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [redacted] Inspection Date: **05.18.2010**
Vehicle Brand: **CHEVROLET** Model: **2007 TRAILBLAZER**
File # **71-828912637** VIN: **1GNDT13S67**[redacted]

Section 5 Site Inspection

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.

The allegations did not appear to warrant a site inspection.
{
{

If the site is inspected:
Take pictures of the site and enter comments below. If a structure was involved, or if it appears the operating environment was a contributing factor or cause, take pictures showing contents of the structure, the burn pattern and provide a sketch of the site. Examples: building electrical, gas cans, water heaters or other flame or spark source, tall grass, dry leaves, ruts indicating vehicle was stuck, etc. If significant other property damage occurred due to the fire, take pictures of the damage and make notes as necessary. Comments:

Not performed
{
{

Section 6 **Comment Overflow Sheet**

Please use this page if needed for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

None
{
{
{
{
{
{
{
{
{
{

Section 7 **Other Report Information**

X **Check here if there was evidence of a "Fire-Related" event.**
According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)
X **Photographs** ☐ **Data Downloads** ☐ **Other Records**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name:	[redacted]	Inspection Date:	**05.18.2010**
Vehicle Brand:	**CHEVROLET**	Model:	**2007 TRAILBLAZER**
File #	**71-828912637**	VIN:	**1GNDT13S67**[redacted]

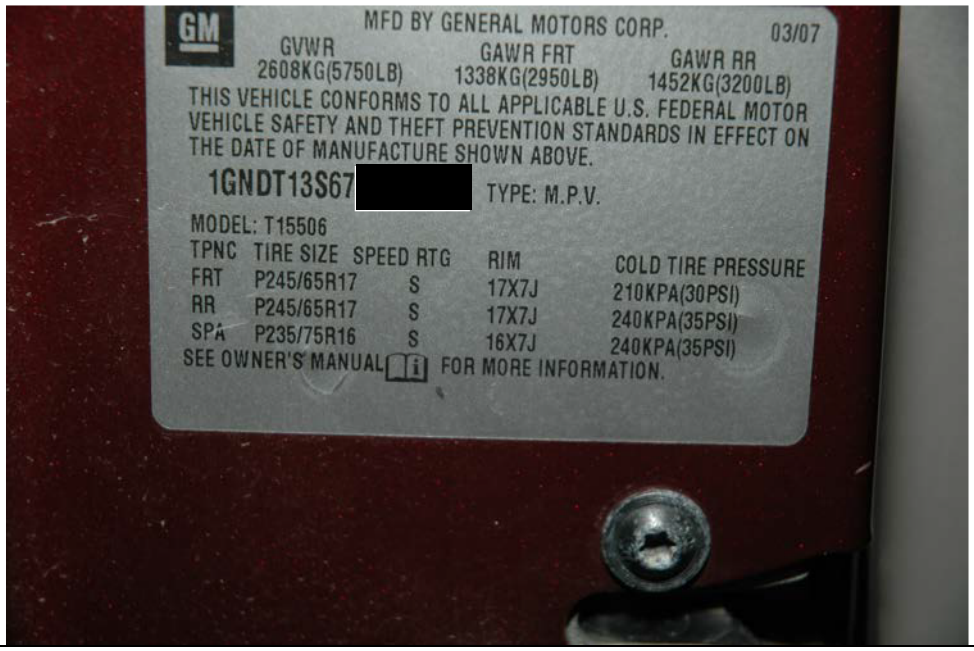
FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

Inspector: **W. L. KING, EAA** Number of Photos: **50**

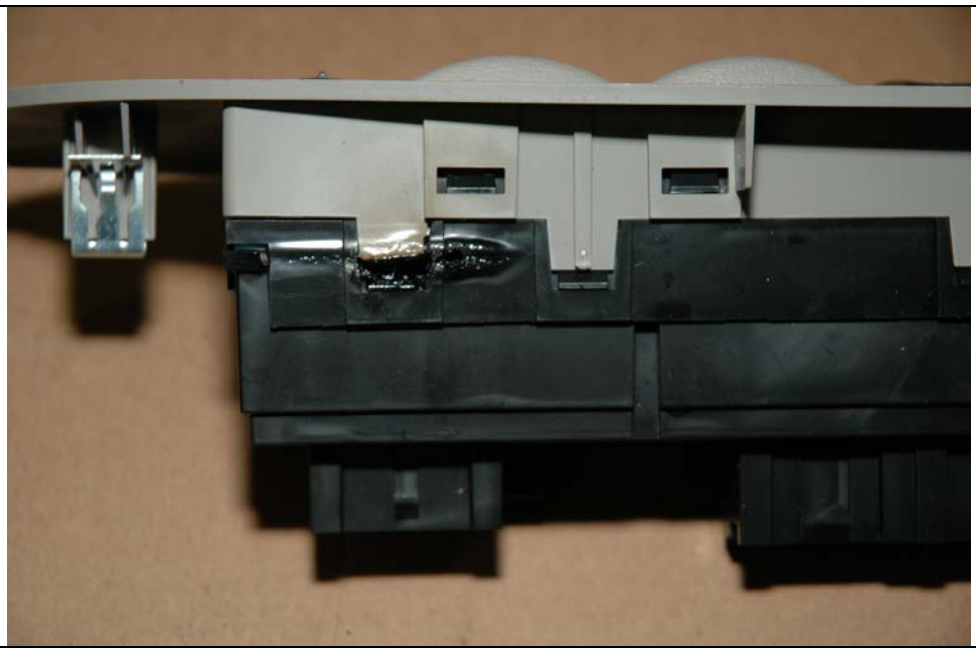
Photo.#	Description
0001	VIN LABEL: L/F DOOR JAMB. 
0002	INTERIOR: L/F DRIVER DOOR POWER WINDOW SWITCH PANEL ASSEMBLY; DEPICTING SIGNS OF THERMAL ACTIVITY AROUND THE L/F POWER WINDOW CONTROL SWITCH. 
0003	SAME AS ABOVE: CLOSE-UP VIEW OF THERMAL DAMAGE (MELTED PLASTIC & BROWN DISCOLORATION).

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0004	INTERIOR: L/F DOOR WINDOW SWITCH CONTROL PANEL (REMOVED FROM DOOR HANDLE). 
0005	SAME AS ABOVE: LOWER SIDE VIEW OF ELECTRICAL CONNECTORS.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

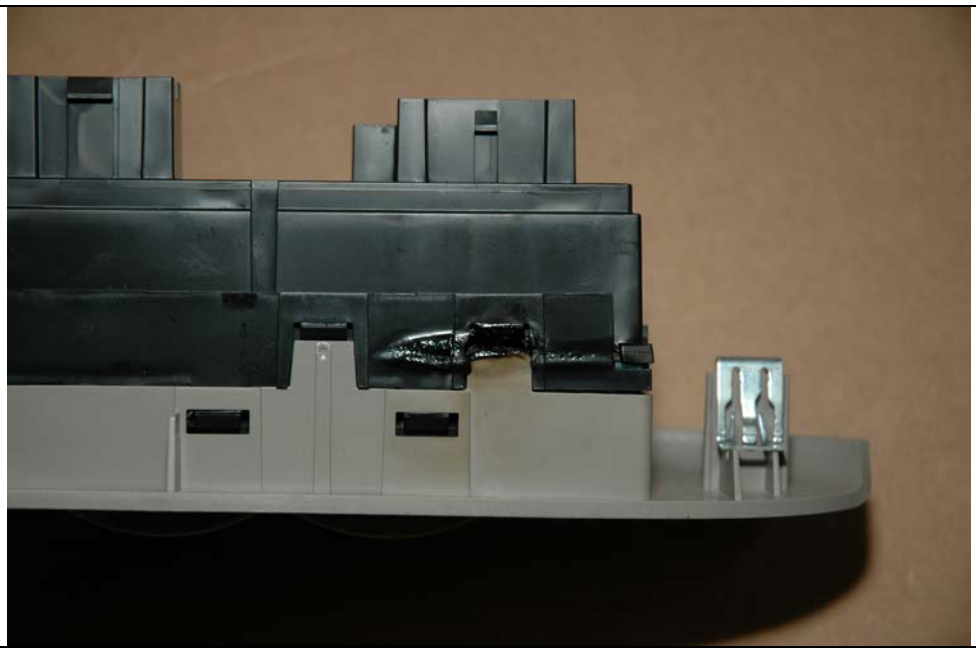
	
0006	SAME AS ABOVE: DEPICTING THE PART NUMBER. 
0007	INTERIOR: CLOSE-UP VIEW OF THE L/F DOOR POWER WINDOW SWITCH DEPICTING MELTED PLASTIC AND BROWN DISCOLORATION.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

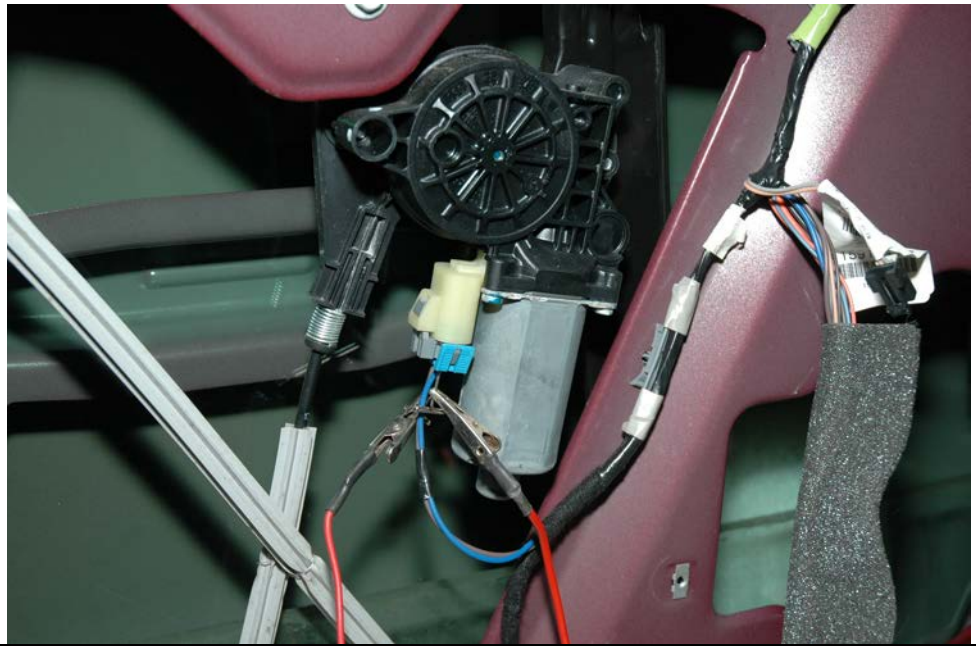
	
0008	INTERIOR: DEPICTING THE ELECTRICAL BI-PASS SET UP USED TO TEST THE POWER WINDOW MOTOR FOR FUNCTION (POWER WINDOW SWITCH BI-PASSED). NOTE: THE POWER WINDOW MOTOR FUNCTIONED PROPERLY; WITHOUT INCIDENT, DURING REPEATED TESTING. 
0009	SAME AS ABOVE: DIFFERENT VIEW.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

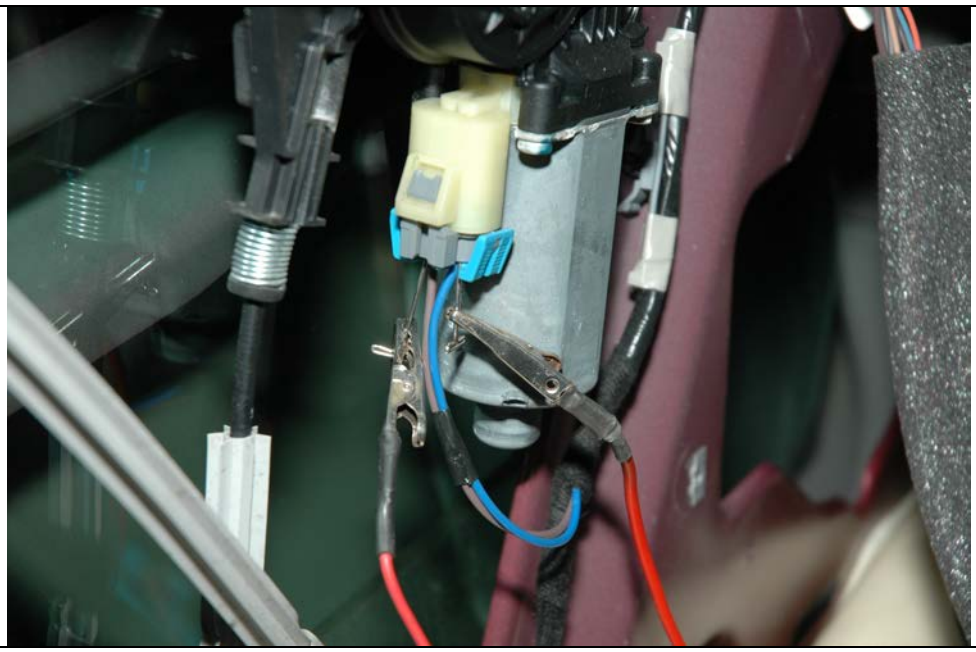
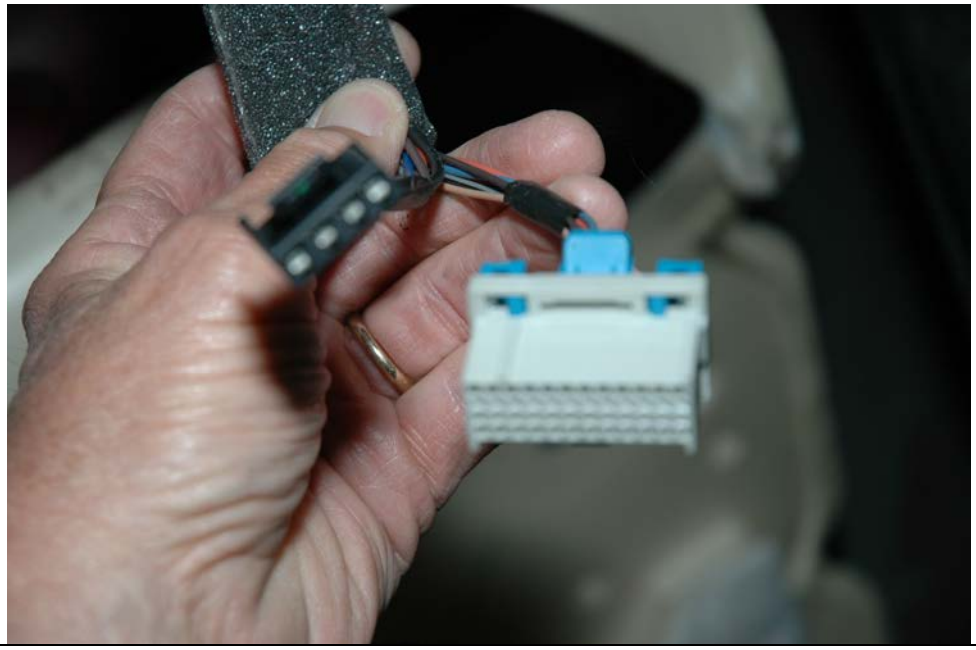
	
0010	SAME AS ABOVE: DEPICTING WINDOW MOTOR AND WIRING. 
0011	SAME AS ABOVE: DIFFERENT VIEW.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

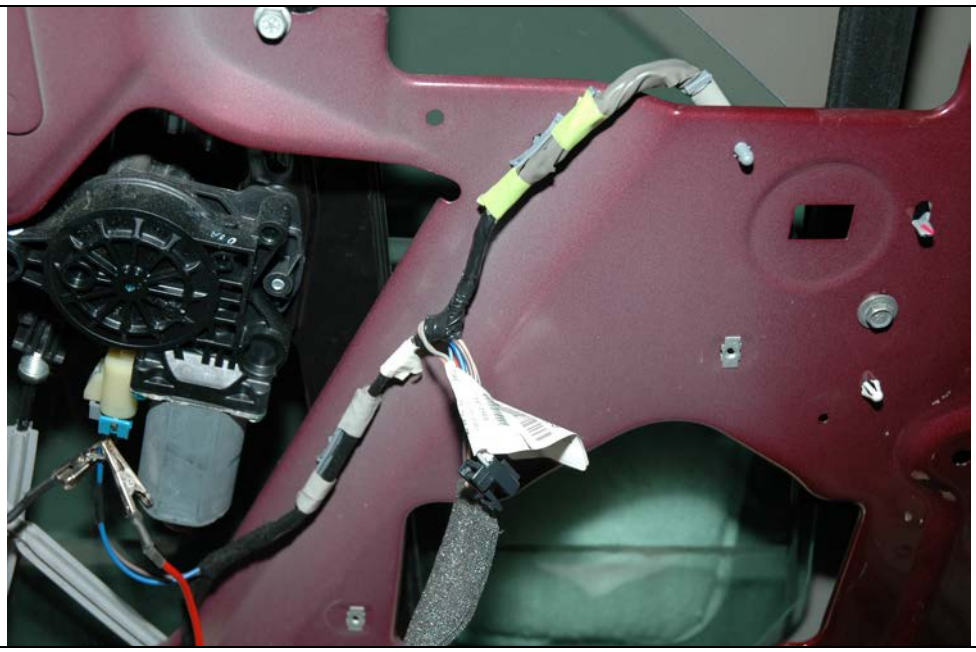
	
0012	SAME AS ABOVE: CLOSE-UP OF ELECTRICAL CONNECTORS. 
0013	SAME AS ABOVE: MOTOR WIRING HARNESS.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

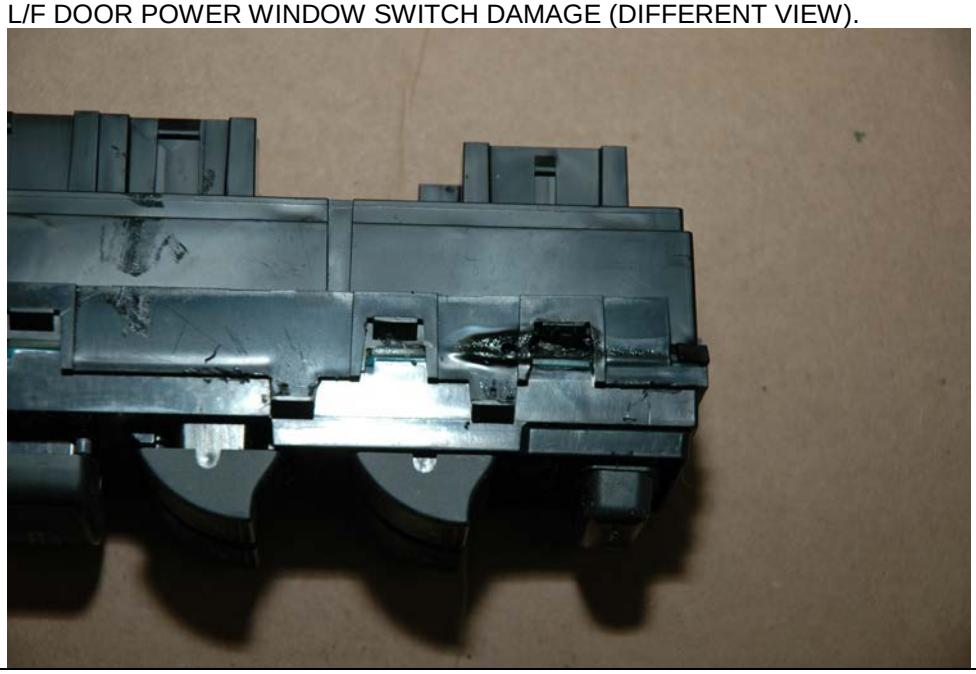
	
0014	INTERIOR: INNER SIDE OF THE L/F DOOR TRIM PANEL. 
0015	INTERIOR: L/F DOOR SWITCH PANEL TRIM PANEL DEPICTING BROWN DISCOLORATION (SWITCH ASSEMBLY REMOVED).

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

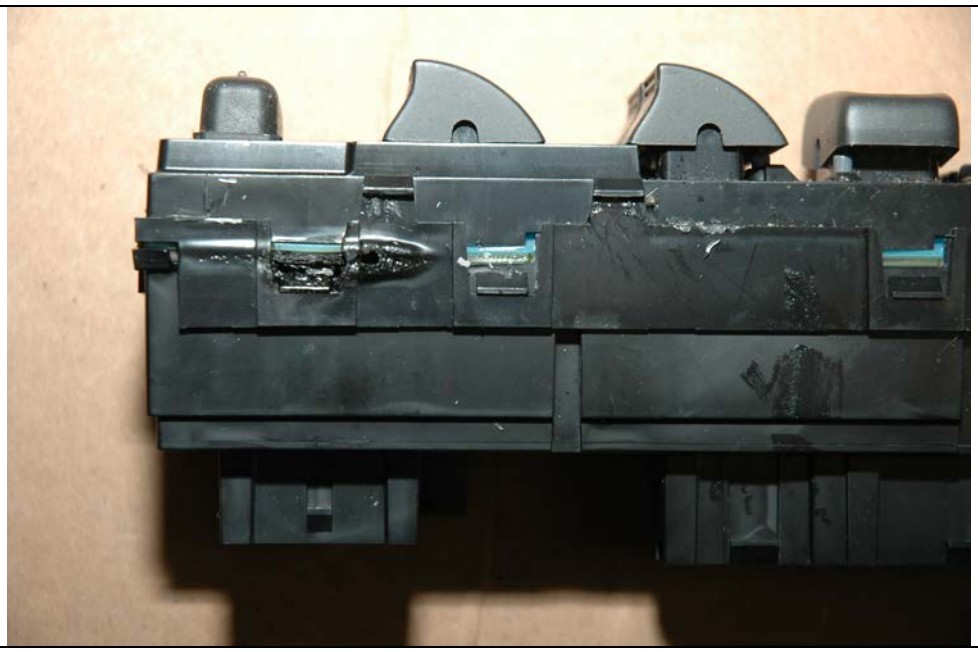
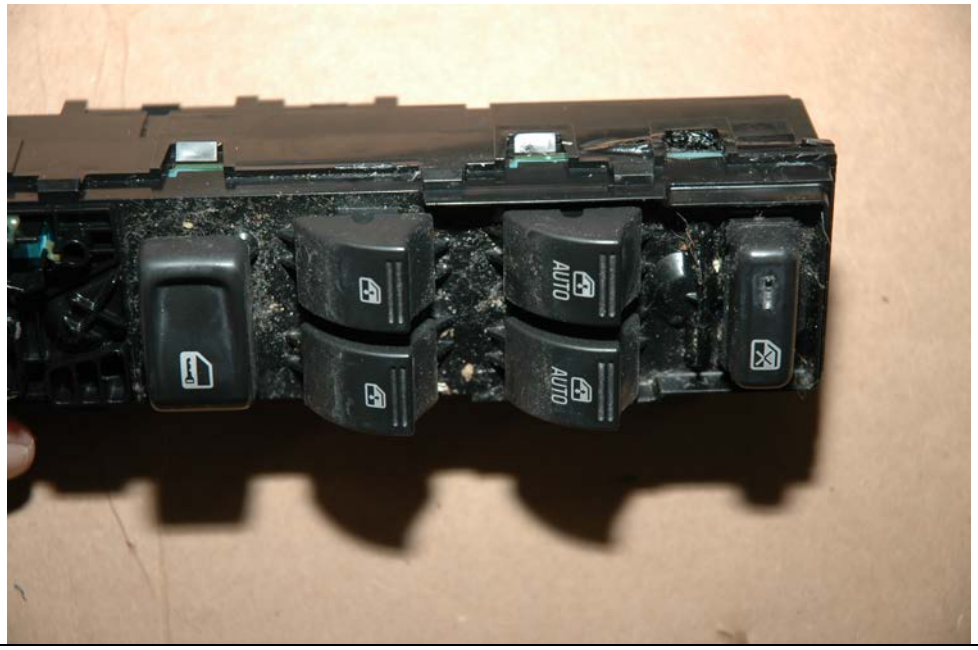
	
0016	L/F DOOR POWER WINDOW SWITCH DAMAGE (DIFFERENT VIEW). 
0017	SAME AS ABOVE.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0018	SAME AS ABOVE: TOP VIEW. 
0019	INTERIOR: L/F DOOR TRIM PANEL W/ POWER WINDOW CONTROL SWITCH PANEL REMOVED.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

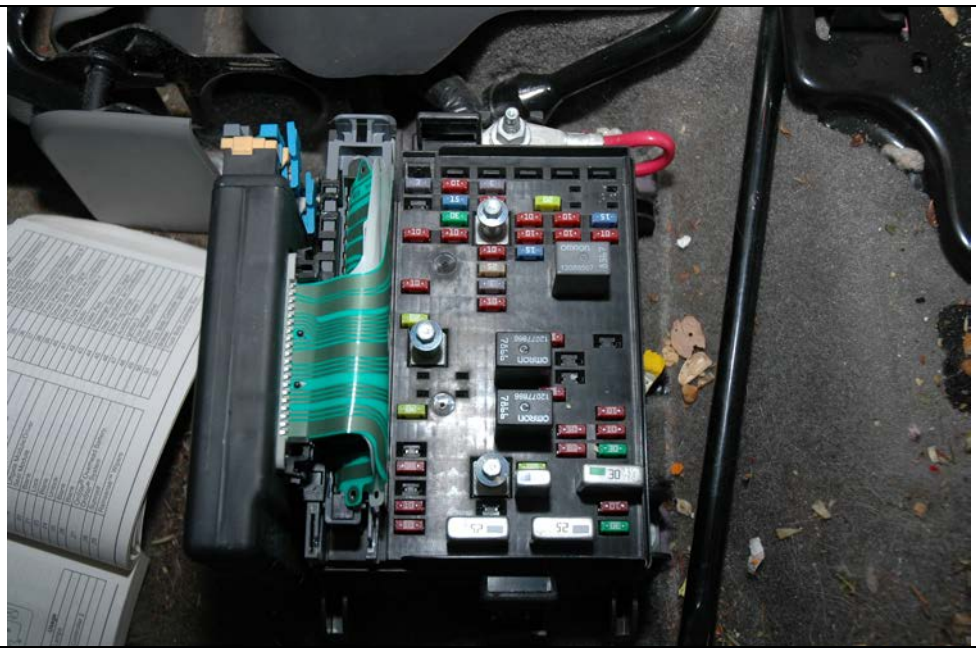
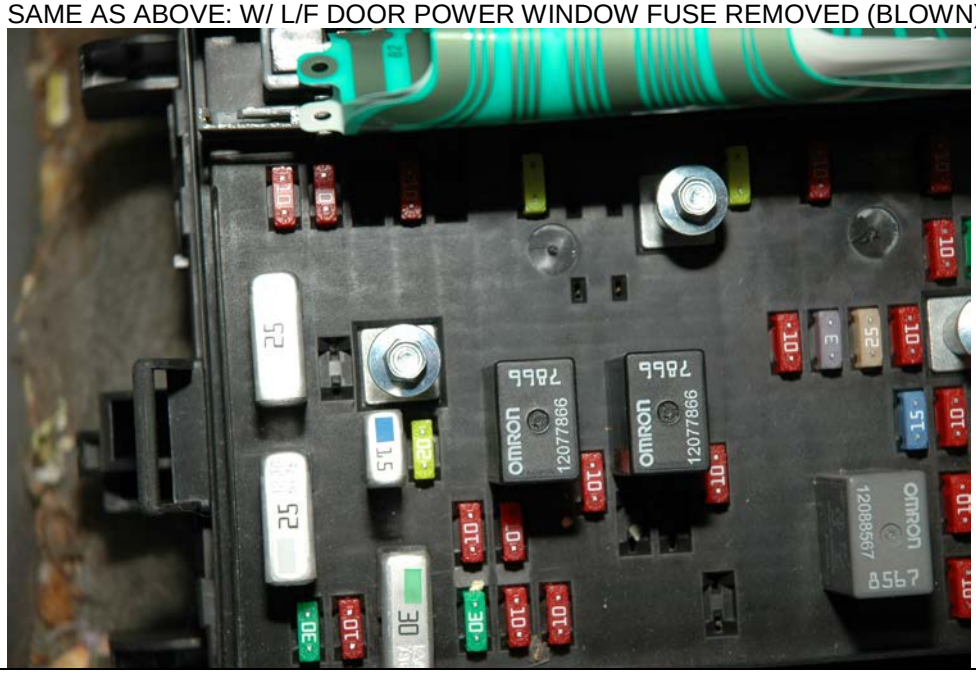
	
0020	SAME AS ABOVE: CLOSE-UP VIEW. 
0021	FUSE PANEL JUNCTION BLOCK: UNDER LEFT REAR PASSENGER SEAT.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

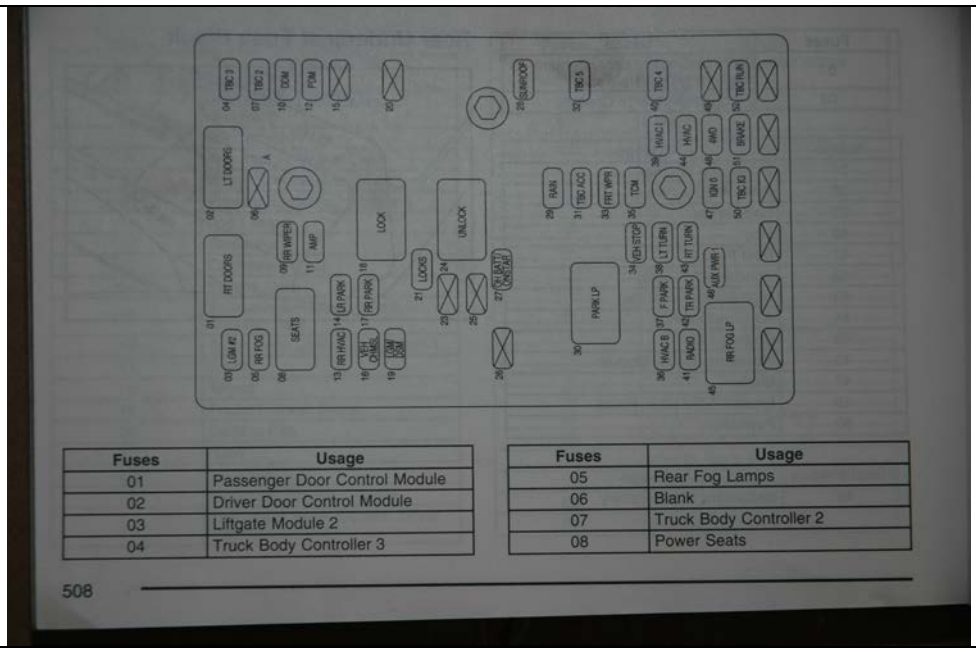
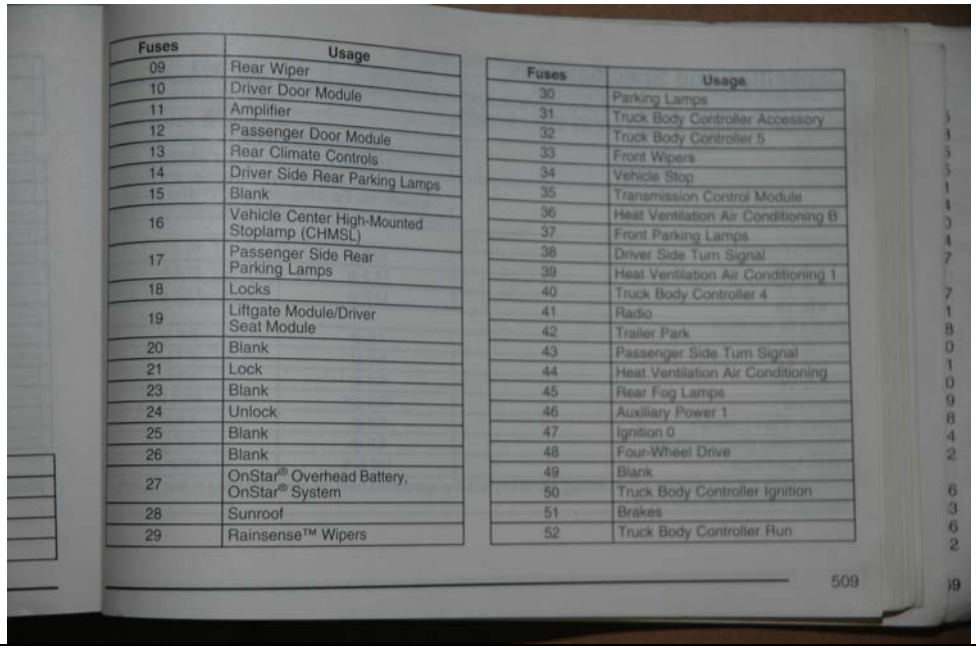
	
0022	SAME AS ABOVE: W/ L/F DOOR POWER WINDOW FUSE REMOVED (BLOWN). 
0023	FUSE PANEL DIAGRAM.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0024	FUSE PANEL DESCRIPTION. 
0025	TECH 2 SCREEN: DEPICTING 30.003 SOFTWARE VERSION.

Fuses	Usage
01	Passenger Door Control Module
02	Driver Door Control Module
03	Liftgate Module 2
04	Truck Body Controller 3

Fuses	Usage
05	Rear Fog Lamps
06	Blank
07	Truck Body Controller 2
08	Power Seats

508

Fuses	Usage
09	Rear Wiper
10	Driver Door Module
11	Amplifier
12	Passenger Door Module
13	Rear Climate Controls
14	Driver Side Rear Parking Lamps
15	Blank
16	Vehicle Center High-Mounted Stoplamp (CHMSL)
17	Passenger Side Rear Parking Lamps
18	Locks
19	Liftgate Module/Driver Seat Module
20	Blank
21	Lock
23	Blank
24	Unlock
25	Blank
26	Blank
27	OnStar® Overhead Battery, OnStar® System
28	Sunroof
29	Rainsense™ Wipers

Fuses	Usage
30	Parking Lamps
31	Truck Body Controller Accessory
32	Truck Body Controller 5
33	Front Wipers
34	Vehicle Stop
35	Transmission Control Module
36	Heat Ventilation Air Conditioning B
37	Front Parking Lamps
38	Driver Side Turn Signal
39	Heat Ventilation Air Conditioning 1
40	Truck Body Controller 4
41	Radio
42	Trailer Park
43	Passenger Side Turn Signal
44	Heat Ventilation Air Conditioning
45	Rear Fog Lamps
46	Auxiliary Power 1
47	Ignition 0
48	Four-Wheel Drive
49	Blank
50	Truck Body Controller Ignition
51	Brakes
52	Truck Body Controller Run

509

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

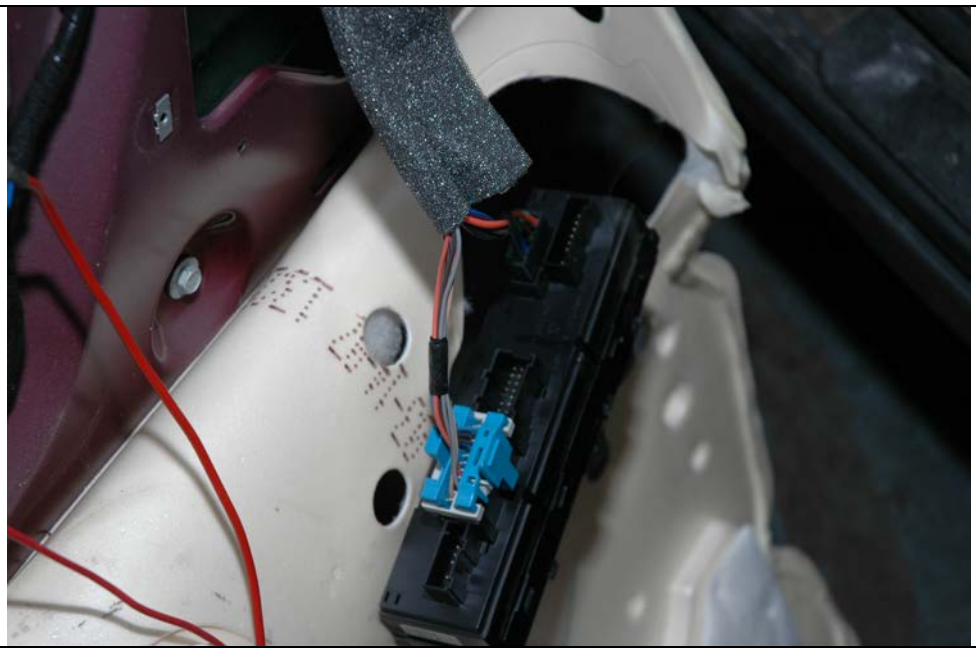
	
0026	TECH 2 SCREEN: DEPICTING NO COMMUNICATION WITH THE L/F DOOR MODULE. NOTE: FUSE WAS BLOWN AND CONTINUED TO BLOW WHEN REPLACED (3 TIMES). EACH TIME THE FUSE WAS REPLACED, SMOKE AND ORANGE FLAMES WERE OBSERVED INTERNALLY INSIDE THE L/F DOOR POWER SWITCH ASSMBLY. 
0027	INTERIOR: ATTEMPT TO SHOW FLAME AND SMOKE AS DESCRIBED ABOVE (UNSUCCESSFUL).

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0028	ODOMETER: DEPICTING 43034 MILES. 
0029	EXTERIOR: FULL FRONTAL VIEW.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0030	EXTERIOR: R/F 3/4 VIEW. 
0031	EXTERIOR: L/F 3/4 VIEW.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0032	EXTERIOR: L/R 3/4 VIEW. 
0033	EXTERIOR: R/R 3/4 VIEW.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0034	ENGINE COMPARTMENT: FULL FRONTAL VIEW. 
0035	ENGINE COMPARTMENT: UNDERHOOD AREA.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0036	ENGINE COMPARTMENT: VIEWED FROM THE RIGHT FRONT. 
0037	ENGINE COMPARTMENT: VIEWED FROM THE LEFT FRONT.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0038	INTERIOR: FRONT CABIN (INSTRUMENT PANEL, WINDSHIELD AND STEERING WHEEL AREAS). 
0039	INTERIOR: L/F DOOR TRIM PANEL AREA.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0040	INTERIOR: L/F DOOR POWER CONTROL SWITCH AREA. 
0041	INTERIOR: R/F DOOR TRIM PANEL AREA.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0042	INTERIOR: FRONT CABIN AREA VIEWED FROM THE LEFT SIDE. 
0043	INTERIOR: LEFT FRONT OVERHEAD AREA (VIEWED FROM THE RIGHT SIDE).

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0044	INTERIOR: R/F PASSENGER SEAT AREA. 
0045	INTERIOR: RIGHT FRONT OVERHEAD AREA (VIEWED FROM THE LEFT SIDE).

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0046	INTERIOR: L/F DRIVER SEAT AREA. 
0047	INTERIOR: FULL VIEW OF THE FRONT CABIN AREA.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0048	INTERIOR: STEERING WHEEL AREA. 
0049	INTERIOR: L/R PASSENGER SEAT AREA.

FIELD PHOTOGRAPHIC NOTES

Customer's Name: [redacted] Inspection Date: **05.18.2010**

Model:**2007 CHEVROLET BLAZER**

VIN: **1GNDT13S67**[redacted] File: **71-828912637**

	
0050	INTERIOR: FUSE PANEL JUNCTION BOX BELOW THE L/R PASSENGER SEAT. 

EAA Inspection Request

Date: *5/12/2010*

TO: EAA
EAA/SPX Field Coordinator
Phone: 586-582-5835
Fax: 586-582-5840
Email: eaafc@servicesolutions.spx.com

From: **Patrick Cunningham**
PAR Customer Relations Specialist

Email: charles_cunningham@gmexpert.com
Phone: 866-790-5600 ext.31395
or 866-790-5700 ext.
Fax: 866-393-8077
Mailing Address:
GM PAR Investigations
7401 E. Ben White
Building 3
Austin, TX 78741

Vehicle Information
VIN#: 1GNDT13S67[redacted]
Year/Make: **2007 Chevrolet**
Model: **TrailBlazer**
Contact's Name: **Srv Mgr Arman**
Contact's Number: **(845) 338-4000**
Vehicle Location: **Romeo Chevrolet Buick GMC, L.L.C.**
Schwenk Drive
Kingston NY 12401

If located at a Salvage/Auction Yard:
Ins. Adj. Name:
Phone #:
Claim or Salvage ID #:

Claimant Information
PAR File #: 71-828912637
Claimant Name: [redacted]
Claimant Home #: 8[redacted]
Claimant Work #:
Claimant Cell #:
Address: [redacted]
Esopus, NY [redacted]

Required Actions:
- ☒ **Advise PAR CRS via voicemail/email of inspection date.**
- ☒ **Repair Estimate Required**
- ☒ **Review All PAR File information**
- ☒ **Contact PAR CRS After Inspection**

Please Use Form(s):

☐ **Accelerator/Throttle Control**	☐ **Restraint-SIR/Seatbelts**	☐ **Seats**
☐ **Brake/ABS/TCS/VSES**	☐ **Side Impact**	☐ **Power Sliding Door**
☐ **Steering/Suspension/Tires/Wheels**	☐ **Inadvertent Deployment**	☐ **OnStar**
☐ **Engine Exhaust/Odor**	☐ **Transmission/Transaxle**	☐ **OTHER: _____**
☐ **Engine Stalling**	☒ **Thermal Events**	

Special Instructions:

Interview Owner? ☒ **Yes** ☐ **No**	☒ **Vetronix Requested**	☐ **Obtain Fire/Police Report**
☐ **Other (define)**		

Investigations can only be rushed if e-mailed by one of the following:

☐ **RUSH** **(Name of Team Manager or Ops Mgr Approving the Rush): _____**

EAA Internal Use Only

To: **SA**:	Date E-Mailed to **SA**: _____
From: ***EAA Field Coordinator***	Due Date: _____

EAA SA Use Only

Case Acceptance/Investigation:	☐ YES	☐ NO
Please acknowledge acceptance of this case promptly by phone, fax or email.		
Date Report Uploaded to EAA FTP SITE: _____		

REVISED 10/5/06 – Updated main toll free number and CRS telephone exchange.

Service Satisfaction Survey

Dissatisfied Customer

Original Name:

[redacted]

Perkasie PA

[redacted]

Revised Name:

[redacted]

About Your Chevrolet Dealership's Service Department

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. How satisfied were you with the convenience of the Service Department's hours?.....	☒	☐	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
2. Were services available to you on both an appointment and non-appointment basis?.....	☒	☐	☐	☐
3. When arriving for service, were you greeted promptly?.....	☒	☐	☐	

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
4. How satisfied were you that all dealership personnel treated you in a courteous, fair, and professional manner?.....	☒	☐	☐	☐	☐

About Your Service Consultant/Advisor

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
5. How satisfied were you that your Service Consultant took enough time to thoroughly understand your service request?....	☒	☐	☐	☐	☐

	Yes	No	Does Not Apply/Not Required	Don't Know
6. Were you offered transportation options?.....	☒	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you that you were kept informed about the status of your service request?.....	☐	☐	☐	☐	☒	☐

	Yes	No	No Time Promised
8. Was your vehicle ready by the original time promised?.....	☐	☒	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
9. How satisfied were you with the explanation you were given of all services performed?.....	☒	☐	☐	☐	☐
10. Overall, how satisfied were you with your Service Consultant	☒	☐	☐	☐	☐

1GNDT13S67[redacted]15029 20100727
021031104371 00000113823

About Service Delivery

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
11. When you picked your vehicle up, how satisfied were you with:					
- The time it took to complete the transaction?.....	☒	☐	☐	☐	☐
- The ease of getting your vehicle?.....	☒	☐	☐	☐	☐
- The condition in which it was returned?.....	☒	☐	☐	☐	☐

	Yes	No
12. Were ALL of your service concerns corrected on this service visit?	☒	☐

IF NO, why not?(check all that apply)

- ☐ Condition explained - repair not necessary
- ☐ Work performed did not correct the problem
- ☐ Service Department could not duplicate problem
- ☐ Service Department was too busy
- ☐ Parts not available
- ☐ I declined repair
- ☐ Other
- ☐ Don't Know

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
13. How satisfied are you that your vehicle was fixed right on this service visit?.....	☒	☐	☐	☐	☐

	Yes	No
14. Were you given a copy of the completed repair order/invoice?..	☒	☐

	Yes	No	Don't Know/ Not Sure
15. Were you contacted shortly after this service visit to determine your satisfaction with the dealership 's service?....	☒	☐	☐

Summing Up Your Experience

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
16. Based on this service visit, overall, how satisfied are you with Fred Beans Chevrolet?.....	☐	☐	☒	☐	☐

	Definitely Would	Probably Would	Might/Might Not	Probably Not	Definitely Not
17. Would you recommend this dealership for service?.....	☐	☒	☐	☐	☐

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
18. Overall, how satisfied are you with your 2007 TRAILBLAZER?.....	☐	☐	☐	☐	☒

19.Are you... ☒ Male ☐ Female

20.Your age... ☐ Under 25 ☐ 25-34 ☐ 35-44 ☒ 45-54 ☐ 55-64 ☐ 65 or older

	Yes	No
21.May we include your name when providing this information to your dealership ?	☒	☐

22. Do you have any other comments/recommendations about Fred Beans Chevrolet?

Have been a loyal GM customer for over 30 years.Own 4 GM cars now. Based on the multiple issues with my 07 Traiblazer (Door panel/electric window box burned and smoldered/needed replacement, fuel sensor needed replacement, transmission needed replacement) will not buy another GM car. All happened with less than 70K miles.

0399

1GNDT13S67[redacted]15029 20100727
021031104371 00000113823

The New PaulStine

A MARK MONAGHAN DEALERSHIP
ROUTES 11 & 15 PO Box 268
SELINSGROVE PA 17870-0268
Service: 570.374.1151
Monday - Friday 7:30 AM - 4:30

CHEVROLET

24 Hour Towing
570.850.6985

Visit Us On The Web:
www.paulstine.com

GM Goodwrench Service Plus

CUSTOMER NO. 81246	ADVISOR CAROLINE 395	TAG NO.	INVOICE DATE 10/08/10	INVOICE NO. CTCS134582
[redacted]	LABOR RATE [redacted]	MILEAGE 46,921	COLOR BLACK/	STOCK NO.
SHAMOKIN, PA [redacted]	YEAR / MAKE / MODEL 06/CHEVROLET TRUCK/TRAILBLAZER LS/4		DELIVERY DATE 04/29/06	DELIVERY MILES 28,412
	VEHICLE I.D. NO. 1 G N D T 1 3 S 2 6 [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/06/10	
[redacted]	COMMENTS			MO: 46922

JOB# 1 CHARGES----------

LABOR----------

J# 1 24CVZ01 BODY ELECT CONCERN TECH(S) 375 88.80

COMMENT OF LEFT FRONT DOOR SMOKED WHILE DRIVING, WINDOWS
BECAME INOP, VEHICLE WONT START AND CLUSTER LAMPS FLASH
NOTED CONCERN, FOUND DRIVERS WINDOW SWITCH SHORTED OUT
REPLACED WINDOW SWITCH AND CHECKED OPERATION
ALL FUNCTIONS NORMAL AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	25867005	SWITCH 16.263	296.59	296.59	296.59
				TOTAL - PARTS		296.59

JOB# 1 TOTALS----------

LABOR	88.80
PARTS	296.59
JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL	385.39

JOB# 2 CHARGES----------

LABOR----------

J# 2 07CVZ1 COURTESY RENTAL TECH(S) 375 0.00

RENTAL CAR
REPAIRS
RENTAL CAR

The New PaulStine
A MARK MONAGHAN DEALERSHIP

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00

TOTALS----------

**Parts marked with an asterisk are Goodwrench Service Plus

TOTAL LABOR....	88.80
TOTAL PARTS....	296.59
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	23.12
TOTAL INVOICE $	**408.51**

[ ] CASH [ ] CHECK CK # .....
[ ] VISA [ ] MASTERCARD [ ] DISC [ ]AMER EXP
Payment date ..... received by .....

THANK YOU FOR ALLOWING US TO SERVICE YOUR VEHICLE
YOU MAY RECEIVE A SURVEY FROM GENERAL MOTORS
"PLEASE TAKE A MOMENT TO FILL OUT THE SURVEY"
IF FOR ANY REASON YOU ARE UNABLE TO SELECT
"COMPLETELY SATISFIED" IN DESCRIBING YOUR SERVICE
PLEASE CALL " KEN DUKE " @ 570-374-1151 THANKS...

File # 71-8804724

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CUSTOMER COPY

[END OF INVOICE] 08:08am

Field Performance Report

GM Aftersales

FPR Case No: 51704

Status: Saved

Transfer:

Country: United States of America

Type: GMNA Truck

VIN: 1GNDT13S77[redacted]

Make: Chevrolet

Model: TrailBlazer

Model Year: 2007

Vehicle Status:

Part Name: Door Module

Location: Driver Side

Complaint: No Crank

Origination Point: ● Dealer ○ GM Internal

Dealer Code

GM Rep ID No

- Affected Vehicles -

Mileage (Miles)	Build Date
23745	

No of Vehicles: 1

Engine:

Transmission:

Axle:

Transfer Case:

- Functional Group -

Level 1:	Level 2:	Level 3:	Level 4:
80 Electrical Function	03 Body Interior & Exterior		

Trouble Category:
Z - Not assignable

Trouble:
Not Assignable (Add new Code)

Symptoms / Complaints:
NO CRANK & OWNER STATES SMELL OF ELECTRICAL SHORT.

Probable Cause:
: FOUND DDM (DRIVER DOOR MODULE) HAD NO COMMUNICATION AND MODULE HAD SHORTED

Correction:
REPLACE AND REPROGRAM NEW DDM.

Sample Parts Available:
○ Yes ● No

Part No:

Remark/ Location of Parts:
RO#: 337615 BAC 113950

Attachments:

Name	Type	View Attachments
pics.docx	Photo	

Document Information

Document Author:	Created by: RZ2CZ2	Date of creation: 02/18/2009 02:07:16 PM	Server of Creation: USABHDB03/A/GMSERVER/GMC
Last Modified by:	Last modified by: RZ2CZ2	Date of modification:	Server of Modification: USABHDB03/A/GMSERVER/GMC
Last Accessed on:		Date last accessed : 02/27/2012 11:10:07 AM	

CHUBB

CHUBB GROUP OF INSURANCE COMPANIES

Claim Service Center

600 Independence Parkway
PO Box 4700, Chesapeake, VA 23327-4700

Phone: 800-252-4670
Facsimile: 800-664-0987

October 10, 2007

Esis/ GM Central Claims Unit
300 Rennaissance Center
Mailcode 482C20D71
Detroit, MI 48265-3000

RECEIVED
OCT 15 2007
ESIS-GM CLAIMS UNIT

Attn: Debra Chism

Re: Insured Name: [redacted]
Policy Number:
Claim Ref. Number:
Date of Loss: 09/11/2007
Your Insured: GM
Your Claim #: [redacted]
Amount of Claim: $ 20275.00
Writing Company: Chubb Indemnity Insurance Company

Dear Debra Chism;

Our insured recently experienced a fire loss involving his/her/their___2006 Chevrolet, model: _Trailblazer_, VIN: 1GNDT13SX62[redacted]. Our investigation reveals the responsibility for this fire loss to my insured vehicle rests with your insured GM. The fire originated in the electric power controls within the left front door due to a electrical malfunction.

This is to notify you of our subrogation interests and to request that you not make any settlements on this claim without protecting our recovery rights.

We are advising you of your rights to inspect the above vehicle. If you intend to inspect this vehicle please notify our office within thirty (30) days receipt of this letter. It is not our intent to limit your right to access but must notify your office that failure to respond to this letter will result in our disposal of the salvage, within a reasonable time period required to do so.

We request reimbursement to the extent of our payment. Supporting documents are enclosed which substantiate our claim.

Please make the check payable to Chubb Indemnity Insurance Company as subrogee of our insured and provide the policy number when submitting payment.

Send payment to:

Chubb Group of Insurance Companies
P.O. Box 4700
Chesapeake, VA 23327-4700

If you have any questions or wish to discuss this matter further, please call our recovery department at (800) 252-4670 ext. 4171 between the hours of 8:00 AM and 5:00 PM, Monday through Friday.

Sincerely,

Jacqueline Placchetti
Recovery Specialist

cc: Affiliated Insurance Service Corp.

Service Request Detail

SR No.	71-560708405	**Ref No.**		**Goodwill**	No Goodwill Offered	**BRC Type**	PAR
Account	FULMER COMPANY	**Site**	330327	**GW SubType**		**Bus. Unit**	BRC
Last Name	[redacted]	**First Name**	[redacted]	**Approval**	Not Initiated	**Area**	PAR
Daytime #	[redacted]	**Evening #**		**UCC**	Electrical - Power Window Motor /	**Sub-Area**	Initiate PAR- Thermal Event
Address		**City**	Export	**Involved Dlr**	E F Moore, Inc.	**Safety**	Yes
State	PA **ZipCd** [redacted]	**Con Acct**	FULMER COMPANY	**Source**	Phone	**Updated**	10/5/2007 08:20:11 AM
Serial #/VIN	1GNDT13S[redacted]	**Model Year**	2006	**Priority**	Medium **License #** CHEVROL	**Owner**	CISNERMA
Make	Chevrolet	**Warr. Start**	08/31/2005	**Status**	Pending Documentation	**Opened**	10/1/2007 02:27:36 PM
Model	TrailBlazer	**Mileage**	20000	**Sub-Status**	Satisfied	**Closed**	
Abstract	Thermal Event						
Customer Description	This is a BRC PAR Case. Please do not assume. Forward any inquiries to Matthew Cisneros at ext.21171						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Insurance Agent	9/11/2007 09:00:00 PM	N	0	0	Asphalt	Dry	n/a	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]				

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
[redacted]		[redacted]	Chubb Insurance Group Company

Incident Loc	Colton Rd Gladwin PA	Incident Desc	thermal event - parked the veh in the drive way and locked it with the power key. then suddenly somebody knocked and told them that their veh is on fire.. on the driver side window
Component	control panel on on the control module of the front door the driver side	Damage Desc	total burned
Vehicle Loc	salvage yard in PA	Add'l Info	gladwind fire department responded, will contact Jackie Plachetti for all the balnk information.
Emgcy Svc Names	Gladwind FD	Maint Loc	n/a

PAR Detail

Collision		**Non Collision**	Y	**Property Damage**	N	**Thermal Evt**	Y	**Spec Equip**	none		
Vehicle Speed	0			**Weather Condition**	clear			**Prop Owner**	n/a	**Property Type**	n/a
Last Service Date				**Loc Last Service**	N/A			**Property Location**	n/a	**Prop Est Repair Cost**	$0.00
Veh Est Repair Cost	$0.00			**Spec Equip Installer**	n/a			**Prop Damage Description**	n/a		
Primary Veh Use	Personal			**Inspection Type**	Other			**Inspected By**	Inspection Not Performed	**Inspection Date/Time**	
Veh Damage Description	total loss							**Explain Other**	Inspection not to be performed		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2007 04:43:57 PM	RODRIJOS	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Assigned to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

Subrogation

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2007 09:14:56 AM	DRAHEICM	RODRIJOS	Notify CRM		Done	10/4/2007 04:43:55 PM	ESIS-Subrogation

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

Received And Assigned to ESIS

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 05:26:47 PM	CISNERMA	CISNERMA	Scheduled Follow-up		Scheduled Alarm		71-560708405 check

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

Check to see if file has been sent to ESIS

Matthew Cisneros/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 05:03:18 PM	CISNERMA	DRAHEICM	BRC PAR	ESIS- Insurance Involvement	Done	10/3/2007 09:14:54 AM	ESIS-Subrogation

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

Insurance company calling in to subrogate with GM. Insurance agent said to make sure claim number was documented.

Claim # 047507052727

Received and assigned for ESIS escalation.
Chad Draheim/atx/workflow par

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 04:56:34 PM	CISNERMA	CISNERMA	Ownership Changed	Ownership Escalated to BRC	Done	10/2/2007 04:56:34 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:58:58 PM	DRAHEICM	CISNERMA	Ownership Changed		Done	10/2/2007 02:58:58 PM	Service Request Ownership has changed FROM: ANTONICR TO: CISNERMA

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Descri
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	BRC PAR	Initial Contact- Phone	Done	10/2/2007 04:59:04 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

Cust sts: From insurance company and we are trying to subrogate with GM

CRS adv: Will need to forward to our central claims who handles subrogation. They take 7-10 business days to get in touch

cust sts: OK, the claim # is Claim #
please make sure this is documented

Matthew Cisneros/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Descri
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	BRC PAR	Acknowledgement	Done	10/2/2007 04:55:29 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

see initial for details

Matthew Cisneros/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	BRC PAR	Initial Contact- Dealer	Done	10/2/2007 04:44:16 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

Spoke w/: Tim Moore

CRS adv: Seeing if cust ever had any complaints about drivers side control panel because cust had thermal event.

Dlr sts: Nothing to do with drivers side control panel

Matthew Cisneros/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	BRC PAR	Initial Contact- AVM	Done	10/2/2007 04:48:30 PM	Called DVM Ron Chieffe

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

DVM Ron Chieffe
Node: 914055
Mailbox: 8013

CRS adv: Customer Name, Vehicle information, Nature of allegation
CRS adv: if you have any additional information pertaining to cust or vehicle please call me @ 866-790-5700 ext 21171

Matthew Cisneros/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	Notify CRM		Done	10/2/2007 04:33:30 PM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	Research		Done	10/2/2007 04:34:57 PM	Researched VIN

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Recalls: No open recalls

History: No related repairs

SRs: No other SRs

Matthew Cisneros/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:26 PM	DRAHEICM	CISNERMA	BRC PAR	Case Assigned	Done	10/2/2007 04:33:25 PM	Assigned File to Matthew Cisneros ext 21171

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2007 02:46:03 PM	ANTONICR	DRAHEICM	Escalation	Initiate PAR	Done	10/2/2007 10:56:33 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Received and assigned in PAR.
Chad Draheim/atx/workflow par

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2007 02:29:15 PM	ANTONICR	ANTONICR	Inbound Call Third Party	Complex Request	Done	10/1/2007 02:50:26 PM	Alleged product allegation-Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

jackie Plachetti calling in behalf of the cust

wants to make a claim for a thermal event on the veh.

CRS ADV:
CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC

Chris Roberts/Elemental/CAC/MLA

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N40	No Symptom Indicated	Electrical - Power Window Motor / Switch / Wiring / Regulator

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2007 04:43:57 PM	RODRIJOS	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Assigned to ESIS

[redacted]	Account	BAC Code
[redacted]	FULMER COMPANY	330327

Subrogation

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/3/2007 09:14:56 AM	DRAHEICM	RODRIJOS	Notify CRM		Done	10/4/2007 04:43:55 PM	ESIS-Subrogation

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

Comments

Received And Assigned to ESIS

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 05:26:47 PM	CISNERMA	CISNERMA	Scheduled Follow-up		Scheduled Alarm		71-560708405 check

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

Check to see if file has been sent to ESIS

Matthew Cisneros/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 05:03:18 PM	CISNERMA	DRAHEICM	BRC PAR	ESIS- Insurance Involvement	Done	10/3/2007 09:14:54 AM	ESIS-Subrogation

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

Comments

Insurance company calling in to subrogate with GM. Insurance agent said to make sure claim number was documented.

Claim # 047507052727

Received and assigned for ESIS escalation.
Chad Draheim/atx/workflow par

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 04:56:34 PM	CISNERMA	CISNERMA	Ownership Changed	Ownership Escalated to BRC	Done	10/2/2007 04:56:34 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:58:58 PM	DRAHEICM	CISNERMA	Ownership Changed		Done	10/2/2007 02:58:58 PM	Service Request Ownership has changed FROM: ANTONICR TO: CISNERMA

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	BRC PAR	Initial Contact- Phone	Done	10/2/2007 04:59:04 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Cust sts: From insurance company and we are trying to subrogate with GM

CRS adv: Will need to forward to our central claims who handles subrogation. They take 7-10 business days to get in touch

cust sts: OK, the claim # is Claim #
please make sure this is documented

Matthew Cisneros/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	BRC PAR	Acknowledgement	Done	10/2/2007 04:55:29 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

see initial for details

Matthew Cisneros/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	BRC PAR	Initial Contact- Dealer	Done	10/2/2007 04:44:16 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

Spoke w/: Tim Moore

CRS adv: Seeing if cust ever had any complaints about drivers side control panel because cust had thermal event.

Dlr sts: Nothing to do with drivers side control panel

Matthew Cisneros/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	BRC PAR	Initial Contact- AVM	Done	10/2/2007 04:48:30 PM	Called DVM Ron Chieffe

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

DVM Ron Chieffe
Node: 914055
Mailbox: 8013

CRS adv: Customer Name, Vehicle information, Nature of allegation
CRS adv: if you have any additional information pertaining to cust or vehicle please call me @ 866-790-5700 ext 21171

Matthew Cisneros/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	Notify CRM		Done	10/2/2007 04:33:30 PM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:27 PM	DRAHEICM	CISNERMA	Research		Done	10/2/2007 04:34:57 PM	Researched VIN

Contact Last Name	Contact First Name	Account	BAC Code
		FULMER COMPANY	330327

Comments

Recalls: No open recalls

History: No related repairs

SRs: No other SRs

Matthew Cisneros/par/atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2007 02:57:26 PM	DRAHEICM	CISNERMA	BRC PAR	Case Assigned	Done	10/2/2007 04:33:25 PM	Assigned File to Matthew Cisneros ext 21171

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2007 02:46:03 PM	ANTONICR	DRAHEICM	Escalation	Initiate PAR	Done	10/2/2007 10:56:33 AM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]		FULMER COMPANY	330327

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Received and assigned in PAR.
Chad Draheim/atx/workflow par

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2007 02:29:15 PM	ANTONICR	ANTONICR	Inbound Call Third Party	Complex Request	Done	10/1/2007 02:50:26 PM	Alleged product allegation-Thermal Event

[redacted]	Account	BAC Code
	FULMER COMPANY	330327

[redacted] calling in behalf of the cust

wants to make a claim for a thermal event on the veh.

CRS ADV:
CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC

Chris Roberts/Elemental/CAC/MLA

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N40	No Symptom Indicated	Electrical - Power Window Motor / Switch / Wiring / Regulator

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNDT13SX6[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2006 TRAILBLAZER LS 4WD	**Warranty Start Date :**	08/31/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	MOORE CHEVROLET-OLDSMOBILE PO BOX 192 CONSHOHOCKEN , PA 19428-0192 (610) 825-5600	**Selling Source :**	13 - CHEVROLET
		Site Code :	15426
		Business Associate Code :	113824

Service Contract :	No	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
RC	05086	POWER STEERING HOSE FRACTURE	N/A	Closed

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Inactive	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.

XM Equipped	Yes	**XM Radio ID**	ACCCC0M0	**XM Status**	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	08/31/2005	6 miles	08/31/2008	36006 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	08/31/2005	6 miles	08/31/2011	100006 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	08/31/2005	6 miles	08/31/2013	80006 miles
36/36000 FEDERAL EMISSION	08/31/2005	6 miles	08/31/2008	36006 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
01/26/2006	168142	#	V1415 - 05086 - INSPECT HOSE(S) ONLY - NO FURTHER ACTION REQUIRED	4021 miles
08/17/2005	165020	I	Z6999 - PDI RELATED FLUID ADDS	5 miles
08/11/2005	A22218	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Deborah Chisholm
Claims Administrator

October 24, 2007

Chubb Group of Insurance Companies
PO Box 4700
Chesapeake, VA 23327-4700

RE: Claimant: [redacted]
Our File No.: 638509 (Yours: 047507052727)
Our Client: General Motors Corporation
Date/Event: 9/11/07
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDT13SX[redacted]2[redacted]

Dear [redacted]

We are the third-party administrators on behalf of General Motors Corporation 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 General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

5. 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.

esis

6. 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.

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,

Deborah Chisholm
Claims Administrator

esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 tel
313.665.0911 fax

Deborah Chisholm
Claims Administrator

October 24, 2007

Chubb Group of Insurance Companies
PO Box 4700
Chesapeake, VA 23327-4700

RE: Claimant: [redacted]
Our File No.: 638509 (Yours: 047507052727)
Our Client: General Motors Corporation
Date/Event: 9/11/07
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDT13SX62[redacted]

Dear [redacted]

We are the third-party administrators on behalf of General Motors Corporation 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 General Motors concerning your insured. Your correspondence alleges that your insured sustained property damage as a result of a manufacturer's product defect. However, insufficient technical documentation was provided relative to any alleged defect. Due to this fact, the following information and documentation are respectfully requested:

1. Please provide color copies of photos taken by your expert. Please do not send originals, as they may not be returned. enclosed color photos
2. A copy of the police and/or fire report. - pending receipt
3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
4. Provide copies of 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. pending
5. 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.

 ~~[illegible]~~ Salvage bid included

EC520071029 0154 001 09:19

esis

6. 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.

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,

Deborah Chisholm
Claims Administrator

EES20071029 0154 082 09:19

esis

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Deborah Chisholm
Claims Administrator

December 5, 2007

Chubb Group of Insurance Companies
PO Box 4700
Chesapeake, VA 23327-4700

RE:	Claimant:	[redacted]
	Our File No.:	638509 (Yours: **047507052727**)
	Our Client:	General Motors Corporation
	Date/Event:	9/11/07
	Subject vehicle:	2006 Chevrolet Trailblazer
	VIN:	1GNDT13SX62[redacted]

Dear [redacted]

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

I have received the documentation you provided regarding this claim. However, the following information is still needed.

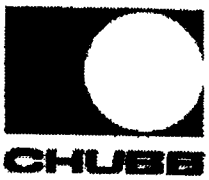
1. Please provide a copy of the police and/or fire report.
2. Statement of events/ Claimant interview.
3. Repair History and Aftermarket Information.

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 it's 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. 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,

Deborah Chisholm
Claims Administrator
A Risk Management Services Company- One of the ACE Group of Companies



Chubb Group of Insurance Companies
Eastern Claim Service Center
PO Box 4700
Chesapeake, VA 23327-4700
Phone: 1-800-252-4670

From: **Name:** [redacted]
Fax Number:
Voice Phone:

Dale C

To: **Name:** **Claim #** [redacted]
Company:
Fax Number: **1-313-665-0911**
Voice Phone:

Fax Notes:

Comments:Ref: claim [redacted]
my claim # [redacted]

a copy of the dealership receipt. This is the clearest copy I was able to obtain.

Date and time of transmission: **Tuesday, February 26, 2008 2:32:16 PM**
Number of pages including this cover sheet: **04**

E.F. MOORE, Inc.
12th Avenue & Lavelle Street
P.O. Box 192 - Conshohocken, PA 19428
Chevrolet - Oldsmobile

To: Judy Kordas

Fax #: 701 222 4721

Number of Pages: 2 pages

Date: 11-27-07

Comments: JG Requested
Submit w/ Invoice

[redacted]

PHILADELPHIA PA [redacted] CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CTS	MILES IN	MILES OUT	TAG
01/26/06	06	CHEVROLET	TRAILBLAZE	1GNET13X6 [redacted]	R0447	4031		

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
08/31/05	01/26/06	01	00:00	[illegible]		01	11/27/[illegible]

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE
168142		[redacted]	PAYTONE

Delivery Date: 08/31/2005

- REPAIR LINE 001

FIRST SERVICE

PM

DRAIN ENGINE OIL. REPLACE ENGINE OIL FILTER WITH ORIGINAL EQUIPMENT AC DELCO OIL FI LTER. LUBE ANY AND ALL SUSPENSION JOINTS. TOP OFF ALL FLUIDS. CHECK AND ADJUST TIRE PRESSURE, LUBE ALL HINGES. FILL WITH QUAKER STATE SUPREME SW 40 MOTOR OIL. RESET O IL CLOCK IF APPLICABLE. CHECK ALL ACCESSORY OPERATIONS

Bill Code PM

1010	INITIAL SERVICE		0.1 M D	24.00
			Total Labor	24.00
GM	1051515	OFFILTER	1	4.05
GM	12345610	OIL 5WI	5	10.95
GM	25171377	FILTER	1	3.43
			Total Parts	17.43
			Total Line	41.43

- REPAIR LINE 002

REMOVE TAR FROM SEAT

REQUEST

Bill Code CI

REMOVE TAR 1.2 M A

- REPAIR LINE 003

INSTALL REARVIEW MIRROR W COMPASS AND TEMP IF FUNCTIONS

REQUEST

Bill Code [illegible]

ADVISED CUSTOMER [illegible] M A

- REPAIR LINE 004

CK CPCN 1050086 POWER STEERING HOSE RECALL

POSSIBLE LEAKY HOSE

INSPECT FOR SUSPECT DATE CODE REPLACE IF REQUIRED

Bill Code WI

Failure Code: 06

Complaint Code: MA

V1415 INSPECT HOSES NAR 0.4 M A [illegible]

[illegible] SERVICES OFFER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES AND PARTS PROVIDED HEREUNDER AT NO CHARGE TO YOU SHIP THERE WAS NO INDICATION FROM THE APPARENT OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 60 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE

[illegible] DEALER [illegible] AUTHORIZED PERSON [illegible]

STATEMENT OF DISCLAIMER

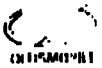
[illegible] WARRANTY WITH RESPECT TO THE SALE OF THE MATERIALS OR SERVICES HEREUNDER EXPRESSED OR IMPLIED INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE SELLER MAKES NO REPRESENTATIONS AND SELLER'S ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF ITS MATERIALS

[illegible] CUSTOMER SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

[redacted]

MOORE



PHILADELPHIA PA [redacted]

*** REPRINT *** CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CTS	MILES IN	MILES OUT	TAG
01/26/06	06	CHEVROLET	TRAILBLAZE	1GNET13S6 [redacted]	R0447	40,41		

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
08/31/05	01/26/06	01	00:00	[illegible]		01	11/27/0[illegible]

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
168142		[redacted]	0000	GRAYSTONE

Call Order: 96 Total Labor [illegible]

CM MEMO

Failed Test: MEMO Total Time [illegible]

Payment Type 01 CHARGE

DISTRIBUTOR SERVICE MANAGER CERTIFIES THAT THE INFORMATION CONTAINED HEREIN IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES HERE WERE PERFORMED AT THE REQUEST OF OWNER. THERE WAS NO INFORMATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART SUPPLIED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ALCOHOL MOTOR FUEL OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR AUDIT FROM THE DATE OF PAYMENT SUBJECT TO AUDIT BY THE SERVICE DIVISION OF MANUFACTURER'S REPRESENTATIVE.

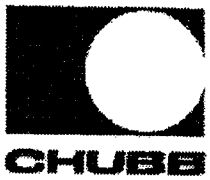
APPROVED BY DEALER MANAGER OR AUTHORIZED REPRESENTATIVE

STATEMENT OF DISCLAIMER

[illegible]

CUSTOMER SIGNATURE

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	



Chubb Group of Insurance Companies
Eastern Claim Service Center
PO Box 4700
Chesapeake, VA 23327-4700
Phone: 1-800-252-4670

From:	**Name:**	[redacted]
	Fax Number:	
	Voice Phone:	
To:	**Name:**	**Debbie Chisolm**
	Company:	
	Fax Number:	**1-313-665-0911**
	Voice Phone:	

Fax Notes:

Comments:copy of the fax which was sent and confirmed it was transmitted to you on 2/26/2008

claim # [redacted]
my claim # [redacted]

Date and time of transmission: **Wednesday, March 12, 2008 8:53:14 AM**
Number of pages including this cover sheet: **06**

Chubb Group of Insurance Companies
Eastern Claim Service Center
PO Box 4700
Chesapeake, VA 23327-4700
Phone: 1-800-252-4670

From: **Name:** [redacted]
Fax Number:
Voice Phone:

To: **Name:** **claim #** [redacted]
Company:
Fax Number: **1-313-665-0911**
Voice Phone:

Fax Notes:

Comments:claim # [redacted]
Ref: Claim # [redacted]

Insured Verbal statement to Chubb: Insd said all she knows is that a neighbor stopped, banged on the insd door and notified the insd that the car was on fire; doesn't know what caused fire. Insd gets normal maintenance on the IV. On the date of loss the insured was having problems with left front door window. No recent repair work was done on the vehicle.

A copy of the fire report as requested. also following a copy of the dealer receipt. Insured had other oil changes but cannot locate receipts.

To avoid delay please forward to your engineers as soon as possible.

Date and time of transmission: **Tuesday, February 26, 2008 2:30:10 PM**
Number of pages including this cover sheet: **05**

A

FDID ★	State ★	MM (Incident Date) ★	DD (Incident Date) ★	YYYY (Incident Date) ★	Station	Incident Number ★	Exposure ★	☐ Delete ☐ Change ☐ No Activity	NFIRS -1 Basic
46934	PA	09	11	2007	24	0720656	000		

B Location★

☐ Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section B "Alternative Location Specification". Use only for Wildland fires.

Census Tract ____ - ____

☒ Street address
☐ Intersection
☐ In front of
☐ Rear of
☐ Adjacent to
☐ Directions

Number/Milepost	Prefix	Street Name	Street Type	Suffix
1326		[redacted]	RD	

Apt./Suite/Room	City	State	
	Gladwyne	PA	[redacted] -

Cross street or directions, as applicable

C Incident Type ★

131 Passenger vehicle fire

D Aid Given or Received★

1 ☐ Mutual aid received
2 ☐ Automatic aid recv.
3 ☐ Mutual aid given
4 ☐ Automatic aid given
5 ☐ Other aid given
N ☒ None

Their FDID ____ Their State ____
Their Incident Number ____

E1 Date & Times — Midnight is 0000

Check boxes if dates are the same as Alarm Date.

	Month	Day	Year	Hr Min Sec
Alarm ★ (ALARM always required)	09	11	2007	21:07:47
☒ Arrival ★ (ARRIVAL required, unless canceled or did not arrive)	09	11	2007	21:13:49
☒ Controlled (CONTROLLED Optional, except for wildland fires)	09	11	2007	21:48:16
☒ Last Unit Cleared (LAST UNIT CLEARED, required except for wildland fires)	09	11	2007	21:48:16

E2 Shift & Alarms

Local Option

Shift or Platoon	Alarms	District
N		24

E3 Special Studies

Local Option

Special Study ID#	Special Study Value

F Actions Taken ★

11 Extinguishment by fire — Primary Action Taken (1)

Additional Action Taken (2)

Additional Action Taken (3)

G1 Resources ★

☒ Check this box and skip this section if an Apparatus or Personnel form is used.

	Apparatus	Personnel
Suppression	0003	0016
EMS		
Other		

☐ Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires if known. Optional for non fires.

		None
Property	$ ____ , 000 , 000	☒
Contents	$ ____ , 000 , 000	☒

PRE-INCIDENT VALUE: Optional

Property	$ ____ , 000 , 000	☒
Contents	$ ____ , 000 , 000	☒

Completed Modules

☒ Fire-2
☐ Structure-3
☐ Civil Fire Cas.-4
☐ Fire Serv. Cas.-5
☐ EMS-6
☐ Haz Mat-7
☐ Wildland Fire-8
☒ Apparatus-9
☒ Personnel-10
☐ Arson-11

H1★ Casualties ☒ None

	Deaths	Injuries
Fire Service		
Civilian		

H2 Detector

Required for Confined Fires.

1 ☐ Detector alerted occupants
2 ☐ Detector did not alert them
U ☐ Unknown

H3 Hazardous Materials Release

M ☐ None
1 ☐ Natural Gas: also leak, no ignition or flammable ambient
2 ☐ Propane gas: <61 lb. tank (or in home BBQ grill)
3 ☐ Gasoline: vehicle fuel tank or portable container
4 ☐ Kerosene: fuel burning equipment or portable storage
5 ☐ Diesel fuel/fuel oil: vehicle fuel tank or portable
6 ☐ Household solvents: home/office spill, cleanup only
7 ☐ Motor oil: from engine or portable container
8 ☐ Paint: from paint cans totaling < 55 gallons
0 ☐ Other: special fuelers systems required or spill > 55gal., Hazmat specialist the Health Dept.

I Mixed Use Property

MM	
☐	Not Mixed
10	Assembly use
20	Education use
33	Medical use
40	Residential use
51	Row of stores
53	Enclosed mall
58	Mus. & Residential
59	Office use
60	Industrial use
63	Military use
65	Farm use
00	Other mixed use

J Property Use★ Structures

131 ☐ Church, place of worship
161 ☐ Restaurant or cafeteria
162 ☐ Bar/Tavern or nightclub
213 ☐ Elementary school or kindergarten
215 ☐ High school or junior high
241 ☐ College, adult education
311 ☐ Care facility for the aged
331 ☐ Hospital
341 ☐ Clinic, clinic type infirmary
342 ☐ Doctor/dentist office
361 ☐ Prison or jail, not juvenile
419 ☐ 1-or 2-family dwelling
429 ☐ Multi-family dwelling
439 ☐ Rooming/boarding house
449 ☐ Commercial hotel or motel
459 ☐ Residential, board and care
464 ☐ Dormitory/barracks
519 ☐ Food and beverage sales
539 ☐ Household goods, sales, repairs
579 ☐ Motor vehicle/boat sales/repair
571 ☐ Gas or service station
599 ☐ Business office
615 ☐ Electric generating plant
629 ☐ Laboratory/science lab
700 ☐ Manufacturing plant
819 ☐ Livestock/poultry storage (barn)
882 ☐ Non-residential parking garage
891 ☐ Warehouse

Outside

124 ☐ Playground or park
655 ☐ Crops or orchard
669 ☐ Forest (timberland)
807 ☐ Outdoor storage area
919 ☐ Dump or sanitary landfill
931 ☐ Open land or field
936 ☐ Vacant lot
938 ☐ Graded/cared for plot of land
946 ☐ Lake, river, stream
951 ☐ Railroad right of way
960 ☐ Other street
961 ☐ Highway/divided highway
962 ☐ Residential street/driveway
981 ☐ Construction site
984 ☐ Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box:

Property Use 900

Outside or special property,

NFIRS-1 Revision 03/11/99

K1 Person/Entity Involved
Local Option

Business name (if applicable) | Area Code - Phone Number

☐ Check This Box if same address as incident location. Then skip the three duplicate address lines.

Mr.,Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code

☐ More people involved? Check this box and attach Supplemental Forms (NFIRS-18) as necessary

K2 Owner ☐ Same as person involved? Then check this box and skip the rest of this section.
Local Option

Business name (if applicable) | Area Code - Phone Number

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr.,Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code

L Remarks
Local Option

09/11/2007 22:23:05 kintzell

dispatched to 1326 Colton rd for a vehicle fire, fire company found vehicle well involved, crew went in service with 200 ft of 1 3/4.

09/11/2007 22:28:57 kintzell

On 09/11/2007 at 21:07:47 dispatched To 1326 COLTON RD /Gladwyne, PA 19035. The location is a Outside or special property, Other. The incident was determined to be a(n) Passenger vehicle fire.

21:13:49 arrived on scene.
The following actions were performed on scene:
Extinguishment by fire service personnel

Units responding were:
Unit 24-1-E responded.
Unit 24-AIR responded.
Unit 24-ENG responded.

21:48:16 all units back in service.

vehicle information

L Authorization

Officer in charge ID	Signature	Position or rank	Assignment	Month	Day	Year
BLOC7172	Block, Andrew J.	DCH	Station 24	09	11	2007

☐ Check Box if same as Officer Member making report ID in charge.

	Unknown Staff Member					

FDID	State	MM	DD	YYYY	Station	Incident Number	Exposure	
46934	PA	9	11	2007	24	0720656	000	Complete Narrative

Narrative:
09/11/2007 22:23:05 kintzell

dispatched to 1326 Colton rd for a vehicle fire, fire company found vehicle well involved, crew went in service with 200 ft of 1 3/4.

09/11/2007 22:28:57 kintzell

On 09/11/2007 at 21:07:47 dispatched To 1326 COLTON RD /Gladwyne, PA 19035. The location is a Outside or special property, Other. The incident was determined to be a(n) Passenger vehicle fire.

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Units responding were:
Unit 24-1-E responded.
Unit 24-AIR responded.
Unit 24-ENG responded.

21:48:16 all units back in service.

vehicle information
2006 chevy trail blazer
[redacted]

A

FDID	State	Incident Date (MM DD YYYY)	Station	Incident Number	Exposure	
46934	PA	09 11 2007	24	0720656	000	☐ Delete ☐ Change ☐ No Activity

NFIRS -2 Fire

B Property Details

B1 [ ] ☒ Not Residential
Estimated Number of residential living units in building of origin whether or not all units became involved

B2 [ ] ☒ Buildings not involved
Number of buildings involved

B3 [ ] ☒ None
Acres burned (outside fires) ☐ Less than one acre

C On-Site Materials or Products ☒ None

Complete if there were any significant amounts of commercial, industrial, energy or agricultural products or materials on the Property, whether or not they became involved

Enter up to three codes. Check one or more boxes for each code entered.

MMM None
On-site material (1)
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (2)
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

On-site material (3)
1 ☐ Bulk storage or warehousing
2 ☐ Processing or manufacturing
3 ☐ Packaged goods for sale
4 ☐ Repair or service

D Ignition

D1 91 Operator/passenger area
Area of fire origin ★

D2 UU Undetermined
Heat source ★

D3 UU Undetermined
Item first ignited ★ 1 ☐ Check Box if fire spread was confined to object of origin

D4 [ ]
Type of material first ignited — Required only if item first ignited code is 99 or <70

E1 Cause of Ignition

☐ Check box if this is an exposure report. Skip to section G

1 ☐ Intentional
2 ☐ Unintentional
3 ☐ Failure of equipment or heat source
4 ☐ Act of nature
5 ☐ Cause under investigation
U ☒ Cause undetermined after investigation

E2 Factors Contributing To Ignition ☒ None

MM None
Factor Contributing To Ignition (1)
Factor Contributing To Ignition (2)

E3 Human Factors Contributing To Ignition

Check all applicable boxes ☒ None

1 ☐ Asleep
2 ☐ Possibly impaired by alcohol or drugs
3 ☐ Unattended person
4 ☐ Possibly mental disabled
5 ☐ Physically Disabled
6 ☐ Multiple persons involved
7 ☐ Age was a factor

Estimated age of person involved [ ]

1 ☐ Male 2 ☐ Female

F1 Equipment Involved In Ignition

☐ None If Equipment was not involved, Skip to Section G

Equipment Involved

Brand

Model

Serial #

Year

F2 Equipment Power

Equipment Power Source

F3 Equipment Portability

1 ☐ Portable
2 ☐ Stationary

Portable equipment normally can be moved by one person, is designed to be use in multiple locations, and requires no tools to install.

G Fire Suppression Factors

Enter up to three codes. ☒ None

MMM None
Fire suppression factor (1)
Fire suppression factor (2)
Fire suppression factor (3)

H1 Mobile Property Involved

☐ None

1 ☒ Not involved in ignition, but burned
2 ☐ Involved in ignition, but did not burn
3 ☐ Involved in ignition and burned

H2 Mobile Property Type & Make

10 Passenger road vehicle.
Mobile property type
Mobile property make

TRAIL BLAZER
Mobile property model

2006
Year

GBG-6661
License Plate Number

PA
State

VIN Number

Local Use

☐ Pre-Fire Plan Available
Some of the information presented in this report may be based upon reports from other agencies

☐ Arson report attached
☐ Police report attached
☐ Coroner report attached
☐ Other reports attached

NFIRS-2 Revision 01/19/99

CHUBB
500 Independence Parkway
PO Box 4700, Chesapeake, VA 23327-4700
Facsimile: (800) 535-0786

November 16, 2007

ESIS / GM Claims Unit
P.O. Box 300
Mail code 482 C20 D71
Detroit, MI 48265-3000

RECEIVED
NOV 27 2007
ESIS-GM CLAIMS UNIT

Attn: Debbie Chisholm

Re: Insured: [redacted]
Claim Ref. Homeowners #:
Claim Ref. Auto #:
Date of Loss: 09/11/2007
Your Insured: General Motors Corporation
Your claim #: 638509
Amount of Auto claim: $ 21232.78 – salvage bid $ 275.00= $ 20957.78
Writing Company: Vigilant Insurance Company

Dear Debbie Chisholm;

Enclosed a copy of the photos as requested and a copy of salvage bid. The other requests pending. Please review and advise your position.

If we have not yet spoken, please contact me at your earliest convenience at 1-800-252-4670 ext 4171 between the hours of 8 a.m. and 5 p.m. If I am not available when you call, please leave a message, and I will return your call as soon as possible.

Sincerely,

Jacqueline Placchetti

Jacqueline Placchetti
Recovery Specialist

Sterling
INVESTIGATIVE SERVICES

SEPTEMBER 25, 2007

TO: JUDY BORDERS, CHUBB INSURANCE COMPANY
FROM: DOUGLAS MURRAY, STERLING INVESTIGATIVE SERVICES
AUTO & TECHNICAL FORENSIC DIVISION

STERLING CASE NO.: 07-642
SUBJECT: [redacted]
YOUR CLAIM NO.:
DATE OF LOSS: 9/11/2007

VEHICLE ORIGIN & CAUSE EXAMINATION

TYPE OF LOSS:	VEHICULAR FIRE
VEHICLE:	CHEVROLET
YEAR:	2006
MODEL:	TRAILBLAZER
VIN:	1GNDT13SX62[redacted]
LICENSE PLATES:	NONE PRESENT
LOCATION:	[redacted]GLADWYNE, PA
STOCK NO.:	N/A
EXAMINATION DATE:	9/24/2007

ASSIGNMENT:

CONDUCT AN ORIGIN & CAUSE EXAMINATION OF THE VEHICLE FIRE.

137 South Broadway-B4 • South Amboy, New Jersey 08879
Phone: 732-553-1537 • Fax: 732-553-1535

IDENTIFICATION:

The identification of this vehicle was confirmed by a portion of the VIN characters printed onto the public VIN plate. VIN characters six through thirteen were visible. The other VIN characters were not readable due to fire damage.

WITNESS STATEMENT:

The insured [redacted] stated that on the day of the fire he had operated his vehicle locally and returned home parking in the driveway. Mr. [redacted] could not operate the driver's electric door lock. He could not operate any of the power operated windows. As a result the driver's door window was stuck open approximately one inch. Mr. [redacted] went in his house for the evening until alerted a short time later by neighbors that his vehicle was on fire. The local fire and police departments responded for fire suppression.

DMV INSPECTION STICKER:

The location on the vehicle where the annual State inspection sticker is normally displayed, which is the windshield was destroyed by fire department activity, and as a result, the sticker may have also been destroyed.

LICENSE PLATES:

No license plates were displayed with this vehicle at the time of my exam.

VEHICLE DESCRIPTION:

This is silver in color, four door, one year old, sport utility vehicle.

EXTERIOR:

No current crash damage is noted. Fire suppression related pry marks are noted on the front engine hood and right rear door. The plastic portion of the front grill assembly (just below the hood pry marks) is missing.

FINISH REMAINS:

The exterior finish remains intact on the rear lift gate, the bottom half of both rear doors, on both front quarter panels, and on the engine compartment hood.

EXTERIOR FIRE DYNAMICS:

The exterior burn patterns are noted:

- As *distention*, which is the result of metal in contact with a high heat release rate fire, on: over six locations on the passenger compartment roof.
- *Oxidation in the form of rust*, which is the result of direct flame impingement, is noted on; the passenger compartment roof.
- *Lines of demarcation* between remaining finish and the exterior burn patterns are noted: On the passenger compartment roof just forward of the rear lift gate seam, just above the base of the windshield, on the left front door just below the location of the interior power door controls, and on the remaining three doors and rear quarter panels half way down the window frames.
- The *fire travel pattern* was from the left front of the passenger compartment to the remaining portions of the passenger compartment.
- *Melt damage* to the exterior synthetic in composition components included both side view mirrors, the windshield base molding and to the remaining window frame/molding components.

PROVIDED VENTILATION/ HEAT RELEASE RATE/ FUEL WELL:

This was a high heat release rate fire in the passenger compartment of the vehicle. The doors were closed at the time of the fire. The left front window was down approximately one inch at the time of the fire.

The fuel well door was intact, not involved in, nor the source of the fire.

TIRES AND WHEELS:

The vehicle is equipped with a matched set of Good year Wrangler ST brand, size 235 75R16 tires mounted on five spoke sport alloy OEM wheels.

No fire related damage was noted on any wheel tire, or wheel well. All four tires displayed a remaining tread depth of 9/32".

UNDERCARRIAGE:

The fuel well, fuel tank, and fuel lines are intact, displaying no fire related damage. The exhaust system including muffler, exhaust piping, and catalytic converter is intact. No conductive burn patterns were noted on the underside of the floorboard area. The lower engine area and cross members display no fire related damage.

WINDOWS AND GLASS:

All glazing material was consumed during the fire and/or fire suppression efforts. The left front door window was left down approximately one inch during the fire. The remaining windows were closed during the fire.

ENGINE COMPARTMENT:

This vehicle is equipped with a 4.2 liter gasoline powered engine. No fire related damage was noted in the engine compartment.

The engine oil was full to normal levels and in good condition. The transmission, coolant, power steering, and brake fluids were all full to normal levels and in good condition. The battery, terminals, and cables were free of any sign of arching or short circuit. The fuel lines and injection system was free of any signs of leaks or malfunctions. The ignition system was also free of any sign of malfunction.

The below listed fuses were blown in the engine compartment fuse box:

CIRCUIT NUMBER	*FUSE AMPS*	*CIRCUIT DESCRIPTION*
8	30	ATC
13	20	LIGHTER
15	15	EAP
19	30	ELEC BRK
22	10	IGN E
24	10	IPC IDIC
25	10	BTSA
34	40	IGN A
35	40	BLWR
36	40	IGN B
52	25	HAZARD

INTERIOR:

This is the compartment the fire originated in and spread rapidly throughout, prior to suppression. The compartment is equipped with two front bucket seats and a rear 3/2 split bench seat. The radio remains in the compartment but dropped to the floor. Remains of the SRS system remain but were activated during the fire.

There is more fire related damage to the front of the compartment than to the rear. The two front seats display more fire damage than the rear seat. More than 2/3 of the rear seat base foam material remaining. The left front seat displays more damage than the right front seat. More than half of the right front foam seat base material remains while less than a quarter of the left front seat material remains. All seat back foam material was consumed in the fire. All non-metallic right front door interior material from the ankle level and up was consumed in the fire. Nearly all non-metallic material on the left front door was consumed in the fire.

There is a burn pattern noted on the interior of the left rear door that originates where the location of the power windows and door locks had been located prior to the fire as documented in photos number 38 and 44. As a result of the fire these power control

components became melted and/or charred and dropped down. The remains of these components were left in place to avoid potential spoliation.

The following fire damaged personal and business contents were located in this compartment. Located in the rear storage area were a surveyor's tripod, nail gun, two oxy/acetylene regulators (no tanks), jumper cables, extension cord, and briefcase. Located on or near the rear seat was a Minolta 35mm camera, two rolls of film, 18 volt battery, construction code book, maps, toolbox, and music CDs in a case. Located in the center console where a set of house keys, a set of Caterpillar equipment keys, and two lighters. These center console personal items were returned to the insured at his request.

PRODUCT RECALLS:

A search of the National Highway and Traffic Safety Administration (NHTSA) data banks for prior product recalls revealed no related safety recalls for this make, year, and model vehicle.

ORIGIN AND CAUSE OF FIRE:

The fire originated in the electric power controls within the left front door due to an electrical malfunction.

CONCLUSIONS:

It is my expert opinion within a reasonable degree of fire investigative probability, based on my experience as a certified fire and explosion investigator, my education and training in the field of fire origin and cause examinations, and in my career specializing in vehicular fire investigations and examinations, that this fire is of an accidental nature due to a electrical malfunction in the power controls within the left front door. Just prior to the fire the electric window and door lock systems failed to properly operate for the insured. Once the fire started in this door it spread rapidly throughout the rest of the passenger compartment prior to suppression. Other potential causes such as incendiary and mechanical have been ruled out.

SUBRO POTENTIAL:

The client may elect to pursue subrogation potential in this matter against the manufacture. Should the client pursue this option, the vehicle should be shrink wrapped to preserve the charred remains of the left front electric power door components.

EVIDENCE RETAINED:

None.

ATTACHMENTS:

None.

PHOTO LOG:

Attached.

DOUGLAS MURRAY
CERTIFIED FIRE AND EXPLOSION INVESTIGATOR
FORENSIC TECHNICIAN
AUTO & TECHNICAL FORENSIC DIVISION

EXAMINER CERTIFICATION:

"The conclusions and opinions expressed in this report are based solely upon the facts derived from the objective physical examination of the vehicle parts and components, with no outside considerations or influences. The examination of the vehicle, vehicle parts, or the vehicle components is performed using procedures and guidelines that conform to, or exceed, generally accepted industry professional and ethical standards".

This firm is a charter member of "Coalition network of Forensic Examiners".

STERLING INVESTIGATIVE SERVICES
PHOTO LOG

PAGE: 1 **CASE NO:** 07-642

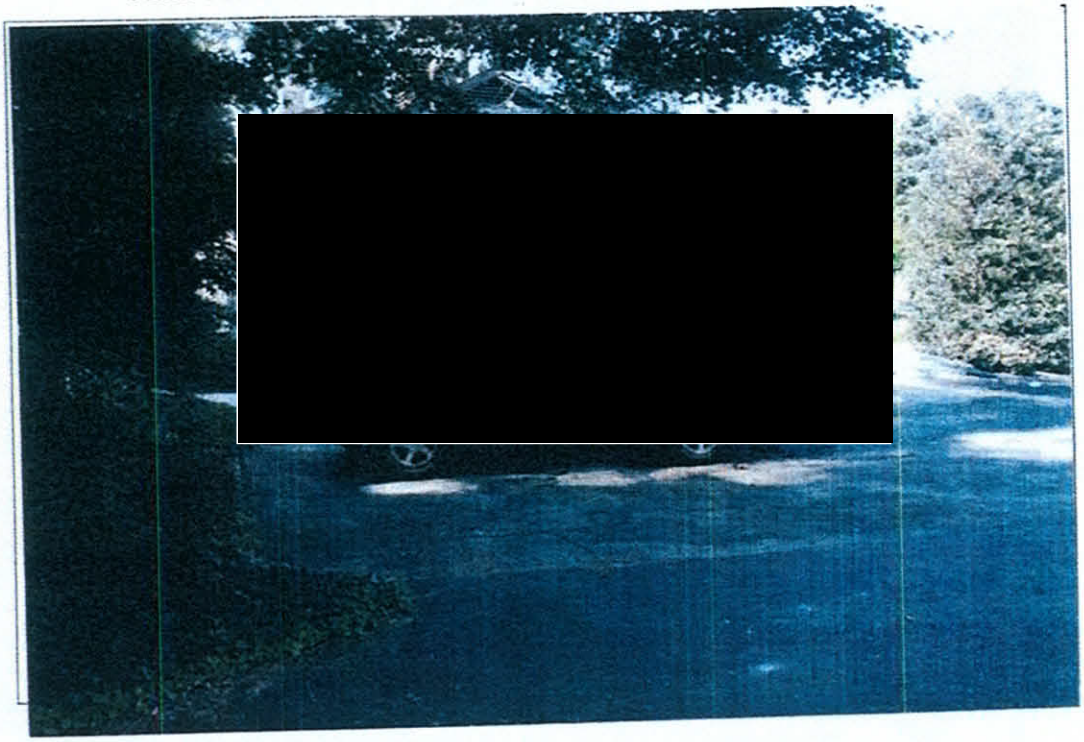
INSURED'S DRIVEWAYFROM [redacted]

FIRE SCENE FROM THE NORTH PROPERTY LINE

STERLING INVESTIGATIVE SERVICES
PHOTO LOG

CASE NO: 07-642

FIRE SCENE FROM THE NORTH EAST PROPERTY CORNER



FIRE SCENE FROM THE SOUTH EAST

STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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LEFT FRONT

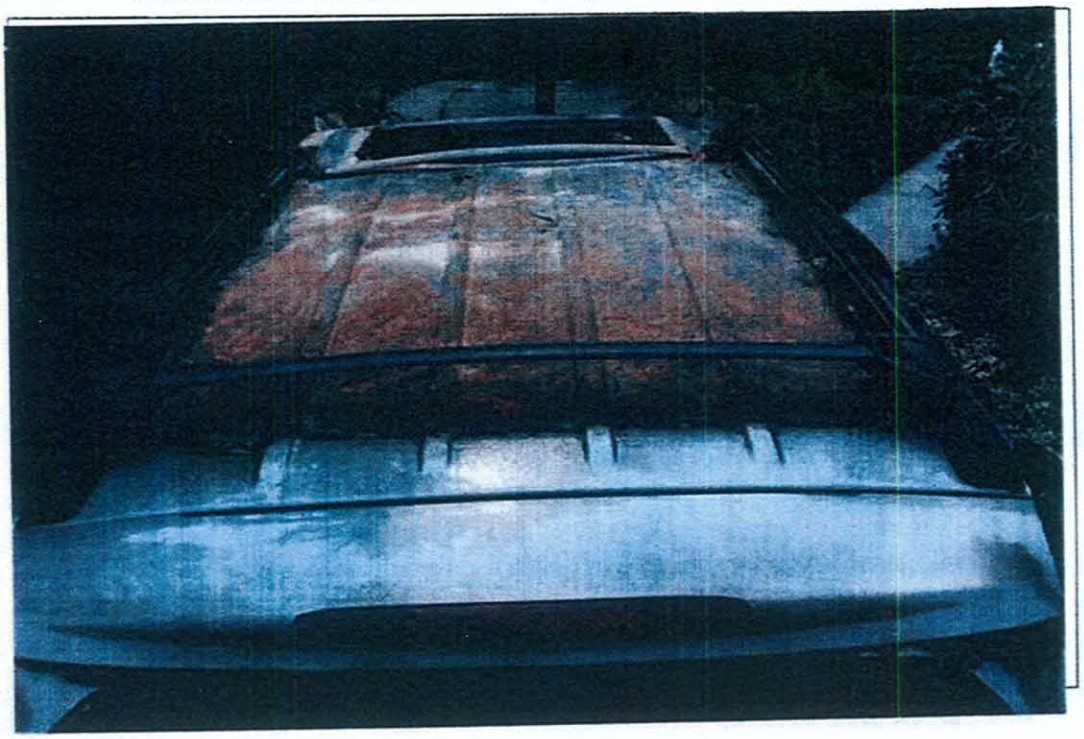
LEFT SIDE

STERLING INVESTIGATIVE SERVICES
PHOTO LOG

CASE NO: 07-642

LEFT REAR

PASSENGER COMPARTMENT (PC) ROOF FROM THE REAR



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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WAIST LEVEL REAR VIEW

RIGHT REAR

STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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RIGHT SIDE

RIGHT FRONT

STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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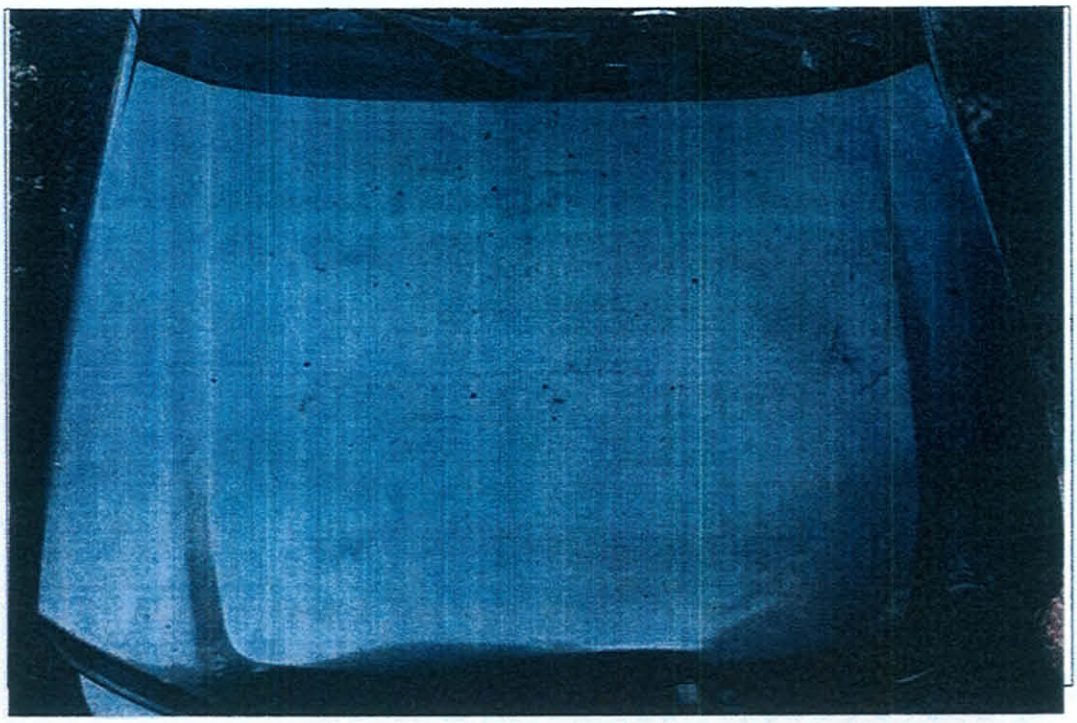
PC ROOF FROM FRONT

ENGINE COMPARTMENT (EC) HOOD



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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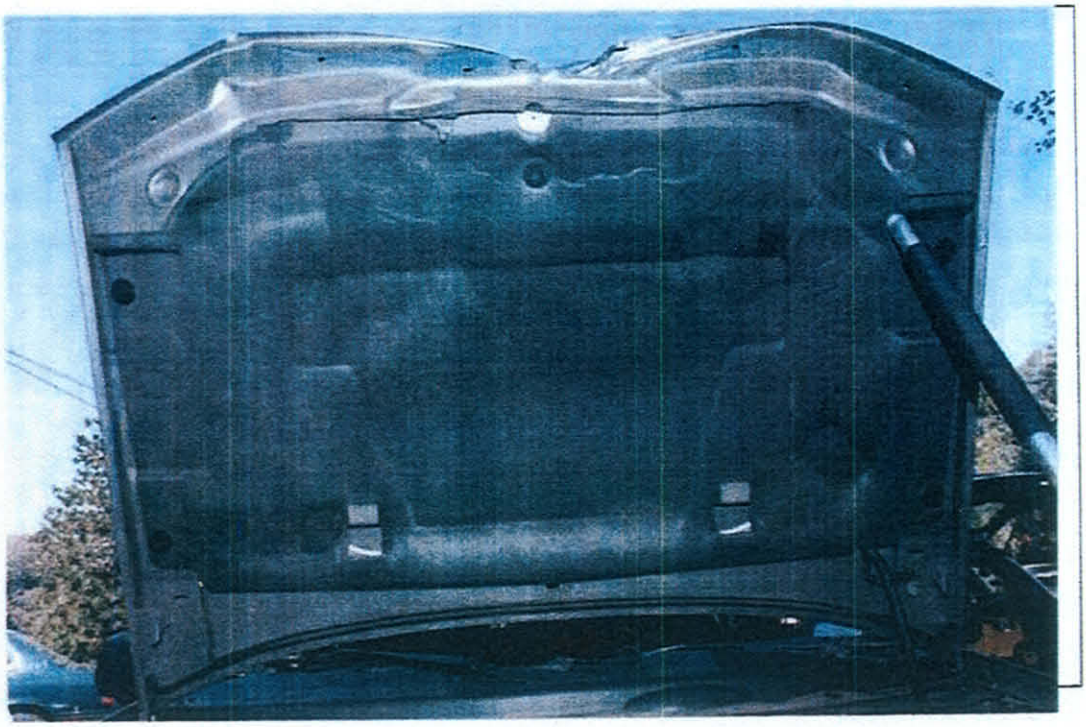
WAIST LEVEL FRONT VIEW

INTERIOR OF EC HOOD



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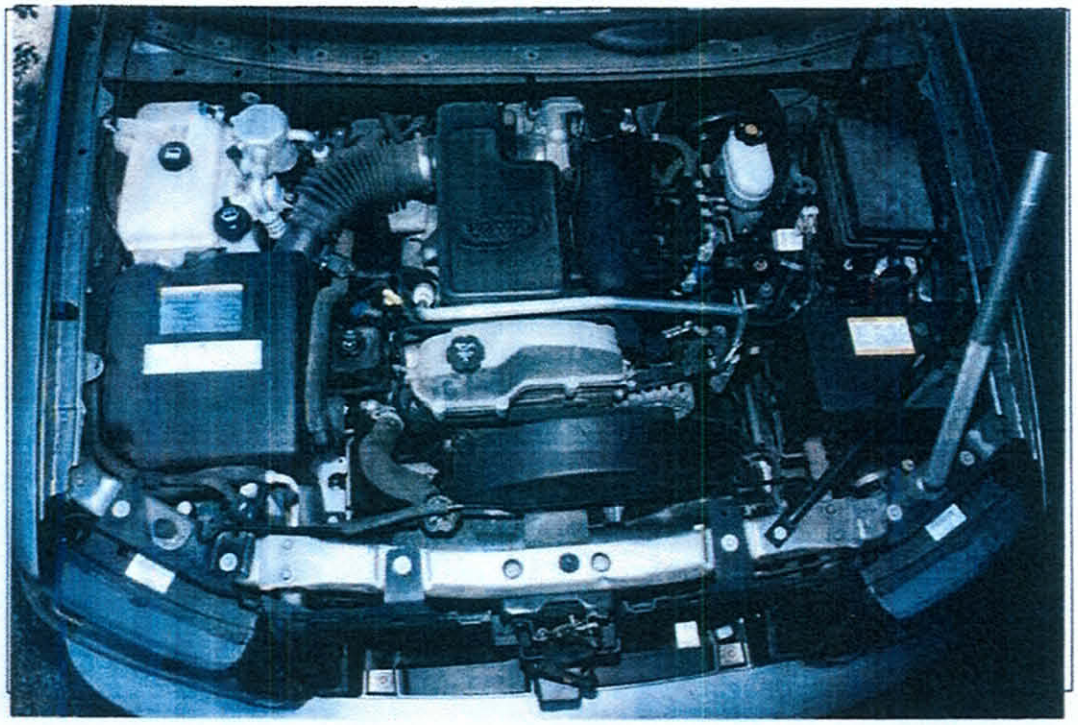
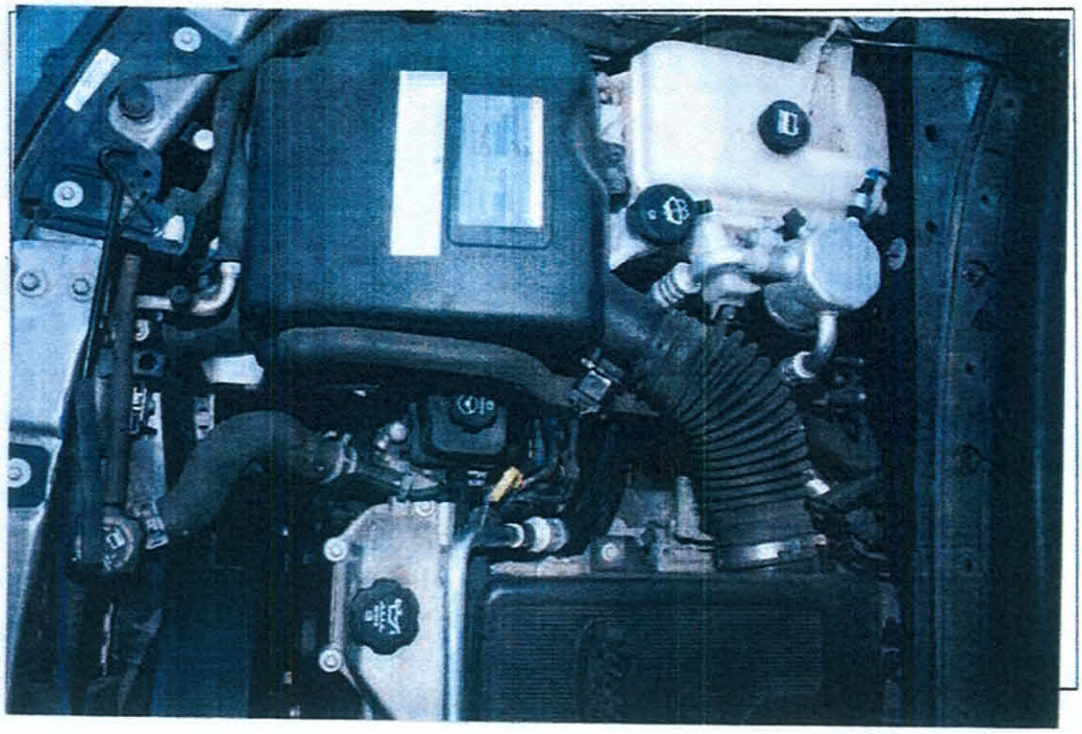
OVERALL VIEW OF EC



RIGHT HALF OF EC



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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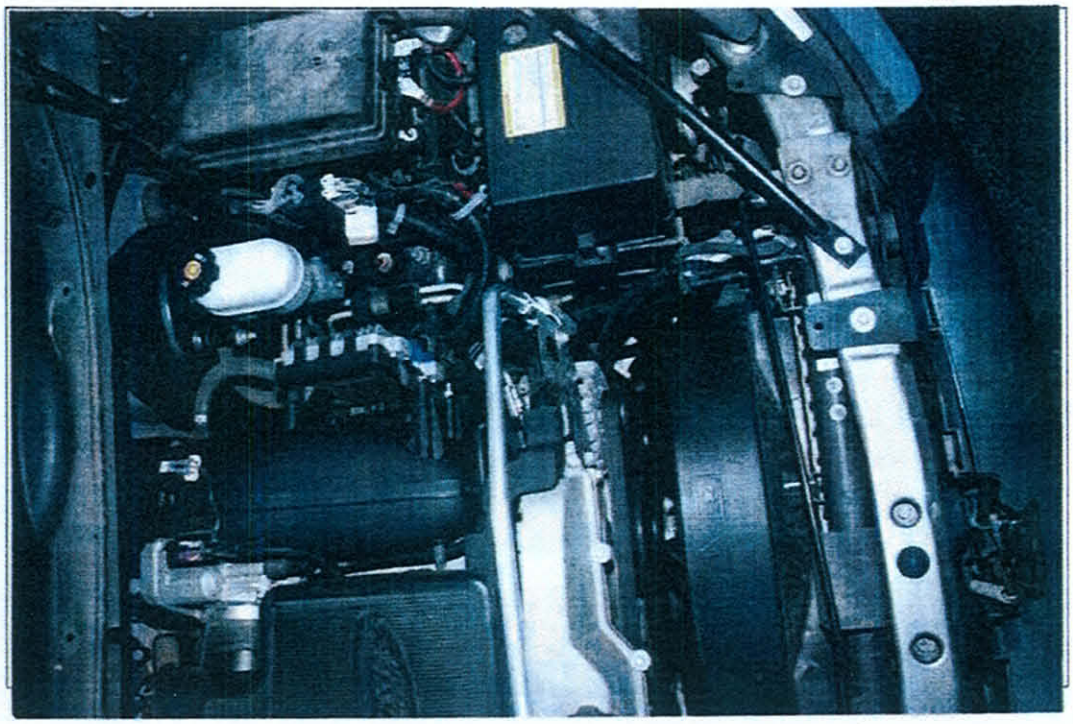
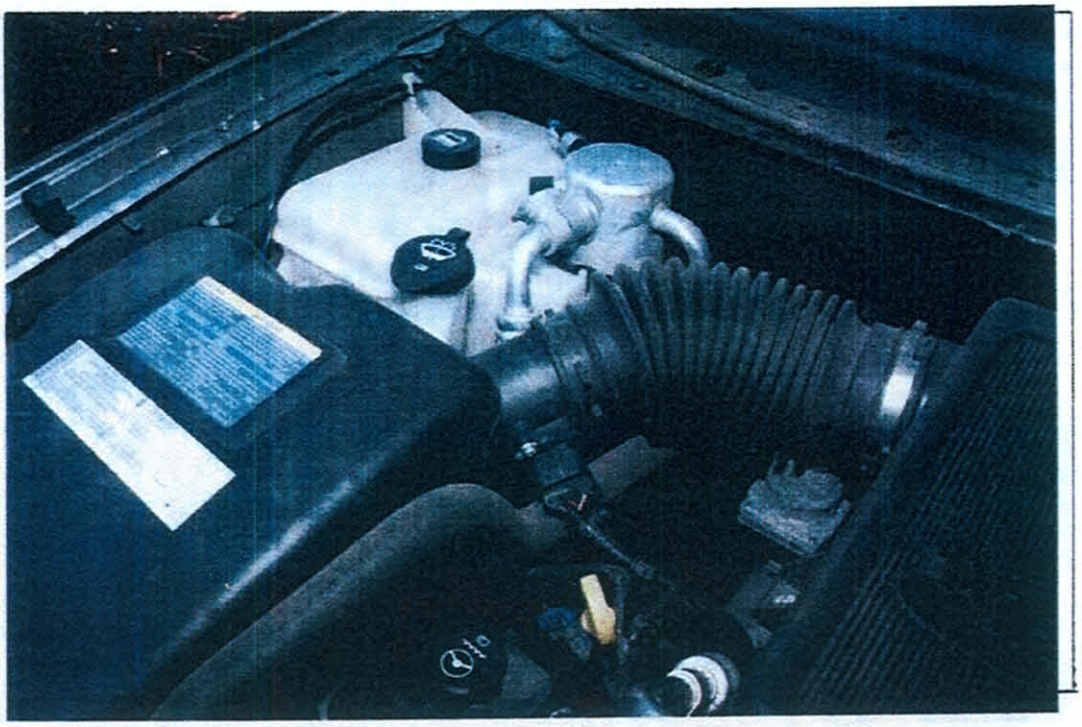
LEFT HALF OF EC



RIGHT REAR OF EC



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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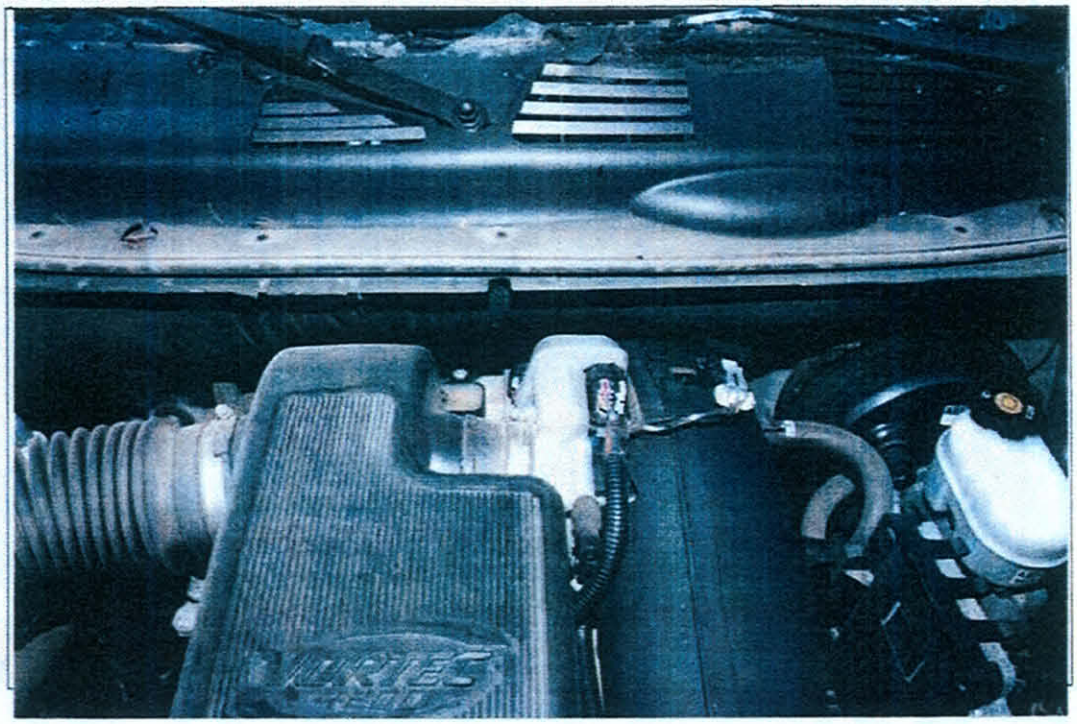
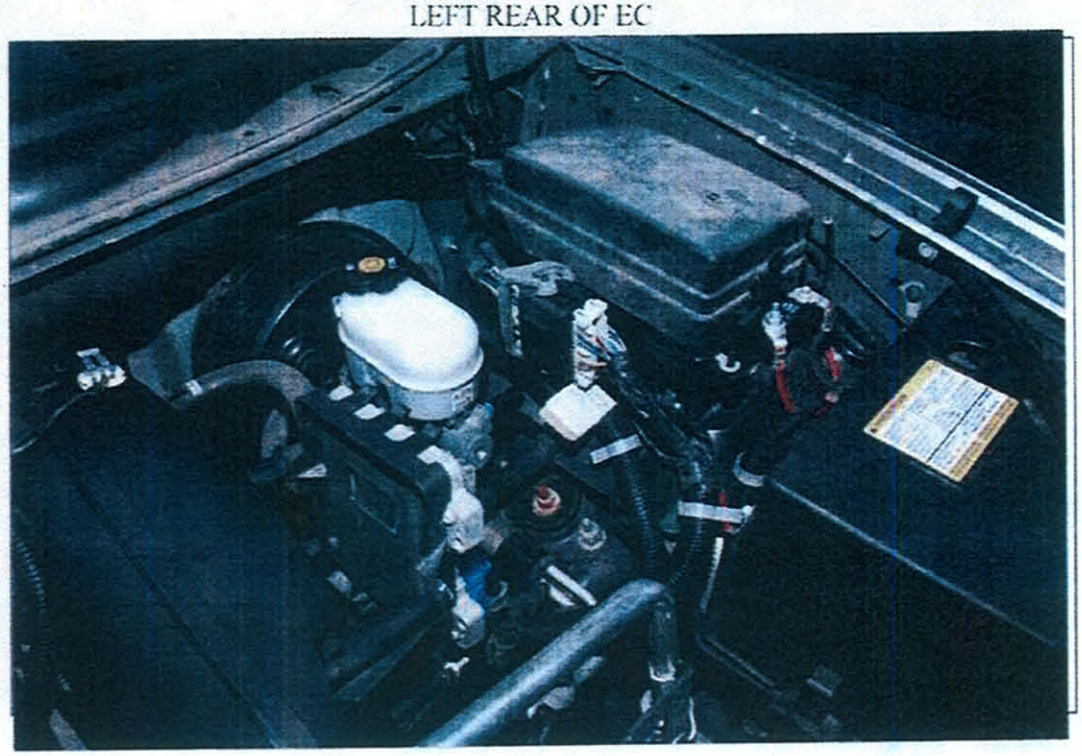
REAR OF ENGINE



LEFT REAR OF EC



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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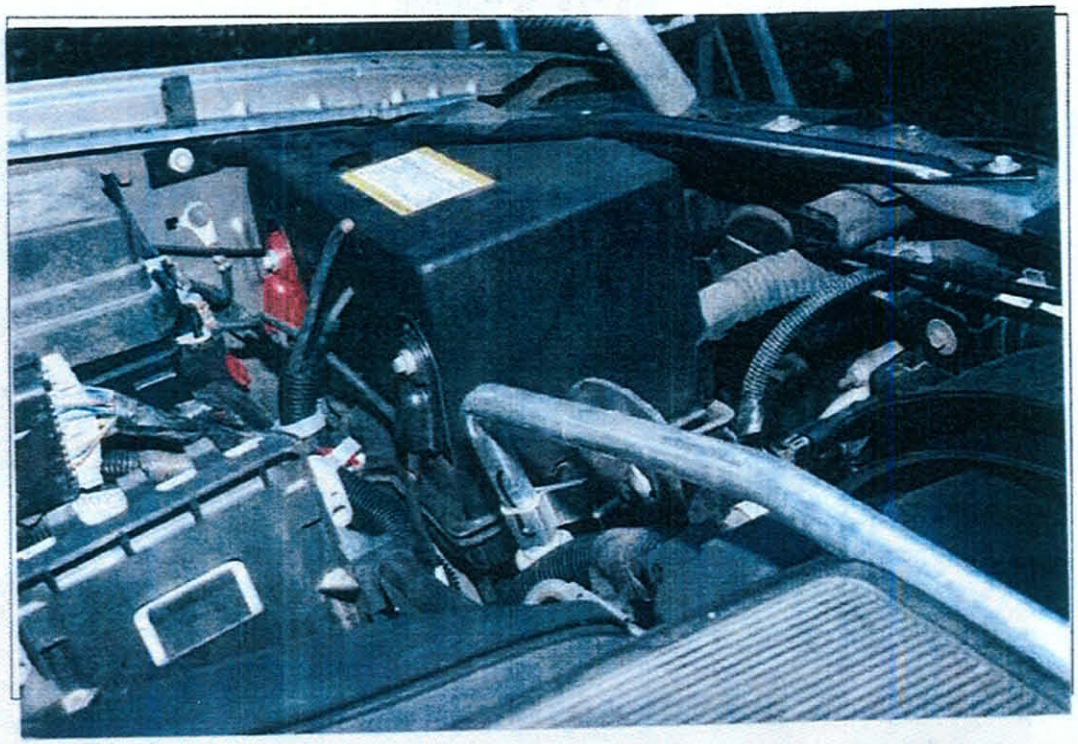
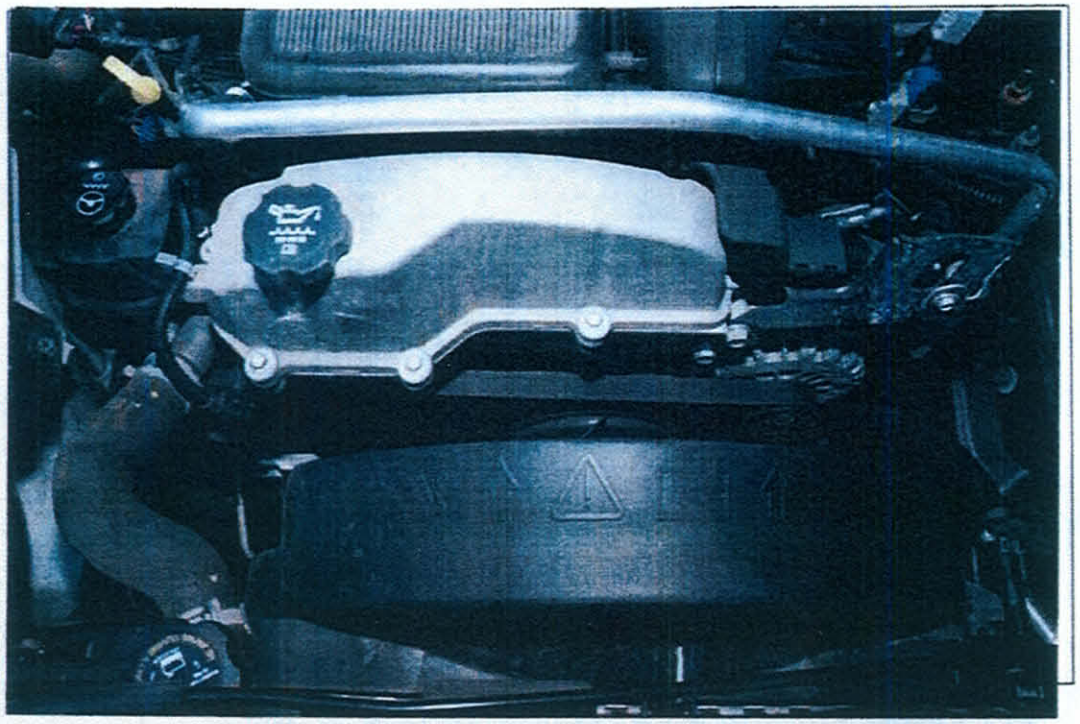
LEFT FRONT OF EC



FRONT OF ENGINE FROM ABOVE



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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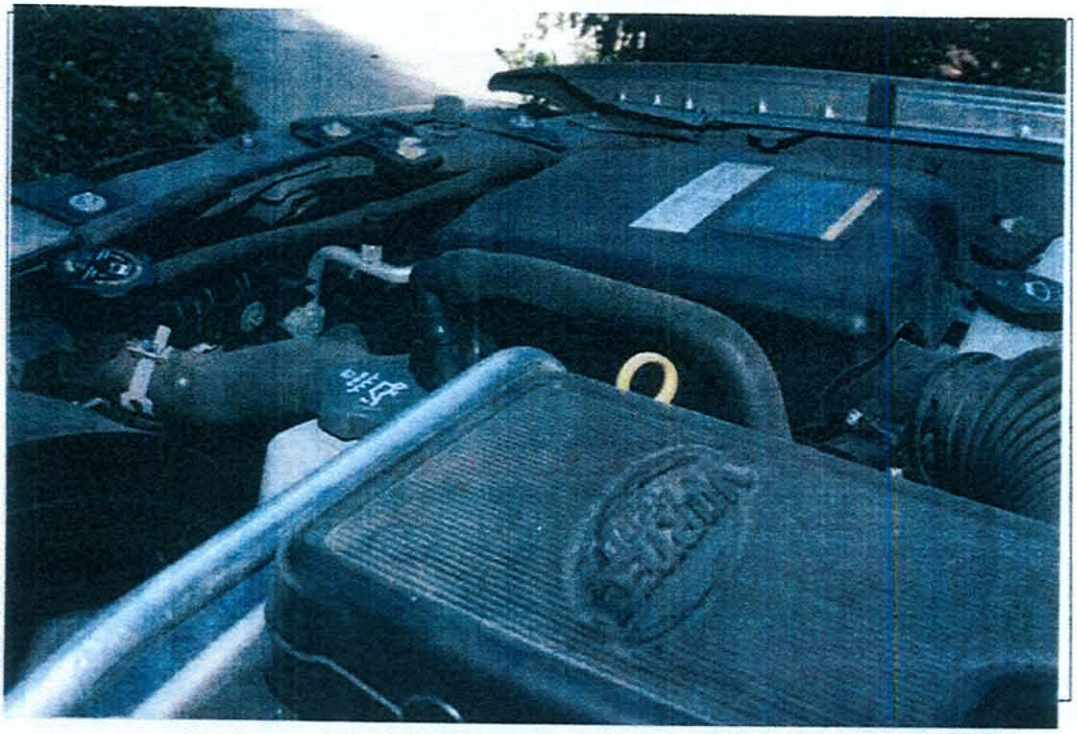
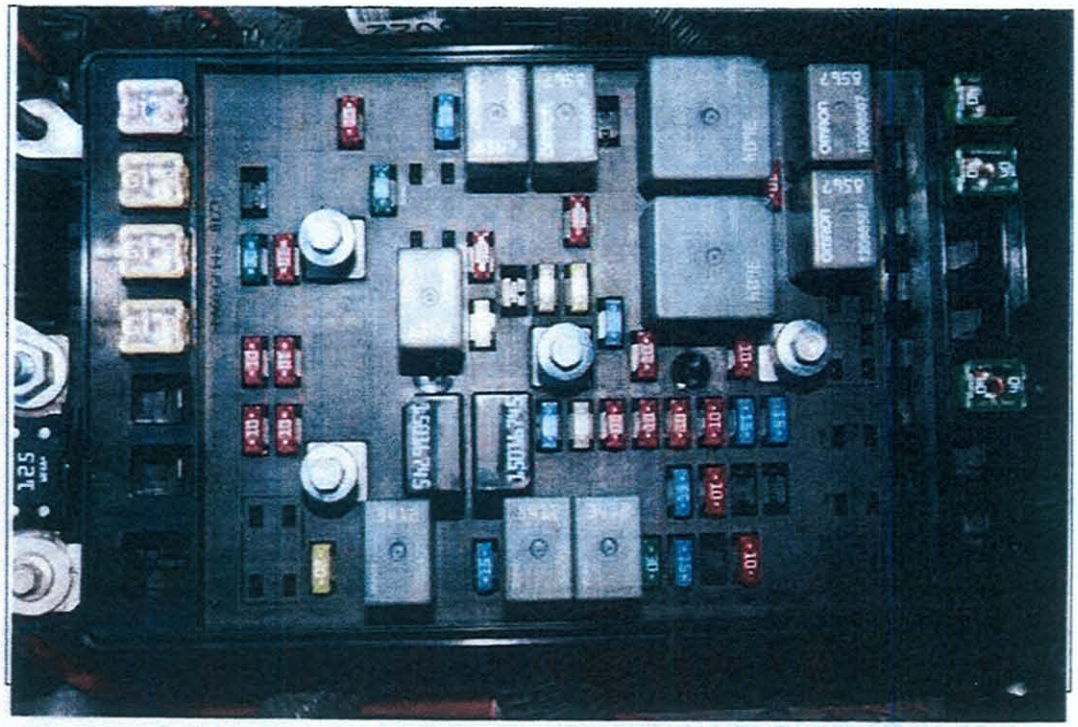
RIGHT FRONT FROM ABOVE



EC FUSE/RELAY BOX



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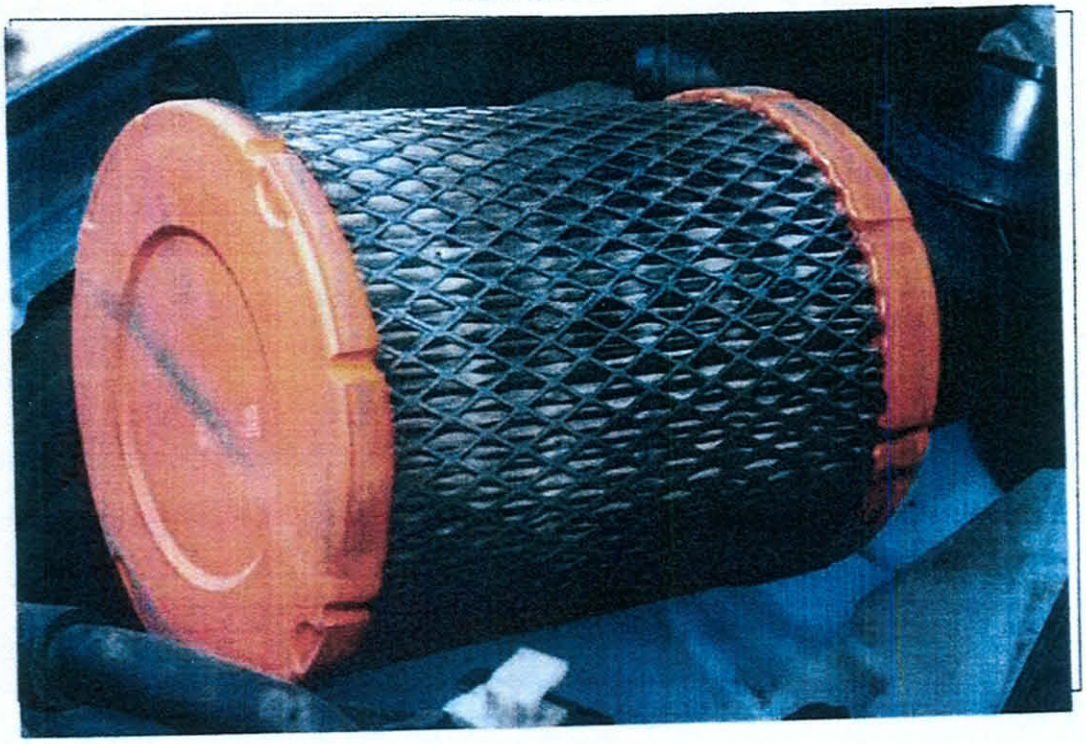
AIR FILTER



FUEL BAY DOOR AND CAP

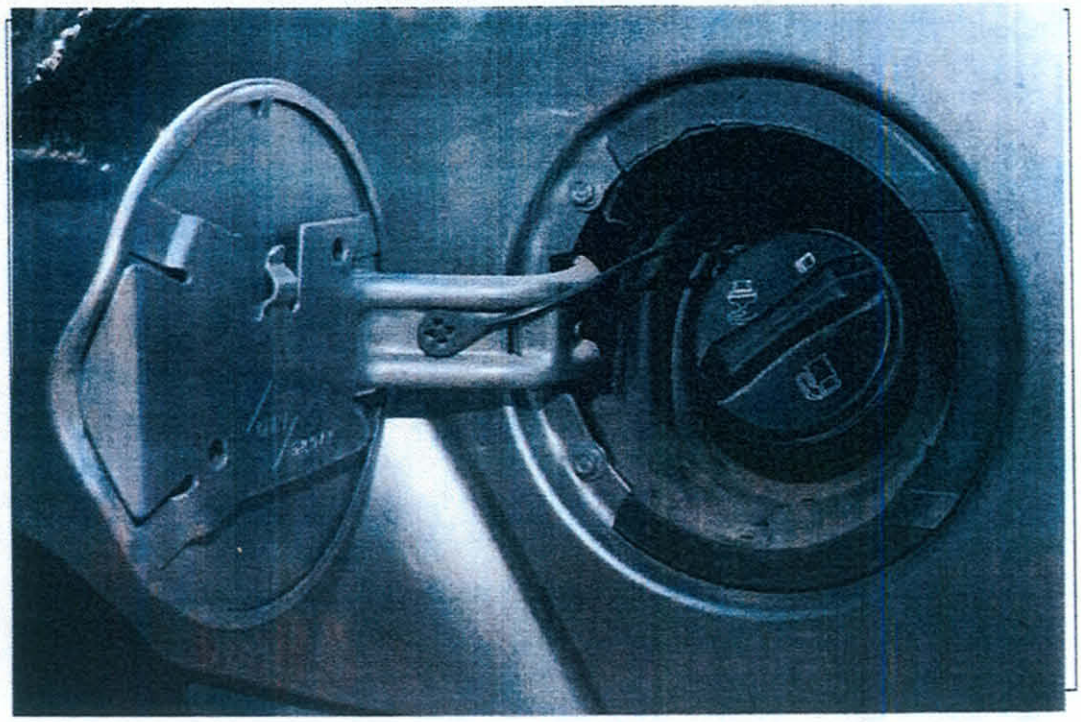


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PHOTO LOG

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REAR OF PC STORAGE THROUGH REAR WINDOW

RIGHT SIDE OF PC STORAGE

STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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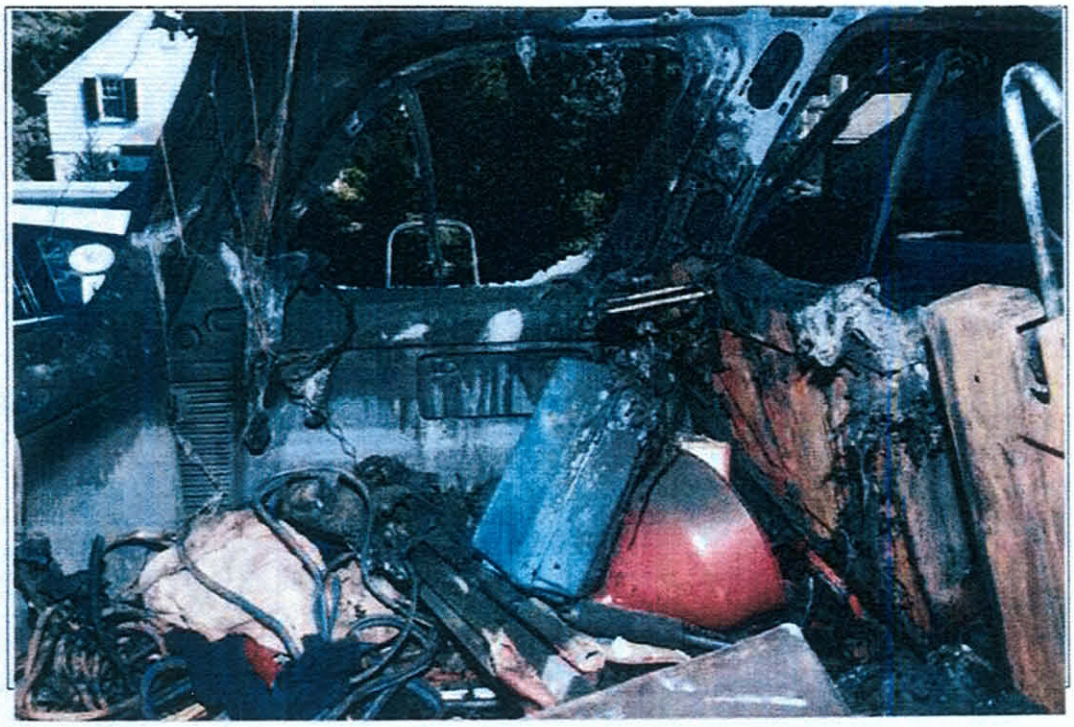
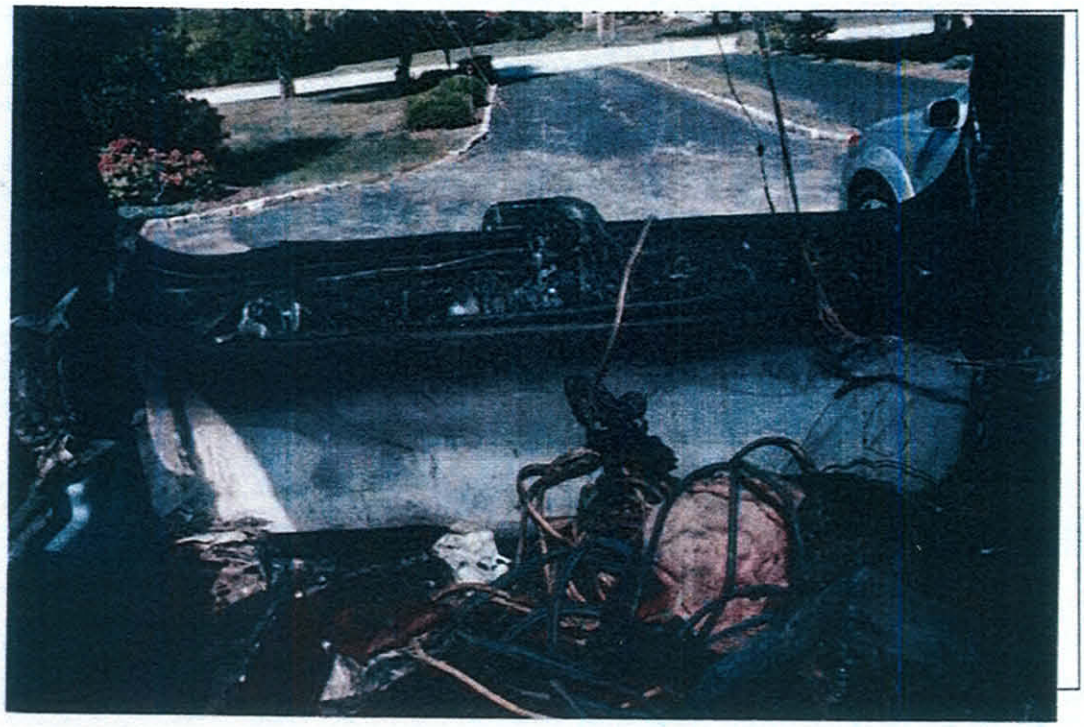
LEFT SIDE OF PC STORAGE



INTERIOR OF REAR LEFT GATE



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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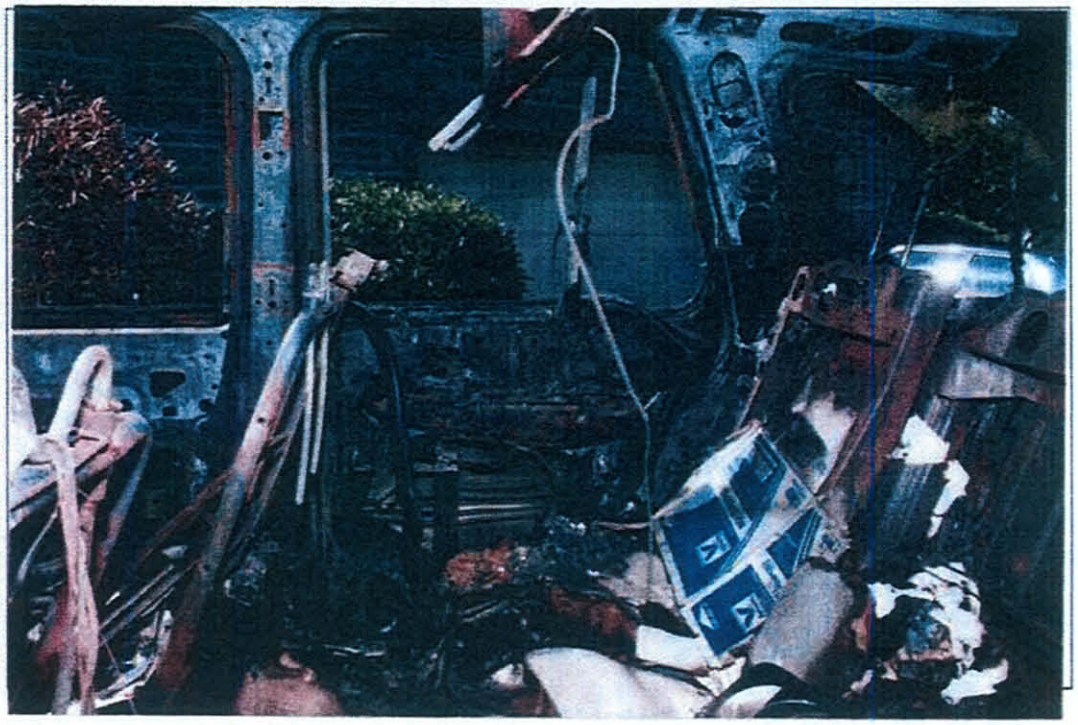
CEILING ABOVE REAR PC STORAGE

RIGHT SIDE OF PC



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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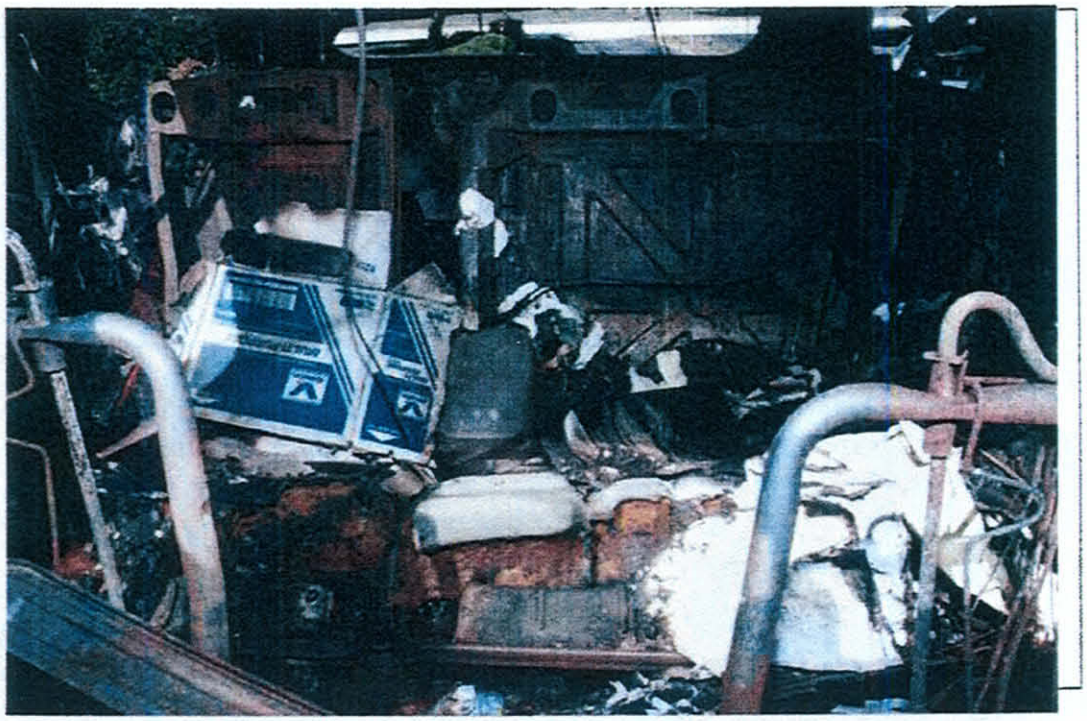
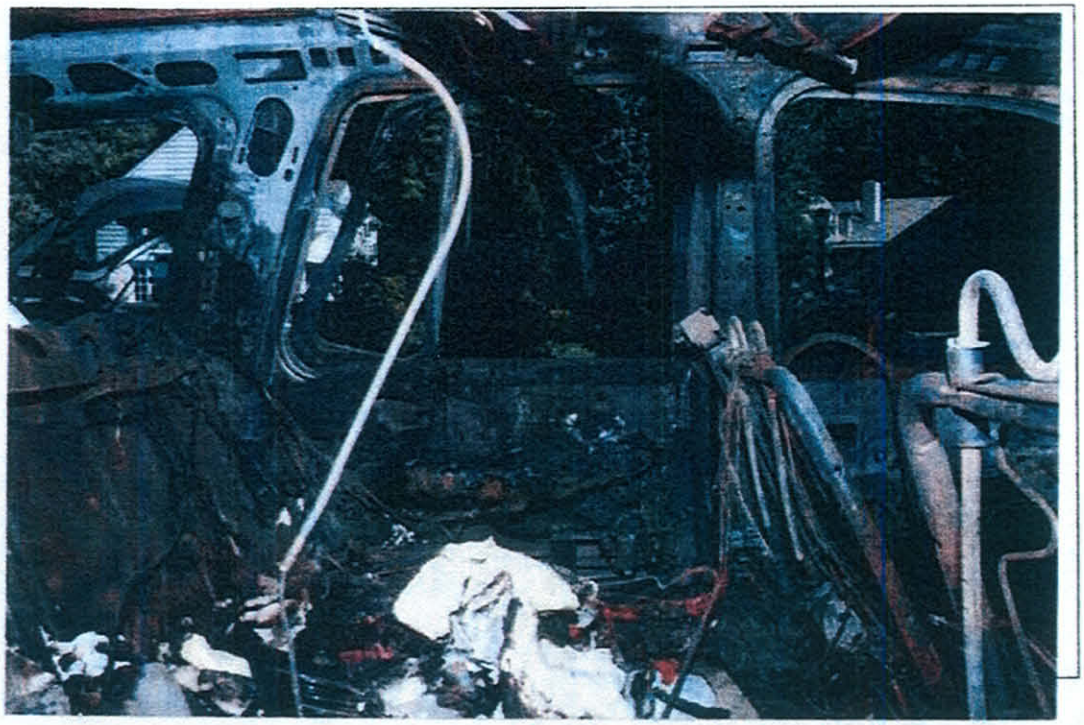
REAR SEATING



LEFT SIDE OF PC



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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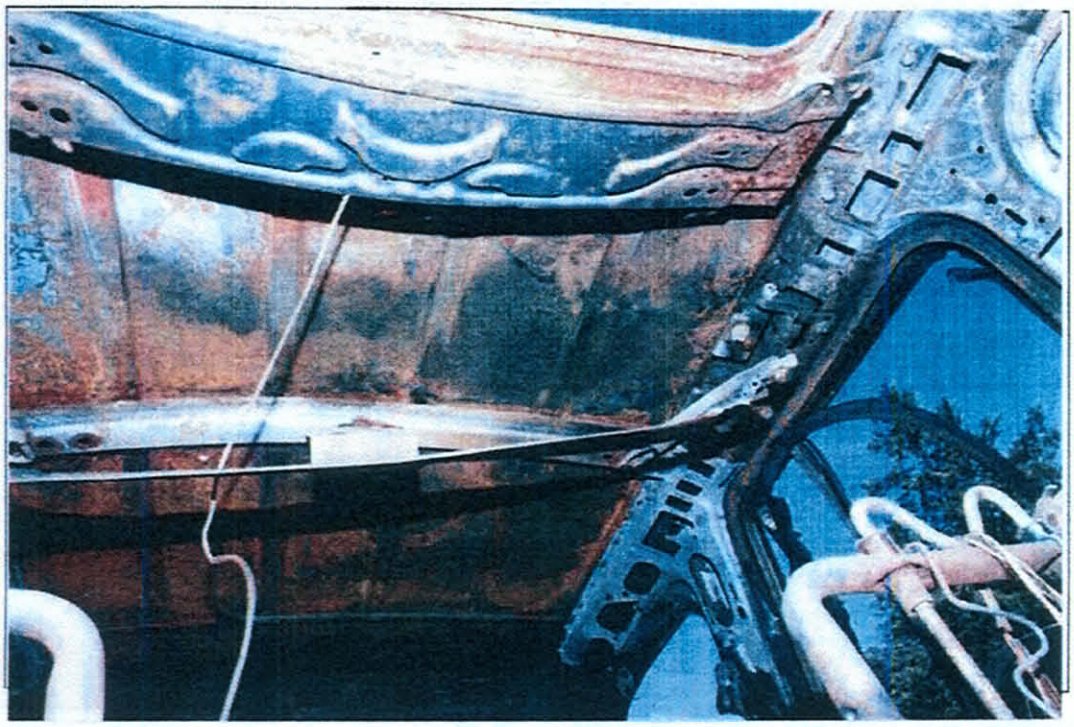
MID LEVEL CEILING



LEFT FRONT PC

STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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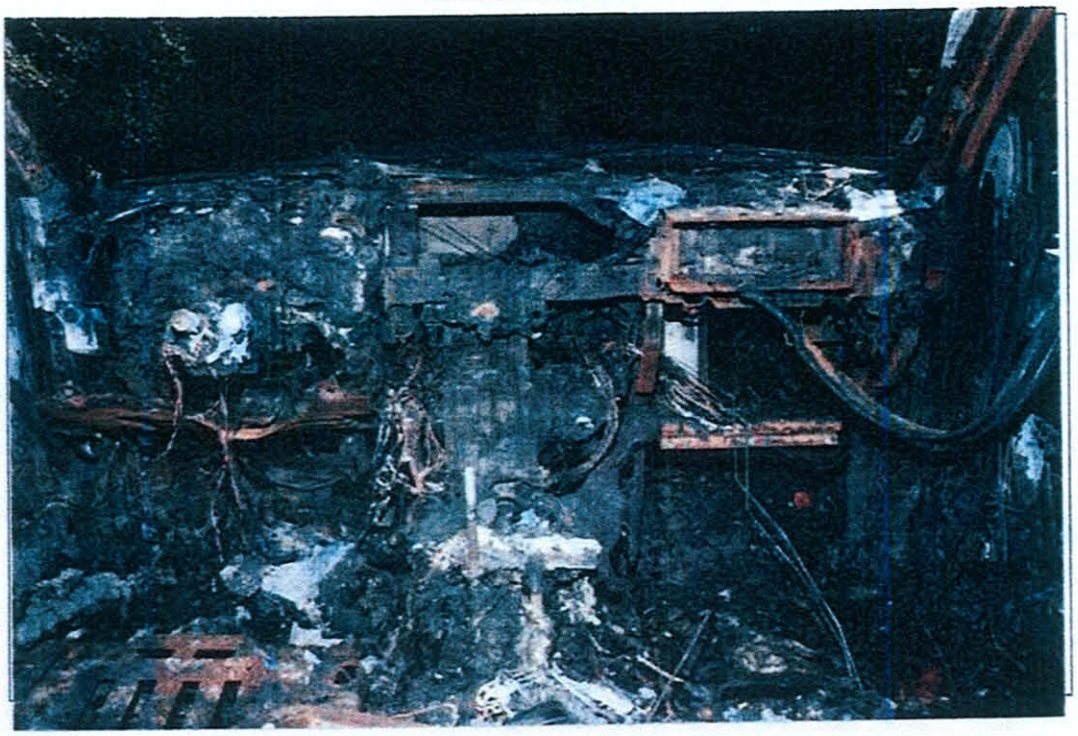
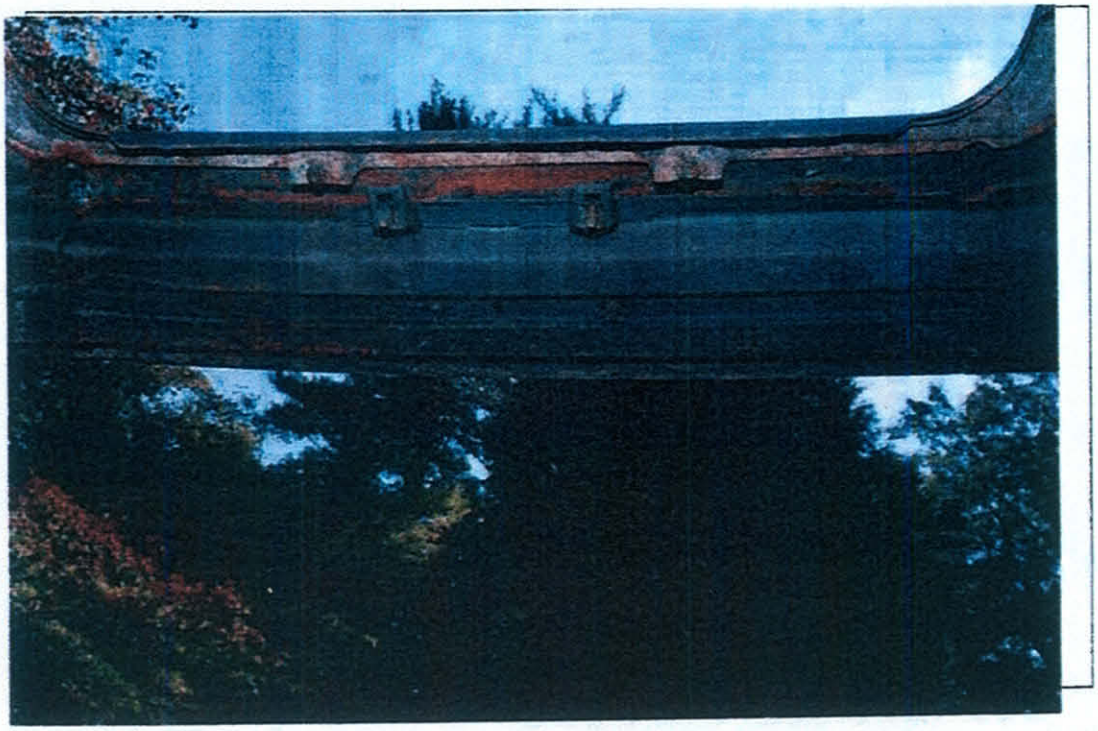
DASHBOARD



ROOF ABOVE DASH



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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RIGHT FRONT PC

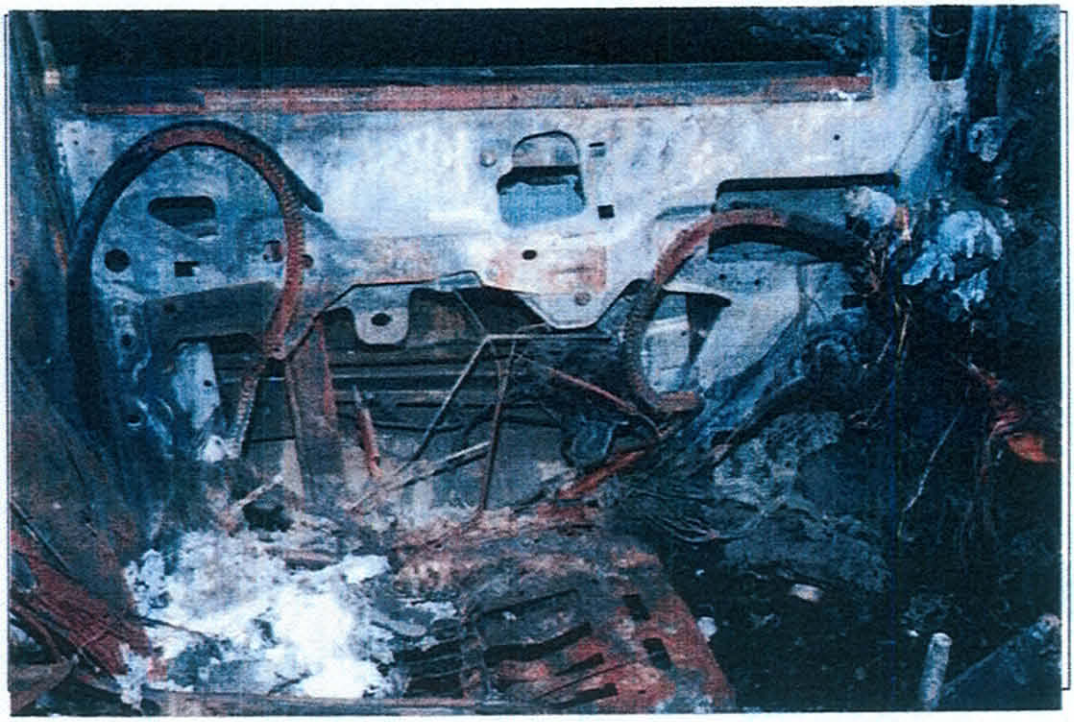
FRONT SEATS FROM WINDSHIELD

STERLING INVESTIGATIVE SERVICES
PHOTO LOG

CASE NO: 07-642

CLOSER VIEW OF FRONT SEATS

INTERIOR OF LEFT FRONT DOOR



STERLING INVESTIGATIVE SERVICES
PHOTO LOG

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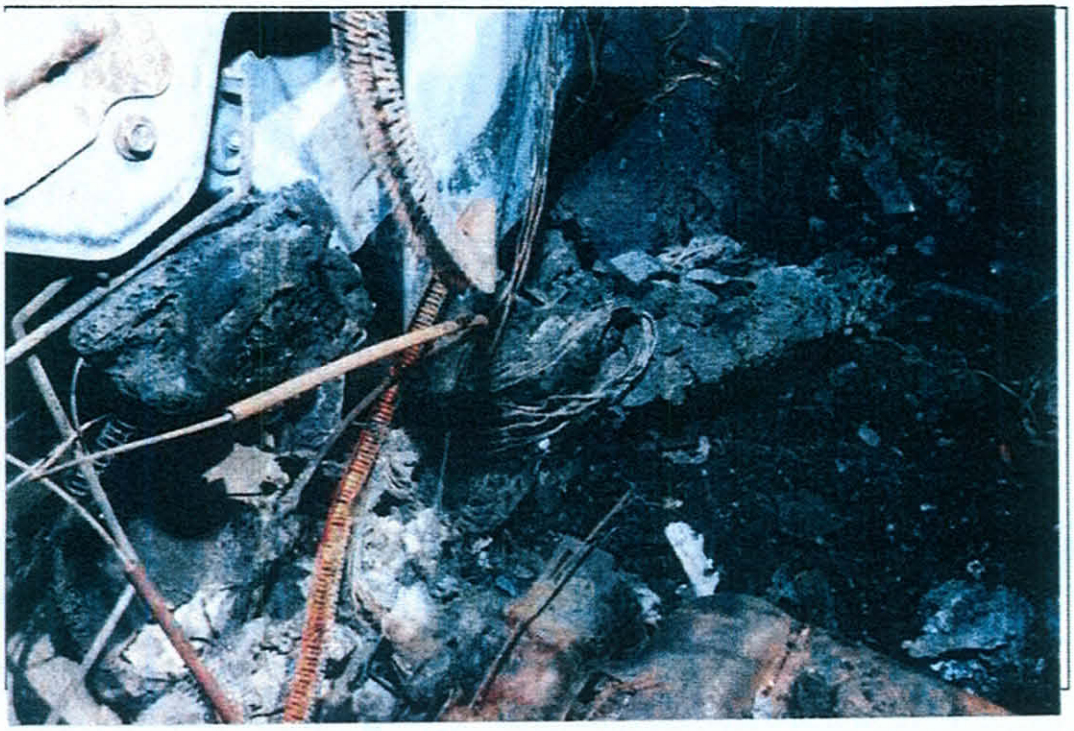
REMAINS OF LEFT FRONT DOOR POWER CONTROLS



Asset Protection Group

* APG Security Services
* Sterling Investigative Services

116 North Broadway, 2nd Floor
South Amboy, NJ 08879

We Have Moved
Please submit all payments to:
116 North Broadway
2nd Floor
South Amboy, NJ 08879

INVOICE

DATE	INVOICE #
10/9/2007	15310

FED ID # 22-3795275

BILL TO

Chubb Insurance Company
Judy Borders
600 Independent Parkway
Cheasapeque, Va 23320

CLIENT SIU #

STERLING #	TERMS	INVESTIGAT...	SUBJECT	CLIENT #
07-642	Due on receipt	DM	SPAVENTA	[redacted]

DATE	DESCRIPTION	HRS/AMT	RATE	TOTAL
	Origin & Cause Exam		620.00	620.00
	Photographs 15 Extra	15	2.50	37.50
	Postage & Handling		6.00	6.00

Prompt payment is appreciated.

Sales Tax (7.0%)	$0.00
Total	**$663.50**

National Appraisal & Adjustment Service

09/19/07

Serving Pennsylvania, New Jersey and Delaware
1250 Germantown Pike Suite 105
Plymouth Meeting, PA 19462
Phone 610-279-5400 Fax 610-279-6060
www.naas4u.com
email - assignments@naas4u.com

INVOICE #

20335-

DateOfLoss
09/11/2007

AdjusterCode

CHUBB INSURANCE COMPANY
P.O. BOX 4700
CHESAPEAKE, VA 23327-4700

Adjuster
CARTER LEACH

AppraisalCharge
$92.00

TotalLossCharge
$5.00

Insured
[redacted]

Claimant

SupplementCharge
$0.00

ServiceCharge
$0.00

ClaimNumber
[redacted]

MileageCharge
$0.00

Vehicle
06 CHEV TRAILBLAZER

PhotoCharge
$0.00

BillingMessage

InvoiceTotal
$97.00

PAYMENT DUE UPON RECEIPT
PLEASE REMIT PAYMENT TO THE ADDRESS ABOVE
PLEASE INCLUDE THE INVOICE NUMBER ON ALL CORRESPONDENCE
PLEASE INCLUDE A COPY OF THIS INVOICE WITH YOUR PAYMENT

FEDERAL TAX ID : 23-2562002

BASIC CLAIM INFORMATION FORM

CCC INFORMATION SERVICES INC.

Phone: (800) 621-8070
Fax: (800) 621-7070

ADMINISTRATIVE

Office ID Number:
Claim Number: [redacted]
Insured's Name:
Owner's Phone #:

Claim Class:
Email address:
Type of Loss: T (Theft) C (Other)

Valuation Request #:
Adjr. Last Name: Leach 1st Name: Carter
Owner's Name: Same
Owner's ZIP Code: [redacted] State: PA
Adjuster ID#:
PA Appraiser ID #:
Fax Back to:

VIN

State: PA Loss Date: 9/11/07 Year 2006 Make Chev Model Trailblazer LS

Body Style: 2DR [ ] 4DR [X] Lift/Hatchback [ ] Convertible [ ] Wagon [ ] Pickup [ ] Van [ ] Utility [ ]
½Ton [ ] ¾Ton [ ] Shortbed [ ] Longbed [ ] Cab & Chassis [ ] Fleetside [ ] Fenderside [ ]

Engine Detail Size: ____ Cylinders: 3 [ ] 4 [ ] 5 [ ] 6 [X] 8 [ ] 12 [ ] 10 [ ] Turbo [ ] Diesel [ ]

Transmission: AT [X] S6 [ ] S5 [ ] [ ] S3 [ ] OD [ ] 4W [ ] PO [ ] TX [ ]

Mileage ("UNK" if unknown): 20,000 (per insured)

VEHICLE OPTIONS

Power Options
- X PS Power Steering
- X PB Power Brakes
- X PW Power Windows
- X PL Power Locks
- SP Pwr. Drive Seat
- PC Pwr. Pass. Seat

Décor/Convenience
- X AC Air Conditioning
- DA Dual AC
- X RD Rear Defogger
- X TW Tilt Wheel
- X CC Cruise Control
- CS Cloth Seats
- LS Leather Seats
- SH Heated Seats (2)
- DB 4 Wheel Disc Brakes
- TL Telescopic Wheel
- AL Auto Load Level
- 3S 3rd Seat (Wagons Only)
- DM Dual Mirrors
- FL Fog Lights
- KE Keyless Entry
- TD Theft Deterrent
- SL Rear Spoiler

Radio Options
- X AM AM
- X FM FM
- X ST Stereo
- CA Cassette
- SE Seek/Scan
- 8T 8 Track
- CB CB Radio
- EQ Equalizer
- BM Bose Music System
- IS Infinity Sound
- JB JBL Stereo
- X CD Compact Disc Player
- SK CD Changer/Stacker

Roof Options
- VR Vinyl Roof
- ES Electric Steel
- X EG Electric Glass
- MS Manual Steel
- MG Manual Glass
- FR Flip Roof
- SR Sun Roof
- SD Dual Sun Roof
- TT T-Tops/Panel
- GT Glass T-Top/Panel
- CT Soft Top
- HT Hard Top
- VP Pwr. Conv. Roof
- RR Roof Rack

Wheel Options
- X AW Aluminum Wheels
- AY Alloy Wheels
- LC Locking Whl. Covers
- SA Spoked Alum. Wheels
- SY Styled Steel Wheels
- WW Wire Wheels
- WC Wire Wheel Covers
- RW Rally Wheels
- DC Deluxe Whl. Covers

Other Options
- WG Wood grain
- BN Body Side Molding
- BS Bucket Seats
- HB Hiback Bucket Seats
- RL Reclining Seats
- BP Split Bench Seats
- IW Intermittent Wipers
- PA Power Antenna
- X PM Power Mirrors
- PT Power Truck
- X WP Rear Window Wiper
- TG Tinted Glass
- MP Metallic Paint
- 2T 2 Tone Paint
- X DT Deep Tint Glass
- X AG Air Bag
- X RG Pass. Air Bag
- XG Front Side Air Bag
- ZG Rear Side Air Bag
- X AB Antilock Brakes

Truck / Van / Utv / Other
- SB Step Bumper
- SW Sliding Rear Window
- XT Auxiliary Fuel Tank
- D2 Deluxe 2-Tone Paint
- BD Running Boards
- BL Bed Liner
- AR Chrome Bed Rails
- X TP Towing Package
- RB Roll Bar
- TB Permanent Tool Box
- GG Grill Guards
- WD Dual Rear Wheels
- A2 2 Whl. Antilock Brakes
- CP Fiberglass Top
- 7P 7 Pass. Seating
- 8P 8 Pass. Seating
- 2P 12 Pass. Seating
- 5P 15 Pass. Seating
- SS Swivel / Capt. Chairs
- B4 4 Capt. Chairs
- B6 6 Capt. Chairs
- 3D 3rd Door (Pickups only)
- D4 4th Door (Pickups only)
- PD Pwr. Sliding Door
- 4D Dual Sliding Door
- X OnStar
- X Heated Mirrors

REFURBISHMENTS

Transmission Purchase price _____ Mileage _____ Engine Purchase price _____ Mileage _____
Tires Purchase price _____ # Of Tires
Paint ___ Basic ___ Standard ___ Custom Date Painted _____ Purchase price _____
Interior Purchase price _____ Date _____ Leather ___ Vinyl ___ Cloth ___
Camper Shell Purchase price _____ Date _____ Carpet Kit Purchase price _____ Date _____
Special Wheels Purchase price _____ Date _____
Other Description _____ Purchase price _____ Date _____
Restored _____ Restoration Amount _____

Package / Special Features / Additional options (XXXX=call back): _____
Email response to: _____

CONDITION RATING

Please indicate the overall vehicle condition based on the following scale:

	COMMENTS
3 Extra Clean	
2 Clean	
1 Fair	
0 Rough	

ADJUSTMENTS

Pre Tax Adjustments 1: _____ Add _____ Deduct _____
Pre Tax Adjustment 2: _____ Add _____ Deduct _____
Sales Tax % _____ Leave blank if using AutoTax Deductible: _____
Post Tax Adjustment 1: _____ Add _____ Deduct _____
Post Tax Adjustment2: _____ Add _____ Deduct _____

Vin# not available, vehicle fire prevents confirming VIN.

Note: Mileage amount was supplied by vehicle owner, not confirmed on odometer.

MEMBER I.A.D.A.
NATIONAL APPRAISAL SERVICE
1250 GERMANTOWNPIKE SUITE 105
PLYMOUTH MEETING, PA 19462
610-279-5400 FAX: 610-279-6060

CD LOG NO -0 09-18-07 5:11 PM

ESTIMATE

CLAIM INFORMATION

CLAIM #	[redacted]	POLICY #	
COMPANY		CLAIM REP	CARTER LEACH
FAX		WORK PH#	(800) 535-0498
INSURED		LOSS DATE	09-11-07
CLAIMANT		LOSS TYPE	COMP/FIRE
FILE HNDLR		FILE #	20335

INSPECTION

TYPE	INDEPENDENT FIELD		
PRIMARY POI	NON-COLLISION	SECOND POI	
APPRAISER NAME	CHRIS MCKEEVER		
LICENSE #	[redacted]		
WORK PHONE	(610) 279-5400	FAX	(610) 279-6060
ADDRESS	1000 GERMANTOWN PIKE	INSP DATE	09-18-07
CITY STATE	PLYMOUTH MEETING PA	LOCATION	RESIDENCE
ZIP	19462-	CITY STATE	

OWNER

[redacted]
GLADWYNE PA [redacted]

WORK#
HOME# [redacted]

REPAIR

REPAIR 21 DAYS

VEHICLE
2006 CHEVROLET TRAILBLAZER LS 4 DR WAGON
6CYL GASOLINE 4.2

OPTIONS

TWO-STAGE - EXTERIOR SURFACES	4-WHEEL DRIVE
DRIVER POWER SEAT	HEATED REMOTE CONTROL MIRRORS
PRIVACY GLASS	LUGGAGE RACK
MOONROOF	HEATED TAILGATE GLASS
TRACTION CONTROL SYSTEM	CRUISE CONTROL

BODY COLOR		MILEAGE	20,000
CONDITION	GOOD	VIN	INACCESSIBLE VIN

2006 Chevrolet Trailblazer LS 4 DR Wagon
CLAIM # [redacted] LOG -0 09-18-07 5:11 P

LICENSE # CODE U843

REMARKS:
THIS ESTIMATE IS NOT AN AUTHORIZATION TO START REPAIRS.
ANY SUPPLEMENTAL DAMAGES MUST BE APPROVED PRIOR TO COMPLETING THE REPAIRS
INSURED STATES HE IS ORIGINAL OWNER - VEHICLE LEASED
NO KNOWN RECALL NOTICES
PARKED & UNOCCUPIED AT THE RESIDENCE
HEAT FROM FIRE DAMAGED LAWN SHRUBBERY ALSO
VEHICLE MILEAGE COUNT SUPPLIED BY INSURED
NO RECENT VEHICLE REPAIRS DONE
OBVIOUS T/L INTERIOR PASS COMPARTMENT FIRE

OP CODES:

* = USER-ENTERED VALUE	E = REPLACE OEM	NG = REPLACE NAGS
EC = QUALITY REPL. PART	UE = OE SURPLUS	UC = RECONDITIONED PRT
UM = REMAN/REBUILT PRT	EU = LIKE KIND & QUAL.PRT	EP = QUAL. REPL. PRT. RP
OE = PXN OE SRPLS	PC = PXN RECONDITIONED	PM = PXN REMAN/REBUILT
TE = PARTL REPL PRICE	ET = PARTL REPL LABOR	IT = PARTIAL REPAIR
I = REPAIR	L = REFINISH	BR = BLEND REFINISH
TT = TWO-TONE	CG = CHIPGUARD	SB = SUBLET
N = ADDITIONAL LABOR	RI = R&I ASSEMBLY	P = CHECK
AA = APPEAR ALLOWANCE	RP = RELATED PRIOR	UP = UNRELATED PRIOR

OP	GDE	MC	DESCRIPTION	MFR.PART NO.		PRICE	AJ%	B%	HOURS
L	0001		COMPLETE EXTERIOR	REFINISH					28.2
				25.7 Surface					
				0.6 Two-stage setup					
				1.9 Two-stage					
E	0083	46	PANEL,HOOD	12478013	GM PART	356.15			1.3
L	0083		PANEL,HOOD	REFINISH					4.2
				3.0 Surface					
				1.2 Edge					
				INC Two-stage					
E	0143		WINDSHIELD,SHADED	10367694	GM PART	218.10			2.0
E	1655		COVER,IGNITION LOCK	26075818	GM PART	37.28			INC
E	0839		COVER,IGNITION LOCK	26094224	GM PART	285.09			INC
L	0839		COVER,IGNITION LOCK	REFINISH					0.4
				0.4 Surface					
E	0768	01	COVER,STEERING COLUMN	26098277	GM PART	51.25			INC
E	0862	01	CLOCK SPRING	88965343	GM PART	88.53			INC
E	0754	01	BOLSTER,KNEE	15178571	GM PART	78.27			INC
E	0899	01	PANEL,INSTRUMENT LOWE	15766815	GM PART	54.25			INC
E	1539		FRAME,INST PANEL MTG	15779815	GM PART	373.80			3.5
E	0710		MODULE,AIRBAG CONTROL	12240210	GM PART	360.97			0.5

2006 Chevrolet Trailblazer LS 4 DR Wagon
CLAIM # [redacted] LOG -0 09-18-07 5:11 P

E	0711		HSG,IGNITION LOCK		88965342	GM PART	90.92	3.9
E	0701	01	COMPT,GLOVE BOX		15141407	GM PART	375.99	0.4
E	0875		LEVER,TURN SIGNAL		12450067	GM PART	160.87	INC
E	0809	01	OUTLET,AIR VENT DUCT		10372988	GM PART	341.03	0.2
E	0812	01	OUTLET,AIR VENT DUCT		10372980	GM PART	323.03	
E	0752	01	PANEL,INSTRUMENT UPR		15891496	GM PART	149.45	INC
E	0789	01	WHEEL,STEERING		10364494	GM PART	195.81	INC
E	0819	01	BEZEL,INSTRUMENT PNL		10355824	GM PART	185.59	INC
E	0811	01	RADIO,AM/FM W/C/D		10357894	GM PART	634.67	0.8
E	0872	01	CONTROL UNIT,A/C-HEAT		10395427	GM PART	205.20	0.2
E	0893	01	MIRROR,I/S DAY/NIGHT		15144160	GM PART	352.56	INC
E	0896	01	MLDG,W/S GARNISH	LT	15158042	GM PART	20.03	INC
E	0897	01	MLDG,W/S GARNISH	RT	15186065	GM PART	20.31	INC
E	0883	01	HEADLINER		89022808	GM PART	909.22	3.9
E	0814	01	AIRBAG,INSTRUMENT PNL		10370900	GM PART	664.50	0.3
E	0878	01	AIRBAG,STEERING WHEEL		10379084	GM PART	733.39	INC
E	1238	01	COVER,SEAT CUSHION	LT	89039354	GM PART	164.14	1.3
E	1239	01	COVER,SEAT CUSHION	RT	89042900	GM PART	130.01	1.3
E	1295	01	COVER,SEAT CUSHION	LT	89042450	GM PART	123.38	INC
E	1296	01	COVER,SEAT CUSHION	RT	89039062	GM PART	120.25	INC
E	0342	01	COVER,SEAT CUSHION	LT	89039374	GM PART	180.23	1.6
E	0343	01	COVER,SEAT CUSHION	RT	88979754	GM PART	265.47	1.4
E	0231	01	PNL,INNER DOOR TRIM	LT	15133419	GM PART	312.04	0.3
E	0232	01	PNL,INNER DOOR TRIM	RT	15133423	GM PART	321.56	0.3
NG	0215	46	GLASS,FRONT DOOR T	LT	NAGS DD9966-GT		171.35	1.2
NG	0216	46	GLASS,FRONT DOOR T	RT	NAGS DD9965-GT		171.35	1.2
E	0307	01	PNL,INNER DOOR TRIM	LT	15101253	GM PART	275.00	0.2
E	0308	01	PNL,INNER DOOR TRIM	RT	15101259	GM PART	244.33	0.2
NG	0295	46	GLASS,REAR DOOR P	LT	NAGS DD9968-YP		169.60	1.0
NG	0296	46	GLASS,REAR DOOR P	RT	NAGS DD9967-YP		169.60	1.0

43 ITEMS

MC MESSAGE
01 CALL DEALER FOR EXACT PART # / PRICE
46 PRINTABLE PXN COMPARE

FINAL CALCULATIONS & ENTRIES
PARTS

GROSS PARTS	$	9,402.67
OE SURPLUS PARTS		
OTHER PARTS	$	681.90
PAINT MATERIAL	$	656.00

ADJUSTMENTS DISCOUNT MARKUP

2006 Chevrolet Trailblazer LS 4 DR Wagon
CLAIM # [redacted] LOG -0 09-18-07 5:11 P

PARTS & MATERIAL TOTAL				$ 10,740.57
TAX ON PARTS & MATERIAL @ 6.000%				$ 644.43

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	$ 44.00	19.6		$ 862.40
2-MECH/ELEC	$ 46.00	8.4		$ 386.40
3-FRAME	$ 46.00			
4-REFINISH	$ 44.00	32.8		$ 1,443.20
5-PAINT	$ 20.00			

LABOR TOTAL		$ 2,692.00
TAX ON LABOR	@ 6.000%	$ 161.52
SUBLET REPAIRS		
TAX ON SUBLET	@ 6.000%	
TOWING		
STORAGE		
GROSS TOTAL		$ 14,238.52
LESS: DEDUCTIBLE		UNKNOWN-
NET TOTAL		$ 14,238.52 TOTAL LOSS

PXN Y/05/00/00/05/05 CUM 05/00/00/05/05 Geocode: 19462 LOCAL
SPPL Y/01/00/00/01/01 CUM 01/00/00/01/01 Geocode: 19462 LOCAL
AUDATEX PENPRO W0412 ES LOG -0 09-18-07 17:21:49
REL 4.12.30 DT 08/07

2.5 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX'S TWO-STAGE REFINISH FORMU

ESTIMATE CALCULATED USING THE 2.5 HOUR MAXIMUM ALLOWANCE FOR TWO-STAGE REFINISH OF NON-FLEX, EXTERIOR SURFACES.

ALL APPRAISALS ARE SUBJECT TO REVIEW BY THE INSURANCE COMPANY TO ASSURE ACCURACY, COST EFFECTIVENESS, AND THE ACCEPTED INDUSTRY REPAIR STANDARDS ARE MET. YOU WILL BE CONTACTED WITHIN ONE BUSINESS DAY FROM THE RECEIPT OF THIS APPRAISAL IF ANY REVISIONS ARE WARRANTED.

THIS IS NOT AN AUTHORIZATION TO REPAIR. ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR INSURANCE STATEMENT OF CLAIM CONTAINING ANY MATERIALLY FALSE INFORMATION OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME AND SUBJECTS SUCH PERSON TO CRIMINAL AND CIVIL PENALTIES.

2006 Chevrolet Trailblazer LS 4 DR Wagon
CLAIM # [redacted] LOG -0 09-18-07 5:11 P

**********PENNSYLVANIA DISCLOSURE NOTICE**********

AUTHORIZATION TO REPAIR:
THIS IS NOT AN AUTHORIZATION TO REPAIR!!! VEHICLE OWNER IS RESPONSIBLE FOR AUTHORIZING SHOP TO BEGIN REPAIRS. IF VEHICLE OWNER IS A THIRD PARTY OR "CLAIMANT" AGAINST THE INSURANCE COMPANY, CLAIMANT SHOULD CONTACT YOUR CLAIMS REPRESENTATIVE TO CONFIRM LIABILITY COVERAGE BEFORE AUTHORIZING SHOP TO BEGIN REPAIRS.

CUSTOMER CHOICE OF REPAIR SHOP:
SELECTION OF THE REPAIR SHOP IS THE RESPONSIBILITY OF THE VEHICLE OWNER. VEHICLE OWNER IS UNDER NO OBLIGATION TO USE ANY SPECIFIED REPAIR SHOP. THE INSURANCE COMPANY WILL PROVIDE, UPON REQUEST, INFORMATION REGARDING REPAIR FACILITIES THAT WILL BE ABLE TO REPAIR THE VEHICLE FOR THE APPRAISED AMOUNT.

ADDITIONAL COST DISCLOSURE:
COSTS ABOVE THE APPRAISED AMOUNT MAY BE THE RESPONSIBILITY OF THE VEHICLE OWNER.

NON-OEM DISCLOSURE:
THIS APPRAISAL HAS BEEN PREPARED BASED ON THE USE OF AFTERMARKET CRASH PARTS. IF THE USE OF AFTERMARKET CRASH PARTS VOIDS THE EXISTING WARRANTY ON THE PART BEING REPLACED, OR ANY OTHER PART, THE AFTERMARKET CRASH PART SHALL HAVE A WARRANTY EQUAL TO OR BETTER THAN THE REMAINDER OF THE EXISTING WARRANTY.

PARTS IDENTIFICATION AND DEFINITIONS:
AFTERMARKET CRASH PARTS - A/M OR QUALITY REPLACEMENT, A NON-ORIGINAL EQUIPMEN MANUFACTURER (NON OEM) REPLACEMENT PART, EITHER NEW OR USED, FOR ANY OF THE NON-MECHANICAL PARTS THAT GENERALLY CONSTITUTE THE EXTERIOR OF THE MOTOR VEHICLE, INCLUDING INNER AND OUTER PANELS.

OEM DISCOLOSURE:
OEM PARTS ARE AVAILABLE FROM OEM MANUFACTURERS AND AUTHORIZED DEALERS.

ABBREVIATION DEFINITIONS:
ADDNL=ADDITIONAL, AJ%=ADJUSTMENT PERCENTAGE, B%=BETTERMENT PERCENTAGE, C=CORRECTION, CAPA=CERTIFIED AUTOMOTIVE PARTS ASSOCIATION, ELEC=ELECTRICAL, GDE-GUIDE, HRS=HOURS, MC=MESSAGE CODE, MECH=MECHANICAL, MFG=MANUFACTURING, MFR=MANUFACTURER, NAGS=NATIONAL AUTOMOTIVE GLASS ASSOCIATION, #=NUMBER, OEM=ORIGINAL EQUIPEMENT MANUFACTURER, OP=OPERATION, PRT=PART, PARTL=PARTIAL, PX=PARTS EXCHANGE, PXN=PARTS EXCHANGE NEW, R=RATE, REPL=REPLACE, R+I=REMOVE AND INSTALL, S=SUPPLEMENT, SPL=SUPPLIER SPPL-SALVAGE PART PRICE LOCATOR, VIN=VEHICLE IDENTIFICATION NUMBER, L=LEFT, RT=RIGHT.

2006 Chevrolet Trailblazer LS 4 DR Wagon
CLAIM # [redacted] LOG -0 09-18-07 5:11 P

APPRAISER: DATE:

THIS IS NOT AN AUTHORIZATION TO REPAIR. AUTHORIZATION COMES FROM OWNER.
NO SUPPLEMENTS WITHOUT PRIOR APPROVAL.
A COPY OF THIS APPRAISAL HAS BEEN PROVIDED TO THE OWNER OF THE VEHICLE. IT HA
BEEN SENT TO THE OWNER ON (DATE):_____ BY MAIL.

2006 Chevrolet Trailblazer LS 4 DR Wagon
CLAIM # [redacted] LOG -0 09-18-07 5:11 P

Estimate Summary Page
[redacted]

GROSS TOTAL	$ 14,238.52
LESS: DEDUCTIBLE	UNKNOWN-
NET TOTAL	$ 14,238.52

AUDATEX PENPRO W0412 ES LOG -0 09-18-07 17:21:49
REL 4.12.30 DT 08/07

Financial Log Results | Payments

Check #/ EFT #:	000003606888	Issue Date:	10/02/2007
Payable To:	Enterprise Rent A Car Nine hundred fifty seven and 78/100	Amount:	957.78USD
Mail To Name:	Enterprise Rent A Car	Bank:	USD Mellon Bank N.A.
Address:	265 Wilmington West Cheste Park, Chadds Ford, PA 19317 US		

Comments:

In Settlement Of: D154391-1730

Invoice Number: D154391-1730

☐ Attachments ☑ Final Payment

Claim Number Claimant/Line	Service Date / Insured	Payment Type/ Svc. Benefit Type	Reason	Billed	Paid
047507052727 02-0 Donato Spaventa / Loss of Use	Donato Spaventa	Loss Payment		0.00	957.7

Total 957.7

Found: 1 Displaying: 1-1

Add Pay File Notes | View Pay File Notes | View Details | Payment Header | Payment Details | Bac

Financial Log Results | Payments

Check #/ EFT #:	000003599576	Issue Date:	9/28/2007
Payable To:	GMAC Twenty thousand two hundred seventy five and 00/100	Amount:	20,275.00USD
Mail To Name:	Gmac	Bank:	USD Mellon Bank N.A.
Address:	Attn: Mike T PO Box: 9001952 Louisville, KY 40290-1952 US		

Comments: [redacted]

In Settlement Of: comp/total loss/2006 chevy/agv

☐ Attachments ☑ Final Payment

Claim Number Claimant/Line	Service Date / Insured	Payment Type/ Svc. Benefit Type	Reason	Billed	Paid
047507052727		Loss Payment			
01-0 Donato Spaventa / Comp/OTC	Donato Spaventa			0.00	20,275.0

Total 20,275.0

Found: 1 Displaying: 1-1

Add Pay File Notes | View Pay File Notes | View Details | Payment Header | Payment Details | Bat

File Notes Attachments Send To

☐ Company Access C ☐ Significant ! ☑ Send To Claim Owner (on save only)

Category: Payment Sub-Category: <None>

Title ERAC IV INVOICE TL English R

Hi Sally, Plz issue payment & cc: check # to ECSC AUTO ENTERPRISE.

Thanks! Lori

Rental Company: ENTERPRISE RENT-A-CAR
Invoice: D154391-1730

Bill To:
CHUBB GROUP
ATTN: SALLY MCCULLEN
600 INDEPENDENCE PARKWAY
CHESAPEAKE , VA 23327

RENTER INFORMATION:
Renter: SPAVENTA, DONATO

RENTAL INFORMATION:
Rental Branch Location:
ENTERPRISE RENT-A-CAR (1730)
2560 HAVERFORD ROAD
ARDMORE, PA 190032621
(610) 642-2322

ADDITIONAL CLAIM INFORMATION:
Claim Number [redacted]
Claim Type: Insured
Vehicle Condition: Total Loss
Date Of Loss: 9/11/07
Insured Name: [redacted]

Owner's Vehicle:
2006 CHEVROLET/TRAIL
Additional Driver:

Repair Facility:
TOTAL LOSS
MECHANICSBURG, PA 17055
(999) 999-9999

Billing Detail:

Rental Period: 9/12/07 to 10/1/07 (20 days)
Billed Period: 9/12/07 to 10/1/07 (20 days)

Description	Rate:	Amount:
20 DAYS @	$42.49	$849.80
20 TRANSTAX	$2.00	$40.00
1 SALES TAX%	%8.00	$67.98
TOTAL CHARGES:		$957.78
Less Amount Received:		$0.00
AMOUNT DUE.....		$957.78

VEHICLES RENTED

Effective Date and Time	Year	Make	Model	VIN	Mileage	Rate Charged
9/12/07 4:23 PM	2008	FORD	EXPE	1FMFU16578LA[redacted]	297	$42.49

Rental Invoice

Please Return This Portion with Remittance

Make Payment To:
ENTERPRISE RENT-A-CAR (17AA)
265 WILMINGTON WEST
CHESTER PK
CHADDS FORD,, PA 193179039
Federal ID:43-1373519

Total Charges:	**$957.78**
Less Amount Received:	**$0.00**
Total Amount Due.....	**$957.78**

Please Include on your check:
Invoice: D154391-1730

Copy To Save / Add Save / Close Reply T

Date: 09/20/2007 10:35 AM

Claim: 047507052727

Preliminary Valuation Report

Date:	09/20/2007	Valuation ID:	4426
Claim:	[redacted]	Type of Loss:	
Policy:		Classification:	Total Loss
Customer:	Spaventa	Assessor:	Sally McCullen
Loss Date:	09/11/2007	Assessor ID:	
Deductible:	$0	Profile:	PA
Payer Code:		State:	PA

Vehicle:	2006 Chevrolet TrailBlazer LS 4D Ut 4.2L Inj 6 Cyl		
VIN:	1GNDT13SX67[redacted]	Type:	Truck
Mileage:	20,000	License:	VA
Condition:		Color:	

N.A.D.A.(C) EASTERN VALUES T13S Trailblazer-I6 Utility 4D LS 4WD		THE AUTOMOBILE RED BOOK(TM) A - NORTHEAST VALUES T13 4x4 4dr LS 5750	
Base Value	$19,150	Base Value	$18,850
Mileage Adjustment	$400	Mileage Adjustment	$575
Alum/Alloy Wheels	No Adjust	Alum/Alloy Wheels	Standard
Air Conditioning	No Adjust	Air Conditioning	Standard
Power Windows	No Adjust	Power Windows	Standard
Power Door Locks	No Adjust	Power Door Locks	Standard
Cruise Control	No Adjust	Cruise Control	Standard
Power Sunroof	$600	Sun Roof	$625
Automatic Transmission	No Adjust	Automatic Transmission	Standard
Towing/Camper Pkg	$225	Trailer Towing Pkg.	No Adjust
AM-FM	No Adjust	AM-FM	Standard
Stereo/CDPlayer(Single)		Stereo/CDPlayer(Single)	
Theft Recovery Sys	$125	Theft Recovery Sys. (N)	No Adjust
Total Retail Value	$20,500	Total Retail Value	$20,050

Mitchell International, Inc. warrants that this valuation is an accurate representation of the electronic data provided by N.A.D.A.(c) and The Automobile Red Book(tm).

AVERAGE BOOK VALUE (Taxable)	
Taxable Adjustments	$20,275.00
Taxable Adjustments Total	$0.00
Pre-Tax Subtotal	$20,275.00
State Tax 6.000%	$1,216.50
Local Tax 1.000%	$202.75
Post-Tax Subtotal	$21,694.25
Non-Taxable Adjustments	
Non-Taxable Adjustments Total	$0.00
NET TOTAL	$21,694.25

Customer: Spaventa
: VA

Inspection Site: VA

Impact Points: Total Loss

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Deborah Chisholm
Claims Administrator

May 6, 2008

Chubb Group of Insurance Companies
PO Box 4700
Chesapeake, VA 23327-4700
Fax: 757-233-3411

RE:	Claimant:	[redacted]
	Our File No.:	638509 (Yours: 047507052727)
	Our Client:	General Motors Corporation
	Date/Event:	9/11/07
	Subject vehicle:	2006 Chevrolet Trailblazer
	VIN:	1GNDT13SX62[redacted]

Dear [redacted]

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

Sincerely,

Deborah Chisholm
Claims Administrator

Service Request Detail

SR No.	71-619208216	Ref No.		Goodwill		BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address	[redacted]	City	Spencer	Involved Dlr	Valley Chevrolet Pontiac Oldsmobile,	Safety	Yes
State	IN ZipCd [redacted]	Con Acct		Source	Phone	Updated	4/15/2008 11:43:46 AM
Serial #/VIN	1GNDT13S97[redacted]	Model Year	2007	Priority	Medium License #	Owner	TOLBERWH
Make	Chevrolet	Warr. Start	11/22/2006	Status	Open	Opened	4/11/2008 09:54:23 AM
Model	TrailBlazer	Mileage	27046	Sub-Status	Satisfied	Closed	
Abstract	Thermal Event/ power window moduel						
Customer Description	This is a Brc Par case**DO NOT ASSUME** Please foward						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Dealership	4/11/2008 01:00:00 AM	N	0	2	Asphalt	Wet	n/a	n/a

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]	[redacted]	5'10	[redacted]	n/a

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
n/a	n/a		n/a

Incident Loc	In town because they were near a firestation	Incident Desc	there is a burn hole from in the power window module it caused a thermal event. The door Panels are damaged as well as wiring with in the door
Component	Power Window Module	Damage Desc	Door is burned wires are burned
Vehicle Loc	Valley Chevrolet	Add'l Info	DLRSHP not sure if fire dept was called
Emgcy Svc Names		Maint Loc	Valley Chevrolet

PAR Detail

Collision		Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	nothing added
Vehicle Speed	0			Weather Condition	Raining			Prop Owner	n/a
Last Service Date	3/18/2008			Loc Last Service				Property Location	n/a
Veh Est Repair Cost				Spec Equip Installer				Prop Damage Description	NO PROPERTY DAMAGE INVOLVED IN THIS CASE
Primary Veh Use	Personal			Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	panel of the door is melted							Explain Other	Sent to ESIS for Thermal Event

Property Type n/a

Prop Est Repair Cost

Inspection Date/Time

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/15/2008 11:49:22 AM	TOLBERWH	TOLBERWH	Scheduled Follow-up		Scheduled Alarm		See if case has been assumed

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/15/2008 11:48:00 AM	TOLBERWH	TOLBERWH	BRC PAR	ESIS- Thermal Event	Done	4/15/2008 11:49:20 AM	Sent to ESIS for Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Customer was driving the vehicle when she saw that there were flames comming from the door panel. There is no insurance involvment and the vehicle is currently @ the dealership

Whitneytolbert/atx/par 11271

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/15/2008 11:47:40 AM	TOLBERWH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/15/2008 11:43:46 AM	TOLBERWH	TOLBERWH	Ownership Changed	Ownership Escalated to BRC	Done	4/15/2008 11:43:46 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 01:23:24 PM	DRAHEICM	TOLBERWH	Ownership Changed		Done	4/14/2008 01:23:24 PM	Service Request Ownership has changed FROM: ROCHAM1 TO: TOLBERWH

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 01:23:02 PM	DRAHEICM	TOLBERWH	BRC PAR	Initial Contact- AVM	Done	4/15/2008 11:46:10 AM	Called RCCAVM Gosciniak Tomasz 63096 16329 VALLEY CHEVROLET PONTIAC OLDSMOBILE, INC. SPENCER IN

Contact Last Name | Contact First Name | Account | BAC Code

Comments

RCCAVM Gosciniak Tomasz 63096 16329

SR#:71-618208216
Cust:
Vehicle: 2007 Chevrolet Trailblazer
Vin:7

Cust sts that she saw flames coming from the door panel and a hole was melted in the door. This is just an FYI call to let you know that the case is going to ESIS, but if there is any inforamation that you would like to know, please give me a call back @ 866-790-5600 ext 11271

Whitneytolbert/atx/par 11271

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 01:22:48 PM	DRAHEICM	TOLBERWH	BRC PAR	Initial Contact- Dealer	Done	4/15/2008 11:43:03 AM	Called Valley Chevrolet Pontiac Oldsmobile, Inc. (812) 829-4845

Contact Last Name	Contact First Name	Account	BAC Code

Crs spoke w/: Service Manager Jeff Conway

Crs adv that the customer's vehicle was involved in a thermal event and feels that it was caused by the power window module.

Dir sts that he called and the he believes that the window switch inside shorted out becasue you can see where there is a hole and the panel/wiring in the door was melted adn burned.

Crs thanked dir for the information and adv that the case will be sent to ESIS and that someone will be in contact in 7-10 business days

Dir sts that timeframe is unacceptable

Crs adv that this is the guideline that GM has set and that we are to follow it. They will review the case and make contact in that time frame.

Dir sts that the customer is in a rental and he is good as long as GM pays for that. Dir sts that his AVM was contacted and he was adv to provide a rental

Crs thanked the dir for his time

Whitneytolbert/atx/par 11271

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 01:22:36 PM	DRAHEICM	TOLBERWH	BRC PAR	Initial Contact- Phone	Done	4/15/2008 11:32:01 AM	Called (812) 361-7028

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sts that she was driving the vehicle @ 1 am in the ran when she saw that a hole was burning in the door panel from the power window moduel. Customer saw flames melting the door panels and the vehicle is currently @ the dir.

Crs adv that the case will be sent to ESIS and that someone will be in contact in 7-10 business days.

Cust sts that she is afraid of the vehicle and that she doesn't want it back. Cust sts that she wants a new vehicle and that she is currently in a rental vehicle that is being paid for by the dealership.

Crs adv that there is no guarantee of what will be done when it goes to ESIS but that someone will be in contact and that they will make the determanition of what will be done

Whitneytolbert/atx/par 11271

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 01:22:25 PM	DRAHEICM	TOLBERWH	BRC PAR	Acknowledgement	Done	4/15/2008 11:26:21 AM	Calle[redacted]

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Crs made contact... Please see initial

Whitneytolbert/atx/par 11271

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 01:22:16 PM	DRAHEICM	TOLBERWH	Notify CRM		Done	4/15/2008 11:33:19 AM	File assigned

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 01:22:04 PM	DRAHEICM	TOLBERWH	Research		Done	4/15/2008 11:33:17 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

>No recalls or repairs related to allegation
>No SR's related to allegation

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 01:21:40 PM	DRAHEICM	TOLBERWH	BRC PAR	Case Assigned	Done	4/15/2008 11:32:09 AM	Assigned to Whitney Tolbert ext 11271

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 10:08:43 AM	DRAHEICM	ROCHAM1	SR Opened		Done	4/14/2008 10:08:44 AM	SR in Status of Closed has been Re-Opened by DRAHEICM

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/14/2008 10:08:42 AM	DRAHEICM	ROCHAM1	SR Closed - Satisfied		Done	4/14/2008 10:08:42 AM	Service Request has been Closed Satisfied.

Contact Last Name | Contact First Name | Account | BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/11/2008 10:08:33 AM	ROCHAM1	KINZERTH	Escalation	Initiate PAR	Done	4/14/2008 10:08:37 AM	Assigning activity to PAR QUEUE

Contact Last Name | Contact First Name | Account | BAC Code

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Received and assigned in PAR
Thaddeus Kinzer/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/11/2008 09:57:23 AM	ROCHAM1	ROCHAM1	Inbound Call Dealer	Complex Request	Done	4/11/2008 10:08:32 AM	Alleged product allegation-Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

CRS SPOKE W/: Jeff Conway SVCM

Dealer states: there is a burn hole from in the power window module it caused a thermal event. The door Panels are damaged as well as wiring with in the door
What does the Customer want?
DLR STS: They are really good cust they want it fixed and they want the burn smell taken out, she said she wanted a new veh, but I think she was just joking they are in a loaner veh right now
CRS advised Dlr that their information will be forwarded to the Product Allegation Department within the BRC and the cust will be contacted with in 48 hours

MARISA ROCHA/ATX/DS/T2

Confidential Comments

UCC Information

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

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNDT13S972[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2007 TRAILBLAZER LS 4WD	Warranty Start Date :	11/22/2006
BARS Order Type :	50 - FLEET		
Delivering Dealer :	WALDEN FLEET GROUP, INC. 6 SYLVAN WAY PARSIPPANY , NJ 07054-3826	Selling Source :	13 - CHEVROLET
		Site Code :	04681
		Business Associate Code :	111571

Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin
EI	08023	PAINT PEELING FRONT/REAR FASCIA - REF. TSB # 08-08-62-001	01/18/2008	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	11/22/2006	10 miles	11/22/2009	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	11/22/2006	10 miles	11/22/2012	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	11/22/2006	10 miles	11/22/2014	80010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	11/22/2006	10 miles	11/22/2011	100010 miles
36/36000 FEDERAL EMISSION	11/22/2006	10 miles	11/22/2009	36010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
11/28/2007	R29297	#	Z2080 - ROADSIDE SERVICE (TOWING)	20000 miles
11/21/2006	A89023	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

GM Vehicle Inquiry System
Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNDT13S972[redacted]

CLAIM HISTORY

Repair Order Date :	11/28/2007	Repair Order Number :	R29297	Odometer Reading :	20000 miles

Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117	Selling Source :	13 - CHEVROLET
		Site Code :	34415
		Business Associate Code :	207453

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/07/2007	854	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	C	N/A	$ 58.94	N

Repair Order Date :	11/21/2006	Repair Order Number :	A89023	Odometer Reading :	0 miles

Serviced By :	AVIS RENT A CAR 900 OLD COUNTRY ROAD GARDEN CITY, NY 11530-2128	Selling Source :	13 - CHEVROLET
		Site Code :	69004
		Business Associate Code :	124649

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
11/24/2006	746	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 70.33	N

CHECK HISTORY

Vehicle Has No Associated Check History.

GM Vehicle Inquiry System
Vehicle Build

VIN	1GNDT13S972[redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2007 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	KMXZJS
Build Date :	11/21/2006	Build Plant :	17206

GMVIS 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.

OPTION CODES

AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AR9 - FRT BUCKET SEAT, DELUXE	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AXP - MPV VIN IDENT POSITION
BQ2 - AVIS RENT A CAR	B30 - FULL CARPET-COLOR KEYED
B32 - FLOOR MATS, FRONT/REAR	B33 - REAR COLOR KEYED FLOOR MATS
B8W - GM PRODUCTION WEEK #47	B86 - MOLDING B/S COLOR
CJ3 - CLIMATE CONTROL	C49 - REAR WINDOW DEFROSTER
C5N - GVW RATING - 5750 LBS	DAY - ASSEMBLY PLANT MORAINE, OHIO
DP2 - POWER OSRV MIRRORS	DT4 - ASHTRAY AND LIGHTER
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
FLT - FLEET PROCESSING OPTION	GU6 - REAR AXLE 3.42 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT INSTALLED
KG4 - GENERATOR 150 AMP	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	LL8 - ENGINE, VORTEC 4.2L SFI I6
M30 - TRANSMISSION, 4 SPD AUTOMATIC	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NT7 - EMISSION SYS FED - TIER 2	NZ3 - 16" FULL SIZE SPARE WHEEL
N40 - POWER STEERING	N75 - 17" ALUMINUM WHEELS
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	QTM - ALL-SEASON TIRES

R6F - IDENTIFY B CODE USERS	R6K
R6P - SPECIAL PAINT	R7M - ONSTAR DELETE
R9N - LEATHER SEAT TRIM	TB4 - LIFTGATE
TFD - RETAIL AMENITY DELETE	T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	UA6 - THEFT DETERRENT ALARM SYSTEM
UB0 - AM/FM STEREO W/CD	UJ6 - TIRE PRESSURE MONITOR
UY7 - TRAILER WIRING HARNESS	U73 - FIXED MAST ANTENNA
VN9 - DAILY RENTAL REPURCHASE PROGRAM	VXS - COMPLETE VEHICLE LABEL
V1K - LUGGAGE RACK CROSS-BARS	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
X88 - CHEVROLET CONVERSION	YD3 - BASE AXLE
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
YT1 - DAILY RENTAL FLAT RATE DEPREC.	ZNF - SPARE, ALL-SEASON TIRE
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM	1SZ - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
54U - GRAPHITE METALLIC	6FB - COMP FRT LH COMPUTER SEL SUSP
7FB - COMP FRT RH COMPUTER SEL SUSP	8UY - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	

A

FDID ★	State ★	Incident Date ★ MM	DD	YYYY	Station	Incident Number ★	Exposure ★
53003	IN	04	11	2008	OP	08-0000850	000

☐ Delete ☐ Change ☐ No Activity

NFIRS -1 Basic

B Location★

☐ Check this box to indicate that the address for this incident is provided on the Wildland Fire Module in Section A "Alternative Location Specification". Use only for Wildland fires.

Census Tract 1 -

☒ Street address
☐ Intersection
☐ In front of
☐ Rear of
☐ Adjacent to
☐ Directions

Number/Milepost: [redacted] Prefix: Street or Highway: [redacted] Street Type: AVE Suffix:

Apt./Suite/Room: Bloomington City: IN State: [redacted] Zip Code: -

Cross street or directions, as applicable

C Incident Type ★

131 Passenger vehicle fire
Incident Type

D Aid Given or Received★

1 ☐ Mutual aid received
2 ☐ Automatic aid recv.
3 ☐ Mutual aid given
4 ☐ Automatic aid given
5 ☐ Other aid given
N ☒ None

Their FDID: Their State:
Their Incident Number:

E1 Date & Times Midnight is 0000

Check boxes if dates are the same as Alarm Date.

	Month	Day	Year	Hr Min Sec
ALARM always required — Alarm ★	04	11	2008	01:45:00
ARRIVAL required, unless canceled or did not arrive — ☒ Arrival ★	04	11	2008	01:48:00
CONTROLLED Optional, Except for wildland fires — ☐ Controlled				
LAST UNIT CLEARED, required except for wildland fires — ☒ Last Unit Cleared	04	11	2008	02:02:00

E2 Shift & Alarms

Local Option

Shift or Platoon	Alarms	District
3		1

E3 Special Studies

Local Option

Special Study ID#: Special Study Value:

F Actions Taken ★

12 Salvage & overhaul
Primary Action Taken (1)

Additional Action Taken (2)

Additional Action Taken (3)

G1 Resources ★

☐ Check this box and skip this section if an Apparatus or Personnel form is used.

	Apparatus	Personnel
Suppression	0001	
EMS		
Other		

☐ Check box if resource counts include aid received resources.

G2 Estimated Dollar Losses & Values

LOSSES: Required for all fires if known. Optional for non fires.

		None
Property	$, 000 , 000	☐
Contents	$, 000 , 000	☐

PRE-INCIDENT VALUE: Optional

Property	$, 000 , 000	☐
Contents	$, 000 , 000	☐

Completed Modules

☒ Fire-2
☐ Structure-3
☐ Civil Fire Cas.-4
☐ Fire Serv. Cas.-5
☐ EMS-6
☐ HazMat-7
☐ Wildland Fire-8
☒ Apparatus-9
☐ Personnel-10
☐ Arson-11

H1 ★ Casualties ☐ None

	Deaths	Injuries
Fire Service		
Civilian		

H2 Detector

Required for Confined Fires.

1 ☐ Detector alerted occupants
2 ☐ Detector did not alert them
U ☐ Unknown

H3 Hazardous Materials Release

N ☐ None
1 ☐ Natural Gas: slow leak, no evacuation or HazMat actions
2 ☐ Propane gas: 420 lb. tank (as in home BBQ grill)
3 ☐ Gasoline: vehicle fuel tank or portable container
4 ☐ Kerosene: fuel burning equipment or portable storage
5 ☐ Diesel fuel/fuel oil: vehicle fuel tank or portable
6 ☐ Household solvents: home/office spill, cleanup only
7 ☐ Motor oil: from engine or portable container
8 ☐ Paint: from paint cans totaling < 55 gallons
0 ☐ Other: Special HazMat actions required or spill > 55gal., Please specify the HazMat type

I Mixed Use Property

NN ☐ Not Mixed
10 ☐ Assembly use
20 ☐ Education use
33 ☐ Medical use
40 ☐ Residential use
51 ☐ Row of stores
53 ☒ Enclosed mall
58 ☐ Mus. & Residential
59 ☐ Office use
60 ☐ Industrial use
63 ☐ Military use
65 ☐ Farm use
00 ☐ Other mixed use

J Property Use★

Structures

131 ☐ Church, place of worship
161 ☐ Restaurant or cafeteria
162 ☐ Bar/Tavern or nightclub
213 ☐ Elementary school or kindergarten
215 ☐ High school or junior high
241 ☐ College, adult education
311 ☐ Care facility for the aged
331 ☐ Hospital
341 ☐ Clinic,clinic type infirmary
342 ☐ Doctor/dentist office
361 ☐ Prison or jail, not juvenile
419 ☐ 1-or 2-family dwelling
429 ☐ Multi-family dwelling
439 ☐ Rooming/boarding house
449 ☐ Commercial hotel or motel
459 ☐ Residential, board and care
464 ☐ Dormitory/barracks
519 ☐ Food and beverage sales
539 ☐ Household goods,sales,repairs
579 ☐ Motor vehicle/boat sales/repair
571 ☐ Gas or service station
599 ☐ Business office
615 ☐ Electric generating plant
629 ☐ Laboratory/science lab
700 ☐ Manufacturing plant
819 ☐ Livestock/poultry storage(barn)
882 ☐ Non-residential parking garage
891 ☐ Warehouse

Outside

124 ☐ Playground or park
655 ☐ Crops or orchard
669 ☐ Forest (timberland)
807 ☐ Outdoor storage area
919 ☐ Dump or sanitary landfill
931 ☐ Open land or field
936 ☐ Vacant lot
938 ☐ Graded/care for plot of land
946 ☐ Lake, river, stream
951 ☐ Railroad right of way
960 ☐ Other street
961 ☐ Highway/divided highway
962 ☐ Residential street/driveway
981 ☐ Construction site
984 ☐ Industrial plant yard

Lookup and enter a Property Use code only if you have NOT checked a Property Use box:

Property Use 511

Convenience store

NFIRS-1 Revision 03/11/99

K1 Person/Entity Involved
Local Option

Business name (if applicable) | Area Code - Phone Number

☐ Check This Box if same address as incident location. Then skip the three duplicate address lines.

Mr.,Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code -

☐ More people involved? Check this box and attach Supplemental Forms (NFIRS-1S) as necessary

K2 Owner
Local Option

☐ Same as person involved? Then check this box and skip the rest of this section.

Business name (if Applicable) | Area Code - Phone Number

☐ Check this box if same address as incident location. Then skip the three duplicate address lines.

Mr.,Ms., Mrs. | First Name | MI | Last Name | Suffix

Number | Prefix | Street or Highway | Street Type | Suffix

Post Office Box | Apt./Suite/Room | City

State | Zip Code -

L Remarks
Local Option

BFD dispatched to [redacted] vehicle with door panel on fire/smoking. E1 arrived on scene to find P3 on scene with a Chevy Trailblazer. The driver of vehicle reported to E1 crew that he had poured a bottle of water down the inside of the window when it started to smoke and had disconnected the wiring to the door panel from the car body. E1 crew disassembled the door panel, removed all burned material and determined fire was out. E1 returned to service. END BT

L Authorization

Officer in charge ID	Signature	Position or rank	Assignment	Month	Day	Year
THOM01	Thompson, Brent	HQCP	E-1	04	11	2008

Check Box if same as Officer in charge.

Member making report ID	Signature	Position or rank	Assignment	Month	Day	Year
THOM01	Thompson, Brent	HQCP	E-1	04	11	2008

BLOOMINGTON POLICE DEPT

CFS INFORMATION REPORT FOR 41108-24

Date: 5/5/2008
Page: 1
CFS Number 41108-24

CFS# 41108-24 Call Taker: SOUTHERV DR# Priority: 1

Date/Time Received: 4/11/2008 1:42:52 AM Date/Time Sent: 4/11/2008 1:43:27 AM Date/Time Completed: 4/11/2008 2:02:48 AM

Day: Friday In Prog: Y Inc.Code: FVEHICLE Ph. Line:

Address: [redacted] Apt: City:

Complainan [redacted] Phone: [redacted]

Comp.Address: [redacted] Res.Phone:

Officer Contact: Weapon: How Recvd: C Alarm:

Comments:

[redacted]

04/11 01:42

BLAZER GRY

LOCATION CHANGED TO [redacted]

LOCATION CHANGED TO [redacted]

LOCATION CHANGED TO [redacted]

SUCCESSFULLY PAGED: [redacted]

THE CP DOOR IS SMOKING POSS ELECTRIC LOCKS ON FIRE

THEY PULLED INTO GAS STATION

BLOOMINGTON POLICE DEPT

CFS INFORMATION REPORT FOR 41108-24

Date: 5/5/2024
Page: 2
CFS Number: 41108-24

TX CUSTOMER NAME: AT&T MOBILITY

WPH2 [redacted]

Zones:

202

BLOOMINGTON CITY FIRE DEPT GROUP

BLOOMINGTON CITY FIRE ZONE1B2

BLOOMINGTON FIRE DEPT

BLOOMINGTON HOSP AMB SERV

BLOOMINGTON POLICE DEPARTMENT

BLOOMINGTON POLICE DEPT PATROL

BLOOMINGTON POLICE DEPT ZONE 2

EMERG TRANSPORT AMB

Unit:	Status:	Time:
E1	ARRIVED	1:48:34 AM
E1	AVAIL	2:02:37 AM
E1	DISP	1:44:04 AM
E1	EN_ROUTE	1:46:59 AM
R2	AVAIL	1:50:23 AM
R2	DISP	1:44:04 AM
R2	EN_ROUTE	1:48:08 AM

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Nancy Johnson
Claims Administrator

April 25, 2008

Marcella Brinson
8052 State Highway 43
Spencer, IN 47460

RE:	Claimant:	[redacted]
	Our File No.:	652284
	Our Client:	General Motors Corporation
	Date/Event:	4/11/08
	Subject vehicle:	2007 Chevrolet Trailblazer
	VIN:	1GNDT13S972[redacted]

Dear Ms.[redacted]

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

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

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

1. Please provide a **copy** of your expert report and **color copies** of photos taken by your expert. Please do not send originals, as they may not be returned.

2. A copy of the police and/or fire report.

3. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.

4. Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.

5. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.

5

6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.

7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.

8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

9. Advise if the subject vehicle was ever involved in any prior accidents.
If applicable, identify the nature and extent of the damages and repairs completed.

10. Provide copies of your proof of payment (cancelled checks). If this was a total loss, please submit a salvage **estimate** and your total loss work sheet.

11. Advise of any injuries.

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,

Nancy Johnson
Claims Administrator

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ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Nancy Johnson
Claims Administrator

May 20, 2008

Marcella Brinson
8052 State Highway 43
Spencer, IN 47460

RE: Claimant: [redacted]
Our File No.: 652284
Our Client: General Motors Corporation
Date/Event: 4/11/08
Vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDT13S972[redacted]

Dear Ms[redacted]

ESIS is the third party claim administrator on behalf of General Motors for matters involving product liability.

This letter is to advise you that your claim is being forwarded to the Field Performance Assessment Department of General Motors to be evaluated.

If you have questions, please contact me at the number above. Thanks for your cooperation in this matter.

Sincerely,

Nancy Johnson
Claims Administrator

Service Request Detail

SR No.	71-625564174	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #	[redacted]	Evening #		UCC	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address	[redacted]	City	Lafargaville	Involved Dlr	F. X. Caprara Chevrolet-Olds-Buick,	Safety	Yes
State	NY ZipCd [redacted]	Con Acct		Source	Phone	Updated	5/13/2008 03:34:45 PM
Serial #/VIN	1GNDT13S47[redacted]	Model Year	2007	Priority	Medium License # CHEVROL	Owner	GARCIAAS
Make	Chevrolet	Warr. Start	05/10/2007	Status	Open	Opened	5/6/2008 01:06:12 PM
Model	TrailBlazer	Mileage		Sub-Status	Dissatisfied	Closed	
Abstract	Thermal Event Drivers Side Door						
Customer Description	This is a BRC case. Do NOT ASSUME, please foward all calls to Ashlie Garcia ext 31230						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Dealership	4/28/2008 10:00:00 AM	N	0	0	Asphalt	Dry	N/A	N/A

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]	[redacted]	5'4"	[redacted]	N/A

Insurance Agent First Name	Phone #	Insurance Agency
Unknown		Unknown

Incident Loc	Unk	Incident Desc	The vehicle arrived at dirship and a service adv went out to look at the drivers side window and when he opened up the drivers side door there were flames
Component	Driver side door module		
Vehicle Loc	F. X. Caprara Chevrolet-Olds-Buick, Inc.	Damage Desc	all windows heat discolored, driver side door panel melted, driverseat discolored, drivers door melterd, headliner meleted, and carpet damage.
Emgcy Svc Names		Add'l Info	
		Maint Loc	

PAR Detail

Collision		Non Collision	Y	Property Damage	Y	Thermal Evt	Y	Spec Equip	N/A		
Vehicle Speed	0			Weather Condition	Dry			Prop Owner	N/A	Property Type	N/A
Last Service Date				Loc Last Service				Property Location	N/A	Prop Est Repair Cost	
Veh Est Repair Cost				Spec Equip Installer	N/A			Prop Damage Description	N/A		
Primary Veh Use	Personal			Inspection Type				Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Drivers side door, windows had heat damage, seat and carpet burn damage. Door moldings and dashboard melted.							Explain Other			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 03:33:13 PM	GARCIAAS	GARCIAAS	Scheduled Follow-up		Scheduled Alarm		Follow up to see if ESIS has assumed the case

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Follow up to see if ESIS has assumed the case

Ashlie Garcia/ ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 03:31:55 PM	GARCIAAS	GARCIAAS	BRC PAR	ESIS- Thermal Event	Done	5/13/2008 03:33:07 PM	Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Case was sent to ESIS due to thermal event

Ashlie Garcia/ ATX/ PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 03:30:48 PM	GARCIAAS	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Thermal Event

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 03:20:07 PM	GARCIAAS	GARCIAAS	Outbound Call Dealer	Made Contact	Done	5/13/2008 03:22:58 PM	Verify info

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS contacted John/ svc mgr

CRS seeks/ to verify what door flames came from, because there was confusion. Driver or passenger?

DLR advised/ Drivers side door had the flames.

Ashlie Garcia/ ATX/ PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 03:01:37 PM	GARCIAAS	GARCIAAS	Ownership Changed	Ownership Escalated to BRC	Done	5/13/2008 03:01:37 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 12:30:50 PM	GARCIAAS	GARCIAAS	BRC PAR	Initial Contact- Dealer	Done	5/13/2008 12:56:25 PM	CRS spoke with John Gibbons SVC MGR

Contact Last Name	Contact First Name	Account	BAC Code

CRS seeks/ Information on the thermal event that happened at his dirship.
DLR STS/That the customer purchased the veh from his dirship in Pulaski and was traveling in the rain when he pulled over to use an atm machine and the passenger side window wouldnt roll back up. The customer then contacted him and expressed concern and requested the veh be looked at. Took the veh to their sister Volkswagon store, and requested that they pick it up from there and deliver the veh to the GM store in Pulaski so they can look at it. The veh sat in that driveway at the dirshp for 2 hours before the runner went out to take a look and take it to Pulaski and when the runner went to open the passenger side door flames started coming out from the door panel and it appeared that it was coming from the door module. DLR believes that the module had been simmering for the two hours that it was sitting in their lot. The veh is now at the GM dirship in Pulaski. Damage of the veh includes the following: door panel, glass, seat, dash board, head liner, and smell throughout the whole veh
CRS advised/ Have documented all of this and will now be esc this file to our ESIS department and they should be in contact with the customer within 7-10 business days and they will advise if and when an ispector will come out to look at the vehicle.

Ashlie Garcia/ ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 12:07:45 PM	BURCHAM	GARCIAAS	Notify CRM		Done	5/13/2008 12:11:23 PM	Case Assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 12:05:23 PM	BURCHAM	GARCIAAS	Research		Done	5/13/2008 12:29:10 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS did vin scan and no related SR's
CRS also checked for any open recalls and found none open and no related claims in GMVIS

Ashlie Garcia/ ATX/ PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 12:04:42 PM	BURCHAM	GARCIAAS	BRC PAR	Initial Contact- Phone	Done	5/13/2008 03:20:01 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

CRS spoke with Connie Recor

CRS states/ Calling to advise I recieved the file today and that I am the case worker

Cust states/ Paul is my husband and I am the primary driver of the vehicle.

CSR adv/ Was there any property damage to anything other than the veh

Cust states/ No

CRS seeks/ Address, DOB and height.

Cust states/ Provided information.

CRS advised/ That I spoke with the dirship to gather all info due to the fact that the thermal event happened at their dirship. I will now be forwarding the file to our central claims department and they will be contacting with you in 7-10 business days.

Ashlie Garcia/ ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 12:03:42 PM	BURCHAM	GARCIAAS	BRC PAR	Initial Contact- AVM	Done	5/13/2008 12:24:29 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS contacted Rich Malini DVM cell phone

Left message for DVM advising that I have recieved the file today and due to the fact that there was a thermal event I am esc this file up to our ESIS department and they will be in contact with the customer in 10-14 business days. If you have any questions for me you can reach me at 18667905600 ext 31230 Thank you

Ashlie Garcia/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 12:02:18 PM	BURCHAM	GARCIAAS	BRC PAR	Acknowledgement	Done	5/13/2008 03:19:01 PM	Called

Contact Last Name | Contact First Name | Account | BAC Code

Comments

CRS spoke with cust wife Connie Recor.

CRS states/ Calling to advise I recieved the file today and that I am the case worker

Cust states/ Paul is my husband and I am the primary driver of the vehicle.

CSR adv/ Went through the part detail screen with customer, see initial call customer.

Ashlie Garcia/ ATX/ PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 12:01:50 PM	BURCHAM	GARCIAAS	Ownership Changed		Done	5/13/2008 12:01:51 PM	Service Request Ownership has changed FROM: HEARNDE TO: GARCIAAS

Contact Last Name | First Name | Account | BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 12:00:49 PM	BURCHAM	GARCIAAS	BRC PAR	Case Assigned	Done	5/13/2008 12:21:11 PM	Assiged to Ashlie Garcia @ ext 31230

Contact Last Name | First Name | Account | BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/13/2008 10:35:25 AM	HEARNDE	HEARNDE	Inbound Call Field Rep/Whisl	Voicemail Received	Done	5/13/2008 10:38:51 AM	Rich Malini/AVM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

AVM stat we spoke last friday about it ,customer dropped off the vehicle because there is a PAR case on this. We are suppose to have a company out to look at this vehicle and they said 24-48 hrs and its been over a week. customer is getting very frustrated with this and we need this to move forward ASAP. You can reach me on my cell at

Debbie Hearn/CAC/STJ/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/9/2008 10:29:09 AM	HEARNDE	HEARNDE	Outbound Call Field Rep/Whisl		Done	5/9/2008 10:31:16 AM	DVM/Rich Malini

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Csr stat that this file is still in the process of being escalated to PAR

DVM stat do you know how long it usually takes

Csr stat 24-48 hrs and that time frame has passed so you should hear back from someone today

DVM stat if the SM does not hear back we will be contacting you back

Debbie Hearn/CAC/STJ/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/9/2008 10:20:05 AM	HEARNDE	HEARNDE	Other		Done	5/9/2008 10:22:29 AM	DVM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Rich Malini DVM cell phone

Debbie Hearn/CAC/STJ/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/9/2008 10:17:36 AM	HEARNDE	HEARNDE	Inbound Call Customer	Voice Mail Received	Done	5/9/2008 10:19:07 AM	DVM Rich Malini

Contact Last Name	Contact First Name	Account	BAC Code

Comments

DVM stat that I am Rich Malini with Caprara Chevrolet-Olds-Buick, Inc. we are still waiting for the investigators just wanted to know if there is any update on that

Debbie Hearn/CAC/STJ/T1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/9/2008 10:16:19 AM	ELLIOTDE	HEARNDE	Notify CRM		Done	5/9/2008 10:23:41 AM	Please see previous activity

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/9/2008 10:10:07 AM	ELLIOTDE	ELLIOTDE	Inbound Call Field Rep/Whist	Complex Request	Done	5/9/2008 10:16:13 AM	Call from Rich Molini - DVM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Spoke w: Rich Molini - DVM

DVM sts: I don't know if you can help me. I have a case # that I can give you. There is suppose to be an inspection on this vehicle.

CRS sts: Ok, you can give me the case # and I will assist you.

DVM sts: Provided case #, I know that someone was speaking to a Debbie Hearn.

CRS sts: Yes I see that this has been sent to pre par. I will provide you with Debbie's ext and as well I can transfer you now.

DVM sts: Ok, thank you.

Transfer;

CRS sts: I was only able to reach her VM, I can transfer you through and as well send her a electronic notify through our system.

DVM sts: Ok, thank you.

CRS sts: Thank you. - Transferred call.

Debbie Elliott/ADR/Chatham/21734

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2008 01:21:35 PM	HEARNDE	BRCPARQ	Escalation	Initiate PAR	Done	5/13/2008 12:02:11 PM	Assigning activity to PAR QUEUE."

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS advised that a person from the PAR Department will contact the customer within 2 business days."

Debbie Hearn/CAC/STJ/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/6/2008 01:16:46 PM	HEARNDE	HEARNDE	Inbound Call Dealer	Complex Request	Done	5/6/2008 01:20:08 PM	John/Scr Mgr

Contact Last Name	Contact First Name	Account	BAC Code

Dir stat that customer had a thermal event with his 07 Trailblazer and said that he called in a couple of days ago and was told that someone would be in contact with him within 24-48 hrs. So I have my Rep in here today and he tells me that we need a case opened before we could bring in investigators or we have to wait for GM investigators

Csr stat that after doing research I was not able to find a active file, I have opened up a SR which is 71-625564174 and you can let him know that someone will be in contact with him within 24-48hrs

Debbie Hearn/CAC/STJ/T1

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N40	would not go up or down	Electrical - Power Window Motor / Switch / Wiring / Regulator

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNDT13S47[redacted]

VEHICLE INFORMATION

Merchandising Model :	CT15506 -2007 TRAILBLAZER LT 4WD	**Warranty Start Date :**	05/10/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	F. X. CAPRARA CHEVROLET-OLDS-BUICK, INC. PO BOX 139 PULASKI , NY 13142-0139 (315) 298-5181	**Selling Source :**	13 - CHEVROLET
		Site Code :	15457
		Business Associate Code :	115284

Service Contract :	No	**Branded Title :**	No	**Warranty Block :**	No	**PDI Status :**	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin
EI	08023	PAINT PEELING FRONT/REAR FASCIA - REF. TSB # 08-08-62-001	01/18/2008	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	**OnStar Status**	Active	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.

XM Equipped	Yes	**XM Radio ID**	ZURZT08X	**XM Status**	Active	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	05/10/2007	4 miles	05/10/2010	36004 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	05/10/2007	4 miles	05/10/2013	100004 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	05/10/2007	4 miles	05/10/2015	80004 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	05/10/2007	4 miles	05/10/2012	100004 miles
36/50000 CALIFORNIA EMISSIONS	05/10/2007	4 miles	05/10/2010	50004 miles
84/70000 CALIFORNIA SELECT COMPONENT	05/10/2007	4 miles	05/10/2014	70004 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/24/2007	A69975	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

GM Vehicle Inquiry System
Claim History

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNDT13S47[redacted]

CLAIM HISTORY

Repair Order Date :	04/24/2007	Repair Order Number :	A69975	Odometer Reading :	0 miles

Serviced By :	F. X. CAPRARA CHEVROLET-OLDS-BUICK, INC. PO BOX 139 PULASKI, NY 13142-0139 (315) 298-5181	Selling Source :	13 - CHEVROLET
		Site Code :	15457
		Business Associate Code :	115284

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/27/2007	790	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 72.05	N

CHECK HISTORY

Vehicle Has No Associated Check History.

GM Vehicle Inquiry System
Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	1GNDT13S472[redacted]

VEHICLE BUILD

Merchandising Model :	CT15506 -2007 TRAILBLAZER LT 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	**Order Number :**	KWQZW2
Build Date :	04/24/2007	**Build Plant :**	17206

GMVIS 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.

OPTION CODES

AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AR9 - FRT BUCKET SEAT, DELUXE	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AXP - MPV VIN IDENT POSITION
B30 - FULL CARPET-COLOR KEYED	B32 - FLOOR MATS, FRONT/REAR
B33 - REAR COLOR KEYED FLOOR MATS	B42 - REVERSIBLE CARGO MAT
B86 - MOLDING B/S COLOR	CJ2 - AUTOMATIC CLIMATE CONTROL
C49 - REAR WINDOW DEFROSTER	C5N - GVW RATING - 5750 LBS
DAY - ASSEMBLY PLANT MORAINE, OHIO	DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS
DH2 - LIGHTED LH & RH VISOR MIRRORS	DK7 - OVERHEAD CONSOLE
DP2 - POWER OSRV MIRRORS	EVA - EVAP EMISSION REQUIREMENT
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KG4 - GENERATOR 150 AMP
K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
LL8 - ENGINE, VORTEC 4.2L SFI I6	M30 - TRANSMISSION, 4 SPD AUTOMATIC
NE1 - 50-STATE EMISSIONS	NP8 - 2-SPEED ACTIVE TRANSFER CASE
NU5 - EMISSION SYSTEM CALIFORNIA	NZ3 - 16" FULL SIZE SPARE WHEEL
N40 - POWER STEERING	N74 - 17" BRIGHT ALUMINUM WHEELS

PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	PDC - PWR SEAT ADJUST-DRIVER, 8 WAY
QTR - WOL ON/OFF ROAD TIRES	R6K
R6P - SPECIAL PAINT	R9L - SPRING WHOLESALE FLOORPLAN PLUS
R9N - LEATHER SEAT TRIM	R9X - XM RADIO STANDARD IDENTIFER
SLM - STOCK ORDERS	STW - LEATHER WRAPPED STG WHL W/CONTR
TB4 - LIFTGATE	TGA - LANGUAGE CONTROL ENG, FR, SPAN
T61 - DAYTIME RUNNING LIGHTS	T96 - FOG LAMPS
T98 - STAMPING VEHICLE IDENT NUMBER	UA6 - THEFT DETERRENT ALARM SYSTEM
UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)
UG1 - UNIVERSAL HOME REMOTE	UJ6 - TIRE PRESSURE MONITOR
UK6 - REAR SEAT RADIO & HVAC CONTROLS	UQA - AUDIO SYSTEM-BOSE PREM. SOUND
UY7 - TRAILER WIRING HARNESS	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U42 - ENTERTAINMENT SYSTEM - DVD, HEADPHONES (REPL OPT PKG POWER SUNROOF)	U68 - DRIVER INFO CENTER DISPLAY
U73 - FIXED MAST ANTENNA	VFF - VIDEO FORMAT REGION 1 NTSC
VK3 - FRONT LICENSE PLATE BRACKET	VXS - COMPLETE VEHICLE LABEL
VZ3 - MERCURY DISPOSAL LABEL	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	X88 - CHEVROLET CONVERSION
YC5 - LT DECOR	YD3 - BASE AXLE
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZNF - SPARE, ALL-SEASON TIRE	ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
1SD - LT PREFERRED EQUIPMENT GROUP 1	1SZ - PREFERRED EQUIPMENT SAVINGS
16U - GRAYSTONE METALLIC	28H - LIGHT GRAY
28I - INT TRIM LT GRAY/DK GRAY	6FB - COMP FRT LH COMPUTER SEL SUSP
7FB - COMP FRT RH COMPUTER SEL SUSP	8UZ - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	

5

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

800.888.0164 *tel*
313.665.0911 *fax*

Nancy Johnson
Claims Administrator

Ju[redacted]08

Paul and Connie Recor
33510 Wilder Rd.
Lafargeville, NY 13656

RE:	Claimant:	[redacted]
	Our File No.:	654017
	Our Client:	General Motors Corporation
	Date/Event:	4/28/08
	Subject vehicle:	2007 Chevrolet Trailblazer
	VIN:	1GNDT13S472[redacted]

Dear Mr. and Ms. [redacted]

ESIS is the third party claim administrator for General Motors. As part of our claim handling process, we need to confirm and document the nature of your damages as we evaluate this matter on behalf of General Motors. Please confirm in writing if you have tendered this claim to your insurance carrier for coverage. In the event you do not have any insurance, please confirm that fact with us as well.

Please check the area below, and have your signature(s) notarized and return this letter to my attention.

_____ **I have advised my insurance company of this claim and have made a settlement with my insurance company**

_____ **I have not advised my insurance company of this claim and I do not intend to make a claim with my insurance company**

_____ **I do not have insurance to cover this claim**

_____ _____
Date Signature

State of _____ }
}
County of _____ }

On the _____ day of _____, 20___, before me personally appeared Paul and Connie to me known to be the person(s) named herein and who executed the foregoing Release and they acknowledged to me that they voluntarily executed the same.

My term expires _____, 20___ _____
Notary Public

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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*

Nancy Johnson
Claims Administrator

June 18, 2008

Connie Recor
33510 Wilder Rd.
Lafargeville, NY 13656

RE:	Claimant:	[redacted]
	Our File No.:	654017
	Our Client:	General Motors Corporation
	Date/Event:	4/28/2008
	Vehicle:	2006 Chevrolet Trailblazer
	VIN:	1GNDT13S472[redacted]

Dear Ms [redacted]

ESIS is the third party claim administrator on behalf of General Motors for matters involving product liability.

This letter is to advise you that your claim is being forwarded to the Field Performance Assessment Department of General Motors to be evaluated.

If you have questions, please contact me at the number above. Thanks for your cooperation in this matter.

Sincerely,

Nancy Johnson
Claims Administrator

Service Request Detail

SR No.	71-635041263	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name	[redacted]	First Name	[redacted]	Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - General	Sub-Area	Initiate PAR- Thermal Event
Address		City	Peotone	Involved Dlr	Dralle Chevrolet and Buick, Inc	Safety	Yes
State	IL ZipCd [redacted]	Con Acct		Source	Phone	Updated	6/18/2008 09:24:38 AM
Serial #/VIN	1GNDS13S47[redacted]	Model Year	2007	Priority	Medium License # CHEVROL	Owner	VALVERDM
Make	Chevrolet	Warr. Start	06/09/2007	Status	Open	Opened	6/10/2008 07:57:18 PM
Model	TrailBlazer	Mileage	35000	Sub-Status	Satisfied	Closed	
Abstract	Electrical - General						
Customer Description	brc par case please do not assume forward all inquiries to Mark Valverde ext 11215						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	5/31/2008 09:30:00 AM	N	0	0	Concrete	Dry	08-0000319	none

Driver Last Name	Driver First Name	Height	DOB	Disabilities
[redacted]	[redacted]	5'7"	[redacted]	none

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
Mcnorton	Patricia	(866) 741-7300	ALLSTATE insurance company

Incident Loc	parked at garage at home	Incident Desc	I walked to my door and I saw the veh driver side door burned down , there is a huge hole on the ceiling , half of the veh is burned , called fire dept and told me that it was lectrical, called dirship and they diagnose it and said the same thing
Component	electrical	Damage Desc	driver side door and interior burned , has a large hole in the ceiling of the veh
Vehicle Loc	Central collision	Add'l Info	n/a
Emgcy Svc Names	Peotone fire dept sis that GM should call them	Maint Loc	Independent

PAR Detail

Collision		Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none		
Vehicle Speed	0			Weather Condition	dry and cool			Prop Owner	n/a	Property Type	n/a
Last Service Date	5/13/2008			Loc Last Service				Property Location	n/a	Prop Est Repair Cost	
Veh Est Repair Cost				Spec Equip Installer				Prop Damage Description	n/a		
Primary Veh Use	Personal			Inspection Type				Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	drivers side door panel is burnt and scorched. headliner and steering wheel is melted as well							Explain Other			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/20/2008 03:01:17 PM	KINZERTH	KINZERTH	BRC PAR	ESIS- Thermal Event	Done	6/20/2008 03:01:49 PM	ESIS - Thermal Event / Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Cust claims thermal event, possibly electrical in origin, occuring from driver's side door area
Cust seeking reimbursement of insurance deductable
File forwarded to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/20/2008 02:58:51 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event / Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust claims thermal event, possibly electrical in origin, occuring from driver's side door area
Cust seeking reimbursement of insurance deductable
> Insurance information:
> Agent Pat McMaughton
> Allstate Insurance
> (866) 741-7300 x7032
> Claim number not available

Confidential Comments [redacted]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2008 11:28:01 AM	VALVERDM	VALVERDM	Inbound Call Third Party	Complex Request	Done	6/19/2008 11:29:51 AM	cust mother called

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

did want to know what the delay was. crm did let her know that the case had been sent to central claims. would be 10 to 14 days before they would assume the case.

Mark Valverde/PAR/ATX

Confidential Comments [redacted]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/19/2008 09:37:47 AM	VALVERDM	VALVERDM	Inbound Call Third Party	Complex Request	Done	6/19/2008 09:42:19 AM	repair shop

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

crystal called and asked what the status of the case. wanted to know how long the vehicle was going to be there. crm said that would talk to cust.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/18/2008 04:46:56 PM	BICECA	VALVERDM	Notify CRM	Customer Called	Done	6/19/2008 08:56:27 AM	***See previous inbound call

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/18/2008 04:45:10 PM	BICECA	BICECA	Inbound Call Customer	Complex Request	Done	6/18/2008 04:46:55 PM	***Assisting Only***

Contact Last Name	Contact First Name	Account	BAC Code
[redacted]			

Comments

Cust Sts: I need to speak with OCRS

Cust Sks: Speak with OCRS

ACRS Adv: OCRS unavailable. I will send notify. Would you like to be transfered to voicemail?

Cust Sts: No, I already left a message. I just need this resolved because everyone is calling wanting updates. The dir wants to know if they can fix it, the rental veh place is calling, I need answers.

ACRS Adv: I will send notify

Casey Bice/ATX/T1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/18/2008 04:32:30 PM	DEMESAMA	DEMESAMA	Inbound Call Third Party	Service Request Update	Done	6/18/2008 04:34:34 PM	***assisting only****

Account | BAC Code

called re the issueon the veh

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/18/2008 04:28:54 PM	DEMESAMA	RODRIJOS	Notify CRM		Done	6/19/2008 09:38:46 AM	Insurance called

Account | BAC Code

Pat McMaughton from Allstate Insurance calls on behalf of the cust re the case and wants to know the status of the veh.
-can call CEntral collision center / crystal (reseptionist)at this #
7082586997 where the veh is at
-call Ms Travaglini ASAP

Gracia Roberts/CAC Tier 1/Mnl

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/18/2008 09:34:32 AM	DRAHEICM	KINZERTH	Notify CRM		Done	6/20/2008 03:01:56 PM	ESIS-Thermal Event

me | Account | BAC Code

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/18/2008 09:23:24 AM	VALVERDM	DRAHEICM	BRC PAR	ESIS- Thermal Event	Done	6/18/2008 09:34:31 AM	escalate to esis

Contact Last Name	Contact First Name	Account	BAC Code

cust said that vehicle did have a thermal event. would like to get the vehicle repaired or replaced and a rental vehicle paid for as well. seeking deductible for insurance $500.

Mark Valverde/PAR/ATX

Received and assigned for ESIS escalation.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/18/2008 09:18:13 AM	VALVERDM	VALVERDM	Outbound Call Customer	Made Contact	Done	6/18/2008 09:22:55 AM	made call

Contact Last Name	Contact First Name	Account	BAC Code

crm did call cust to get fire/police report number and insurance info and verify driver info. did speak with cust mom.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/17/2008 09:31:28 AM	RODRIJOS	VALVERDM	Notify CRM		Done	6/18/2008 09:23:23 AM	Returned

Contact Last Name	Contact First Name	Account	BAC Code

Returned back to ocrs.

The police and fire report need to be documented. We need the insurance information if customer is seeking insurance deductible. Also the drivers information needs to be updated.

Thanks,

Jose Rodriguez ATX PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2008 12:39:26 PM	DRAHEICM	RODRIJOS	Notify CRM		Done	6/17/2008 09:31:27 AM	ESIS-Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Returned back to ocrs.

The police and fire report need to be documented. We need the insurance information if customer is seeking insurance deductible. Also the drivers information needs to be updated.

Thanks,

Jose Rodriguez ATX PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2008 10:13:12 AM	VALVERDM	DRAHEICM	BRC PAR	ESIS- Thermal Event	Done	6/13/2008 12:39:25 PM	escalate to esis

Contact Last Name	Contact First Name	Account	BAC Code

Comments

cust said that vehicle did have a thermal event. would like to get the vehicle repaired or replaced and a rental vehicle paid for as well. seeking deductible for insurance $500.

Mark Valverde/PAR/ATX

Received and assigned for ESIS escalation.
Chad Drahelm/ATX/Workflow PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2008 10:13:11 AM	VALVERDM	VALVERDM	Ownership Changed	Ownership Escalated to BRC	Done	6/13/2008 10:13:11 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 04:31:25 PM	VALVERDM	VALVERDM	Scheduled Outbound Call Cust		Scheduled Alarm		(71-6350412623)

Contact Last Name	Contact First Name	Account	BAC Code

Comments

update info
(06-12)3-5pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:31:01 PM	DRAHEICM	VALVERDM	Ownership Changed		Done	6/11/2008 02:31:01 PM	Service Request Ownership has changed FROM: CABRERJA TO: VALVERDM

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:30:22 PM	DRAHEICM	VALVERDM	BRC PAR	Initial Contact- Phone	Done	6/11/2008 04:30:13 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

made call see ack activity.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:30:17 PM	DRAHEICM	VALVERDM	BRC PAR	Initial Contact- Dealer	Done	6/13/2008 10:00:22 AM	called

Contact Last Name	Contact First Name	Account	BAC Code

Steve legiss/service manager did say no repairs made to the door panel.

Mark Valverde/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:30:10 PM	DRAHEICM	VALVERDM	BRC PAR	Initial Contact- AVM	Done	6/13/2008 10:09:22 AM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

did call james cocking/dvm and let him know that vehicle did have a thermal event. did let him know that case is going to central claims.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:30:06 PM	DRAHEICM	VALVERDM	BRC PAR	Acknowledgement	Done	6/11/2008 04:26:37 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

PAR INCIDENT QUESTIONNAIRE

• where was location of accident? was in parking spot at home

• What was the vehicle speed? _____ 0

did come home from work at 6:30 evening. vehicle was turned off and then was on fire the door panel the next morning.

• Describe Damage to the vehicle- drivers side door panel is burnt and scorched. headliner and steering wheel is melted as well

• Police Report? fire dept? yes #
• How was vehicle removed from the scene - Was the vehicle towed or driven? _____central collision. insurance company did look at the vehicle.
are u the original owner of the vehicle? yes
where do you have the maint done on the vehicle? local shop
When was last maint on the vehicle? month ago
what are you seeking from gm?would like to get the vehicle repaired or replaced and a rental vehicle paid for as well. seeking deductible for insurance $500.
crm did tell cust that case would go to central claims.
are there any injuries? none
weather cond? dry and cool

prim vehicle use? personal vehicle
spec equipment? none

Mark Valverde/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:30:01 PM	DRAHEICM	VALVERDM	Notify CRM		Done	6/12/2008 12:49:04 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:29:56 PM	DRAHEICM	VALVERDM	Research		Done	6/11/2008 04:10:20 PM	research vin

Contact Last Name	Contact First Name	Account	BAC Code

Comments

did look in gmvis and found no open recalls. no repairs made to the engine area. found no other cases.

Mark Valverde/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:29:43 PM	DRAHEICM	VALVERDM	BRC PAR	Case Assigned	In Progress		assigned to mark valverde ext 11215

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:25:13 PM	HOLLARAL	HOLLARAL	Inbound Call Customer	Complex Request	Done	6/11/2008 02:27:06 PM	Cust mother

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sts: I just wanted to see what was going on with the file, we haven't heard anything.

CRS adv: File has been received in PAR and will be assigned. Cust can expect a call from someone in the dept.

Alyson Hollar/BRC/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:00:40 PM	DRAHEICM	CABRERJA	SR Opened		Done	6/11/2008 02:00:40 PM	SR in Status of Closed has been Re-Opened by DRAHEICM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2008 02:00:38 PM	DRAHEICM	CABRERJA	SR Closed - Satisfied		Done	6/11/2008 02:00:38 PM	Service Request has been Closed Satisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/10/2008 08:15:24 PM	CABRERJA	DRAHEICM	Escalation	Initiate PAR	Done	6/11/2008 02:00:19 PM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Received and assigned in PAR.
Chad Draheim/ATX/Workflow PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/10/2008 08:02:36 PM	CABRERJA	CABRERJA	Inbound Call Customer	Complex Request	Done	6/10/2008 08:15:23 PM	Alleged product allegation thermal event

Contact Last Name	Contact First Name	Account	BAC Code

CUST STS:
- 2007 trailblazer started a fire a week and a half ago
-dlr told me that I should call CAC and file a report bec the insurance is not doing to do anything about it
- window opend door , panel was burned down , huge hole on ceiling , half of it burned
-driver side door caught fire
fire dept sts that it is definitely a electrical short
-called dlr and have it inspected

CUST SKS:
-file par

CRS ADV:
-will gather info from you and have this escalated to PAR dept

will contact you withing 2-3 bus days

<Jackie Harris/PremiumCAC/Mia/Lvl1>

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N01	Flame	Electrical - General
S97	GM Dealership	Referred Customer to CAC

GM Vehicle Inquiry System
Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN :	1GNDS13S472[redacted]

VEHICLE INFORMATION

Merchandising Model :	CS15506 -2007 TRAILBLAZER LS 2WD	Warranty Start Date :	06/09/2007
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	STEVE PETERS CHEVROLET, INC. 18033 S HALSTED ST HOMEWOOD , IL 60430-2505 (708) 799-2000	Selling Source :	13 - CHEVROLET
		Site Code :	11482
		Business Associate Code :	191653

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

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	See Bulletin
EI	08023	PAINT PEELING FRONT/REAR FASCIA - REF. TSB # 08-08-62-001	01/18/2008	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or:go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.

XM Equipped	Yes	XM Radio ID	JAP4T0WD	XM Status	Active	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	06/09/2007	11 miles	06/09/2010	36011 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	06/09/2007	11 miles	06/09/2013	100011 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	06/09/2007	11 miles	06/09/2015	80011 miles

60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	06/09/2007	11 miles	06/09/2012	100011 miles
36/36000 FEDERAL EMISSION	06/09/2007	11 miles	06/09/2010	36011 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
04/19/2007	452734	I	Z6999 - PDI RELATED FLUID ADDS	3 miles
04/12/2007	A62902	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

GM Vehicle Inquiry System
Claim History

VIN :	1GNDS13S472[redacted]

CLAIM HISTORY

Repair Order Date :	04/19/2007	Repair Order Number :	452734	Odometer Reading :	3 miles

Serviced By :	STEVE PETERS CHEVROLET, INC. 18033 S HALSTED ST HOMEWOOD, IL 60430-2505 (708) 799-2000	Selling Source :	13 - CHEVROLET
		Site Code :	11482
		Business Associate Code :	191653

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/04/2007	792	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	$ 4.92	N

Repair Order Date :	04/12/2007	Repair Order Number :	A62902	Odometer Reading :	0 miles

Serviced By :	STEVE PETERS CHEVROLET, INC. 18033 S HALSTED ST HOMEWOOD, IL 60430-2505 (708) 799-2000	Selling Source :	13 - CHEVROLET
		Site Code :	11482
		Business Associate Code :	191653

Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/17/2007	787	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	$ 113.02	N

CHECK HISTORY

Vehicle Has No Associated Check History.

GM Vehicle Inquiry System
Vehicle Build

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

VIN	1GNDS13S472[redacted]

VEHICLE BUILD

Merchandising Model :	CS15506 -2007 TRAILBLAZER LS 2WD		
Gross Vehicle Weight Rating :	2520 kg (5557 lb)	Order Number :	KWFJ70
Build Date :	04/12/2007	Build Plant :	17206

GMVIS 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.

OPTION CODES

AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	A50 - FRT BUCKET SEATS & FLR CONSOLE
B30 - FULL CARPET-COLOR KEYED	B32 - FLOOR MATS, FRONT/REAR
B33 - REAR COLOR KEYED FLOOR MATS	B86 - MOLDING B/S COLOR
CF5 - POWER SUNROOF	CJ3 - CLIMATE CONTROL
C4D - GVW RATING - 5550 LBS	C49 - REAR WINDOW DEFROSTER
DAY - ASSEMBLY PLANT MORAINE, OHIO	DK7 - OVERHEAD CONSOLE
DP2 - POWER OSRV MIRRORS	DT4 - ASHTRAY AND LIGHTER
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KG4 - GENERATOR 150 AMP
K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
LL8 - ENGINE, VORTEC 4.2L SFI I6	M30 - TRANSMISSION, 4 SPD AUTOMATIC
NT7 - EMISSION SYS FED - TIER 2	NZ3 - 16" FULL SIZE SPARE WHEEL
N40 - POWER STEERING	N75 - 17" ALUMINUM WHEELS
PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * AM/FM STEREO W/6 DISC CD PLAYER,	

AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) * OVERHEAD CONSOLE	QTM - ALL-SEASON TIRES
R6K	R6P - SPECIAL PAINT
R9L - SPRING WHOLESALE FLOORPLAN PLUS	R9N - LEATHER SEAT TRIM
R9X - XM RADIO STANDARD IDENTIFER	SLM - STOCK ORDERS
TB4 - LIFTGATE	T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	UA6 - THEFT DETERRENT ALARM SYSTEM
UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)
UJ6 - TIRE PRESSURE MONITOR	UQA - AUDIO SYSTEM-BOSE PREM. SOUND
UY7 - TRAILER WIRING HARNESS	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
U73 - FIXED MAST ANTENNA	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	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
1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM	1SZ - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
54U - GRAPHITE METALLIC	6AC - SUSPENSION
7AC - SUSPENSION	8UY - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	

AFFIDAVIT OF VEHICLE FIRE

(ALL QUESTIONS MUST BE ANSWERED OR THIS AFFIDAVIT MAY BE REJECTED)

Claim Number 0111712576 Policy Number 000911907857

I. POLICYHOLDER

Name [redacted] Spouse _____

Addr[redacted] Address _____

City / State / Zip Restone, IL [redacted] City / State / Zip _____

Phone No (HM [redacted] Phone No (HM) _____ (WK) _____

Drivers Lic No. [redacted] Drivers Lic No./ State _____ / ___

Date of Birth [redacted] Date of Birth __/__/__

II. LOSS FACTS

Date of Fire 5/31/08 Time 9:30 AM/PM Was vehicle locked? YES/NO Were keys in vehicle? YES/NO

Specific location of vehicle at time of fire Parked in home lot Reason vehicle left at this location home

Name & Address of person leaving vehicle at this location [redacted], Restone, IL

Name(s) & Address (es) of all others present [redacted] Restone, IL

Personal items in vehicle at time of fire Coat, Work Papers, I-PASS

Principal use of vehicle? Personal Principal User [redacted]

When was the fire discovered? Date 5/31/08 Time 9:30 AM/PM By Whom [redacted]

Action taken after vehicle was discovered burning Called Fire Department, Removed personal items

Which Agency was the vehicle fire reported to? Restone Fire Dept Date 5/31/08 Time 9:30 AM/PM

By Whom? [redacted] Agency Case No 08-0000319 How Reported? (911)

Location of Vehicle (Name/ Address/ Phone No [redacted] Restone, IL [redacted]

Have the police made any arrests or have any suspects? YES/NO Do you suspect anyone? YES/NO Who, give details? _____

Have you ever had a vehicle fire before? YES/NO If yes, give details. _____

III VEHICLE DESCRIPTION

Year 2007 Make Chevrolet Model TrailBlazer Body Type 4-Door

Color Charcoal Grey

Vehicle Identification No 1GNDS135472 [redacted] License Plate No [redacted] State IL Year 2008

Odometer Reading 35,000 Titled Owner(s [redacted]

Date of Purchase? 4/16/07 NEW/USED Purchase Price $ _____ At time of purchase was vehicle damaged? YES/NO

SELLER Steve Peters Chevrolet (Name/Address/Phone) 18033 Halsted, Homewood, IL 60430 708-799-2000

How was vehicle paid for? Financed - Citifinancial Auto

Account N [redacted] Balance Due $ 27,732 Loan term (months) 72 Monthly payment $ ~~[illegible]~~ 689.27

Is account past due? YES/NO Has vehicle been for sale? YES/NO Any offers? YES/NO Who? _____

How many sets of keys are there? 2 Are all sets in your possession? YES/NO Any other insurance on this vehicle? YES/NO

If yes, Name of company and policy no _____

TRANSMISSION (AT)

OPTIONAL (OD)

POWER OPTIONS

PS	Power Steering	☒	PC	Pwr Passenger Seat	☒
PB	Power Brakes	☒	PA	Power Antenna	☐
PW	Power Windows	☒	PM	Power Mirror(s)	☒
PL	Power Locks	☒	PT	Power Trunk Release	☐
SP	Pwr Drivers Seat	☒	WP	Rear Window Wiper	☒
AB	Anti-Lock Brakes	☒			

ENTERPRISE LEASING COMPANY OF CHICAGO, 5539 MILLER CIRCLE DR, MATTESON, IL 604431482 (708) 720-1700

RENTAL AGREEMENT 560018
REF# 30JFF0

RENTER
[redacted]

DATE & TIME OUT
05/31/2008 10:45 AM
DATE & TIME IN
07/29/2008 04:51 PM

BILLING CYCLE
CALENDAR DAY

VEH #2 2008 PONT G6 4DGT
VIN# 1G2ZH57N984[redacted]
LIC# [redacted]
MILES DRIVEN 5298

VEH #1 2008 MAZD 6 4DRI
VIN# 1YVHP80C08[redacted]
LIC# [redacted]
MILES DRIVEN 2069

BILL TO ACCOUNT# [redacted]
ALLSTATE INS-EXPRESS RENTALS**
ATTN: UNKNOWN
2600 CORPORATE DR
BIRMINGHAM, AL 35242

CLAIM INFO
[redacted]
SHOP: CENTRAL COLLISION-PEOTONE**
PHONE: (708) 258-6997
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	05/31 - 06/20	21	DAY	$26.50	$556.50
TIME & DISTANCE	06/21 - 07/29	39	DAY	$23.50	$916.50
DW	05/31 - 07/29	60	DAY	$12.50	$750.00
REFUELING CHARGE	05/31 - 07/29				$0.00
			Subtotal:		$2,223.00
Adjustments					
0531 - DR CUSTOMER SATISFACTION					($15.00)
Taxes & Surcharges					
AUTO RENTAL TAX	05/31 - 07/29			6%	$87.48
METRO PIER & EXPO AUTH. TAX	05/31 - 07/29			6%	$87.48
			Total Charges:		$2,382.96
Bill-To / Deposits					
DEPOSITS					($2,382.96)
Total Amount Due					$0.00

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$927.96	CHECK	
$1,455.00	Mastercard	[redacted]

ENGINE Size: HP or Cubic In _____ Cylinders: (3)_____
(Turbo)_____

DECOR / CONVENIENCE			RADIO			ROOF OPTIONS			WHEEL OPTIONS		
AC	Air Conditioning	☒	AM AM	☒		VR	Vinyl Roof	☐	AW	Aluminum Wheels	☒
RD	Rear Defogger	☒	FM FM	☒		ES	Electric Steel-Sun	☐	AY	Alloy Wheels	☒
TW	Tilt Wheel	☒	ST Stereo	☒		EG	Electric Glass-Sun	☒	LC	Locking Wire Wheels	☐
CC	Cruise Control	☒	CA Cassette	☐		MG	Manual Glass-Sun	☐	SY	Wire Wheels	☐
CS	Cloth Seats	☒	SE Seek/Scan	☒		MS	Manual Steel-Sun	☐	WW	Wire Wheels	☐
LS	Leather Seats	☐	EQ Equalizer	☒		FR	Flip Roof	☐	WC	Wire Wheel Covers	☐
TG	Tinted Glass	☒	CD CD Player	☒		TT	T-tops	☐	RW	Wire Wheel Covers	☐
IW	Intermittent Wipers	☒						☐			☐
RL	Reclining Seats	☐						☐			☐
AG	Air Bag	☒						☐			☐
RG	Passenger Air Bag	☒						☐			☐

TRUCK / VAN OPTIONS

SB Step Bumper ☐ SW Sliding Rear Window ☐ XT Auxiliary Fuel Tank ☐ FL Fog Lights ☐ BL Bed liner ☐ AR Chrome Bed rails ☐ RB Roll bar ☐ TP Trailering Package ☐ BD Running Boards ☐ DA Dual Air Conditioning ☐ WD Dual Rear Wheels ☐
TB Permanent Tool Box ☐ LB Long bed ☐ SB Short Bed ☐ SS Swivel Cpt Chairs #_____ CT Campertop: Fiberglass/_____ Brand _____ Age _____ Cost $ _____
TRUCK BED:_____ Package(i.e. XLT, Scotsdale, Silverado, Mark III Van etc.) _____
Other: (i.e. Bugshield, Grill guard, Winch etc) _____

REFURBISHMENT

TRANSMISSION: Mileage at time of work _____
Who performed work(Name/Address/Phone) _____
Date completed _____ Cost $ _____ Receipt? YES/NO

ENGINE: Mileage at time of work _____
Who performed work(Name/Address/Phone) _____
Date completed _____ Cost $ _____ Receipt? YES/NO

TIRES: Brand & Size _____
Place purchased Name_____
Address_____
Phone_____
Date purchase __/__/__ Mileage _____ Cost $ _____

PAINT: _____
Who performed work Name_____
Address_____
Phone_____
Date completed __/__/__ Cost $ _____ Receipt? YES/NO

INTERIOR: VINYL/_____ ☐ OTHER ☐ _____
Who performed work Name_____
Address_____
Phone _____
Date completed __/__/__ Cost $ _____ Receipt? YES/NO

STEREO: Components _____
Who performed work Name_____
Address_____
Phone _____
Date Completed __/__/__ Cost $_____ Receipt? YES/NO

VEHICLE CONDITION: _____ Who performed regular maintenance service Name_____
Address_____
Phone_____
Date last serviced__/__/__ What was done? _____

IV If any information provided in this affidavit is false it may be the basis for a denial of your claim. This affidavit must be signed, notarized and returned by mail to Allstate Insurance Company claims office. All questions must be answered or this affidavit may be rejected. I certify that I have read this entire affidavit. Are the answers you have given true and correct to your best knowledge and belief? YES NO

POLICYHOLDER [redacted]
Signature(s)

Addre[redacted] Peotone, IL [redacted]

Subscribed & Sworn to before me, this_____ day of _____, 20 _____

Mistie J. Whitlow AET # 442251
Notary Public

My Commission Expires: _____, 20_____

AUT_F_009

2007 Chevrolet Trailblazer LS 4 DR Wagon
Claim #: [redacted]

23	900	Panel,Instrument		Repair	S2	$156.25*				ME
		Panel,Instrument				$100.00*				ME
24	1085	Battery	LT	COMPETITIVE PART	S2	$184.68*			0.2	SM
		Battery	LT		S1	$105.99*			0.2	SM
25	1131	Rod,Front Door Lock	LT	Replace OEM	S2	$4.54*	-10			SM
		Rod,Front Door Lock	LT		S1	$4.26	-10			SM
26	1133	Rod,Front Door Lock	LT	Replace OEM	S2	$4.54*	-10			SM
		Rod,Front Door Lock	LT		S1	$4.07	-10			SM
27	1228	Panel,Frt Dr Insulator	LT	Replace OEM	S2	$53.10*	-10		INC	SM
		Panel,Frt Dr Insulator	LT		S1	$53.57	-10		INC	SM
28	1295	Cover,Seat Cushion	LT	Replace OEM	S2	$155.49*	-10	10	1.0	SM
		Cover,Seat Cushion	LT			$123.38	-10	10	1.4	SM
29	1319	Speaker,Front Door	LT	Replace OEM	S2	$206.91*	-10		INC	SM
		Speaker,Front Door	LT		S1	$89.75	-10		INC	SM
30	1795	Visor,Sun	RT	Replace OEM	S2	$88.14*	-10		INC	SM
		Visor,Sun	RT		S1	$145.38	-10		INC	SM
31	1861	Console,Overhead		Replace OEM	S2	$187.80*	-10		INC	SM
		Console,Overhead			S1	$299.68	-10		INC	SM

Gross Parts		$3,998.65		$4,342.25	$343.60+
Other Parts		$105.99		$184.68	$78.69+
Line Item Discount		$399.87		$434.23	$34.36-
Tax On Parts Only	7.000%	$259.33	7.000%	$286.49	$27.16+
SM - Sheet Metal	$46.00	$616.40	$46.00	$671.60	$55.20+
Sublet Repairs		$1,026.14		$1,244.39	$218.25+
Betterment		$11.10		$13.99	$2.89-
Actual Supplement 2 Net Total					$685.65+

Supplement 1	$5,419.54	07/08/2008	12:43 PM	LORNA PAGE
Supplement 2	$6,105.19	07/28/2008	12:07 PM	John A Wolfe

Audatex

Supplement S2

Claim #: [redacted]
File #:
Insured:
Owner Name:

Insured Policy #: [redacted]
Claim Rep:
Inspection Date/Time: 06/06/2008 07:09 AM

Appraiser Name: John A Wolfe

Vehicle: 2007 Chevrolet Trailblazer LS 4 DR Wagon

Deleted Lines

Line	Qty	Part	Operation		Price		Labor	
1	1157	Switch,Frt Door LT	Related Prior Damage	S1				SM

Added Lines

Line	Qty	Part	Operation		Price		Labor	
2	270	Glass Panel,Roof	R & I Assembly	S2			INC*	SM
3	439	Frame,Glass Panel	R & I Assembly	S2			2.7*	SM
4	885	Seat Assembly,Driver LT	R & I Assembly	S2			0.4	SM
5	1153	Switch,Frt Door LT	Replace OEM	S2	$50.05*	-10	INC	SM
6	1157	Switch,Frt Door LT	Replace OEM	S2	$224.65*	-10	INC	SM
7	M65	Disable Air Bag	Repair	S2			0.5*	SM
8		VISOR CLIPS - 2 QTY	Replace OEM	S2	$13.08*	-10		SM*
9		COAT HOOKS 2-QTY	Replace OEM	S2	$9.88*	-10		SM*
10		ROOF HANDLES 3-QTY	Replace OEM	S2	$55.05*	-10		SM*
11		CENTER DOME LAMP	Replace OEM	S2	$7.27*	-10		SM*
12		LT FRT DOOR BELT SEAL, I	Replace OEM	S2	$27.20*	-10		SM*
13		PROGRAM SWITCH	Sublet Repair	S2	$135.00*	+20		SM*

Changed Lines

Line	Qty	Part	Operation		Price		Labor	
14	173	W/Strip,Glass Panel	Replace OEM	S2	$133.75*	-10	0.7	SM
		W/Strip,Glass Panel		S1	$137.15	-10	0.7	SM
15	241	W/Strip,Front Door LT	Replace OEM	S2	$68.95*	-10	0.5	SM
		W/Strip,Front Door LT		S1	$69.33	-10	0.5	SM
16	458	Channel,Front Glass Ru LT	Replace OEM	S2	$145.14*	-10	0.3	SM
		Channel,Front Glass Ru LT			$141.60	-10	0.3	SM
17	494	Pnl,Center Plr Trim LT	Replace OEM	S2	$27.57	-10	INC	SM
		Pnl,Center Plr Trim LT		S1	$27.57	-10	0.3	SM
18	495	Pnl,Center Plr Trim RT	Replace OEM	S2	$27.57	-10	INC	SM
		Pnl,Center Plr Trim RT		S1	$27.57	-10	0.3	SM
19	883	Headliner	Replace OEM	S2	$931.25*	-10	2.0	SM
		Headliner		S1	$908.25	-10	3.4	SM
20	893	Mirror,I/S Day/Night	Replace OEM	S2	$289.05*	-10	INC	SM
		Mirror,I/S Day/Night		S1	$372.49	-10	INC	SM
21	896	Mldg,W/S Garnish LT	Replace OEM	S2	$38.76*	-10	INC	SM
		Mldg,W/S Garnish LT			$20.03	-10	INC	SM
22	897	Mldg,W/S Garnish RT	Replace OEM	S2	$38.76*	-10	INC	SM
		Mldg,W/S Garnish RT		S1	$20.82	-10	INC	SM

06/06/2008 07:09 AM
S2 07/28/2008 12:07 PM

Owner:

Owner: [redacted]
Address: [redacted]
City State Zip: PEOTONE, IL
Email: [redacted]
Work/Day: [redacted]
FAX:

Control Information

Claim #: [redacted]
Loss Date/Time: 05/30/2008 07:00 PM
Deductible: $500.00
Insured Policy #: [redacted]
Loss Type: Fire

Ins. Company: Allstate Fire And Casualty Insuranc

Insured: [redacted]
Address:
City State Zip:
Email:

Inspection

Inspection Date: 06/06/2008 07:09 AM
Inspection Location: CENTRAL COLLISION
City State Zip: Peotone, IL 60468
Primary Impact: Non-Collision
Driveable: No
Assigned Date/Time:
Inspection Type: Field
Contact:
FAX:
Secondary Impact:
Rental Assisted:
Received Date/Time: 06/06/2008 07:10 AM

Appraiser Name: John A Wolfe
Address: 2202 Fox Drive
City State Zip: Champaign, IL 61820
Email: john.wolfe@allstate.com
Appraiser License #:
Work/Day: (815)325-6342
FAX: (866)430-6870

Orig Appraiser Name: LORNA PAGE
Address: 2202 FOX DRIVE
City State Zip: CHAMPAIGN, IL 61820
Appraiser License #:
Work/Day: (815)210-0154
FAX: (815)928-8549

Repairer

Repairer: CENTRAL COLLISION CENTER - P
Address: 216 S HARLEM
City State Zip: PEOTONE, IL 60468
License # : [redacted]
Contact: DAN/KRISTIN
Work/Day: (708)258-6997
FAX: (708)258-9464
Regulation ID:

Remarks

FOR SUPPLEMENTS PLEASE CALL (217)366-3143
UNAUTHORIZED SUPPLEMENTS WILL NOT BE HONORED
INSPECT ONLY ASSIGNMENT - NO AUTHORIZATION FOR REPAIRS

17	E	1794	01	Visor,Sun	LT	15194824 GM Part	$64.11*	-10	S1	INC	SM
18	E	1795	01	Visor,Sun	RT	15083172 GM Part	$88.14*	-10	S2	INC	SM
19	E	883	01	Headliner		88956422 GM Part	$931.25*	-10	S2	2.0	SM
20	E	311	01	Plate,Front Sill	LT	15125630 GM Part	$58.82*	-10	S1		SM
21	E	494	01	Pnl,Center Plr Trim	LT	15235687 GM Part	$27.57	-10	S2	INC	SM
22	E	495	01	Pnl,Center Plr Trim	RT	15235689 GM Part	$27.57	-10	S2	INC	SM
23	AA	342		Cover,Seat Cushion	LT	Appearance Allowance	$50.00*				SM
24	E	1295	01	Cover,Seat Cushion	LT	89042450 GM Part	$155.49*	-10	S2	1.0	SM
						Betterment			10		
25	I	207		Door Shell,Front	LT	Repair			S1	1.5*	SM
				>> INTERIOR SHELL							
26	E	241	01	W/Strip,Front Door	LT	19120581 GM Part	$68.95*	-10	S2	0.5	SM
27	E	231	01	Pnl,Inner Door Trim	LT	15133419 GM Part	$205.49*	-10	S1	0.1	SM
28		1149	01	Armrest,Front Door	LT	Replace OEM	INC	-10			SM
29	E	1162	01	Bezel,Frt Dr Trim Pnl	LT	15214501 GM Part	$9.08*	-10	S1	INC	SM
30	SB	215		Glass,Front Door T	LT	Sublet Repair	$25.00*		S1		SM
				>> PLEASE CALL GLASS CLAIMS EXPRESS DIRECT BILL (888)513-0010							
31	E	458	01	Channel,Front Glass Ru	LT	15857606 GM Part	$145.14*	-10	S2	0.3	SM
32	E			LT FRT DOOR BELT SEAL,		Replace OEM	$27.20*	-10	S2		SM*
				>> PER INVOICE							
33	E	217		Reg,Front Door Glass	LT	15944000 GM Part	$406.02	-10	S1	1.7	SM
34	E	1228		Panel,Frt Dr Insulator	LT	25779164 GM Part	$53.10*	-10	S2	INC	SM
35	E	1131		Rod,Front Door Lock	LT	15081426 GM Part	$4.54*	-10	S2		SM
36	E	1133		Rod,Front Door Lock	LT	15081427 GM Part	$4.54*	-10	S2		SM
37	E	1153	01	Switch,Frt Door	LT	15040507 GM Part	$50.05*	-10	S2	INC	SM
				>> SWITCH PER INVOICE							
38	E	1157	01	Switch,Frt Door	LT	15204664 GM Part	$224.65*	-10	S2	INC	SM
				>> GM REP. DENIED CLAIM ON SWITCH PER DRALLE CHEVY/ STEVE SERV MANAGER							
				>> SWITCH PER INVOICE							
39	SB			PROGRAM SWITCH		Sublet Repair	$135.00*	+20	S2		SM*
				>> DEALER TO REPROGRAM WINDOW SWITCH/ PER DRALLE INVOICE							
40	E	1135	01	Handle,Front Door Inr	LT	25893097 GM Part	$48.48*	-10	S1	0.1	SM
41	RI	270		Glass Panel,Roof		R & I Assembly			S2	INC*	SM
42	E	173		W/Strip,Glass Panel		12458068 GM Part	$133.75*	-10	S2	0.7	SM
43	E	182	01	Cover,Sliding Roof Inr		88987671 GM Part	$332.53	-10	S1	1.0	SM
44	RI	439		Frame,Glass Panel		R & I Assembly			S2	2.7*	SM
45	I	M65		Disable Air Bag		Repair			S2	0.5*	SM
46	L			REF SHELL INTERIOR		Refinish			S1	1.5*	RF*
47	SB			DETAIL/CLEAN INTERIOR S		Sublet Repair	$605.12*	+20			SM*
				>> SERVPRO (815)935-0077 PER TIFFANY - ESTIMATED 2 DAYS-COULD BE MORE							
48	SB			OZONE		Sublet Repair	$125.00*	+20			SM*
				>> SERVPRO - PER TIFFANY 815-935-0077							
49	E			LFT FT DOOR WIRING HAR		Replace OEM	$110.50*	-10	S1	0.8*	SM*
50	E			COAT HOOKS 2-QTY		Replace OEM	$9.88*	-10	S2		SM*
				>> PER INVOICE							
51	E			CENTER DOME LAMP		Replace OEM	$7.27*	-10	S2		SM*
				>> PER INVOICE							

51 Items

01 CALL DEALER FOR EXACT PART # / PRICE

Estimate Total & Entries

Gross Parts	$4,342.25	
Other Parts	$184.68	
Paint Materials	$39.00	
Line Item Discount	$434.23-	
Parts & Material Total		$4,131.70