INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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	IGNDT13\$772	
		VEHICLE BUILD
N.Yamakası diri	24-3-1	CTI 4444 AAAA TAAAA AAAA TAAAA

Merchandising Model:	CT15506 -2007 TRAILI	CT15506 -2007 TRAILBLAZER LS 4WD					
Gross Vehicle Weight Rating:	2611 kg (5757 lb)	Order Number:	KNFK2T				
Build Date:	11/10/2006	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

AJI - GLASS, DEEP TINTED	AKS - DUAL STAGE FRONT AIR BAGS
ALO - 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	B8U - GM PRODUCTION WEEK #45
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	KCV - VANGUARD RAC
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 WHEEI.
N40 - POWER STEERING	N75 - 17" ALUMINUM WHEELS
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	QTM - ALL-SEASON TIRES

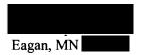
RGF - IDENTIFY B CODE USERS	R6K
R6P - SPECIAL PAINT	R6Q - OPTION PKG NOT DESIRED
R7M - ONSTAR DELETE	R9N - LEATHER SEAT TRIM
TB4 - LIFTGATE	TFD - RETAIL AMENITY DELETE
T6I - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO W/CD
UJ6 - TIRE PRESSURE MONITOR	UY7 - TRAILER WIRING HARNESS
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. IST 3 MONTHS INCL.	U73 - FIXED MAST ANTENNA
VN9 - DAILY RENTAL REPURCHASE PROGRAM	VXS - COMPLETE VEHICLE LABEL
VIK - 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
YTI - DAILY RENTAL FLAT RATE DEPREC.	ZNF - SPARE, ALL-SEASON TIRE
ZW7 - PREMIUM RIDE SUSPENSION	ZYI - 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	ISZ - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
41U - BLACK	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	

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ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit, M1 48265-3000 800.888.0164 tel 313.665.0911 fax

March 9, 2009

Nancy Johnson Claims Administrator



RE: Claimant:

Our File No.: 667952

Our Client: General Motors Corporation

Date/Event: 2/26/09

Subject vehicle: 2007 Chevrolet <u>Trailblazer</u>

VIN: 1GNDT13S772



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

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

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

5

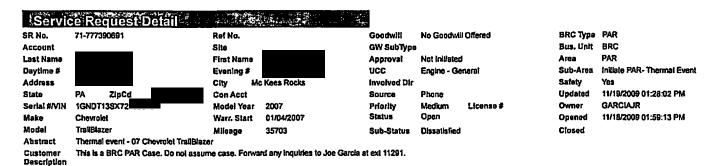
- 6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
- 7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies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

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

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

Sincerely,

Nancy Johnson Claims Administrator



Pre-PAR

						CondMFIre Report# MANAGEMENT		Report# DECTE CONTROL CONTROL
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oriver. Cast Na	men as samuratus de deservado	Inver First Name 1		1006		Miles	1 to	出版では、文字の数
			N/A		N/A			
						e/Agency as a series of the control	***	2. 1 28. 18. 25 . 20 at 18. 25 at 24. 2 . 2 . 2 . 2 . 2 . 2 . 2 . 2 . 2 .
Peri	· ·	Dawn	(800) 52	21-0986	Liberty &	lutual Inssurance Co.		
Incident Loc	Parked at 280 Wheeler st Makees	Rocks PA 15136		Incident Desc	driver side o	loor, window switch assenmbly overhe	aled	
Component	electrical							
• · ·				Damage	fire Inside a	nd outside the veh		
Vehicle	stored in yard . 526 Thomson road	West Miffin 15122		Desc				
Loc				Add'i Info	inssurance:	agent ext 73407 (Inssurance Co. age	ent wants Par ag	jent to contact him directly ark
Emgcy Svc	Makees Rocks PD & FD				not cust)	•		•
Names				Maint Loc	North Star C	hevrolet Coraopolis PA		
DAD Dat	la II				*************			
PAR Def	iaii							
Collision	Non Collision Y	Property N Damage	Thermal Evt	Y S	bec Edrib	none		
Vehicle Speed	0	Weather cle Condition	ar and dry	P	rop Owner	n/a	Property Type	r/a
Last Service Date		Loc Last Service			roperty ocation	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	50.00	Spec Equip n/a Installer	3		rop Damage escription	n/a		
Primary Veh Use	Personal	inspection Then Type	mat Event	Ir	spected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	entire d/s of veh burned, totaled	- -		E	xpisin Other	being sent to ESIS - unk last eve dat	e & loc	

Report Generated for toporowm

on 11/19/2009

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Activities

11/19/2009 01:39:10 PM GARCIAJR	SASSIGNED TO SACTIVITY TYPE SEE THE SACTION OF THE SAC			Walting for ESIS to pick up		
Confidential Comments				1		
11/19/2009 01:38:41 PM GARCIAJR Contact Last Name	Assigned To Activity Type Temper ESISBIQU Escalation Contact First Name	ESIS-Thermal Event In Progre		Thermal event - ESIS		
pomments D7 Chevrolet TrailBlazer - thermal even Joe G/PAR/ATX Confidential Comments	u			l I		
11/19/2009 01:02:31 PM GARCIAJR		Ownership Escalated to Done BRC	11/19/2009 01:02:31 PM	Description Ak Ownership Escalated to BRC		
Contract Last Name Comments	Contact First Name	Account	BAC Code			
Confidential Comments Created ***: 211 Created Bys 11/19/2009 12:07:08 PM MARTIRAM		Activity Sub-Typo and	5 7 2 2 Completed 25 12 1/19/2009 12:07:08 PM			
Contact Last Name	Contact First Name	Account	BAC Code	changed FROM: MILLARGO TO: GARCIAJR		
Confidential Comments				l		

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Activities

MStatus Acceptation Completed の事業を発生し、Description では、Description では、 Bankion File Activity Sub-Type 不多な調 Created : Activity:Type Created By Activity:Type Company 11/19/2009 01:38:40 PM made initial ct wicust's spouse 11/19/2009 12:06:04 PM MARTIRAM GARCIAJR Initial Contact- Phone BRC PAR Done BAC Code Contact First Name

Crm stated calling to the wicust re the product allegation case, understand that weh went up in flames.

Cust stated that is correct, weh was parked overnight when she was told by neighbor that her veh was burning up. Cust stated she saw flames coming from the drs of the veh, was told it was electrical in nature.

Crm verid pre-par & par detail screen info.

Crm also advised that will need to refer this file to our central claim dept, they will I/u w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments

সাম্য Activity Sub-Type সামের জি Status পর্যার প্রতিসামির হার Greated Created By Assigned To MActivity Type 6 11/19/2009 01:13:45 PM Jim Crivelli Chevrolet (Vm for svc adv. 11/19/2009 12:05:54 PM MARTIRAM GARCIAJR BRC PAR initial Contact- Dealer Done Ken) BAC Code Account Contact Last Name Contact First Nan

Called dir @ (412) 331-0120:

Calling to get any details that may be related to cust's product allegation case.

Joe G/PAR/ATX

Confidential Comments

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Activities

Croated States Parking Created By as.	: Assigned To ##Activity:Ty	/pe⇒ ം ::::8####:"Activity"Sub-TypeB	Status Parallel	Completed 2	/Description # 1
11/19/2009 12:05:39 PM MARTIRAM	GARCIAJR BRC PAR	Initial Contact- AVM	Done	11/19/2009 01:14:44 PM	Vm for FOM, Jeff Jeffrey
Contact Last Name (17)	Contact First Name	Account -		BAC Code	
Comments 1. 2. 2. FOM: Jeff Jeffrey	<u> </u>				
Node: 914055					
Mailbox: 8057					
Calling to provide heads-up/FYI on cust	's product allegation case.				
Joe G/PAR/ATX					
Confidential Comments					
				_	
Croated Selection Created By a	Assigned Tole Activity T	ypo Activity Sub-Typol-	STATE Status	Completed Halfis Hara	Description (ACMA)
11/19/2009 12:05:11 PM MARTIRAM	GARCIAJR BRC PAR	Acknowledgement	Done	11/19/2009 01:21:48 PM	acknowledgement made (Vm for cust)
Contact Last Name	Contact First Name	Account		BAC Code	
Calling to the w/cust re the product alleg	ation case.				
Joe G/PAR/ATX					
Confidential Comments					
Created ಾಡ್ ಹಾಗ್ Created By				E≰ Completed (1999)	
11/19/2009 12:04:49 PM MARTIRAM	GARCIAJR Notify CR		Done	11/19/2009 01:07:19 PM	file assigned
Contact Last Name	Contact First Name	Account		BAC Code	
Comments				-	
90mm67762				3	
Confidential Comments					

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Activities

Created Character For Created By	Assigned:To:	Activity Type 229 III	MActivity Sub-Type: ######	Status Emple	Completed to the second	Description 2000年 1000年
11/19/2009 12:04:36 PM MARTIRAM	GARCIAJR	Research		Done	11/19/2009 01:08:55 PM	Research VIN
Contact Last Name	Contact First	Name	Account		BAC Code	
Commens						
Summary:						
Repairs - no related repairs						
Recalls - no open recalls						
SR's - no other files for this veh						
Joe G/PAR/ATX						
Confidential Comments						
Created Season Created By	Assigned To	MActivity Type	FActivity Sub-Type : ***	na Status Baiss	-Completed:	少Description MAC P 、
11/19/2009 12:04:14 PM MARTIRAM	GARCIAJR	BRC PAR	Case Assigned	Done	11/19/2009 01:07:16 PM	Ele assinged to Joe Garcia ext 11291
Control Last kloma	Contact Dis	" Name	Account		BAC Gode	
0-164-11-10	***					
Confidential Comments						
Created #5:	Assigned To		NWActivity Sub-Type - 331-4			SR in Status of Closed has been Re-
11/19/2009 12:04:03 PM MARTIRAM		SR Opened		Done	11/19/2009 12:04:03 PM	Opened by MARTIRAM
Contact Leet Name	Conton Ein	** Namo	Account		BAC Code	
(2						
Comments						
Confidential Comments						
to a second seco						

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Activities

Created # 750-18-10-19 Created By 102 Assigned To 12 Activity. Type 12-19 Completed was served Description 如本:《中国中国共和国中国 Activity Sub-Type Type #Status 11/19/2009 12:04:01 PM Service Request has been Closed Dissatisfied. 11/18/2009 12:04:01 PM MARTIRAM MILLARGO SR Closed - Dissatisfied BAC Code Comments Confidential Comments Status Completed Manager Description Completed Created A - - - - - - - - Created By Mark Assigned To → Activity (Type) Activity Sub-Typo™ 11/18/2009 02:18:20 PM MILLARGO MARTIRAM Escalation 11/19/2009 12:03:58 PM Assigning activity to PAR QUEUE BAC Code Received and assigned in PAR. Ramiro MATX/Workflow Par CRS advised that a person from the PAR Department will contact the customer within 2 business days. Confidential Comments Description State New Management Created By MAAS signed To ы Activity Type ... MActivity Sub-Type: nStatus 海鷹 en. Completed assetting 11/18/2009 02:18:18 PM Alleged product allegation, fire 11/18/2009 02:15:04 PM MILLARGO MILLARGO Inbound Call Customer **Complex Request** Done Comments cust sis: (inssurance Co agent calling) sis that were was parked and got on fire completely due to a driver side wiring overheated. Inssurance co agent sta she is calling to get the reimbursement for this defect issue. crs adv ; will need to fill a form and escalate the case to a Par agent that will contact her back within 2 days. Nick Millara CAC / BA / T 1 Lvl 1 Confidential Comments **UCC** Information Symptom Ph. Thermal Event UCC Code 15 10 SCENE BOOK CONTROL OF STREET STREET, MARKET STREET - PERSON Description To the Brown Confession

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GM Vehicle Inquiry System Summary

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Help

VIN:	IGNDT	13SX72			•		,		
	_	VEHI	CLE IN	FORMAT	ION				
Merchandising Model:		CT15506 -2007 TRAILBLAZER LS 4WD Warranty Start Date:				ate :	01/04/2007		
BARS Order Type:	70	- RETAIL - STOCK	·	•••					
Delivering Dealer:	Delivering Dealer: JOHN SERETTI CHEVROLET, INC. 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571			INC.	Selling Sout	rce :	13 - CHEVROLET		
				8-2571	Site Code:		13745		
	(41	(412) 264-3325			Business Associate Code:			113457	
Service Contract :	No	Branded Title:	Yes	Warra	arranty Block :		PDI S	tatus :	Paid
	· ·	REQUI	RED FI	ELD ACT	IONS	<u> </u>			

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Туре	Number	Description	Posted Date	Status
EI	07279	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007	Sce Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Statu	s Inactive	Refer to Help page for details origo to OnStar Online Enrollme (located on the "OnStar" tab in GM InfoNET) or (888)ONSTA (888) 667-8271.				
XM Equipped	Yes	XM Radio ID	9PKBQ007	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 LIMITED WARRANTY	01/04/2007	62 miles	01/04/2010	36062 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	01/04/2007	62 miles	01/04/2013	100062 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	01/04/2007	62 miles	01/04/2012	100062 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/04/2007	62 miles	01/04/2015	80062 miles

1	1	1		1 2,2,2 11
36/36000 FEDERAL EMISSION	01/04/2007	62 miles	01/04/2010	36062 miles

CLAIM HISTORY

R.O Date	R.O Number	Турс	Labor Operation	Odome Readi	
06/12/2009	254098	#	N4863 - MODULE - LIFTGATE CONTROL - REPLACE	31081	miles
06/12/2009	254098	#	E0716 - DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING	31081	miles
06/12/2009	254098	#	D0362 - HEATER AND AIR CONDITIONING CONTROL REPLACEMENT	31081	miles
04/29/2009	244517	#	Z2080 - ROADSIDE SERVICE (TOWING)	28927	miles
04/29/2009	252807	#	L1225 - FUEL TANK FUEL PUMP MODULE REPLACEMENT - LEFT SIDE	28957	miles
04/29/2009	252807	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	28957	miles
03/12/2009	067963	#	N6624 - OCCUPANT SAFETY WIRING AND/OR CONNECTOR REPAIR OR REPLACEM	26468	milcs
12/19/2008	Z80732	#	Z2084 - ROADSIDE SERVICE (FLAT TIRE)	20000	miles
12/11/2008	064871	#	N4863 - MODULE - LIFTGATE CONTROL - REPLACE	21016	miles
09/26/2008	062014	#	B4155 - OUTSIDE REARVIEW MIRROR REPLACEMENT - RIGHT SIDE	17815	miles
12/10/2007	051016	#	C0182 - FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT - RIGHT SIDE	8310	miles
12/10/2007	051016	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	8310	miles
09/25/2007	171605	#	B5910 - LIFTGATE OUTSIDE HANDLE REPLACEMENT	6852	miles
12/08/2006	A98345	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

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Help

VIN:			IGND	T13SX72										
			<u> </u>	CLAIM II	IS	TORY								
Repair Ord	ler Date	: 06/	12/2009	Repair Order Number :	2	54098	Odom	eter Re	adi	ing:	31081 miles			
Serviced				ROLET, INC.	S	elling Sou	rce :			13 - C	CHEVROLET			
By:	MC KE	ES RO	CKS, PA	PLAZA 15136-3559	Şi	ite Code :				13205	.05			
	(412) 33	1-0120			В	usiness A	ssociate	Code:		11344	3			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Par	t	Auth Code		erson Code	Line Total	Comments		
06/19/2009	15	01	#	N4863 - MODULE - LIFTGATE CONTROL REPLACE	-	25846782 MODUL		N/A	;	N/A	\$ 165.42	Y		
06/19/2009	15	02	# E0716 - DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING N/A					N/A	1	N/A	\$ 22.52	Y		
06/19/2009	15	03	#	D0362 - HEATER AND AIR CONDITIONING CONTROL REPLACEMENT		2594504 CONTRO		N/A	1	N/A	\$ 202.32	Y		
			<u>'</u>											
Repair Ord	ler Date	: 04/	29/2009	Repair Order Number :	2	244517	Odom	eter Re	ad	ing:	: 28927 miles			
Serviced				STANCE/CCAS	S	elling Sou	ırçe :			13 - C	HEVROL	et		
By:	ONE CA			5-5117	S	ite Code :				34415	i			
					B	usiness A	ssociate	Code:	;	20745	3			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	ırt	Auth		Person Code	Line Total	Comments		
05/08/2009	3	01	#	Z2080 - ROADSIDE SERVICE (TOWING)		N/A		С		N/A	\$ 69.97	N		
Repair Ord	Repair Order Date: 04/29/2009 Repair Order Number:				252807 Odometer Rea			ad	ing:		28957 miles			
Serviced	Serviced JIM CRIVELLI CHEVROLET, INC.				Selling Source: 13 - CHEVROLET				er					
l					Г									

By:				S PLAZA	Site Code:		1320	13205			
	MC KE (412) 33			\ 15136-3559	Business Associat	e Code :	1134				
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
05/15/2009	5	01	#	L1225 - FUEL TANK FUEL PUMP MODULE REPLACEMENT - LEFT SIDE	19153374 - MODULE KI	P	N/A	\$ 610.40	Υ		
05/12/2009	4	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	\$ 60.00	Y		

Repair Ord	ler Date	: 03/	12/2009	Repair Order Number :	067963	Odome	ter R e n	ding: 26468 mile			
Serviced				OLET, INC.	Selling Source: 13 - CHEVROLE						
By:	5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571 (412) 264-3325				Site Code:		10151	10151			
	(412) 264-3325				Business Assoclate Code:			236896			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	irt	Auth Code	Person Code	Line Total	Comments	
03/17/2009	987	OL	#	N6624 - OCCUPANT SAFETY WIRING AND/OR CONNECTOR REPAIR OR REPLACEM	1916844 SPLICE		E	N/A	\$ 70.45	N	

Repair Ord	ler Date	: 12/	19/2008	Repair Order Number :	Z80732	Odome	ter Rea	ading: 20000 mi			
Serviced By:				STANCE/CCAS	Selling Sou	irce :		13 - C	HEVROL	ET	
2, .	ONE CABOT RD MEDFORD, MA 02155-5117				Site Code:		34415	34415			
	Į				Business A	ssociate (Code:	207453			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	Pa	ırt	Auth Code	Person Code	Line Total	Comments	
12/26/2008	964	01	#	Z2084 - ROADSIDE SERVICE (FLAT TIRE	N/A		С	N/A	\$ 42.21	N	

Repair Or	der Date :	12/11/2008	Repair Order Number :	064871	Odon	neter Re	ading :		21016 miles
Serviced		TAR CHEVR		Selling So	игсе :		13 - 0	CHEVROL	ET
Ву:	MOON T	IVERSITY BL OWNSHIP, PA		Site Code:			1015	1	
	(412) 264	-3325 		Business A	Associat	e Code :	2368	96	
Cycle	Cycle	Case Type	Labor Operation	Part Auth		Person	Line	Comments	

Date	Nbr					Code	Code	Total	
12/16/2008	961	01	#	N4863 - MODULE - LIFTGATE CONTROL - REPLACE	25846782 - MODULE	N/A	N/A	\$ 181.66	N

Repair Or	der Date	: 09/	26/2008	Repair Order Number :	063	2014	Odome	ter Rea	ding :	17815 miles	
Serviced				OLET, INC.	Selling Source: 13 - CHEVROI					HEVROL	ET
By:		UNIVERSITY BLVD ON TOWNSHIP, PA 15108-2571			Site Code:				10151		
·	(412) 26	4-3325	i		Business Associate Code:			23689			
Cycle Date	Cycle Nbr	Case	Турс	Labor Operation		Pa	irt	Auth Code	Person Code	Line Total	Comments
10/03/2008	940	01	#	B4155 - OUTSIDE REARVIEW MIRROR REPLACEMENT - RIGHT SIDE	19120843 - MIR GLASS N/A		N/A	N/A	\$ 75.53	N	

Repair Ord	ler Date	: 12/	10/2007	Repair Order Number :	051016 Odomete		eter Re	ading :	8310 miles					
Serviced				OLET, INC.	Selling So	urce :		13 -	CHEVROLET					
By:	5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571 (412) 264-3325				Site Code	:		1015	1					
 	(412) 26	3325	i		Business Associate Code:			Business Associate Code: 236			Business Associate Code : 236896			
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation	l Part l'i''		Auth Code	Person Code	Line Total	Comments				
12/21/2007	858	01	#	C0182 - FRONT SIDE DOOR WINDOW REGULATOR REPLACEMENT - RIGHT SIDE		15944001 - REGULATOR		N/A	\$ 301.66	N				
12/21/2007	858	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A		G	N/A	\$ 74.00	Y				

Repair Ord	ler Date	: 09/	25 / 2007	Repair Order Number :	17	1605	Odome	ter Rea	ding: 6852 mil			
Serviced By:	By: 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571					lling Sou			13 - C	HEVROL	ET	
	(412) 20				Business Associate Code:			11345	7	_		
Cycle Date	Cycle Nbr	Case	Туре	Labor Operation		Pa	rt	Auth Code	Person Code	Line Total	Comments	
09/28/2007	834	01	#	B5910 - LIFTGATE OUTSIDE HANDLE		N/A N		N/A	N/A	\$41.96	N	

				REPLACEMENT					1		_
Repair Ord	ler Date	: 12/	08/2006	Repair Order Number :	ΛS	98345	Odome	ter Rea	ding:		0 miles
Serviced				VROLET INC.	Selling Source:				13 - C	HEVROL	EL
By:		23 WILMINGTON RD W CASTLE, PA 16105-1133			Site Code:			13187			
	(724) 65	4-7741			Bu	siness A	ssociate	Code:	11343	8	
Cycle Date	Cycle Nbr	Case	Турс	Labor Operation		Pa	ırt	Auth Code	Person Code	Line Total	Comments
12/12/2006	751	01	I	Z7000 - PRE-DELIVER INSPECTION - BASE TIME		N/A		N/A	N/A	\$ 80.55	N

CHECK HISTORY

	·	
Vehicle Has No Associated Check History.		

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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

1			
	VIN	IGNDT13SX72	
	* ** *	1011211201112	

VEHICLE BUILD

Merchandising Model:	CT15506 -2007 TRAILI	CT15506 -2007 TRAILBLAZER LS 4WD	
Gross Vehicle Weight Rating:	2611 kg (5757 lb)	Order Number :	KPGJ32
Build Date :	12/08/2006	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

AJI - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
ALO - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AUO - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	A50 - FRT BUCKET SEATS & FLR CONSOLE
BVE - RUNNING BOARD, ASSIST STEPS	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	C49 - REAR WINDOW DEFROSTER
C5N - GVW RATING - 5750 LBS	DAY - ASSEMBLY PLANT MORAINE, OHIO
DK7 - OVERHEAD CONSOLE	DP2 - POWER OSRV MIRRORS
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	KG4 - GENERATOR 150 AMP
K18 - ELECTRIC AIR INJECTION SYSTEM	K34 - CRUISE CONTROL
LL8 - ENGINE, VORTEC 4.2L SFI 16	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
	PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - SERVICE FEE

N75 - 17" ALUMINUM WHEELS	EXTRA. IST 3 MONTHS INCL. * AM/FM STEREO W/G DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) * OVERHEAD CONSOLE
QTR - WOL ON/OFF ROAD TIRES	RYJ - CARGO SHADE
R6K	R6P - SPECIAL PAINT
R9N - LEATHER SEAT TRIM	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	TB4 - LIFTGATE
T61 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
UAG - THEFT DETERRENT ALARM SYSTEM	UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)
UEI - 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
VIK - 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	ISB - 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
ISZ - PREFERRED EQUIPMENT SAVINGS	28H - LIGHT GRAY
28I - INT TRIM LT GRAY/DK GRAY	6FB - COMP FRT LH COMPUTER SEL SUSP
7FB - COMP FRT RH COMPUTER SEL SUSP	8UZ - COMPONENT RR LH COMPUTER SEL
80U - RED JEWEL TINTCOAT	9UY - COMPONENT RR RH COMPUTER SEL

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The First Liberty Insurance Corporation

5050 W Tilghman St Ste 200 dlentown PA 18104-9154 'el: (800) 521-0986 / (800) 521-0986 ax: (603) 334-0372

RECEIVED

DEC 1 8 2009

ESIS-GM CLAIMS UNIT

December 14, 2009

ESIS/GM CLAIM PO BOX 300 **DETROIT MI 48265-3300**

ATTN CLAIMS DEPARTMENT

YOUR INSURED:

YOUR CLAIM NUMBER: 71-777390691 OUR INSURED:

OUR CLAIM NUMBER:

DATE OF LOSS:

)

08/20/2009

CHEVY

Dear Brian Schwartz:

Enclosed please find the experts report along with information from our insured

Please feel free to call me if you have any further requests or questions.

Sincerely, DAWN PERL Recovery Team Subrogation Department (800) 521-0986 / (800) 521-0986 Extension 73407

Email: DAWN.PERL@LIBERTYMUTUAL.COM

Englosure

Examination Report
Vehicle: 2007 Chevrolet Trailblazer
For
Liberty Mutual Insurance Company

October 4, 2009

Ву

Keith J. Stephan, Sr. Indianola, PA

Keith J. Stephan, Sr. Forensic Automotive Services

Post Office Box 695 Indiancia, PA 15051 0695 Cell 412,860 1179 Fair 412 767 5416 Email Instephan12@comcastinct

October 4, 2009

Mr. Evan Faber Liberty Mutual Insurance Company 2501 Wilmington Road New Castle, PA 16501

RE: Our Assignment #:

09-246-SP

Insurance Claim #:

Insured:

1 GHL - 700 L

Vehicle:

Make - Chevrolet Model - Trailblazer Body Style - 4-door SUV Engine - 4.2 Liter/ 6-cylinder

Engine - 4.2 Liter/ 6-cylinder Transmission - <u>Automatic</u> 4x4

VIN #: 1GNDT13SX72

Registration Plate: N/A
Production Date: 12/06
Mileage: N/A
State Safety/Emission: 9/11

Date of Loss: 8/20/2009

Type of Loss: Fire

Per your request, the above identified subject vehicle, a 2007 Chevrolet Trailblazer, 4-door SUV, bearing vehicle identification number 1GNT13SX72 was examined. This examination was conducted on September 1, 2009 at Copart Auto Auctions, Thompson Run Road, West Mifflin, Pennsylvania 15122.

PURPOSE

The purpose of this examination was to determine the origin and cause of the vehicle fire that had occurred on August 20, 2009.

OPINION

A thorough, and extensive, examination of the subject vehicle, a 2007 Chevrolet Trailblazer, 4-door SUV, bearing vehicle identification number IGNI 13SX72 was conducted.

This examination included, but was not limited to, the interior and exterior of the vehicle, the fuel, emission, exhaust, drivetrain, electrical system, power options, as well as research into recalls and technical service bulletins applicable to the subject vehicle.

As a result of this examination, it is the studied opinion of this examiner, with a high degree of technical and professional certainty that the vehicle fire that had occurred on August 20, 2009, was accidental in nature. The causation for this fire can be attributed to the high resistance or glowing connection within the driver's side front door power window and lock master switch. It has been reported by Evan Faber of Liberty Mutual Insurance Company, that the insured had been experiencing service problems with the driver's side front door power lock assembly. It had recently been repaired by NorthStar Chevrolet in Robinson Township. The vehicle continued to experience service problems with the power door locks. It has been reported that the vehicle fire occurred while the vehicle was parked and unattended. The power door locks on this vehicle are powered at all times regardless of the key position. The examination of the interior mounted fuse and relay panel located below the drivers side rear seat cushion showed that the 10 amp fuse for the power door module had blown and failed at some time during the vehicle fire.

It is the opinion of this examiner that the driver's side front door wiring and master power window switch assembly overheated to the extent that the interior trim panel and instrument panel ignited.

In view of these findings and recent service history. I would suggest that subrogation possibilities against NorthStar Chevrolet be conducted as their technicians failed to properly diagnose this service problem with the power door lock system of the subject vehicle.

If any additional information becomes available in this matter, or if you have any further questions, please do not hesitate to contact me. I reserve the right to revise or amend my opinion in the event new information, documentation or evidence becomes available.

Keith J. Stephan, Sr.

ASE Certified Technician

KEITH J. STEPHAN, SR. FORENSIC AUTOMOTIVE SERVICE

That morning. The Fire storted By itself. The main part of the damage was the dash board. The only thing we could come up with was a short in the wiring that had to stant the Fire. Aftern Fire was out it was towed a then Liberty Mutual Retrieved it For its assessment of the damage. The decision was that it was totaled.

Liberty Mutual STATEMENT OF CLAIM FORM

DESCRIPTION OF LOSS OR DAMAGE on claim

Date: 8-20-09

Time: 8:15 am

Location:

MCILLES Rucies, PA (Front of our house)

Please describe how the ioss occurred. This should include the events prior to and immediately following the incident. The prior Day we had gone to Illunywood a my husband tool. We we had fore EVENING; Ober returned at 11:00pm. The Following morning my husband what to work at 8:00 am there was a ringing on my doorbell when I answere the door the man on my porch told me that my cur was on Fire. I called 9114 the Policeo Firetrock's arrived + Pu+ the Fire out. The Vehicle was cold For 9 hours no one touched the vehicle

WHO CAUSED THE DAMAGE

Name: Malfunction in the wiring so it must be

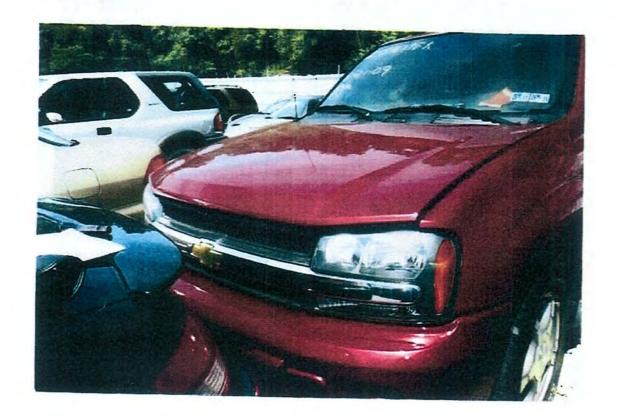
GMAC Address:

Date: ///2/<u>/09</u>

Signature:

PHOTOGRAPHIC DOCUMENTATION

Please note that it is an industry standard that all right and left designations are as viewed while being seated in the driver's area facing forward.



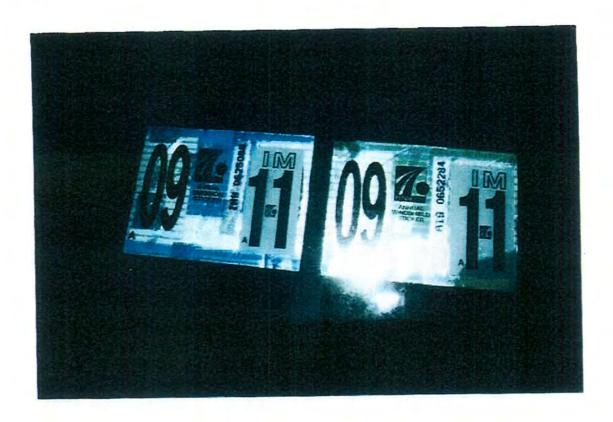
Photograph 1

This photograph is a view of the front of the subject vehicle. No exterior fire damage was present. Smoke film had accumulated on the inside surfaces of the windshield.

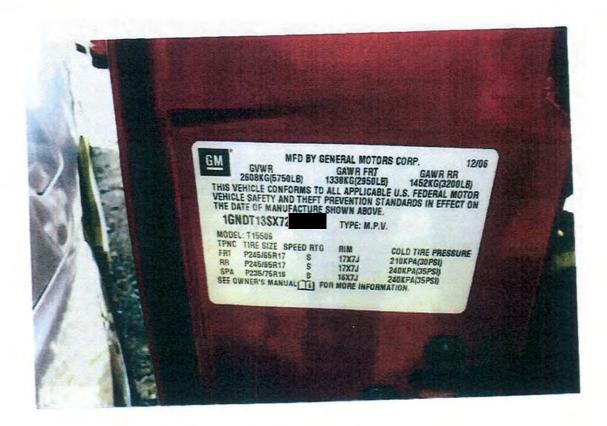


Photograph 2

This photograph is a view of the public mounted vehicle identification number at the base of the driver's side windshield area, bearing vehicle identification number 1GNT13SX72

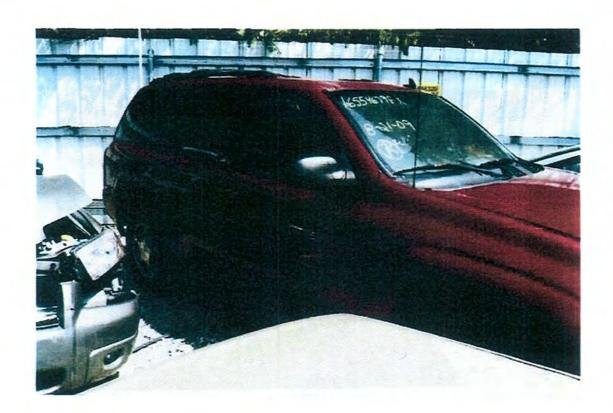


Photograph 3
This photograph is a view of the Pennsylvania state safety and emission inspection stickers, displaying an expiration of 09/11.



Photograph 4

This photograph is a view of the federal motor vehicle safety label attached to the driver's side front door, bearing vehicle identification number 1GNT13SX72 with a manufacture date of 12/06.



Photograph 5

This photograph is a view of the passenger side of the subject vehicle. No exterior fire damage had occurred. Smoke film had accumulated on the inside surfaces of the windows.

Assignment # 09-246-SP Claim

October 4, 2009

Page 7



Photograph 6

This photograph is a view of the rear of the subject vehicle. No exterior fire damage had occurred. Smoke film had accumulated on the inside surfaces of the windows.



Photograph 7

This photograph is a view of the driver's side rear of the subject vehicle. No exterior fire damage had occurred. Smoke film had accumulated on the inside surfaces of the windows.



Photograph 8

This photograph is a view of the driver's side front door and driver's side front of the vehicle. Smoke film was evident at the upper portion of the driver's side front door. The driver's side front door glass was found to be open. Fire damage is apparent at the interior of the vehicle at the headliner steering wheel area.



Photograph 9

This photograph is a view of the 4.2 Liter/ 6-cylinderengine and engine compartment. No fire, heat, or smoke damage had occurred within the engine compartment.



Photograph 10

This photograph is a view of the driver's side front of the subject vehicle. The battery remained connected at the time of this examination. No fire, heat, or smoke damage had occurred within the engine compartment or engine compartment wiring.



Photograph 11

This photograph is a view of the interior of the under hood fuse and relay center. No fire, heat, or smoke damage had occurred at this area.



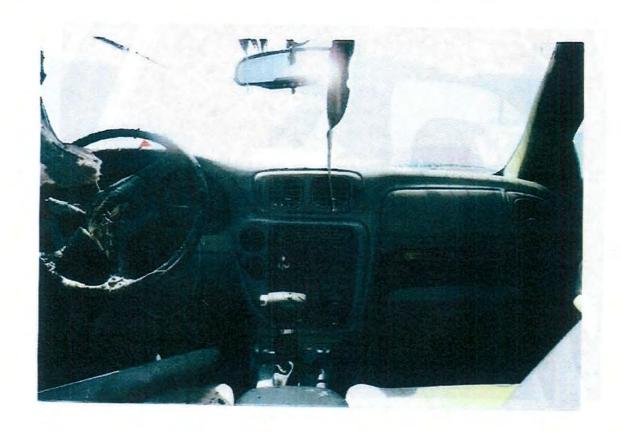
Photograph 12

This photograph is a view of the rear cargo area as viewed from the rear seat. Smoke damage had occurred at this area. A roll of paper towels and a plastic wrapper were found at this area that had not been subjected to fire damage.



Photograph 13

This photograph is a view of the rear seating area as viewed through the driver's side rear door opening. Smoke damage is apparent at the interior of the vehicle. No fire damage had occurred at the rear seating area.



Photograph 14

This photograph is a view of the front seating and instrument panel area as viewed from the rear seat. Fire damage is apparent at the head liner and outer portion of the steering wheel and driver's side of the instrument panel.



Photograph 15

This photograph is a view of the inner portion of the driver's side front door and outer portion of the instrument panel at the driver's side of the vehicle. Fire damage is apparent at the interior of door, steering wheel, and driver's side of the instrument panel.

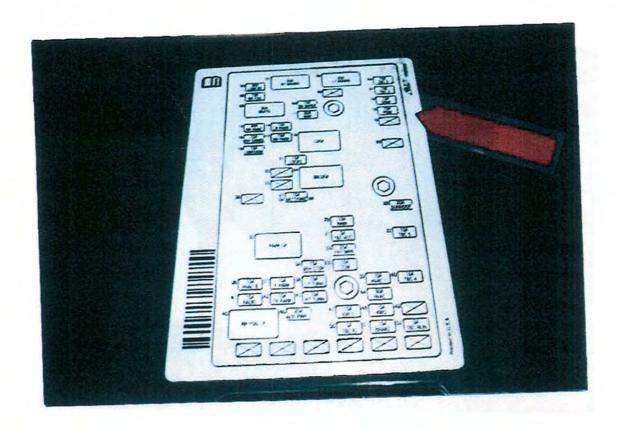


Photograph 16
This photograph is a view of the head liner above the driver's side front seating area that had been subjected to significant fire damage.



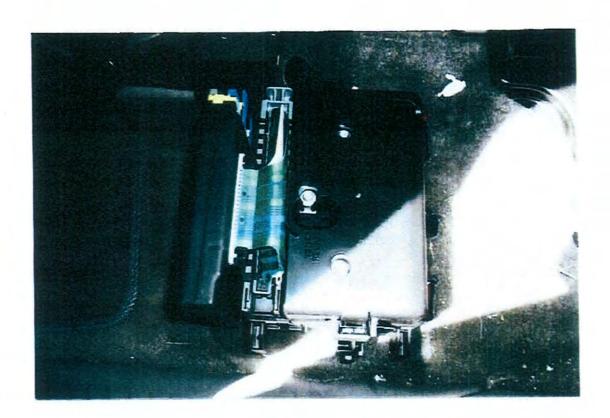
Photograph 17

This photograph is a view of the interior fuse and relay center locating below the driver's side rear seat prior to opening for internal examination. No fire damage had occurred at the outer portion of the fuse and relay center cover.



Photograph 18

This photograph is a view of the schematic attached to the inside portion of the under seat fuse and relay center cover. The arrow indicates the location of the 10 amp fuse for the power door module.



Photograph 19

This photograph is a view of the fuse and relay center below the drivers side of the rear seat cushion after removal of the outer cover. No fire, heat, or smoke damage was present.

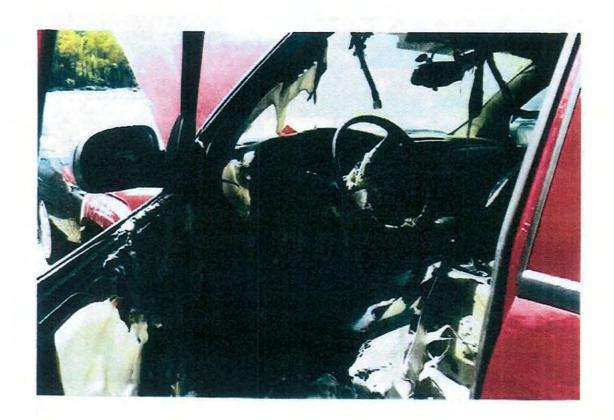


Photograph 20

This photograph is a view of the fuses and relays within the interior mounted fuse and relay center. The arrow indicates the 10 amp fuse for the power door module.



Photograph 21
This photograph is a view of the 10 amp fuse after removal. The fuse for the power door module was found to be blown.



Photograph 22

This photograph is a view of the driver's side front seating, instrument panel, and inner portion of the door as viewed through the driver's side front door opening. Severe fire damage is apparent at the interior of the door and driver's side of the instrument panel.



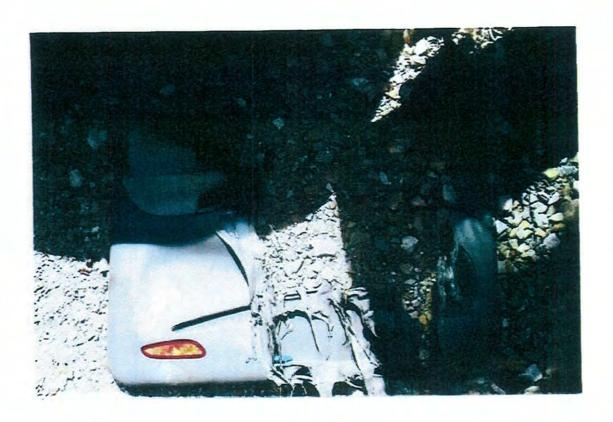
Photograph 23

This photograph is a view of the fire damaged remains of the driver's side of the instrument panel. The digital mileage could not be determined due to fire damage. The outer bezel for the instrument panel had been severely damaged by the fire at its juncture with the driver's side front door. No evidence of beading, areing or overheating of the instrument panel wiring was found.



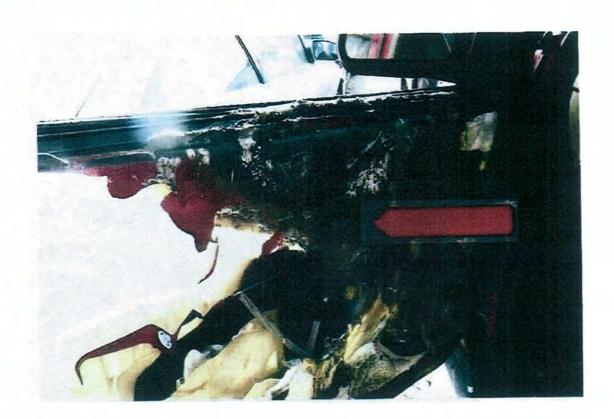
Photograph 24

This photograph is a view of the driver's side front seat lower cushion. The outer forward portion of the seat cushion had been destroyed by the fire exposing the steel seat frame.



Photograph 25

This photograph is a view of the fire damaged remains of the driver's side front door interior trim panel after removal from the vehicle. The center upper portion of the door panel had been destroyed by the fire. This is the location for the drivers side master window switch control unit.



Photograph 26
This photograph is a view of the fire damaged remains of the inner portion of the driver's side front door. The arrow indicates the approximate position of the drivers side master window switch control panel.

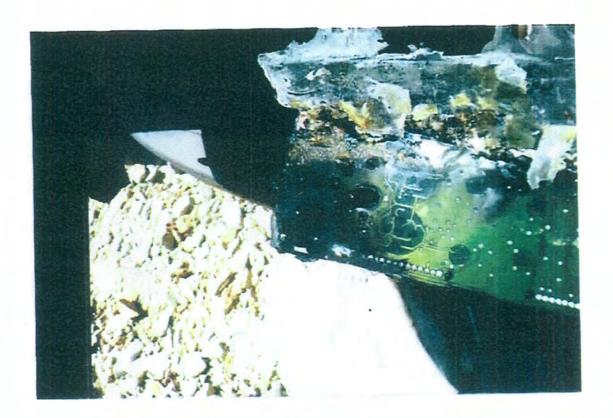


Photograph 27
This photograph is a view of the fire damaged remains of the driver's side front door, wiring harness, and master switch panel after relocation from the rocker panel sill plate. Evidence of internal heating of the electrical wiring was found.



Photograph 28

This photograph is an additional view of the electrical wiring where it is connected to the fire damaged remains of the drivers side front door master window switch. Evidence of internal heating of the wiring and switch was noted.



Photograph 29
This photograph is a view of the fire damaged remains of the circuit board for the driver's side front door master switch panel. Severe fire damage is apparent at the circuit board.



Photograph 30

This photograph is an additional view of the fire damaged remains of the circuit board for the drivers side front door master window switch. Severe fire damage is apparent.

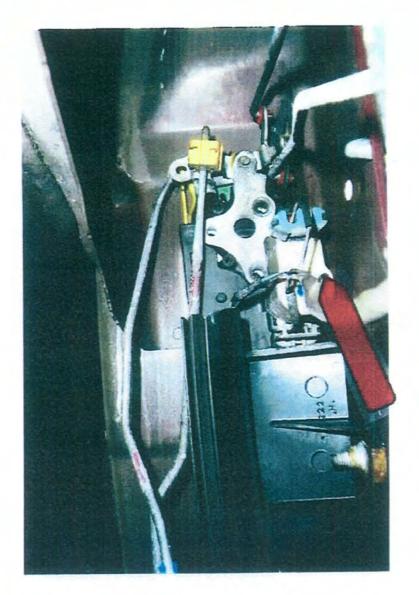


Photograph 31

This photograph is a view of the fire damage remains of the flexible plastic cover for the master switch panel after relocation. Area of significant fire damage is apparent. This is the location for the power door lock switch.



Photograph 32
This photograph is a view of the driver's side front door opening. The arrow indicates the fire damage remains of the switch panel where it was initially located prior to the fire.



Photograph 33

This photograph is a view of the interior of the driver's side front door. The arrow indicates the power door lock actuator. No evidence of overheating of the electrical wiring was found at this area.



Photograph 34

This photograph is an additional view of the power door lock actuator that is an integral part of the driver's side front door latch assembly. No evidence of overheating of the wiring or power door lock actuator was found at this area.



Photograph 21

This photograph is a view of the 10 amp fuse after removal. The fuse for the power door module was found to be blown.



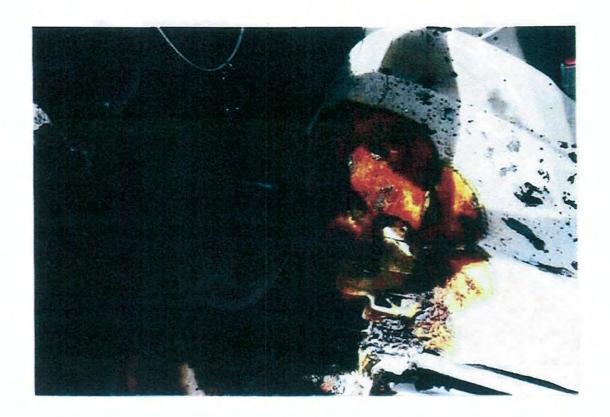
Photograph 22

This photograph is a view of the driver's side front seating, instrument panel, and inner portion of the door as viewed through the driver's side front door opening. Severe fire damage is apparent at the interior of the door and driver's side of the instrument panel.



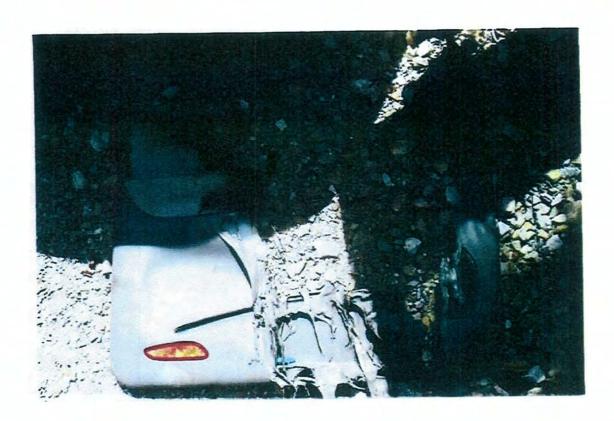
Photograph 23

This photograph is a view of the fire damaged remains of the driver's side of the instrument panel. The digital mileage could not be determined due to fire damage. The outer bezel for the instrument panel had been severely damaged by the fire at its juncture with the driver's side front door. No evidence of beading, areing or overheating of the instrument panel wiring was found.



Photograph 24

This photograph is a view of the driver's side front seat lower cushion. The outer forward portion of the seat cushion had been destroyed by the fire exposing the steel seat frame.



Photograph 25

This photograph is a view of the fire damaged remains of the driver's side front door interior trim panel after removal from the vehicle. The center upper portion of the door panel had been destroyed by the fire. This is the location for the drivers side master window switch control unit.



Photograph 26

This photograph is a view of the fire damaged remains of the inner portion of the driver's side front door. The arrow indicates the approximate position of the drivers side master window switch control panel.



Photograph 27

This photograph is a view of the fire damaged remains of the driver's side front door, wiring harness, and master switch panel after relocation from the rocker panel sill plate. Evidence of internal heating of the electrical wiring was found.



Photograph 28

This photograph is an additional view of the electrical wiring where it is connected to the fire damaged remains of the drivers side front door master window switch. Evidence of internal heating of the wiring and switch was noted.



Photograph 29

This photograph is a view of the fire damaged remains of the circuit board for the driver's side front door master switch panel. Severe fire damage is apparent at the circuit board.



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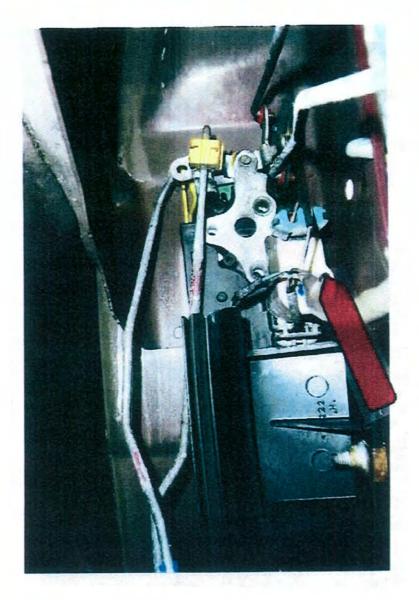


Photograph 31

This photograph is a view of the fire damage remains of the flexible plastic cover for the master switch panel after relocation. Area of significant fire damage is apparent. This is the location for the power door lock switch.



Photograph 32
This photograph is a view of the driver's side front door opening. The arrow indicates the fire damage remains of the switch panel where it was initially located prior to the fire.



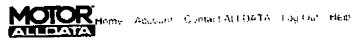
Photograph 33

This photograph is a view of the interior of the driver's side front door. The arrow indicates the power door lock actuator. No evidence of overheating of the electrical wiring was found at this area.



Photograph 34

This photograph is an additional view of the power door lock actuator that is an integral part of the driver's side front door latch assembly. No evidence of overheating of the wiring or power door lock actuator was found at this area.



FORENSIC AUTOMOTIVE SERVICE

Select Vehicle | New TSBs | Technician's Reference Component Search

OK

Conversion Calculator

2007 Chevy Truck TrailBlazer 4WD L6-4.2L

com wildere 🍎 Tecturala Servicio billeti 🥫 i Al Technical Service For etros

All Technical Service Bulletins

1111	CAF	712	ıt.c	111

Number	Date	Title
j7-08-49-020C	04.23.2009	Instruments - IPC Odometer Programming Reference Guide
03-06-04-030G	04/22/2009	Fuel System - Oriveability Issues/MIL/Multiple DTC's
08-05-22-002C	04-07:2009	Brakes - Squeak Noise On Brake Pedal Application
08-03-10-005A	03/31/2009	Wheels/Tires - Chrome/Steel Valve Stem Cap Precautions
04-03-10-001E	03/26 2009	Wheels, Tites - Tire Puncture Repair Procedures
00-05-22-0021	u3/26/2009	Brakes- Disc Brake Warranty Service And Procedures
07 93 16 994B	03/26/2009	Tire Months System - Overview/FAGrDiagnostics
9 5-09-4 0 902C	03/23/2009	Restraints - Seat Belt Operating Characteristic
09-48- 48-002 A	03/19/2009	Body Marks/Stains on Windshield When Wet
04-02 32-001D	53 17/2009	Steering - Steering Gear Stub Shaft Bearing Kit
04-05-25-002E	03-11/2009	Brakes ABS Lamp ON/DTC's C0265/C0201/U1041 Set
08 08-44- 010F	03/09/2009	Navigation Radio - Diagnostic Tips
09-0 9-4 0-001	02/17/2009	Restraints - Seat Belt Warning Lamp On/Buckling Issues
06-00-89-051C	92/11/2009	Locks - Key Gode Security Rules And Information
08-09-41-002C	02, 16/2009	Restraints SRS Lamp ON/Multiple DTC's Stored in Memory
it08-98-002C	u2/03/2009	Body - Hem Flange Rust Repair Information
09- 0 5-05-001	@4/30/2009	Exhaust System - Sulfur Odor Explanation
31-07-30- 036H	01/29/2009	All Control DTC P0756 Diagnostic Tips
90-00-90-002J	01/28/2009	Tires Correct Inflation Pressure Information
A100-89-80-70	01/28/2009	Body - Non-Approval of Clipping For Collision Repair

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Track type (IB) and Coll Out. They they Of Nitrogen Gas in Tires
ാന്ത്രിൽ 320B - 019662009 Instruments Unnecessary Park Assist Mitter Replacement
 folio Distriction of the Professional Engine Coll Consul place condemnes
පත්වන මේ දයිවිද . ් 10 16 7006 Engine Controls - Altermarket caribration identification
ув 38.42 005A — 12.10 2098 (Lightical Headlamp Replacement Guidelines
(34-38 (Ciliple)、 12 12 20ch Restraints (Passenger Presence Sensin ) System Info
1 IN 39 OCTS 112 09 JOBS BULLETIN CANCELLATION NOTIFICATION
19 93 10/006D 11:26:200A Tires Radia/Force Variation (RFV) Into
or 22 to 008A 11526 2006. Tries: Slight/Milo Edge Feathering Information
 at 07 36-017B - 11 25 2009 - 4.1 - Revised Convener Check ValverCooler Line Fitting

    30 to-oits D - 11 24 2000 - Wheels lines - OE Tire-Wheel Characteristics

 11 april to 0.150 - 11034-2006 - Wheels, fires - Vibration While Driving
 its-08.5 1 004D - 11.21 2005 Interior Front Floor Carpet Is Wet
  196 04-419A 111 06:2006 | Flestrical - Intermittent MIL/DTC P2138/Reduced Power
 17 67 30-010A 10 30 2006 A.F. Sontiots - Strapshot Data Upload Information
  8.06 00:009A - force 2008 - Electrical Reducing Intermittent Electrical Concerns
 , 5-სწ. ი. მენნ — to 21/2995 - Engine - Broken Bolt Extraction Information
    od 54-0010 - 10 11 2008 (Hor) - bioperative When Pressing Horn Pad
                  19 of 2001. ABS TOS: StabiliTrak(R) Indicator Billiking/DTC 00196.
  - 4 05 25-60<sup>4</sup>
                 9 (%2006) Riterior Elimination Of Unwanted Odors
    gerneug E
 on a lib objection with a fight Hund Leaking From All Ment
  บส-ยชิ 45-006 - เวษเ25/2008 - Audio System - XM(R) Terrestrial Repeater Changes
 ণুচ 06:44 (৪)ইটে । ৩9/18/2008 - Navigation System - DVD Navigation Updates Program
 ਹਨ ਹਨ ਜ਼ੁਰੂ 0080 = 09 ੱਚ 200± | ObstanRij | Analog/Digital System Information
 SHARE THE JUSTAL COURS 2005 Foot. Exterior Emplem Discoloration/Blistering/Peeling
 😔 แอ 44-9010 - 99-11 2058 - Audio System Identification Of Antenna Mast
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gs-6.5 10-095D	09 11 20 0 8 - V	Wheels Tires - Upsized Wheel Tire Characteristics
ou danta moto	(9405-20 0 5-1	gnting Headlamp Ecrycarbonate Lens Damage Prevention
95-06-44-0216	gg 64 gr (b)	was. System Pop From Front Left Front Speaker
17 18 1 mater	المرفوش الثاريج	Aneels Tres - Required Laber When Changing Wheels Tres
क्ष कि बंबन्दर	329.000	rudic - Inadvertent Steening Wheel Button Autovation
J3000 84-80.11	38 25/2008	A.c. Rear Window Defroster Grid Contact Tab Repair
ns 04-21 ne1B	ją 25 2008	Universalm - Fransfer Case (alines in 4WD AWD)
្រាស់ទី ដងទាំងម៉ុន្ត	08 19 200F	Au tier System: Front Door Speakers Rattle Vibrate
08-08-46-004	us 14 2008	OnStatik) Aftermarket Device Interference Information
08 08 44 025	68 11 2568	Audic System Refurbishing Radio Faceplates Knobs
jis 0. 30 194	ua +8 2608	■ 1 - Water Or Coolant Contamination Information
v6 06 04-02€	38+82008	Fije System (10F HER Detergent Gasonne (Canada)
)8-98-62-001A	92.33.200E	Body - From Rear Bumper Fascia Paint Chipping
g (#6.03-00 8 D	07 21 2008	Charging System I ow Voltage Display Battery Discharged
05 06:02 001A	27 15/2008	Cooling System, A/C: Aluminum Heater Cores/Radiators
აუ და დაი ნაB	u6/27/2006	Alignment Specifications Requirements/Recommendations
∪4.∪6.∪4.⊕4*H	05 24/2008	Filel System - TOP TIER Detergent Gasonie Information
08-08-54-011	06 23 2008	Mirrors - Heated Mirror Defrosting Time
(ib 08-44-023	us 18 2008	Navigation Radio Adaptation After Radio Battery R&R
ដ ម៉ាល់៩១១ ខែ ឱ	18.17 Du0H	Engine Ficer System - Oil Frier additive Information
96 0 6 92 974 5	. 198 13 21 On	Cooling System - Inspecting Radiator/Heater Hose Clamps
99 (44 20 002F	08-08-2008	Discellant - Drizeline Clank Information
860/30/027	05-04-2008	A.T. No Movement in Drive or 3rd Gear
ig 08 ° 10 00€3	3 - 9876312008	Interior - Headliner Sagging at Rear of Sunroof Opening
a. 06-140-005/	8000, 20,660 4	inter a Headliner Sayging at Center Dome Lamp

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96 03 2008 | A.T.: Chagnostic Information for DTC's P0894/P18T0
ವರ್ಷ-೧೯೯೬
                65-39-2906 Engine - New In Mehicle Cylinder Head Service Procedure
   66, 64 Julián
                55 12 2005 - 4.1 Sught Vehicle Movement in Park At Start Up
Ub U1 3 12€

    US 46 (1928) 195 (1920) Fraction System: White From Speakers When Using OnStar(R)

                05 to 2006. Tires - Minimizing Damage to TPM Sensors
 58-63 10 00°°
                Ct. 1, 2008 | 4.7 | Torque (Jonverte: Peplacement Information
 Composition,
                125-12-2006 Tire Monitor System - TPM Sensor Information
 CA-US 16 003
ാം വർ വർ-036E - 55-08-2068 - Emission - Emissions Programming Warranty Coverage
                135.08-2006 A.T. Fluid Leak From Beli Housing Area
 → 30 mm.
 03-07-30-007E | 05/05/2008 A.T. Geal Engagement Time Information
 กระบุย 4. -เดิวัย (เชียว 2.เดิย Lighting - Exterior Lamp Condensation Guidelines
                - 05/02 2006 - MrT - Operating Characteristics of Manual Transmissions
 in a. 29 004E
 06-9. 30-009B | 05/01/2008 | A.T. 4T90F | Slips // Gear E.H. Azle Sear Leaks
                 95/01/2006 Wheels Tires Tire Slowly Loses Air Low Tire Message
  08-03 19-006
 97-98-49-015C 94/29/2008 Instruments Odometer Hour Meter Programming Procedure
  ു ലട്ട പ്രപാര്യം പ്ര4 17 2006 | Electrical | Battery Charging Tips Recommendations
 ഗ്രാൻ 93 (992) . - 94 17 2408 - Battery Charging System - Electrical Diagnostics Into
                 94-15/2005 | Dilvetrain - Service 4WD Light-DTC 00374 Set
  25 04-21-003C
  დიტტი): 612(, - .::4-14-2005 - Engine - Use of Surface Conditioning Disks
                 13.2.1.2009 Engine Accessory Drive Belt Noise Diagnostics/Tool
  JB (05 01 00%
                 33 25:2003 Wheels Tires: Accessory Wheel Tire Mounting/Balancing
  UB-03 10-004
                 103-12/2008 Body TPO Fascia Cleaning Prior to Painting
  ue de 51 dû2 -
                  07/27/2008 Remote Starting System System Inoperative Diagnostics
   58-58-52-007
                  ಚಿತ್ರವಾದರಿರಿಕ್ಕಿ Restraints - Usage of Used/Salvaged/Imitation Components
   18-07-41 1100
  02-67-90-052E - 9, 32-2005 - featomatic Transmission - Fluid Cooler Flushing
  95 00-39-078B | 92 05 2008 | Fuel System | GM Fuel System Treatment PLUS/Ri Info
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04-06-01-029B - 92-95-250b - Engine - Grankcase Flashing Editoriation
บริ (ช่ว-32 313A - 02-05 2008) Steering, Power Steering Pump Replacement Tips
วิธี (เคิ วิส-035A - 02-05/2005 | Fuel System - E85 Fuel Usage Prepaution
                1, 144 LOUR - Drivetrans - AWD 4WD System Drivetine Characteristics
51 54 19 001F
               ും പ്രോഗ് ഇ-haust System - Catalytic Fonverter Precautions
 1 16 J. 010A
64-03-10-312B | 327d 120/6 Wheels | Ormane Wheel Brake Dust Accumulation Pitting
(ii) 08-48-905C | iii) 21-2108 | Body | vehicle Glass Distortion Information
185-38-44-0154 - 30 01 7506 Audio System. Noise When Using Portable Playback Unit

    If it floor Alt - Qualer Line Fitting Applications

 et ข5ะ23 ขัง18 - บ1% 2006 Brakes Rotor Lateral Runoid Correction Information
 უნიშა 52-005C - 31:30 2008 - Keyless Entry System - Characteristics of Operation
                 01/25/2008 A.F. Retrigerant Recovery Recycling Equipment
 58 01 38-001
 4 08 50 006B 10115 10 is Interior. Sear Cover Winkle-Crease Crack Burn Info
 กละสาสติ (1020 - 51.18/1008 ArC - Blower Motor Inoperative bil V/an t Shut OFF
 05-06-02-002B - 01-18/2008 - Cooling System - DEX-COOL(R) Coolant Leak Detection Dye
  บซิ บซิ เทโ บบ 1 - ว.1 17 2008 Engine Replacement Cylinder Head Changes
 งษ์ 08-46-004C - อาการ 2008 - OnStardR - Relestablishing OnStardR) Communications
 op 67 th addC - 60,15,0008 - Wheels Tires - Low Tile Pressure
 ეი.იც.89-029E - 61-10-2003 Interior Cleaning of The Interior Surfaces
 ასიმხ-46-005A - ს1/09-2008 - CinStar-Rir - Availability for The Hearing Impaired
 99-09-40-005E OI 09/2005 Seat Berts Seat Belt Extender Availability
 95-08-46-004B - $1,08-2007 - ObstanRiv Number Incorrect Incorrectly Assigned
  32 08 46-0060 - 01:08:2008 - OnStanRill Incorrect GPS Position Reported During Call
  ரு 68 44-007மு ் 91-08/2005 | OnStanR⊬ | Negative Impact of Cloth Vinyl Roofs
 Dales 111-002G [12:21-2001] Paint Chips Behind Front Wheels Front of Rear Wheels
  ni (gg.41))gg i (j. 1. 2007). Pestrants, An Bag Lamp ON.DTC (l.2 Set
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が、PRIGOSTFA 10:1 につい Interior Circler Pass Power Seats hop, Binding Jammed
                12.15 2007 Electrical (SM-Approved Terminal Prope Test Kit
g 198189 (84)
                17 13 1837 Body Rear Frense Plate Pocket Gasket is Loose
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                1, up 200 Blakes, ABS Lamp ON DTC C0046, Get
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    25.4.60, Tools, 4.0007 in strongers. Enable speedometer Operation
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44 67-36403TD 11 21 2067 A.T. DEXRON(R) WilFluid Information
  , जाने बंध प्रदेशिया । 11 19 200 - OnStar Rivi Loss of GPS Signal-Hands Free Issues
 NOVE 16 002A 11 13 200 Title Monitol System I Vancus Concerns
                11.12/2007 Interior - Rattle From R/H Side of Dash on Start Up
 U. 05-49-024
 98-98-52 000B 11506-2017 Body IL H Front Door Won't Unlock With Key
 →2 91 39 0076 日 05 200 A C. Hattery Draw Information
  CONTRACTOR OF THE PROPERTY BOOK Metal Body Panel Corrosion Protection
                10.31.2097 Rest aints. Seat Belt Latch Stop Button Availability
  ari 09-40-092
  売った 60-021B - 10 04-206 * A T - Key Will Not Release From Ignition Lock Cylinder
  ு ஒள்ளாற்ற அதிக்கேக் Engine Sealant Usage/Procedures
  Study in 624 1917 200 HAT I valve Body Reconditioning
  กระเทศ และ 1 และ 1 และ 1 และ 1 และ 1 และ Engine Internal NoiserDamage After Oil Errer Change
  to US 52-007 - 99 15 2007 Body Filtgate/Glass Latching-Locking Issues
   3. 05-45-00.1 PARIS 2007 Electrical Aftermarket Fuse Warning
  — 08 44-@16A — 08 26@00 — Entertainment System — DVD Monitor Display Inoperative
  11 05-44-017 | 05 1. 2017 Audio System | 6 Disc CD Changer Won't Play-Eject CD
  97-98-66-0970 - 08/20000 Body - Center Mount Brake Lamp Applique loose
  ്യാൻ ആന് ലോഗ് ഈ 18/02/2007 - Starting System - Starter Granks After Key Released
   ം വിദ്യവും പ്രവേശം Navigation Radio (CD Error Message Displayed
   in unitual 035c. 17530-2007. Fuel System (E85 Fuel Usage Precautions
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5050 W. Tilghman St. Suite 200 Allentown, PA. 18104-9154 1-800-521-0986 ext. 73407 Fax # 603-334-0372

November 18, 2009

Mc Kees Rocks, PA.	
Your daim number:	
Dear	•

Your local claims office has referred your case to me, in our Subrogation Department, where we will attempt to collect any possible recovery against the at fault party. In review of the file there is documentation that I need from you in order to have a successful recovery. Please review the following and provide me with as much information as possible.

- 1. Please complete the enclosed driver statement of events form. This should include events prior to end immediately following the incident.
- Provide copies of all available maintenance, warranty, or repair orders on your vehicle. If a private party performed the work, then provide a chronological summary of operations performed.
- Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies
 of the notices and a copy of the repair records pertaining to the recall(s)
- 4. Advise if the subject vehicle was ever in any prior accidents. If applicable, identify the nature and extent of the damages and repairs completed.
- List any after market additions or modifications made to the vehicle. If applicable, provide copies of work invoices and receipts.
- 6. Advise if any injuries. N 0
- 7. Are there any other property damage or personal property losses involved in this claim other, then the subject vehicle itself? YLS Fill Claimed with Home policy with

8. Provide the date of purchased for this vehicle.

Liberty Mutual

Dawn Perl

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all Papers were Left

Subrogation Department

Endosures

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Stowe Township Fleming Park Station 275





*** FIRE / INCIDENT REPORT***

						D,	ATE:	252	1201 2009	C	ALL NO:		7.0	
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INCIDENT HISTORY DETAIL: A090822024

INITIATE: 07:53:10 08/20/09 CALL NUMBER:

ENTRY: 07:53:37

A22024 CURRENT STATUS: ONSCENE

DISPATCH: 07:54:06 ONSCENE: 08:01:44 ALARM LEVEL: CASE NUMBER:

AF0900013863

CLOSE:

EMS CALL: 090807023 LAW CALL: 092320428

LOCATION: 280 WHEELER ST , STO (CLARK & WOOD)

LOCATION COMMENTS:

DAREA: 6FD

275 STATION:

TYPE:

ZFRVEH VEHICLE FIRE PRIORITY: 2

27501 RD:

RUN CARD: 27501A

07:53:37 ACF2 ENTRY

TEXT: VEHICLE ON FIRE NOT ENDANGERING THE HOUSE

SOURCE: RESD

07:53:37 ACF2 E911

LOCATION: 280 WHEELER DR. STO \PHONE: 4123311929

COMP: SOLACK THOMAS

07:54:06 ACF2 DISPATCH ST275 EN275

07:54:26 ACF2 STATION 07:54:38 ACF2 CASE ST275

EN275 AF0900013863 Askigned

07:57:27 NC02 SUPP ..

TEXT: ANOTHER CALLER REPORTING A FULLY INVOLVED VEHICLE

ON WHEELER ST. FLAMES & SMOKE COMING FROM IT

07:58:05 ACF2 ENROUTE EN275 08:00:11 ACF2 MISC EN275 EN275, 276 LT REPORTING THE FIRE IS OUT

08:01:44 ACF2 ONSCENE EN275 08:21:16 ACF2 RETURNNG EN275 EN275

OPERATOR ASSIGNMENTS:

ACF2 403215

NC02 403081

Service Request Detail BRC Type PAR No Goodwill Offered SR No. 71-815348293 Ref No. Goodwill Site Bus. Unit BRC GW SubType Account Approval Not initiated Area PAR Last Namo First Namo Sub-Area Initiate PAR-Thermal Event Electrical - Power Window Motor / Daytime # Evening # UCC Safety West Des Moines Involved Dir Karl Chevrolet, Inc. Yes City Address Phone Updated 3/26/2010 12:16:53 PM Source State ZipCd Con Acct MERCADTO Medium License # Owner Sorial #/VIN 1GNDT13S372 Model Year 2007 Priority 3/25/2010 11:50:47 AM Warr. Start 11/11/2006 Status Open Opened Make Chevrolet Model TrailBiazer Mileage Sub-Status Closed Electrical - Power Window Motor / Switch / Wiring / Regulator (Thermal Event) Abstract This is a BRC PAR File. Please do not Assume, DO NOT ADVISE. Forward at Inquiries to Tonie @ ext 41183 Customer Description

Pre-PAR	₹									
	o≂a Incident Date/Time «& res			o# Paci			Masagane Road	r/a	n/a	Keboun deserving to ache
Owner	3/24/2010 05:30:00 PM	N	0 ************************************			ncrete	Dry			
	imo estado e	ध्रश्च त्रुडिश्लास्त्राह	SI NHIHEE		n/a Na		U/8	Mark Mark Street		
n/a Industria	ent Last Namo	e in en includes	Aneot Firs	Name	State Phone	# 14. 15.50 %		Anency Jaka State Course	PRESENTATION OF THE PARTY OF TH	nevasion ministra
Freeman	CHI COST IVALIO CON PORTO CONTROL	Charles		T COLUMN	(515) 2	25-0040	State Far	m Insurance		
Incident Loc	Cust residence					Incident Desc	the following	e home at about 530 and parks day. When we discovered it the ame out in the morning, she ha	e flames had already s	mothered themselves out.
Component	Electorical power locks					Damage		, drivers seat, dash and the car		
Vehicle Loc	Karl Chavrolet					Desc Addi ini	'n			
Emgcy Svc Names	n/a					Maint Le	oc 12.8Ml. Cho	violet 111928 KARL CHEVRO	LET, INC. 1101 SE OR	ALABOR RD ANKENY IA
PAR De	tall									
Collision	Non Collision		Property Damage	N	Thormal Evt	Y	Spec Equip	None		
Vehicle Speed	0		Weather Condition	Dıy			Prop Owner	ณ่ล	Property Typa	n/a
Last Service Date	•		Loc Last Service				Property Location	n/a	Prop Est Repair Cost	\$0.00
Voh Est Repair Cost	\$0.00		Spec Equip Installer	π/a			Prop Damage Description	n/a		
Primary Veh Use	Personal		nspection Type	Them	al Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Drivers door, drivers seat, das	h and the c	arpet burne	d and n	nelted		Explain Other	File going to ESIS		

Report Generated for toporowm

on 3/26/2010

Page 1 of 8



Activities

Created Land Land Created By and Assigned To -PActivity Typo And Park Status - Completed Factorists Completed Fact -ESIS Scheduled Alarm 3/26/2010 11:06:55 AM MERCADTO MERCADTO Scheduled Follow-up

Contact Last Name To The Contact First Name March Contact First Name Ma SELECTION OF BAC Code Back Sait G

IN CONTROL OF THE PROPERTY OF 医可谓性的现在分词 医多克耳氏试验检尿道 医多克氏性皮炎 医皮肤皮肤

CHECK CASE STATUS FOR ESIS P/U

NOTE TO ASSISTING CRS'S. THIS IS NOT A SCHEDULED CALL TO THE CUSTOMER, PLEASE DO NOT ADVISE CUSTOMER OF THIS SCHEDULED ACTIVITY. ALL INQUIRIES NEED TO BE FORWARDED TO OCRS @ EXT 41183

TONIE MERCADO/PAR/ATX

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Assign to ESIS 3/26/2010 11:01:48 AM MERCADTO ESISSIQU **ESIS- Thermal Event** in Progress Escalation BAC Code Account

Thermal Every alleged to be caused by electical concern.

customer stated that it appears flames came from the area on the drivers door where the power locks and windows operate.

Contact First Name

Tonie Mercado/PAR/ATX

Contact Last Name

Confidential Comments

Greated Greated By Assigned To Activity Typo .
3/26/2010 10:49:33 AM MERCADTO MERCADTO Outbound Call Customer Status ." Description Activity Sub-Type Completed 3/26/2010 10:57:57 AM Done Made Contact

BAC Code Contact Last Name Contact First Name

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

Cust sts: Yes

Continued in Initial

Tonie Mercado/PAR/ATX Confidential Comments

Page 2 of 8

Activities

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/26/2010 10:48:42 AM	MERCADTO	MERCADTO	Outbound Call Customer	Reached Wrong No./Disconnect	Done	3/26/2010 10:49:26 AM	
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ontact Last Name 3/41/	hardwich i bush st	Contact Fire	t Name 🧓 🦠 🦠 🚟 🐃	Account Am See 25	1 (A)	BAC Code	
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/26/2010 09:59:21 AM			Ownership Changed	Ownership Escalated to BRC	Done	3/26/2010 09:59:22 AM	Ownership Escalated to BRC
onlact Last Name		Contact Firs	t Name	Account		BAC Code	
omments							
onlidential Comments							
reated	' Created Ru	Assland To	Activity Type	Activity Sub Time	Chatus	Completed	Dosadollon
roatod /26/2010 09:29:33 AM	Created By KINZERTH	Assigned To MERCADTO	Activity Typo Ownership Changed	Activity Sub-Type	Status Done	Completed 3/26/2010 09:29:33 AM	Description Service Request Ownership has
			Ownership Changed	Activity Sub-Type Account			Service Request Ownership has changed FROM: ALCARAMA TO:
/26/2010 09:29:33 AM ontact Last Name		MERCADTO	Ownership Changed	7. 7		3/26/2010 09:29:33 AM	Service Request Ownership has
/26/2010 09:29:33 AM		MERCADTO	Ownership Changed	7. 7		3/26/2010 09:29:33 AM	Service Request Ownership has changed FROM: ALCARAMA TO:

Report Generated for toporowm on 3/26/2010

Page 3 of 8

Activities

Created #7565-Residual Created By/255 Assigned To S/Activity-Type G Activity Sub-Type s Status 9 和Edwina Description 英语和自由的经验的证据

3/26/2010 09:29:20 AM KINZERTH MERCADTO BRC PAR Initial Contact-AVM Done 3/26/2010 10:03:14 AM Called FFOM Glatan Williams

Contact Last Name and Source Process Contact First Name and a Account ESTATE ASSESSED TO THE BAC. Code HARRING VI

Comments Carrie Grant Comments Carried Language

FFOM Name: Gialan Williams

Node/Malbox

This is Tonle Mercado

calling from the GM Product Allegation Dept to make you aware of a file that was received in your area. The request number is: 71-815348293
The Customer's name is:
The vehicle is a: 2007 Chevrolet TrailBlazer.

The last 8 digits of the VIN# are: 72

This involves: Customer is alleging a thermal event occurred wif the vehicle near the power window controllers. Due to the nature of the concern we will be forwarding the file to our central claims ESIS office for further handling.

This measage is for informational purposes only, However if you do have any questions please feel free to give me a call, Provided contact info.

Tonie Mercado/PAR/ATX
Confidential Comments ा चर्चा १ वर्षा १ वर्षा १ वर्षा १ वर्षा १ वर्षा <mark>राज्याच्या स्टाप्स्ट १ वर्षा १ वर्षा १ वर्षा १ वर्षा १ वर्षा १</mark>

Crosted 400-2012 Ground By 2 Assigned to 2 Activity type 2012 Status 2012 Completed 2012 Activity Type 2012 Status 2012 Completed 2012 Activity Sub-Type 2012 Status 2012 Completed 2012 Activity Sub-Type 2012 Status 2012 Completed 2012 Activity Sub-Type 2012 Status 2012 Activity Sub-Type 2012 Activ 3/26/2010 10:45:20 AM Called Karl Chevrolet @ (515) 964-4255

Contact Last Name Contact First Name BAC Code

Crs Spoke w/: Joel Heaberlin Svc Mgr

Crs Adv: Was calling regarding vehicle and incident concerning thernal event

dir sta: the vehicle was towed in yesterday. All we've done is looked at it and took pictures and sent them to the AVM Gallan Williams. He said not to do anything yet

Cre Adv: Cfs, file will be forwarded to central claims ESIS office for further handling, no action required at this time. I will contact the customer and make him aware of this also.

Tonie Mercado/PAr/ATX

Confidential Comments

Report Generated for toporowm on 3/26/2010 Page 4 of 8

Activities

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noting I are bloma and any contract are as a few contract of the might be a contracted by the contract of the

went the transfer of the production of the produ

Crs verified pre par and par detail information.

Cust sts: My wife came home at about 530 and parked the vehicle, it happened between 530pm and 7am the following day. When we discovered it the flames had already smothered themselves out. When she came out in the moming, she had trouble opening the drivers door. It appears that the flames started where the controls are on the drivers side for the power locks and windows. Vehicle was unoccupied at the time of the incident. No injuries, property damage or light property damage.

Crs Adv: Due to the nature of the concern we will be forwarding the tife to our central claims office for further handling. They will be in contact w/ you w/i 7-10 business days. If no contact by the end of that time frame please call back and we will assist you in getting in contact w/ them.

Tonie Mercado/PAR/ATX

Confidential Comments வெள்ள விளியில் வெளியாரும் விளியில் விளியில்

Croated Systematics Croated Byte Assigned to exactivity Type and Stativity Sub-Type Completed Co

Cematan

Crs Adv: This is Tonie calling from the GM PAR. I was calling to speak to you about your vehicle and incident. Please call when you get a chance. Provided contact info and SR

Tonie Mercado/PARVATX

Confidential Comments

Croated By Assigned To Activity Typo Activity Sub-Typo Status Completed Description

226/2010 09:28:45 AM KINZERTH MERCADTO Notify CRM Done 3726/2010 11:07:24 AM File Assigned

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Report Generated for toporowm

on 3/26/2010

Page 5 of 8

Activities

Greated By Scrappleted To a Activity Typo Completed Comp 3/26/2010 11:01:40 AM 3/26/2010 09:28:37 AM KINZERTH MERCADTO Research Research VIN Done Contact Last Name: SANS Name (Action to the Na HARREBAC Code CALCAPAR Comments described as a process of the second secon AND SOME THE PROPERTY OF THE PARTY OF THE PA No open recalls No prev related claim history No other files Tonle Mercado/PAR/ATX Confidential Comments के स्थित इसके स्थाप अधिक से एक अपने अधिक है। Contact Last Name Account BAC Code Comments Received Tonie Mercado/PAR/ATX Confidential Comments Croated ... Created By Assigned To Activity Type ... 3/26/2010 09:28:07 AM KINZERTH ALCARAMA SR Opened Activity Sub-Typo and Status S Completed (CSC) Description 3/26/2010 09:28:07 AM SR in Status of Closed has been Re-Opened by KINZERTH Done

BAC Code

Report Generated for toporowm

Contact Last Name

Confidential Comments

on 3/26/2010

Contact First Name

Page 6 of 8



Activities

Greated the state of the Created By STASSigned (To ≥ Activity: Typo September 1998) Status and the Ecompleted States and the Created By STASSIGNED Activity: Typo September 1998 (Status and Status and States a 3/26/2010 09:28:06 AM KINZERTH ALCARAMA SR Closed - Satisfied Done 3/26/2010 09:28:06 AM Service Request has been Closed

Contact Last Name 1227 April 1222 September Contact First Name 314 2022 EBAC Code THE SECT

TREATER HOME TO THE CARREST DOWNERS AND THE PROPERTY OF THE PR Comments with the comments of

-D'Activity Sub-Type ನಿರ್ವಾಸಿ Status ಇಂಡುವರ್ Completed ಹಳಿತಾವ ಉತ್ತರ್ಜ್ Description ಇತ್ತಾರ್ಡಿಸಿಕೊಂಡುವು Created 器体验表的设置 Created By Am Assigned To MActivity Type 和到2027 3/25/2010 12:16:06 PM ALCARAMA KINZERTH Escalation initiale PAR Done 3/26/2010 09:27:55 AM Assigning activity to PAR QUEUE

Contact Last Name জনসক্ষেত্ৰভাৱতভাৱ তথ্য Contact First Name লেডিকিউডিলেউ BAC Code Account? ****

CRS advised that a person from the PAR Department will contact the customer within 2 business days

Mark Alcaraz/CAC/T1/Man/Lvl. 0

Confidential Comments

Groated Bys J Assigned To Activity Type Status Completed To Completed Done 3/25/2010 11:55:32 AM ALCARAMA ALCARAMA Inbound Call Customer Complex Request Done 3/25/2010 12:15:39 PM Alleged product allegation - Thermat Alleged product allegation - Thermal Event BAC Code Contact First Name Account Contact Last Name

Cust. States:

-bought a 2007 TrailBlazer 4WD used

-there's a fire in the car this morning or sometime last night
-if you turn the key, the car eutomatical starts
-the fire started in the driver's door on the control for the windows, the plastics on the door and the carpet was burned and the passenger

-i'm waiting for the veh to be towed

Cust. Seeks:
-What do I do with this?

-will take note of all that we talked about

-will transfer this to PAR department

Mark Alcaraz/CAC/T1/Man/Lvl. 0

Confidential Comments

Report Generated for toporowm on 3/26/2010 Page 7 of 8

UCC Information

UCG Code Symptom Description .
N40 Thermal Evant Electrical - Power Window Motor / Switch / Wining / Regulator

Report Generated for toporowm on 3/26/2010 Page 8 of 8

For this . · View V

> View V View V Compt View V · Transa Detail

View V Informa

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<u></u>	• •			March 26. 2010	
		nt; Main - interface With	Customer > View Vehic	cle Summary	
INTERFACE I CUSTOMER	VYIITI				
/iew Veh	nicle Sum	mary			
kpolicable War	rrantes i lansa	ers to view the Summar action History Service C IM Radio information of	Contract(s) if applicable,	n, Field Actions, Service , Warranty Block, Brande	Information, ed Title
	nformation		Madal: CT4	5506-2007 TRAILBLAZE	ED ANNO
VIN: 1GNDT Service Con		Branded Title No	Warranty Block: No		
Order Type	•	the life in	Transmy Diode. 110	, , , , , , , , , , , , , , , , , , , ,	
Field Actions				displaying in	4.
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OnStar and XM Satellite Radio Information

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

Valid warranties are highlighted **Applicable Warranties** Warranty Add Start Effective End

End Valid Description Date Odometer Date Date Odometer

Bumper to Bumper Limited Warranty	03/13/2010	11/11/2006	10 MI	11/11/2009	36,010 MI
Corrosion Limited Warranty	03/13/2010	11/11/2006	10 MI	11/11/2012	100,010 MI
Emission Select Component Ltd Wty	03/13/2010	11/11/2006	10 MI	11/11/2014	80,010 MI
Powertrain Limited Warranty	03/13/2010	11/11/2006	10 MI	11/11/2011	100,010 MI
Certified Used Limited Warranty	03/13/2010	11/11/2006	10 MJ	11/11/2010	48,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction	on Histor	y			View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/28/2009	796284	ZREG—Regular Vehicle Transaction		E3800 - Shock Absorber, Front - Right - Replace	24,214 Mi
07/22/2009	107412	ZREGRegular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	22,903 MI
04/25/2008	100116	ZREG—Regular Vehicle Transaction		L0618 - Fuel Tank Pressure Sensor Replacement	16,021 MI
04/25/2008	100116	ZREG—Regular Vehicle Transaction		J5490 - Throttle Body Assembly Replacement	16,021 MI
04/25/2008	100116	ZREG—Regular Vehicle Transaction		J6354 - Powertrain Control Module Engline Reprogramming with SPS	16,021 MI

Global Warranty Management: Site Map

Privacy Policy : Former of Case

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Mr. GMVIS 2

March 26, 2010

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

INTERFACE WITH **CUSTOMER**

View Vehicle Build

(⊘

This screen allows GAMM's users to view the initial build information on the selected VIN including option codes with descriptions (where avoid alte-

For this

· View V

View v

View V Compt View V Transa

<u>Detail</u>

View V Informa

Vehicle Information

VIN 1GNDT13S372

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract No

Warranty Block: No Branded Title No.

PDI Status: No

Order Type 50 - FLEET Field Actions 0 Open

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number: KNFG9N Build Date: 11/10/2006

Build Plant: 2-

Option Codes

*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

16U - GRAYSTONE

METALLIC

ISB LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER *

GLASS. DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT

DETERRENT SYSTEM 28H - LIGHT GRAY

1SZ - PREFERRED

EQUIPMENT SAVINGS

281 - INT TRIM LT

GRAY/DK GRAY

7FB - COMP FRT RH COMPUTER SEL SUSP

9UY - COMPONENT RR

RH COMPUTER SEL

AJ! GLASS, DEEP TINTED

AK5 - DUAL STAGE **FRONT AIR BAGS**

ALC SENSOR INFRESTR, CHILD DETECT

BFB - COMP FRT LH COMPUTER SEL SUSP

207 COMPONENT RR LH COMPUTER SEL

AM9 - 65/35 FOLDING 2ND ROW SEAT

AR9 FRT BUCKET SEAT, DELUXE

AT8 - RESTRAINT PROVISIONS CHILD, RR

AUG REMOTE KEYLESS ENTRY

SEAT, RR FACING AXP - MPV VIN IDENT

B30 FULL CARPET-COLOR KEYED

POSITION B32 - FLOOR MATS.

B33 REAR COLOR KEYED FLOOR MATS

FRONT/REAR **B86 - MOLDING B/S**

88U - GM PRODUCTION WEEK #45

COLOR C49 - REAR WINDOW

DEFROSTER

C5N - GVW RATING - 5750 LBS

CUB - CLIMATE CONTROL CF5 - POWER SUNROOF (INCLUDES OVERHEAD CONSOLE) DAY - ASSEMBLY DK7 - OVERHEAD CONSOLE PLANT MORAINE, OHIO DP2 - POWER OSRV DT4 ASHTRAY AND LIGHTER **MIRRORS EVA - EVAP EMISSION** FEG - FEDERAL EMISSIONS REQUIREMENT FLT - FLEET **GUS REAR AXLE 3.42 RATIO** PROCESSING OPTION JF8 - BRAKE VAC JUB - PT DRESS SUBASSY NOT INSTALLED POWER, 4 WHL DISC K18 - ELECTRIC AIR **K34 · CRUISE CONTROL** INJECTION SYSTEM KCV - VANGUARD RAC KG4 - GENERATOR 150 AMP LL8 - ENGINE, VORTEC M3C TRANSMISSION, 4 SPD AUTOMATIC 4.2L SFI 16 N75 17" ALUMINUM WHEELS N40 - POWER STEERING NP8 - 2-SPEED ACTIVE NT7 - EMISSION SYS FED - TIER 2 TRANSFER CASE NZ3 - 16" FULL SIZE PDC - PWR SEAT ADJUST-DRIVER, 8 WAY SPARE WHEEL RGF IDENTIFY B CODE USERS OTM · ALL-SEASON TIRES R6K - ONSTAR TURN-R6P - SPECIAL PAINT **BY-TURN NAVIG AVAIL** R60 - OPTION PKG NOT RIM - ONSTAR DELETE DESIRED **T61 - DAYTIME RUNNING LIGHTS** R9N - LEATHER SEAT TRIM **T98 - STAMPING TB4 LIFTGATE** VEHICLE IDENT NUMBER TFD - RETAIL AMENITY U73 FIXED MAST ANTENNA DELETE UBO · AM/FM STEREO W/CD **UA6 - THEFT** DETERRENT ALARM SYSTEM **UY? - TRAILER WIRING HARNESS** UJ6 - TIRE PRESSURE MONITOR V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA V1K - LUGGAGE RACK CROSS-BARS VN9 - DAILY RENTAL VXS - COMPLETE VEHICLE LABEL REPURCHASE **PROGRAM** X88 - CHEVROLET YD3 BASE AXLE CONVERSION YD5 - BASE FRONT YDS BASE REAR SPRING SPRING YT1 - DAILY RENTAL ZNF SPARE, ALL-SEASON TIRE FLAT RATE DEPREC.

Added Option Codes

ZW7 - PREMIUM RIDE

SUSPENSION

Vehicle has no current record of SAIO codes.

ZY1 SOLID PAINT

Global Warranty Management: Site Map

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Mr. GMVIS 2

March 26, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

10

This screen a lower GMMTs users to view the information on various major components added to the VIN selected during vehicle build

For this: · View v

View V

View V Compo View V Transa

Detail View V

inform

Vehicle Information

VIN. 1GNDT13S372 Service Contract: No

Branced Title No.

Model: CT15506-2007 TRAILBLAZER 4WD

Warranty Block: No

PDI Status: No

Order Type 50 - FLEET Field Actions 0 Open



Vehicle Component

Component Code: 10-ENGINE ASSEMBLY

Source Plan: V-CPC FLINT, MICHIGAN

Date Scanned 11/09/2008

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

Date Scanned 11/09/2006

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Date Scanned 11/09/2006

Source Plant N-

Component Code: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 11/09/2006

Date Scanned 11/09/2006

Traceability. 611010345

Part / Number Broadcast: NAX

Time Scanned: 19:46:00

Scan Station: 01

Traceability: 003543066

Part / Number Broadcast: A1Z

Time Scanned: 20:50:00 Scan Station: 05

Traceability: 0BM245274

Part / Number Broadcast: FK

Time Scanned: 19:57:00 Scan Station: 03

Traceability: 44985545

Part / Number Broadcast: 7TDD

Time Scanned: 19:54:00 Scan Station: 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT Traceability FCJ05216

HUB ASSEMBLIES

Source Plant G-

Part / Number Broadcast UK2

Time Scanned: 21:02:00 Scan Station:

Traceability: 298102245 Component Code: 65-REAR AXLE ASSEMBLY

Source Plan: C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast CN8

Date Scanned 11/09/2006 Time Scanned: 20:37:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00045599 Part / Number Broadcast

3172

Time Scanned 21:58:00 Scan Station: Date Scanne J 11/09/2006

Component Code: AB-IR-MODULE ASM-INFLATOR

Part / Number Broadcast: 2395

Traceability: 1GZCNMG

Time Scanned: 07:00:00 Scan Station: 06

Source Plan: Q-RIMIR MATAMORS MEXICO

Date Scanned 11/10/2006

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

Source Plan: M-MORTON-THIOKOL

Date Scanned 11/09/2006

Traceability: 5ABNG81
Part / Number Broadcast: 5521

Time Scanned, 20:42:00 Scan Station, 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned: 10/31/2006

Traceability: 0910226
Part / Number Broadcast: 1ZZ

Time Scanned 03:02:00 Scan Station

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

Source Plant -

Date Scanned 11/08/2006

Traceability: 3086491
Part / Number Broadcast: 1WW

Time Scanned. 08:33:00 Scan Station.

Source Plan: -

Date Scanned 11/09/2006

Traceability: 3086365
Part / Number Broadcast: 1PT

Time Scanned: 06:27:00 Scan Station:

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 11/09/2006

Traceability 3086047

Part / Number Broadcast: 1PH

Time Scanned: 14:26:00 Scan Station.

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

Source Plant -

Date Scanned. 11/09/2006

Traceability: 3086087

Part / Number Broadcast. 1GB

Time Scanned: 15:00:00 Scan Station:

Service Agent installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management, Site Map

Privacy Policy | Torms of Usc

© 2005 General Motors.



Mr. GMVIS 2

March 26, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

13

This screen allow: 100% in users to the withe available information on individual transaction for the VIN selected.

Vehicle Information

VIN 1GNDT13S372 Service Contract No.

Branded Title No.

Model CT15506-2007 TRAILBLAZER 4WD Warranty Block: No

PDI Status: No

Order Type 50 - FLEET

Field Actions 0 Open

Job Card Date: 10/28/2009

Repair Service Agent 111928 KARL CHEVROLET, INC. 1101 SE ORALABOR RD ANKENY IA 50021-4022 5159644255

Job Card Number: 796284

Odometer Reading: 24,214 MI **Authorization Code:**

Detail View V Informs

· View v View V Compo View V · Transa

For this : · View V

Process Date 11/06/2009

Transaction Title

ZREG—Regular Vehicle Transaction

Transaction has a feedery

Warranty

Customer Communit Clare 0000-Converted Claim

Causa Part Number

Job Card Line 6 1

Lahour Op E3800-Shock Absorber, Front - Right - Replace

Transaction Adjustment

See other Parts and/or Net Items

Line Total: USD 136.36

Cause Code: 0000-Converted Claims

Job Card Number: 107412 Job Card Date: 07/22/2009

Repair Service Agent 111665

LAKE CHEVROLET 3005 WILLOW CREEK COURT CLEAR LAKE IA 50428-8515

Odometer Reading. 22,903 MI Authorization Code

6413572612

Process Date 07/24/2009

Transaction Lyn.

ZREG----Regular Vehicle Transaction

Transaction Expense in Alegory

Warranty

Customer Communications to 0000-Converted Claim

Transaction Adjustment: Cause Code: 0000-Converted Claims Job Card Line # 1 Labour Op B7010-Emblem/Nameplate Replacement Causai Part Number Line Total: USD 51.87 ·See other Parts and/or Net Items ... <u>-..</u> ... Job Card Number: 100116 Job Card Date: 04/25/2008 Repair Service Agent 111665 Odometer Reading: 16,021 MI **Authorization Code** LAKE CHEVROLET 3005 WILLOW CREEK COURT **CLEAR LAKE IA 50428-8515** 6413572612 Process Date 05/02/2008 Transaction Type ZREG—Regular Vehicle Transaction Transaction Extenses - stegory Customer Campaile 2 400 0000-Converted Claim Cause Code: 0000-Converted Claims Job Card Line # 1 Transaction Adjustment: Labour Op L0618-Fuel Tank Pressure Sensor Replacement Causal Part Number Line Total: USD 197.02 -See other Parts and/or Net Items Job Card Number: 100116 Job Card Date 04/25/2008 Odometer Reading: 16,021 MI Repair Service Agent 111665 LAKE CHEVROLET Authorization Code: B 3005 WILLOW CREEK COURT CLEAR LAKE 1A 50428-8515 6413572612 Process Date 05/02/2008 Transaction 1) -ZREG—Regular Vehicle Transaction Transaction Excepts: Adegory Customer Contain the Judge 0000-Converted Claim Transaction Adjustment: Cause Code: 0000-Converted Claims Job Caro Libe # 2 Labour Op J5490-Throttle Body Assembly Replacement Causal Part Number Line Total: USD 264.01 See other Parts and/or Net Items

Job Card Number: 100116 Job Card Date: 04/25/2008

Repair Service Adopt 111665 Odometer Reading: 16,021 MI

LAKE CHEVROLET 3005 WILLOW CREEK COURT Authorization Code: B

CLEAR LAKE IA 50428-8515 6413572612

Process Date 05/02/2008

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Exp. rise Category Customer Compliant Code 0000-Converted Claim

Job Card Line # 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op J6354-Powertrain Control Module Engine Reprogramming with SPS

Causal Part Number

Line Total: USD 52.39

Global Warranty Memagement: Site Mab

Privacy Policy : Terrais (1996)

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Global War
Global Warra INTERFACE CUSTOMER VIEW VE
Vehicle VIN 1GNE Service Co Order Type Field Actio
Invoice in Invoicing & CAR/TRU(1405 MAIN PINE CITY
Ship to In Invoicing S

Mr. GMVIS 2 March 26, 2010

inty Management: Main 🕝 Interface With Customer 🗡 View Vehicle Delivery Information

E WITH

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12

 $_{
m MoveS}$ GMV/S users to view the available information for the selected VIN delivered to the Service Agent ate costome. Not all sections will be populated for all VINs.

For this ' · View V

Information

DT13S372 ontract No

Branded Title No.

Model: CT15506-2007 TRAILBLAZER 4WD

Warranty Block: No

PDI Status: No

e 50 - FLEET

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formation

Service Agent 111571

CK CITY STS

MN 55063-9092 3206296751

Invoice Date: 11/10/2006

<u>Qelail</u> View V Inform:

· View V

View V Compt View V · Transa

formation

Service Agent 135924

Ship to Date: N/A

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Delivery Information

Delivery Sanial Agent 111571 CAR/TRUCK CITY 1405 MAIN ST S

PINE CITY MN 55063-9092 3206296751

Delivery Date: 11/11/2006 Delivery Type: 020---DAILYRENTAL Delivery Odometer. 10

In Service Information

Invoicing Selvice Agent

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

Global Warranty Managery anti-Site Map

Privacy Policy Ten is of tise

O 2005 General Motors

KARL CHEVROLET 1101 SE ORALABOR ROAD ANKENY, IA 50021

PHONE: (515) 299-4337 FAX: (515) 964-2293 TAX ID# 42-1092272

CD LOG NO 39526-1 DATE 05/06/10

KARL CHEVROLET INSP DATE: 05/06/10 SHOP: 1101 SE ORALABOR RD. CONTACT: MIKE HOBBS ADDRESS: CITY STATE: ANKENY, IA PHONE 1: (515)299-4337ZIP: 50021-PHONE 2: (515)299-4358

> FAX: (515)964-2293

OWNER:

POINT OF IMPACT: 0

LIC#: STATE: 1GNDT13S372 VIN:

BODY COLOR: MILEAGE: ACCING CIL#: CONDITION:

NG=REPLACE NAGS *=USER-ENTERED VALUE E=REPLACE OEM UE=REPLACE OE SURPLUS UC=RECONDITIONED PRT EC=REPLACE ECONOMY

UM=REMAN/REBUILT PRT EU=REPLACE SALVAGE EP=REPLACE PXN

PM=PXN REMAN/REBUILT OE=REPLACE PXN OE SRPLS PC=PXN RECONDITIONED 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

PRELIMINARY ESTIMATE

POSSIBLE ADDITIONAL DAMAGE AFTER TEARDOWN

2007 CHEVROLET TRAILBLAZER LS 4DOOR WAGON 6CYL GASOLINE 4.2

CODE: U8433A/F OPTNS S/24KLMQ

OPTIONS:

TWO-STAGE - EXTERIOR SURFACES TWO-STAGE - INTERIOR SURFACES

4-WHEEL DRIVE LUGGAGE RACK TRACTION CONTROL SYSTEM CRUISE CONTROL

OP GDE	M	C DESCRIPTION		MFG.PART NO.	PRICE	AJ% B%	HOURS	R
		make were down draft wider ander profer bilder where desire						
RI0041		HEADLAMP ASSY, HALOG	LT	R&I ASSEMBLY			0.6	1
BR0103	13	FENDER, FRONT	LT	BLEND REFINISH			2.1	4
E 1319	01	SPEAKER, FRONT DOOR	LT	10366739 GM PART	103.96		INC	1
RI0879		CONSOLE, CENTER		R&I ASSEMBLY			0.5	1
E 0900	01	PANEL, INSTRUMENT		15141391 GM PART	1,180.46		8.3	2
E 0851	01	WHEEL, STEERING		10364490 GM PART	281.89		INC	2
E 0896	01	MLDG,W/S GARNISH	LT	15158042 GM PART	22.24		INC	1
E 1794	01	VISOR, SUN	LT	15194824 GM PART	239.05		INC	1
E 0883	01	HEADLINER		88956422 GM PART	908.25		3.8	1

2007 CHEVROLET TRAILBLAZER LS 4DOOR WAGON CD LOG NO 39526-1

E 0311 01 PLATE, FRONT SILL LT 15125630 GM PART 76.70	1
E 1030 01 COVER, SEAT TRACK 88949324 GM PART 26.86	0.2 1
RI0200 01 TRACK ASSEMBLY, POWER R&I ASSEMBLY	0.4 1
RI0202 TRACK ASSEMBLY, POWER R&I ASSEMBLY	0.6 1
RI1329 FRAME, REAR SEAT LT R&I ASSEMBLY	1.3 1
RI1330 FRAME, REAR SEAT RT R&I ASSEMBLY	INC 1
E 1010 CUSHION, FRONT SEAT LT 89043622 GM PART 125.35	1.0 1
E 1295 01 COVER, SEAT CUSHION LT 89042450 GM PART 130.51	INC 1
E 0207 DOOR SHELL, FRONT LT 88937088 GM PART 862.68	4.8 1
L 0207 DOOR SHELL, FRONT LT REFINISH	4.1 4
E 0231 01 PNL, INNER DOOR TRIM LT 15133427 GM PART 305.48	0.1 1
E 1162 01 BEZEL, FRT DR TRIM P LT 15214501 GM PART 12.07	INC 1
E 0215 GLASS, FRONT DOOR T LT 15206920 GM PART 287.12	0.2 1
E 0217 REG, FRONT DOOR GLAS LT 15944000 GM PART 194.91	INC 1
E 1228 PANEL, FRT DR INSULA LT 25779164 GM PART 58.02	INC 1
E 1131 ROD, FRONT DOOR LOCK LT 15291850 GM PART 4.85	1
E 1133 ROD, FRONT DOOR LOCK LT 15081427 GM PART 4.39	1
E 1137 ROD, FRONT DOOR LOCK LT 15075201 GM PART 4.92	1
E 1139 ROD, FRONT DOOR LOCK LT 15075020 GM PART 4.92	1
E 1157 01 SWITCH, FRT DOOR LT 15204664 GM PART 234.90	INC 1
E 1161 01 SWITCH, FRT DOOR LT 15040500 GM PART 56.68	INC 1
E 1135 01 HANDLE, FRONT DOOR I LT 25965488 GM PART 47.29	INC 1
E 0520 AIRBAG SENSOR, FRT D LT 10383584 GM PART 74.89	0.2 2
BR0287 DOOR SHELL, REAR LT BLEND REFINISH	1.2 4
RI0429 W/STRIP, BELT OUTER LT R&I ASSEMBLY	INC 1
RI0329 MLDG, REAR DOOR SIDE LT R&I ASSEMBLY	0.6 1
RI0307 PNL, INNER DOOR TRIM LT R&I ASSEMBLY	0.2 1
RI0309 REAR VENT GLASS R & LT R&I ASSEMBLY	1.0 1
RI0305 HANDLE, RR DOOR OUTE LT R&I ASSEMBLY	0.6 1
I 0587 PAN, FLOOR REPAIR	2.0*1
L 0587 PAN, FLOOR REFINISH	1.7 4
N M14 CORROSION PROTECTION ADDNL LABOR OPERA 15.00*	0.3*1*
N M17 COVER CAR EXTERIOR ADDNL LABOR OPERA	0.3*4*
SBM60 HAZARD. WSTE. REM. SUBLET REPAIR 5.00*	1*
E CARPET NEW PART 294.61*	4.0*1*
E WIRE HARNESS NEW PART 113.75*	1.0*1*
SB DETAIL INTERIOR SUBLET REPAIR 650.00*	1*
SERVICE MASTER	

46 ITEMS

MC MESSAGE(S)

01 CALL DEALER FOR EXACT PART NUMBER / PRICE

13 INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE

FINAL CALCULATIONS & ENTRIES

GROSS PARTS		5,656.75
OTHER PARTS		15.00
PAINT MATERIAL		338.40
PARTS & MATERIAL TOTAL		6,010.15
TAX ON PARTS @	6.000%	340.31

LABOR	RATE	REPLACE HRS	REPAIR HRS	
1-SHEET METAL	60.00	20.9	2.3	1,392.00

2007	CHEVI	ROLET	TRAILBLAZER	LS	4DOOR	WAGON
CD L	OG NO	3952	5-1			

2-MECH/ELEC	118.50	8.5		1,007.25
3-FRAME	65.00			
4-REFINISH	60.00	9.1	0.3	564.00
5-PAINT MATERIAL	36.00			
LABOR TOTAL				2,963.25
TAX ON LABOR		@	6.000%	177.80
SUBLET REPAIRS				655.00
TAX ON SUBLET		@	6.000%	39.30
TOWING				
STORAGE				
GROSS TOTAL				10,185.81

SHOPLINK U0720 ES CD LOG 39526-1 DATE 05/06/10 10:23:12AM R6.37 CD 03/10

PXN: Y/00/00/00/00 CUM 00/00/00/00 GEOCODE 50021

EDU: 0415 HOST LOG

NET TOTAL

(C) 1998 - 2008 AUDATEX NORTH AMERICA, INC.

2.5 HRS WERE ADDED TO THIS EST. BASED ON AUDATEX TWO-STAGE REFINISH FORMULA.

****** THIS IS A PRELIMINARY ESTIMATE. ACTUAL COST TO REPAIR MAY BE DIFFERENT

******* LIMITED LIFETIME WARRANTY---SEE BODY SHOP PERSONNEL FOR DETAILS

****** IF AFTERMARKET PARTS (PARTS MADE BY A SOURCE OTHER THAN THE ORIGINAL

MANUFACTURER OF THAT PART) ARE USED THEY WILL BE IDENTIFIED BY "QUAL. REPL.

PART" IN THE MFG. PART NO. COLUMN

****** DUE TO MANY UNEOPESSED CIRCUMSTANCES IN THE PERAIPING OF AUTOMOBILES

***** DUE TO MANY UNFORESEEN CIRCUMSTANCES IN THE REPAIRING OF AUTOMOBILES, WE REGRET THAT WE CAN ONLY ESTIMATE, NOT PROMISE, A COMPLETION TIME.

10,185.81



www.karichevrolet.com

1101 S.E. ORALABOR ANKENY, IOWA 50021 PHONE (515) 299-4402 TOLL FREE 1-800-622-8264

1-35 AT EXIT 90

01011CTCS830171

CELL JETOWER NO 73679 MARK ETHOFER 7633 661 05/28/10 CTCS830171 LABOR RATE 25,000 GRAYSTONE STOCK NO. 65915A VEARYMAKEYMODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 11/16/09 WEST DES MOINES, IA 24,214 PHICLE ID.NO.
1 G N D T 1 3 S 3 7 2 SELLING DEALER NO. PRODUCTION DATE F.T.E.NO P.O. NO. 03/25/10 COMMENTS MO: 25000 A ELECTRICAL CONCERN TECH(S):5188 250:00
CUSTOMER STATES THAT DOOR SWITCH ASMB CAUGHT ON FIRE
REMOVED ALL FLUIDS FROM VEHICLE.
DRAINED POWER STEERING, ENGINE OIL, TRANSMISSION OIL,
TRANFER CASE FLUID, FRONT AND REAR DIFFERENTIALS, ENGINE
COOLANT, WASHER SOLVENT, REMOVED FUEL TANK.
DID NOT REMOVE BRAKE FLUID. J# 1 25CTZ01A JOB# 1 TOTALS-----LABOR 250.00 JOB# 1 JOURNAL PREFIX CTCS JOB# 1 TOTAL 250.00 *** NEEDS RENTAL ** TECH(S):2805 INTERNAL J# 2 99CTZ002 CUSTOMER REQUEST RENTAL VEHICLE INTERNAL TOTAL - SUBLET 0.00 JOB# 2 TOTALS----JOB# 3 CHARGES --- JOB# 2 JOURNAL PREFIX CTCS JOB# 2 TOTAL 0.00 TOM IÑ TECH(S):2805 0.00 J# 3 99CTZ004 TOW-IN 124814 03/25/10 TOW IN 55.00 TOTAL - SUBLET 55.00 JOB# 3 TOTALS----SUBI FT 55.00 JOB# 3 JOURNAL PREFIX CTCS JOB# 3 TOTAL 55.00 MISC.....CODE......DESCRIPTION......CONTROL NO..... 1TL HAZ 1SS SHOP SUPPLIES & DISPOSAL FEES THE SELLING DEALER MAKES NO WARRANTY THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MAMILEACTIBED AND THE BIDGHACES. 20.00 TOTAL - MISC TONY FROM CAC # 1-866-790-5700 EXT 41183 CALLED AT 9:45AM 03/26/10 AND IS CONTACTING THE CUSTOMER TO ASSIST IN THIS CASE MANUFACTURER AND THE PURCHASER. YVETTE YOUNG FROM ESIS CALLED. PHONE # 800-888-0164 CASE #691047 EMAIL ADDRESS YVETTE. YOUNGEGM. COM JH 04/06/10 PAGE 1 OF 2 **CUSTOMER COPY** [CONTINUED ON NEXT PAGE] 09:05am



www.karichevrolet.com 0101ICTCS830171

73679	MARK ETHOF	ER	763	TAG NO.	661	05/28/10	INVOICE NO.	
	LABOR RATE	LICENSE NO. LV BLANK		MILEAGE		COLOR GRAYSTONE/	STOCK NO. 65915/	
WEST DES MOINES, IA	07/CHEVROL	ET TRUCK/T	RAIL			DELIVERY DATE 11/16/09	DELIVERY MI	
	PEHICLE I.D. NO.	1 3 S 3 7	2			SELLING DEALER NO.	PRODUCTION	
	F. T. E. NO.		P. O. NO.		<u> </u>	03/25/10		
OFFICIAL S.	COMMENTS		1				MO:	2500
EED TO COLLECT \$58.30 FROM TOW COMPANY, OK TO OSLYN BERRY 313-665-3366 CALLED AND WANTED US OMPONETS SO VEHCIEL CAN BE CRUSHED (PER BOB MA OTALS	TO REMOVE ASSEY) BUSINESS. F YOU ARE NOT EXPRESS AN ASTERIK (*) TOD DO NOT	TOTAL LAB TOTAL PAR TOTAL G.O TOTAL MIS TOTAL MIS TOTAL TAX	TS LET .G C CHG. C DISC		250.00 0.00 55.00 0.00 21.50 0.00 18.30			

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

1-35 AT EXIT 90 1101 S.E. ORALABOR ANKENY, IOWA 50021 PHONE (515) 299-4402

TOLL FREE 1-800-622-8264

PAGE 2 OF 2

CUSTOMER COPY

[END OF INVOICE] 09:05am

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Ankeny lowing, Inc. 1205 S.W. Ordnance Road Ankeny, IA 50023 (515) 964-9816 FETW 24 Hour Towing Service 27-111309/

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J-28.	CO DRIVER	n	AUTHORIZED BY	1)4			
VEHICLE LOCATION	Kun	(13	*				
Co	M	والبيام والمستعور ما	eth (Miles Weller) (P. 1999) i very paracherte te vivident		PHONE		**********
ADDRESS						ΣIP	
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STATE	PLATE (VEHICLE	1.D. #	7			
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PLEASE PAY FROM THIS INVOICE



PURCHASE TICKET

ALTER METAL RECYCLING- DES MOINES 1801 East Euclid Avenue DES MOINES, IA 515.262.0764



anchased From: CPODET ESIS/GM Date: 05/28/19 Ship Date: 05/28/19

£515/GM

tm Shpmot Material	Gross	Tare	Pounds Net	Adj	Pd kir
1 IGKMIJ CAR BODY	19180b	14900b	4280	0	421
lotals			4280	0	421
uross Wght Date/Time 05/28/10 Tare Wght Date/Time 05/28/10	09:47 09:57			GROSS T	ONS 107
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∧arghmaster Signature			errer (dade)	n an an an an an an an an an	
istomer Signature					
All weights are reported in Pounc All non-Pound weights are assumed a-Scale 1 b=Scale 2 c=Scale 3 MATERIAL RADIATION CHECKED	1 to he i	manual u	uainhte)	·	t)

Alter Metal Recycling

1801 E. Euclid Ave. Des Moines, IA 50313

Phone: 515-262-0764

ESIS/GM

Vendor # CPODET

Date: 05/28/2010

Check No: 05400590

ICKET# SHP DATE COMMODITY TGKMTJ 05/28/10 CAR BODY

GROSS TARE 14900 19180

NET 4280 ADJ PAID WT VEHICLE ID 0 4280 ANKENY TOWI 110.0000 NT

PRICE UM FRT EXT TOTAL AMT

0.00 235.40

SUPPLIER CPODET TOTALS (Pounds):

4280

4280

TOTAL AMOUNT DUE SUPPLIER: \$

235.40

WARNING – THIS CHECK IS PROTECTED BY SPECIAL SECURITY GUARD PROGRAM $^{ ext{IM}}$ FEATURES

ALTER METAL RECYCLING

1801 E. Euclid Ave. Des Moines, IA 50313 515-262-0764

VOID AFTER 120 DAYS DATE

No.

05400590

72-2151

05/28/2010

CHECK AMOUNT

*******235.40

PAY EXACTLY Two Hundred Thirty Five and 40/100 Dollars

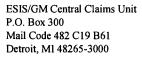
PAY TO THE ORDER OF

ESIS/GM

USbank

REQUIRES TWO MANUAL SIGNATURES OVER 10,000

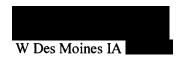
SECURE FEATURES INCLUDE INVISIBLE FIBERS • MICROPRINTING • VOID FEATURE PANTOGRAPH • ENDORSEMENT BACKER • BROWNSTAIN CHEMICAL



800.888.0164 tel 313.665.0911 fax



Yvette Young Claims Administrator



RE: Claimant:

Our File No.: 691047

Our Client: General Motors LLC

Date/Event: 3/24/10

Subject vehicle: 2007 Chevrolet Trailblazer

VIN: 1GNDT13S372

Dear Mr & Mrs

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

Sincerely,

Yvette Young Claims Administrator



Yvette Young /C/US/GM/GMC 05/19/2010 10:08 AM



I mailed the paperwork to you. However, to expedite the process, please complete these papers and return to my attention. Upon receipt of the attached documents we will schedule an appointment to meet you at the dealer with the check in exchange for the original title.



ESIS PD RELEASE - OELTJENBRUNS (691047), 2996904.DOC ESIS POA - OELTJENBRUNS (691047), 2997004.DOC

ESIS PD OFFER LTR - OELTJENBRUNS (691047)_2996925.DOC

Yvette M Young Claims Administrator **ESIS/GENERAL MOTORS COMPANY** 300 Renaissance - 482C19B61 Detroit MI 48265 800.888.0164

direct dial: 313.665.3386

"Oeltjenbruns, Julie" <JOeltjenbruns@woodgrain.com>





To "yvette.young@gm.com" <yvette.young@gm.com>

CC

05/19/2010 09:47 AM Subject RE: FW: #691047

CAN YOU TELL ME HOW THE CHECK IS COMING? OVER NIGHT? JUST CHECKING TO MAKE SURE YOU HAVE EVERYTHING YOU NEED FROM US. THANKS!!

From: yvette.young@gm.com [mailto:yvette.young@gm.com]

Sent: Thursday, May 13, 2010 10:16 AM

Subject: RE: FW: #691047

Please contact me at 800.888.0164. I want to discuss our new findings on your claim. Thanks

Yvette M Young Claims Administrator ESIS/GENERAL MOTORS COMPANY 300 Renaissance - 482C19B61 Detroit MI 48265 800.888.0164

direct dial: 313.665.3386

05/13/2010 09:21 AM

To"yvette.young@gm.com" <yvette.young@gm.com>

SubjectRE: FW: #691047

I'm ecstatic that this is being reviewed. I have talked to my banker, insurance agent, 2 car salesman, an underwriter, several people at Karl's Chevrolet and nobody can find where my car is valued at any where close to \$15,000.00. We have however found a price tag of \$21,000.00 and some on NADA and Blue Book. I have been very patient in this matter. I've been patient for the last 8 weeks and my patience wore very thin when you devalued my car by \$6000.00. Thanks for reviewing this case.

From: yvette.young@gm.com [mailto:yvette.young@gm.com]

Sent: Thursday, May 13, 2010 7:24 AM

To:

Subject: Re: FW: #691047

Ms we are currently working on this matter by reviewing it further and will be in touch with you sometime today. We appreciate your patience in this matter.

Yvette M Young Claims Administrator ESIS/GENERAL MOTORS COMPANY 300 Renaissance - 482C19B61 Detroit MI 48265 800.888.0164

direct dial: 313.665.3386

05/12/2010 04:39 PM

To"yvette.young@gm.com" <yvette.young@gm.com>
cc

SubjectFW: #691047

I'VE HEARD FROM KARL'S CHEVROLET 3 TIMES ALREADY TODAY AND HAVEN'T HEARD ANYTHING FROM YOU. I'M STILL WAITING TO HEAR ON HOW YOU CAME UP WITH THAT FIGURE OF \$15,000.00. THE MAN/BOSS I TALKED WITH YESTERDAY SAID EMAI WOULD BE FAST AND PROMOTE ALSO WOULD LIKE TO KNOW DOES THE BLUE BOOK CHANGE DAILY, WEEKLY, MONTHLY, QUARTERLY, SEMI ANNUALLY ??? WAS MY CAR ACTUALLY WORTH MORE 2 MONTHS AGO WHEN THIS HAPPENED?? WOULD LIKE SOME RESPONSE OR IS THIS GOING TO TAKE ANOTHER 8 WEEKS???? IS THERE SOME ONE THERE CAN ACTUALLY RESPOND TO ME???

From

Sent: Wednesday, May 12, 2010 11:28 AM

To: 'yette.young@gm.com' **Subject:** FW: #691047

I was told yesterday by your boss/manager that you returned e-mails promptly. Still waiting.

From:

Sent: Wednesday, May 12, 2010 8:27 AM

To: 'yvette.young@gm.com'

Subject: #691047

My number is 691047 if that matters. I tried to reach you on Monday, Tuesday and this morning(Wed.). No luck. Probably a lucky thing for you because I'm a very up set number. Just a drop in your bucket or GM's bucket. No

body seems to care that I'm human. I'm wanting to know how some brain came up with the figure for my car that I owned for a few months, never even gave it an oil change, drove it less than a 1000 miles and now some how I've lost almost \$6000.00. Did you guys happen to know it came with an engine in it. Perhaps you didn't figure that in. I've looked at Blue Book and NADA and the figure I see there is \$19,225.00 and \$21,040.00. Please let me know how you came up with this figure \$15,000.00.

Julie 515.223.6660 ext. 202 work 515.229.0158 cell

Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may contain confidential and/or privileged material. Any review, transmission, dissemination or other use, or taking of any action in reliance upon this message by persons or entities other than the intended recipient is prohibited and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

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Service Request Detail 71-828912637 Ref No. Goodwill No Goodwill Offered BRC Type PAR SR No. GW SubType Bus. Unit BRC Account Site Approval First Name Not Initiated Area PAR Last Name UCC Electrical - Power Window Motor / Sub-Area Initiate PAR-Thermal Event Daytime # Evening # Involved Dir Romeo Chevrolet Buick GMC, L.L.C. Address City Esopus Safety Yes NY ZipCd 1GNDT13S672 Con Acct Phone Updated 5/11/2010 10:21:01 AM State Source Medium CUNNINC1 Model Year 2007 Priority License # Owner Serial #/VIN Status Open 5/10/2010 03:04:45 PM Make Chevrolet Warr. Start 04/27/2007 Opened Model TrailBlazer Mileage Sub-Status Dissatisfied 42000 Closed Electrical - Power Window Motor / Switch / Wiring / Regulator - Smoking Abstract Please Do Not Assume, This is a PAR File, Forward all inquiries to Patrick at xt 31395 Customer

Description Pre-PAR

Pre-PAR	•							
PAR Notifier		# Other Veh	# People in Veh Ro		Road			Report#
Owner	5/8/2010 09:30:00 AM N	0		ncrete	Dry	π/a	n/a	
Driver Last No	ame Oriv	er First Name	Helght	DOR	Disab	lities		
			5'2"		None			
		rance Agent Fin	st Name Phone	#	Insurance			
N/A	N/A				Pretamed	Mutual Insurance		
incident Loc	Home Residence	-		Incident Desc	coming from	rehicle, smelled something burning, the door panel, Turned off the vehicle on treplaced the fuse.		
Component	Window Regulator				ourned. May	e not replaced the luse.		
				Damage	There is no	power to drivers side door		
Vahicle	With Owner			Desc				
Lac				Add'l info	None			
Emgcy Svc	None							
Names				Maint Loc	Unknown			
PAR Def	hail							
PAR De	rait							
Collision	Non Collision Y	Property Damage	N Thermal Evt	N S	pec Equip	None		
Vehicle Speed	a	Weather Condition	Clear	P	rop Owner	N/A	Property Type	N/A
Last Service Date		Loc Last Service			roperty ocation	N/A	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00	Spec Equip Installer	o N/A		rop Damage escription	N/A		
Primary Veh Use	Personal	Inspection Type	Thermal Event	In	spected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	There is no power to drivers side doo	r		E	xplain Other	Srv Date and Location: Unknown		

Report Generated for toporowm

on 5/25/2010

Page 1 of 10

Activities

Crosted 5/24/2010 02:36:59 PM Contact Last Name Thermal Event - 2007 Ch Ramkro/PAR/ATX Confidential Comments	Created By MARTIRAM MARTIRAM Sevrolet Trailblad	ESISBIQU Contact First	Activity Typo Escalation Name	Activity Sub-Typo ESIS-Thermal Event Account	Status In Progress	Completed : BAC Code	Description ESIS- Thermal Evant
	Created By CUNNINC1 be sent to ESIS	CUNNINC1 Contact First	Activity Type Outbound Call Customer Name u within 10 buisness days,	Activity Sub-Typo Made Contact Account	Status Done	Completed 5/20/2010 05:08:27 PM BAC Code	Description CRS Called Cust on Case
Cust Sts: OK Thanks. Patrick Cunningham/PAR Confeenbal Comments (Frosted 5/20/2010 05:07:05 PM Contact Last Name	Created By	Assigned To MARTIRAM Contact First	Notify CRM	Activity Sub-Typo Account	Status Done	Completed 5/24/2010 02:38:25 PM BAC Code	Description ESIS - Thermal Event
Comments Per TL Patricia Burcham, Patrick Cunningham/PAR Confidential Comments Croated			event Activity Typo	Activity Sub-Typo	Status	Completed	Description
	CUNNINC1	CUNNINC1 Contact First	Scheduled Follow-up	Account	Scheduled Alam		esis Pickup

Report Generated for toporowm

on 5/25/2010

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Activities

	Created By CUNNINC1		Activity Type Outbound Call Customer	Activity Sub-Type	Status	Completed	Description
WZUZUTU 12:31:36 PM	CUNNINCI				Dese	5/20/2010 12:32:36 PM	CRS Called Cust on Case
The second secon				Made Contact	Done	BAC Code	CR3 Called Cust on Case
Contact Last Name		Contact First I	Name	Account		BAC Code	
comments			•				
CRS Adv: Wanted to make	sure the inspe	ctor had contact	led you.				
Cust sts: Yes, the inspectio	n is already co	mpiele.					
CRS Adv: Thank you, I will	F/U once I hav	re more informal	tion.				
etrick Cunningham/PAR/	ATX						
Confidential Comments							
Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
	CUNNINC1	CUNNINC1	Scheduled Follow-up	Activity Sub-type	Done	5/20/2010 12:31:35 PM	F/U on Inspection
Contact Last Name		Contact First I	Name	Account		BAC Code	
Comments							
pominicana.							
Confidential Comments		·					
Created (Created By	Assigned To	Antivity Type	Activity Sub-Type	Status	Completed	Description
			Inbound Call Customer	Complex Request	Done	5/14/2010 03:09:58 PM	Cust called in on case
Contact Last Name		Contact First I	Name	Account		BAC Code	
Comments				do about a rental vehicle.			

Report Generated for toporowm

Patrick Curningham/PAR/ATX Confidential Comments

on 5/25/2010

Page 3 of 10

Activities

Greated 5/12/2010 09:27;13 AM Contact Last Name Comments	Created By CUNNINC1	Assigned To CUNNINC1 Contact First	Scheduled Follow-up	Activity Sub-Typo Account	Status Done	Completed 5/17/2010 09:14:22 AM BAC Code	Doscription F/U on inspection
Confidential Comments				-			
Greated 5/12/2010 09:27:13 AM Gostaet Last Name	Created By CUNNINC1	Assigned To CUNNING1 Contact Firs	BRC PAR	Activity Sub-Typa	Status Done	Gompleted 5/12/2010 09:37/29 AM BAC Code	Description Thermal Event
Comments Romeo Chevrolet Srv Mgr Arman (845) 338-4000 Schwank Drive Kingston NY 12401							
Patrick Cunningham/PAF Confidential Comments	VATX				_		ı
Croated 5/12/2010 08:27:12 AM Contact Last Name Comments Possible Thermal Event Inspection to be complete Business Reason: EAA in Patrick Cunningham/PAR Confidential Comments	eeded for throu	Assigned To CUNNINC1 Contact Firs	PAR Case Assessment	Activity Sub-Type Collision Account	Status Done	Completed 5/12/2010 09:38:02 AM BAC Code	Description Thermal Event

Report Generated for toporowm

on 5/25/2010

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typa	Status	Completed	Description
5/11/2010 05:13:49 PM	CUNNINC1	CUNNINCT	Scheduled Follow-up		Done	5/12/2010 09:16:20 AM	Send Inspection
Contact East Name		Contact Fire	st Name	Account	•	BAC Code	
			- C - 11 11 11 11 11 11 11 11 11 11 11 11 1				-
Confidential Comments							1
Confidencial Comments							
					~		
Greated 5/11/2010 05:07:37 PM	Created By CUNNINC1	Assigned To CUNNINC1	Activity Type Outbound Call Dealer	Activity Sub-Type Made Contact	Status Done	Completed 5/11/2010 05:12:12 PM	Description CRS Called Dir Srv Mgr Arman
_Contact Last Name	COMMING	Contact Fire		Account	Duite	BAC Code	CRO Cared Dr SIV rigi Armali
Comacc Last Name		Connect Fire	st Name	Account		BAC CODE	
Comments							1
CRS Adv: Wandering if v	ve can host an i	inspection there				<u>-</u>	•
Ole Oter Ven thata See In	that		14				
Dir Sts: Yes thats fine, ju	at uave mew al	peak will me, S	rv mgr Arman.				
Patrick Cunningham/PAF	XTAV			_			
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
5/11/2010 10:21:01 AM	CUNNINC1	CUNNINC	Ownership Changed	Ownership Escalated to BRC	Done	5/11/2010 10:21:01 AM	Ownership Escalated to BRC
Contact Last Name		Contact Fire	t Name	Account		BAC Code	
Comments						· · · · · · · · · · · · · · · · · · ·	
Confidential Comments							•
Co-moenties Cortinents						_	
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
5/11/2010 10:20:26 AM	CUNNINC1	CUNNINC1	Scheduled Follow-up		Done	5/11/2010 05:06:06 PM	F/U on Dir Response
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							1
Confidential Comments							İ
	-						•

Report Generated for toporowm on 5/25/2010 Page 5 of 10

Activities

Groated Created By Assigned To Activity Typo
5/11/2010 10:16:23 AM CUNNINC1 CUNNINC1 Outbound Call Dealer Activity Sub-Type Status Completed Description Left Message Done 5/11/2010 10:20:25 AM CRS Called Dir Srv Mgr Arman Contact First Name Account BAC Code Contact Last Name CRS Adv: Need to see if we can host an inspection at your facility. Phone# and SR#.

Patrick Cunningham/PAR/ATX

Confidential Comments

Created By Assigned To Activity Type
5/11/2010 10:06:43 AM CUNNINC1 CUNNINC1 Outbound Call Customer Activity Sub-Type Status Completed Description 5/11/2010 10:16:21 AM Made Contact Done CRS Called Cust on case Contact Last Name Contact First Name

CRS Adv. Galleria Chevrolet can't host the Inspection, is there another dir you would prefer?

Cust sts: Romeo Chevrolet in Kingston, NY

CRS Adv: I will call them and see if they will host the inspection.

Patrick Cunningham/PAR/ATX
Confidential Comments

Created Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 10:01:17 AM CUNNINC1	CUNNINC1 Inbound Call Deal	ler Complex Request	Done	5/11/2010 10:06:03 AM	Dir Srv Mgr called in on case
Contact East Name	Contact First Name	Account		BAC Code	

Dir Sts: Calling you back.

CRS Adv. Wanted to see if you had any previous concerns with the window regulators on that vehicle?

Dir Sis: No History on that component.

CRS Adv: Would you be willing to host an inspection?

Dir Sts: Not right now, we are transfering ownership and can't take on this right now.

Patrick Conningham/PAR/ATX Confidential Comments

Report Generated for toporowm on 5/25/2010 Page 6 of 10

Activities

Greated 5/11/2010 09:34:09 AM	Created By KINZERTH	Assigned To CUNNINC1	Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 5/11/2010 09:34:09 AM	Boscription Service Request Ownership has
Contact Last Name		Contact Firs	Name	Account		BAC Code	changed FROM: CASTROJO TO: CUNNINC1
Comments							I
Confidential Comments							Ī

Created Created By Assigned To Activity Typo Activity Sub-Type Status Completed Description 5/12/2010 09:17:53 AM Called FFOM Zafonte Michael Mike 5/11/2010 09:33:58 AM KINZERTH CUNNINC1 Initial Contact- AVM Done BRC PAR 914055 8475 Contact Last Name BAC Code

Called FFOM Zafonte Michael Mike 914055 8475

CRS Left Message: SR#, Cust Name and VIN, involved dir is Galleria Chevrolet-Cadillac, Inc in Poughkeepsie NY, cust alleges vehicle had smoke from the window regulator, will investigate case for a resolution, message is for information only, no need to raply, phone# if you have any questions.

Patrick Cunningham/PAR/ATX Confidential Comments

Created By Assigned To Activity Type Activity Sub-Type Status Completed Description Created 5/11/2010 09:47:24 AM CRS Called Dir Srv Mgr to gather 5/11/2010 09:33:49 AM KINZERTH CUNNINC1 BRC PAR Initial Contact- Dealer backgound info Contact First Nami BAC Code Contact Last Name

CRS Left Message with Dir Srv Mgr Andy

CRS Adv: Cust name and VIN, need to look into if there have ever been any profess with the vehicles window regulators, also if you would be willing to host an inspection there at your facility. Phone# and SR#.

Patrick Cunningham/PAR/ATX Confidential Comments

Report Generated for toporowm on 5/25/2010 Page 7 of 10

Activities

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:33:41 AM	KINZERTH	CUNNINCI	BRC PAR	Initial Contact- Phone	Done	5/11/2010 10:06:27 AM	CRS Called Cust and Made Contact
Contact Last Name		Contact First	l Name	Account		BAC Code	
Comments							

CRS Adv: Need to get some additional information in regards to your case.

Cust sts: Pre-PAR and PAR Detail information. Started the vehicle, smelled something burning, went to raise the window and saw some smoke coming from the door panel. Turned off the vehicle and looked at the fuse and saw that it was burned. Have not replaced the fuse. No one was injured, no property was demaged, and I have not filed an insurance report.

CRS Adv. Will need to send out a inspector, need to contact the dir to arrange that, will F/U with you once the inspection has been received.

Patrick Cunningham/PAR/ATX Confidential Comments

Groated Greated By 5/11/2010 09:33:35 AM KINZERTH	Assigned To Activity Type CUNNINC1 BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 5/11/2010 09:52:12 AM	Description CRS Called Cust to Initiate Case
Contact Last Name	Contact First Name	Account		BAC Code	

CRS Made Contact

See Initial Contact for Conversation Notes

Patrick Curningham/PAR/ATX Confidential Comments

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:33:27 AM	KINZERTH	CUNNINC1	Notify CRM		Done	5/11/2010 09:35:41 AM	File Assigned
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							

Report Generated for toporowm on 5/25/2010 Page 8 of 10

Activities

Greated 5/11/2010 09:33:21 AM Gentlact Last Name Comments Research Completed: No Previous Related Rep No Related Recalls	Created By KINZERTH	Assigned To CUNNINC1 Contact Firs	Activity Type Research I Name	Activity Sub-Type Account	Status Done	Completed 5/11/2010 09:37:13 AM BAC Code	Description Research VIN
Other SR Unrelated to co Patrick Cunningham/PAR Confidential Comments							ı
Croated 5/11/2010 09:33:06 AM Contact Last Name Comments	Created By KINZERTH	Assigned To CUNNINC1 Contact Firs	BRC PAR	Activity Sub-Type Case Assigned Account	Status Done	Gompleted 5/11/2010 09:35:38 AM BAC Code	Discription Assigned to Patrick Cunningham x31395
confidential Comments conted //1/2010 09:32:59 AM	Created By KINZERTH	Assigned To CASTROJO	Activity Type SR Opened	Activity Sub-Typo	Status Done	Completed 5/11/2010 09:32:59 AM	Description SR in Status of Closed has been Re-
ontact Last Name		Contact First	t Name	Account		BAC Code	Opened by KINZERTH
reated /11/2010 09:32:58 AM onlact Last Name	Greated By KINZERTH	Assigned To CASTROJO Contact First	Activity Type SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 5/11/2010 09:32:58 AM BAC Code	Description Service Request has been Closed Satisfied.
omments onlidential Comments		Solitacifilisi		Account		2. 00 0000	

Report Generated for toporowm

on 5/25/2010

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/10/2010 03:15:58 PM	CASTROJO	KINZERTH	Escalation	Initiate PAR	Done	5/11/2010 09:32:64 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."

Confidential Comments

Created By Assigned To Activity Type
5/10/2010 03:12:53 PM CASTROJO CASTROJO Inbaund Call Customer Activity Sub-Type Status Description 5/10/2010 03:15:56 PM Window Regulator smoked Complex Request Done Contact Last Name Contact First Name BAC Code

Comments

Customer states:

Caling about parts with my car. Its a driver door module. The door smoked last Friday.

I smelled a flery smell the thing was smoking. The window regulator was smoking, but all the other doors. We checked the fuse at the back, 2007 Trailblazer.

CUSTOMER SKS:
If the parts are covered under warranty.

OCRS advise: "CRS advised that a person from the PAR Department will contact the customer within 2 business days."

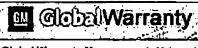
John Castro/CAC T1/MAN/Level 1 Empowered

Confidential Comments

UCC Information

UCC Coda	Symptom	Doscription
N40	No Symptom Indicated	Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm on 5/25/2010 Page 10 of 10



Mr. GMVIS 2

May 25, 2010

Model: CT15506-2007 TRAILBLAZER 4WD

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

13

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

For this · View V

Vehicle Information

VIN: 1GNDT13S672
Service Contract, No

Branded Title, No.

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions 0 Open

• View v

View V

View V
Transa

invoice Information

Invoicing Service Agent 169651 ATLANTIC CHEVROLET CADILLAC 1356 SUNRISE HWY BAY SHORE NY 11706-5914 6316650002 Invoice Date: 03/19/2007

Dejai) View V Informa

Ship to Information

Invoicing Service Agent 169651 ATLANTIC CHEVROLET CADILLAC 1356 SUNRISE HWY BAY SHORE NY 11706-5914 6316650002 Ship to Date: N/A

Delivery Information

Delivery Service Agent: 222749
HIGHLAND CHEVROLET
3555 RTE 9W
HIGHLAND NY 12528-1730 8456915000

Delivery Date: 04/27/2007 Delivery Type: 010—INDIVIDUAL Delivery Odometer: 130

In Service Information

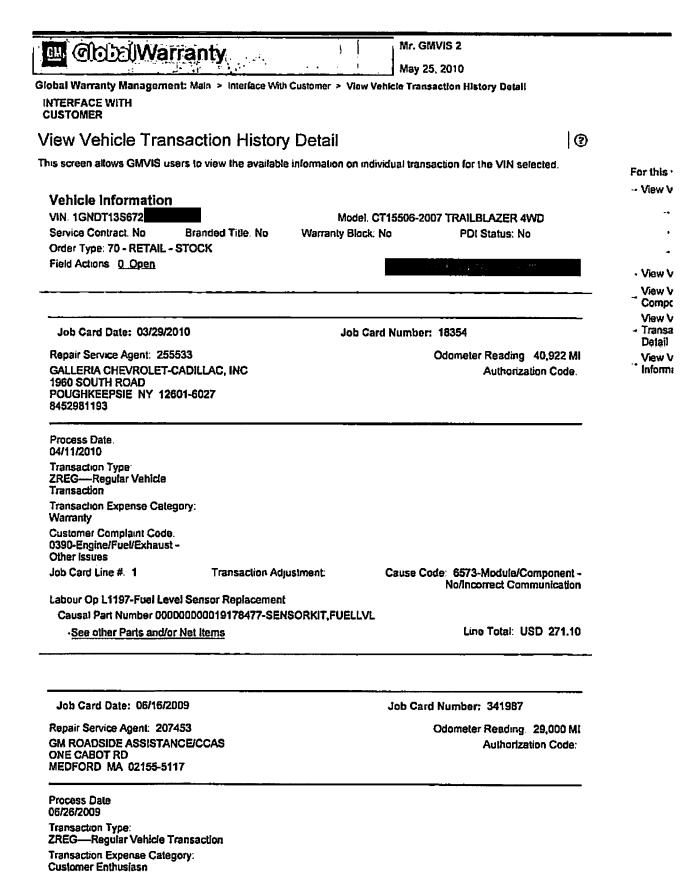
Invoicing Service Agent

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

Global Warranty Management: Site Map

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Customer Complaint Code 0000-Converted Claim

Job Card Line # 1 Transaction Adjustment:

Labour Op Z2083-ROADSIDE SERVICE (BATTERY/JUMP START)

Causal Part Number

See other Parts and/or Net Items

Cause Code: 0000-Converted Claims

Line Total: USD 42.00

Job Card Date: 07/22/2008

Repair Service Agent: 222749 HIGHLAND CHEVROLET 3555 RTE 9W

HIGHLAND NY 12528-1730

8456915000

Process Date. 08/05/2008 Transaction Type:

ZREG---Regular Vehicle Transaction

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

Transaction Adjustment

Labour Op R0760-Radio, Remove and Replace

Causal Part Number

See other Parts and/or Net Items

Job Card Number: 108681

Odometer Reading 17,001 MI

Authorization Code.

Cause Code: 0000-Converted Claims

Job Card Number: 105389

Line Total: USD 99.65

Odometer Reading: 6,753 MI

Authorization Code.

Job Card Date: 10/19/2007

Repair Service Agent: 222749 HIGHLAND CHEVROLET

3555 RTE 9W

HIGHLAND NY 12528-1730

8456915000

Process Date: 10/26/2007

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category: Customer Complaint Code.

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment.

Cause Code: 0000-Converted Claims

Labour Op E0716-Diagnostic System Check - Tire Pressure Monitoring

Causal Part Number

Line Total: USD 21.08

Job Card Date: 03/19/2007

Repair Service Agent: 169651

Job Card Number: A49579

Odometer Reading: 0 MI

িটিনিWarranty

Mr. GMVIS 2

May 25, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

3

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

For this: → View V

Vehicle Information

VIN 1GNDT13S672

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

Branded Title No. Service Contract. No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions <u>O Open</u>

→ View v

View V Compc

View V Transa <u>Detail</u>

> View V Informa

Vehicle Component

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

Traceability. 703090353 Part / Number Broadcast: NAX

Time Scanned: 12:48:00

Scan Station 01

Date Scanned: 03/19/2007

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW.MI

Date Scanned: 03/19/2007

Traceability: 005310647

Part / Number Broadcast: F9A

Time Scanned 13:58:00 Scan Station 05

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

Source Plant N-

Traceability. 0BN392232 Part / Number Broadcast: JN

Date Scanned: 03/19/2007

Time Scanned: 13:09:00 Scan Station: 03

Component Code: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 03/19/2007

Traceability: 45533611

Part / Number Broadcast: 7TDD

Time Scanned: 13:06:00 Scan Station: 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT Traceability: 3DN49387

HUB ASSEMBLIES

Source Plant: G-

Part / Number Broadcast:

UM1

Date Scanned: 03/19/2007 Time Scanned, 13:49:00 Scan Station.

12

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 03/19/2007

Date Scanned: 03/19/2007

Traceability 066151512 Part / Number Broadcast. ZM4

Time Scanned: 13:47:00 Scan Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00111949

Part / Number Broadcast

Time Scanned, 16:08:00 Scan Station,

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned: 03/19/2007

Traceability: 1H35BV4

Part / Number Broadcast: 2395

Time Scanned: 17:55:00 Scan Station: 06

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

Date Scanned: 03/19/2007

Traceability: 4BAEX90 Part / Number Broadcast: 8435

> Time Scanned. 13:50:00 Scan Station, 04

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

Source Plant: -

Date Scanned: 03/13/2007

Traceability 1670171 Part / Number Broadcast: 1ZZ

> Time Scanned 03:02:00 Scan Station.

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

Source Plant -

Date Scanned: 03/15/2007

Traceability: 3155231 Part / Number Broadcast. 1WW

Time Scanned. 19:26:00 Scan Station.

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

Source Plant -

Date Scanned. 03/16/2007

Traceability 3155194 Part / Number Broadcast, 1PT

Time Scanned: 17:34:00 Scan Station.

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

Source Plant -

Date Scanned: 03/19/2007

Date Scanned: 03/19/2007

Traceability 3154516 Part / Number Broadcast: 1PH

Time Scanned. 09:39:00 Scan Station

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

Source Plant -

Traceability: 3154710 Part / Number Broadcast. 1GB

Time Scanned: 10:11:00 Scan Station.

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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ATLANTIC CHEVROLET CADILLAC 1356 SUNRISE HWY **BAY SHORE NY 11706-5914** 6316650002

Authorization Code:

Process Date: 03/23/2007

Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 125,28

Global Warranty Management; Site Map

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@obal Warrant

Mr. GMVIS 2

May 25, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Build

1 ②

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

For this View v

Vehicle Information

VIN 1GNDT13S672

Branded Title, No.

Warranty Block: No

Model: CT15506-2007 TRAILBLAZER 4WD PDI Status: No

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

Field Actions. 0 Open

- View V

View V Compo <u>View</u> v Transa

<u>Detail</u>

View V Inform

Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: KTZKN7 Build Date: 03/19/2007

Build Plant: 2-

Option Codes

*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

1SA - LS PREFERRED EQUIPMENT GROUP 1

28H - LIGHT GRAY

49U - BORDEAUX RED METALLIC

7AA - FRONT SPRING

9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AXP - MPV VIN IDENT POSITION

B3N - FLOOR MATS, FRONT/REAR DELETE

C5N - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

EVA - EVAP EMISSION REQUIREMENT

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM WHEELS

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 - 16" FULL SIZE SPARE WHEEL

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9L - SPRING WHOLESALE FLOORPLAN PLUS

R9U - GM ACCESS - AUTOBOOK IDENTIFIER

SLM - STOCK ORDERS

T98 - STAMPING VEHICLE IDENT NUMBER

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6FB - COMP FRT LH COMPUTER SEL SUSP

8UY - COMPONENT RR LH COMPUTER SEL

A50 - FRT BUCKET SEATS & FLR CONSOLE

ALO - SENSOR INF RESTR, CHILD DETECT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR **FACING**

B30 - FULL CARPET-COLOR KEYED

C49 - REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL

DR1 - MIRROR O/S LR & RH MANUAL-BLACK

GU6 - REAR AXLE 3.42 RATIO

JJB · PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4,2L SFI 16

N40 - POWER STEERING

NE1 - 50-STATE EMISSIONS

NU5 - EMISSION SYSTEM CALIFORNIA

QTM - ALL-SEASON TIRES

R6P - SPECIAL PAINT

R9N - LEATHER SEAT TRIM

R9X - XM RADIO STANDARD IDENTIFER

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U2K - XM SATELLITE RADIO - SERVICE FEE

EXTRA. 1ST 3 MONTHS INCL.

UBO - AM/FM STEREO W/CD

UJ6 - TIRE PRESSURE MONITOR

VK3 - FRONT LICENSE PLATE BRACKET

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

2Y1 - SOLID PAINT

U73 - FIXED MAST ANTENNA

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR

ABOUT TURN-BY-TURN UPGRADE)

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

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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OnStar Equipped: Y

OnStar Vehicle Diagnostics: N

XM Equipped: Y

For this . - View v

 View V View V Compt View V - Transa Detail View V

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NTERFA	CE WITH	nent: Main > Interface Witi	h Customer > View Vehicl	le Summary	
SUSTON	ier				
′iew \	/ehicle Sur	mmary			10
pplicable	Warranties, Tran	users to view the Summa isaction History, Service (I XM Radio information (if	Contract(s) if applicable.	, Field Actions, Service Warranty Block, Brande	Information, ed Title
Vehic	ie informatio	n			
VIN 1G	NDT13S672		Model: CT15	506-2007 TRAILBLAZE	R 4WD
	Contract No	Branded Title No	Warranty Block: No	PDI Status	s: No
	ype: 70 - RETAIL tions <u>0 Open</u>	510GK			: e i)
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Requi	ired Field Act	tions		Open field actions	are highlighter
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XM Radio ID: GU63T049

OnStar Status: Inactive

XM Status: Inactive

DMN Enabled: N

Applicable Warranties

Valid	warranties	are	highlighted
1 4 1 1 1	***************************************		THE STREET

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	02/21/2010	04/27/2007	130 MI	04/27/2010	50,130 MI
	Bumper to Bumper Limited Warranty	02/21/2010	04/27/2007	130 MI	04/27/2010	36,130 MI
	Corrosion Limited Warranty	02/21/2010	04/27/2007	130 Mi	04/27/2013	100,130 M
	Emission Select State Component Lty Wty	02/21/2010	04/27/2007	130 MI	04/27/2014	70,130 MI
	Emission Select Component Ltd Wty	02/21/2010	04/27/2007	130 MI	04/27/2015	80,130 MI
	Powertrain Limited Warranty	02/21/2010	04/27/2007	130 MI	04/27/2012	100,130 M

Service Contract

Vehicle has no current record of service contracts.

Transactio	on History	1			View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/29/2010	18354	ZREG—Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	40,922 MI
06/16/2009	341987	ZREG—Regular Vehicle Transaction		Z2083 - ROADSIDE SERVICE (BATTERY/JUMP START)	29,000 MI
07/22/2008	108681	ZREG—Regular Vehicle Transaction		R0760 - Radio, Remove and Replace	17,001 MI
10/19/2007	105389	ZREG—Regular Vehicle Transaction		E0716 - Diagnostic System Check - Tire Pressure Monttoring	6.753 MI
03/19/2007	A49579	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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JUL-16-2010 09:56



Healey Chevrolet Inc.

Phone: 845-298-1193 FAX: 845-298-1006 1960 South Road Poughkeepsie, NY 12601

FAX#: 1313 665 0911

DATE: OTHOLIO

TO: Shawn Kelly FROM: Erika @ Healey Chevy

PAM 845 298

OF PAGES:

MESSAGE:

Just refairing invoices to your request.

- Ekika



Ford Lincoln Mercury 2528 Route 17M, Goehen (845) 291-1998 N.Y.S. M. V. RVS REG. NO. 7064314 Used Car Outle? 130 Temple Hill Rd., Valls Gate (845) 565-7033 N.YS. M.Y.R/S REG. NO 7088353 /

Mitaubishi 2528 Route 17M, Goshen (845) 291-1998 N.Y.S M.Y. R/S REG. NO. 7062636 (ord)

www.HealeyBrothers.com • 1-888-3-Healey
RECOMMENDED SERVICES

Chevrolet 410 Fishidi Ave., Beacon (845) 831-1975 N.Y.S. M.V. RVS REG. NO. 7825000 Chrysler Dodge Jeep 557 Route 52, Beacon (845) 831-1148 N.Y.S. M.V. R/S REG. NO. 7077504

Chevrolet Buick 183 Grammich Ave., Goshen (849-284-6171 1878-M.V. fild REG. NO. 2380536

> Hyundal 344 Flankill Ave., Beacon (845) 831-3199 M.Y.S. M.V.R/S REG. NO 7095414

34CVZZBGTRANS	OPERATION DESCRIPTION ROTATE 10123 39000 MILE SERVICE BG TRANS POWERFLUSH BG COOLANT SERV BG DIESEL INJECTION	MO/MI MO MI MI MI	34CVZZBGCODEX	OPERATION DESCRIPTION ALIGN FT SUSPENSION 45000 MILE SERVICE REP SERPT. BELT BG COOLANT DEX BG TRANS POWERFLUSH	MO/MI MI MI MI MI	TOTAL
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REPL	19NDT13S672 077CF	EVROLET TRUC	K/TRAILB	LAZER	PRODUCTION DATE	STOCK NO	LICENSE NO	37794
REQUE	STED	CUETO 184145	SERVICE CONTRI		°045/27707	DELIVERY MILES	SELLING DEALER NO	
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	HEN THEY TRIED TO OPEN THAT WINDOW, ND FOUND FUSE BLOWN, CUSTOMER REPL	CHIETOMED INC.	DEATER	-	ORIGINAL ES			
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	M ADDID I ANCE: A GM ENGINEER INSDECT	ED THE MENIOLE		1	PARTS \$		PARTS S	
; ; IPN	KINGSTON, THERE WAS NO CONCLUSION	BY THE ENGINE	ER.	- 1.	_ABOR \$			
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PAGE 1 OF 1

SERVICE FILE COPY

37794

Healey Chevrolet Estimate

\$204.85

VIN # 1GNDT13S672 2006 Trailblazer

2007

Replace "melted" drivers door module and reprogram. note: After switch/module is replaced the operation

and evaluated.

of the door locks and windows must be checked

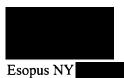
# 25867005 Left Front Window Switch/Module	_ \$317.83
Sub total	\$522.68
Tax	\$42.46
Total	\$565.14



ESIS P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265 800-888-0164 tel 313-665-0911 fax

sean.z.Kelly@gm.com

Sean Kelly
Claims Administrator



Re:

Claimant:

Date of Event:

5-8-10 693429

Our File: Our Client:

General Motors, LLC

Dear Ms.

This will acknowledge my conversation with you on July 21, 2010, when we agreed to settle the above matter for \$565.14.

Prior to issuing the check, the enclosed Release needs to be signed by you in the presence of a Notary Public. Please read the Release carefully, as this will be considered the full and final settlement of any and all claims with regard to this matter.

Once I have the completed Release, a settlement check will be issued in the agreed amount of \$565.14.

Should you have any questions, please do not hesitate to contact me at 800.888.0164.

Thank you for your cooperation in this matter.

Sincerely,

Sean Kelly

Enclosure: Release

Service Request Detail Ref No. No Goodwill Offered BRC Type PAR SR No. 71-837925484 Goodwill Account Site GW SubType Bus, Unit BRC Not Initiated PAR Last Namo Area First Name Approval Daytime # Evening # UCC Electrical - General Sub-Area Initiate PAR- Thermal Event Address City Lansing Involved Dir Safety Yes 6/14/2010 10:55:41 AM ZipCd Updated State Con Acct Email IL, Source License # CHEVROL Serial #/VIN 1GNET16S266 Model Year 2006 Priority Medium Owner GARCIAJR Mako Chevrolet Warr. Start 01/26/2006 Status Open Opened 6/10/2010 04:53:05 AM TrailBlazer Model Mileago 65000 Sub-Status Dissatisfied Closed Abstract Thermal event - 06 Chevrolet TrailBlazer

This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291. Customer Description

Pre-PAR

–	•								
PAR Notifier			# Olher Veh -	#People in Ve					Report # 1555 A SALAR MAN
Owner	6/5/2010 10:00:19 Al		0	1	Concrete	Diy	n/a	r/a	
Driver Last N.	ame	→ Driver	First Namo	1 to 1 to 1 to 1	Height###* 💯 Di	OB Disab	lities in which refine got	CONTRACTOR SHOWING	地理的可能能够的自由的
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Incident	Parking lot of Lansing vills	ge center 314	11 Ridge road		Inciden				eralde window started going up
Loc					Desc		n K's own customor heared siz	ziing and poppinng sma	il flames came out of the
Component	unk					driverside d	•		
					Damag	je themai eve	nt damage limited to the driver	rside door	
Vehicle	W/ customer				Desc				
Lac					Add1 ir		is filled about the thermal eve	nt incident customer un	able to provide additional
	n/a					information	for insurance company/daim		
Names					Maint L	.oc n/a			
PAR De	tail								
Collision	Non Collision	Y		1 Thorns	d Evt Y	Spec Equip			
			Damage						
Vehicle Speed			Weather Condition			Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service			Property Location	n/a	Prop Est Repair Cost	\$0.00
Voh Est			Spec Equip			Prop Damage	n/a		
Repair Cost			Installer			Description			
Primary Veh Use			Inspection 1 Type	Thermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	•					Explain Other	being sent to ESIS, unk last	svc date & foc	

Report Generated for toporowm

on 6/14/2010

Page 1 of 8

Activities

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06 Chevrolet TraitBlazer - the	ermal event						
Joe G/PAR/ATX							
Confidential Comments							
			Activity Typa	Activity Sub-Type	Status	Completed	Description
			scheduled Follow-up		Done	6/14/2010 10:27:42 AM	ct cust for initial
Contact Last Name	C	Contact First N	ame	Account		BAC Code	
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			Activity Typo	Activity Sub-Type	Status	Completed	Description
			Ownership Changed	Ownership Escalated to BRC	Done	6/11/2010 03:18:40 PM	Ownership Escalated to BRC
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Confidential Comments							

Report Generated for toporowm

on 6/14/2010

Page 2 of 8

Activities

reated /11/2010 10:59:14 AM	Greated By BURCHAM	Assigned To GARCIAJR	Activity Typo Ownership Changed	Activity Sub-Typo	Status Done	Completed B/11/2010 10:59:14 AM	Description Service Request Ownership has
onlact Last Name		Contact Fire	• •	Account		BAC Code	changed FROM: VALERIER TO: GARCIAIR
omments							I
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reated	Created By	Assigned To		Activity Sub-Type	Status	Completed 10 10 10 10 10 10 10 10 10 10 10 10 10	Doscription
11/2010 10:59:05 AM	BURCHAM	GARCIAJR	BRC PAR	Initial Contact-AVM	Done	6/11/2010 03:16:38 PM	Vm for RCCDMV, Warren Carter
ontact Last Namo		Contact Fire	st Name	Account		BAC Code	
omments							
CCDMV: Warren Carte ode: 630961 lailbox: 6733	r						
alling to provide heads	-up/FYI on cust	's product allega	alion case.				
e G/PAR/ATX							
onfidential Comments							
roatod	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
11/2010 10:59:02 AM	BURCHAM	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	B/11/2010 03:14:07 PM	called
ontact Last Name		Contact Fire	st Name	Account		BAC Code	
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Report Generated for toporowm

on 6/14/2010

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Activities

Croated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscription
6/11/2010 10:58:58 AM	BURCHAM	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	6/14/2010 11:03:26 AM	made initial of wicust
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
			· ·-··				

Crm stated calling to I/u w/cust re the product allegation case, understand that veh had a burning incident.

Cust stated that is correct, was sitting on the p/s when with the engine turned off when noticed the p/s rearview mirror moving on it's own. Cust stated started to see smoke, heard a sizzling noise and saw some burning that sizzled itself out. Cust stated took the veh to American Car Care Center (Bill/owner) @ 708-474-2200 to get repaired - spent approx \$484.

Crm verid pre-par & par detail screen info.

Crm also advised that will need to refer this file to our central claim dept, they will it work win 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX
Confidential Comments

Created By	Assigned To Activity Type	Activity Sub-Type	Status	Completed	# Description
6/11/2010 10:58:52 AM BURCHAM	GARCIAJR BRC PAR	Acknowledgement	Done	6/11/2010 05:03:27 PM	acknowledgement made
Contact Last Name	Contact First Name	Account		BAC Code	
					_
Comments					

Called daytime phone #

Calling to flu wicust re the product allegation case.

Joe G/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed .	Description	
8/11/2010 10:58:44 AM	BURCHAM	GARCIAJR	Notify CRM		Dona	6/11/2010 11:05:49 AM	File assigned	
Contact Last Name		Contact First	l Name	Account		BAC Code		
							-"	
Comments							1	
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Confidential Comments							1	

Report Generated for toporowm

on 6/14/2010

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Activities

Greated 6/11/2010 10:58:37 AM	Greated By BURCHAM	Assigned To GARCIAJR	Activity Type Research	Activity Sub-Typo ::-	Status Done	Completed 6/11/2010 11:11:27 AM	Description Research VIN
Control Last Name	BOILOI PAII	Contact Fire		Account	Done	BAC Code	(Catalat VIII
Comments							
Summary:							
Repairs - no related repa	ire						
Recalls - no open recalls							
SR's - no other files for th	is veh						
Joe G/PAR/ATX							
Confidential Comments							
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:58:20 AM	BURCHAM	GARCIAJR	BRC PAR	Case Assigned	Done	6/11/2010 11:05:46 AM	file assigned to Joe Garcia @ ext 11291
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							•
Comments		•					
Confidential Comments	•						1
·							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/11/2010 10:58:14 AM	BURCHAM	VALERIER	SR Opened		Done	B/11/2010 10:58:14 AM	SR in Status of Closed has been Re-
Contact Last Name		Contact Firs	t Name	Account		BAC Code	Opened by BURCHAM
Comments							
Confidential Comments							1
Communities Comments			·				1

Report Generated for toporowm on on

on 6/14/2010

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Activities

Groated 6/11/2010 10:59:13 AM Contact Last Name	Created By BURCHAM	Assigned To VALERIER Contact First	Activity, Typo SR Closed - Dissatisfied t Namo	Account	Done Cone	6/11/2010 10:58:13 AM BAC Code	Discription Service Request has been Closed Dissatisfied.
Confidential Comments							
Greated a cut	Created By*	· Assigned To					#Description () # 15 # 15 # 15 # 15 # 15 # 15 # 15 #
6/10/2010 10:56:46 AM	VALERIER	MERCADTO Contact First	Escalation Name	Initiale PAR	Don e	6/11/2010 10:58:07 AM BAC Code	Assigning activity to PAR Queue Received and assigned in PAR
Contact Last Name		Contact 115	ENSING	recount		DAO COGO	Tonie Mercado/PAR Workflow/ATX
Comments	Al		h				
Confidential Comments	meone mom u	e PAR dept vvii	be contacting her within 2 bu	siness days			
					•		
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Rescription
6/10/2010 10:22:34 AM	VALERIER	VALERIER	Outbound Call Customer	Made Contact	Done	6/10/2010 11:00:28 AM	
Contact Last Name		Contact First	t Name	Account		BAC Code	
Comments							
customer experienced a	thermal event v	d the driver side	door				
Confidential Comments							
Control Control	Constant Dec	Analowed To	Andreite Tenn	Activity Sub-Type	Status	Completed	Description
Greated 6/10/2010 04:58:59 AM	Created By VALERIER	Assigned To VALERIER	Activity Typo Scheduled Outbound Call	Initial Attempt	Done	6/10/2010 10:22:25 AM	Initial attempt Richard and Deborah
			Cust	•			Furmanek
Contact Last Name		Confact First	t Name	Account	•	BAC Code	
Comments							
							•
Confidential Comments							l .

Report Generated for toporowm on 6/14/2010 Page 6 of 8

Activities

, , , , , , , , , , , , , , , , , , , ,					
Created By S	Assigned To Activity Type	Activity Sub-Typo	Status 🥽 🗗	NST/ Completed 175 1967-49	C Description SP (45/25/15 15 4 15 15 15 15 15 15 15 15 15 15 15 15 15
6/10/2010 04:57:13 AM VALERIER	VALERIER Email - Outbound		Done	6/10/2010 04:58:52 AM	Chevrolet Vehicle Concern
Contact Last Name	Contact Eirst Name	Account		BAC Code	
Comments					
Service Request: 71-837925484 Customer Relationship Specialist: Eric					

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking the time to write us regarding your inquiry.

Based on the nature of your inquiry, we have decided that contacting you by phone would allow us a better opportunity to assist you. Since you indicated your phone number in your email, we will be contacting you today, June 10, 2010, between the hours of 9:30 a.m. and 11:30 a.m. Eastern Time with hopes that we can resolve this in a timely manner.

We have created a fite with the information that you provided under service request number 71-837925484. If you should need to contact us in the future, simply reply to this message or call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday, 8:00 a.m. to 9:00 p.m. Eastern Time.

For more information regarding the maintenance and care of your vehicle, please visit http://www.gmownercenter.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific Chevrolet vehicle.

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

[THREAD ID:1-DUUIZD]

----Original Message---

From:
Sent: 6/9/2010 08:13:15 PM
To: cac@chevrolet.com
Subject: Chevrolet Ve...

Report Generated for toporowm

on 6/14/2010

Page 7 of 8

Activities

Created 6/9/2010 08:13:50 PM	Created By Assigned To VALERIER	Activity Typo Email - Inbound	Activity Sub-Typo	Status	6/10/2010 04:58:52 AM	Chevrolet Vehicle Concern
Contact Last Name	Contact Firs		Account		BAC Code	•
Сопшенть						İ
Name: Email Address:						
Address:						
Day Phone: ()— ex						

Comments: I notice that you have issued a recall for the windshield wipers and fire issue on surfs. I want to know if you are looking at problems similar to that of Chrysler on firefshort on left door panels. I know that Chrysler has issued a recall and my 2006 Trailblazer just had the same problem. Fortunately with quick action it didn't spread further than the door panel. I must say in all the years I have owned a Chevrotet that I am completely unhappy with your cars now. I just 2 days prior to the fire had to replace sensors in the gas lank again as they went faulty. I want a response on this matter. Disgruntled last time Chevy purchaser.

Vehicle Concern Info: Nature of Concern: vehicle Model: Year: 2008 VIN Number: you should have under name Mileage: Allow Phone Contact: yes Best Time for Phone Contact: momings

Dealar Info: Preferred Dealer: Authorized Dealer: Dealership Contact: Last Visit to Dealer:

Confidential Comments

UCC Information

UCC Code Sympt	n වෙන අතර යන නම් කිරීමට නිරාදක විසින් විසින් විසින් අතර අත්වර්ග කිරීමට අතර අත්වර්ග අත්වර්ග අත්වර්ග අතර අත්වර්ග	N. 10 (18)
NO1 Therms	Event Electrical - General	

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For this ·

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Detail
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OnStar Vehicle Diagnostics: Y

מין האין	-) \\/ar	rantv	ر. الحرية		Mr. GMVIS 2		
	The World		in the		June 14, 201	0	
obal Warranty	Managemen	it: Main > li	nterface With	Customer > View V	ehicle Summary		
INTERFACE WI CUSTOMER	ITH						
/iew Vehic	cle Sumi	mary					0
his screen allow pplicable Warra formation and C	inties, Transa	ction Histor	y, Service (ry of Vehicle Informations Contract(s) if applications (applicable).	ation, Field Actions able, Warranty Bloo	s, Service Inforck, Branded Til	mation, de
Vehicle Info VIN: 1GNET16 Service Contra	S266 Lct: Yes	Branded T	itle. No	Model: CT1 Warranty Block: N	5806-2006 TRAILI o F	BLAZER EXT 4 DI Status: No	\$WD
Order Type: 70 Field Actions.		STOCK			2017 (21.11.2	ST A COTHER V	968
FIEID ALLICHS.	TAKEII				REGOUE	21 o estimato	1157
_	· • · · · ·	•				. • /	
Required F	ield Actio	ns				Open field	actions are highlighted
Туре	Number	Original Nbr	Doscrip	tion		Release Date	Status
Service Updale Bulletins	N050022	06022		TICE UPDATE - DRI REPROGRAM - EX WARRANTY	PIRES WIBASE	03/20/2006	Open
Company and purpose what	mation contains to be used seever.	anly for the	purpose of	ation derived therefr f warranty verifications	om is the proprieto	ry property of used for any c	The Polk
Vehicle has	no current r	ecord of w	arranty blo	ick.			
						.	
Service Inf	ormation						
Vehicle has	no current re	ecord of ou	utstanding	service information	n.		
OnStar and	d XM Satel	ilite Radi	io Inform	nation			
Refer to Hel		etails. For	OnStar con	ntact 888.ON.STAR	1 (888.667.8271)	and for XM R	adio
OnStar Equipp	,		•			OnStar Sta	atus Activ
XM Equipped	Y		XM F	Radio ID: 0H4UC0H	IP	XM Sta	atus. Active

DMN Enabled: N

Applic	able Warranties				Valid warranties	are highlighte
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	02/23/2010	01/26/2006	0 Wi	01/26/2009	36,000 MI
	Corrosion Limited Warranty	02/23/2010	01/26/2006	IM O	01/26/2012	100,000 MI
	Emission Select Component Ltd Wiy	02/23/2010	01/26/2006	0 MI	01/26/2014	80,000 MI

Service Contract

Policy Number 815780982

Owner FURMANEK

Description: GMPP 48/48 MAJOR GUARD

Effective Date: 06/24/2006 Effective Odometer, 5950 MI Daily Rental Limit: 35.00 Deductible Amount: 0.00 Expiration Date: 06/24/2010 Expiration Odometer: 53950 MI

Transactio	on History	•			<u>View Details</u>
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Roading
06/15/2009	271980	ZSCTService Contracts		J6400 - Evaporative Emission Canister Purge Solenoid Valve Replacement	49,700 MI
06/15/2009	271890	ZSCT—Service Contracts		L0618 • Fuel Tank Pressure Sensor Replacement	49,700 MI
06/08/2009	271677	ZSCT—Service Contracts		L1020 - Fuel Tank Filler Cap Replacement	49,490 MI
06/08/2009	271677	ZSCT—Service Contracts		J5480 - Throttle Body - Clean	49,490 MI
04/08/2009	269136	ZREGRegular Vehicle Transaction		Z2175 - \$15 Maintenance Card Promotion	47,229 MI
02/07/2008	254275	ZREG—Regular Vehicle Transaction		K4123 - Transfer Case Shift Control Switch Replacement	30,433 MI
02/07/2008	254275	ZREGRegular Vehicle Transaction		C4540 - Plate, Back Opening Sill - Replace	30,433 MI
12/18/2007	252552	ZREG—Regular Vehicle Transaction		Z2159 - National Fall Promotion 2007	27,797 MI
10/02/2007	249886	ZREGRegular Vehicle Transaction		B8990 - Rear License Plate Pocket Replacement	24,219 MI
04/07/2006	230728	ZREG—Regular Vehicle Transaction		J9995 - Customer Concern Not Duplicated - Emissions	2,887 Mi
03/21/2006	230058	ZREGRegular Vehicle Transaction		J6980 - Vacuum Hose - Repair Or Replace	2,453 MI
10/05/2005	A28345	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

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Mr. GMVIS 2

June 14, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Build

12

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

For this '
· View V

Vehicle Information

VIN: 1GNET16S266

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Service Contract. Yes

Branded Title: No

Warranty Block: No

14-11-12

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions. 1 Open

REQUEST ANOTHER VIN

View V

Compo View V Transa Detail

View V

Informa

Vehicle Build

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Gross Vehicle Weight: 2,906

Order Number: JMJDP4 Build Date: 10/05/2005

Build Plant: 6-

Option Codes

*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.

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

1SZ - PREFERRED EQUIPMENT SAVINGS

272 - LIGHT CASHMERE/EBONY

6HD - SPRING

80U - RED JEWEL TINTCOAT

9NH - SUSPENSION COMPONENT

AAB - MEMORY DRIVER CONVENIENCE PKG

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM7 - FOLDING REAR SEAT

AR9 - FRT BUCKET SEAT, DELUXE

AU0 - KEYLESS REMOTE DOOR LOCK B30 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

BG2 - THIRD ROW FLOOR MAT C49 - REAR WINDOW DEFOGGER

CF5 - ELECTRIC SUNROOF

OD7 - ISRV MIRROR W/COMPASS& AUTO\DIM

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

271 - INT TRIM CASHMEREÆBONY

7HD - SPRING

8NH -

A34 - POWER REAR QUARTER WINDOWS

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT AM9 - SPLIT FOLDING REAR SEAT BACK ASF - HEAD CURTAIN SIDE IMPACT AIR

BAGS AXP - MPV VIN IDENT POSITION

THE THE PRINCIPLE OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY

B32 - FLOOR MATS, FRONT AND REAR

B86 - MOLDING B/S COLOR BVE - RUNNING BOARDS

C7H - 6,400 LB GVW RATING

CJ2 - AUTOMATIC CLIMATE CONTROL

DH2 - LIGHTED LH & RH VISOR MIRRORS DS3 - POWER OSRV MIRRORS, HEAT, TURN

SIGNALS

G80 - LOCKING DIFFERENTIAL-REAR AXLE

JF4 - ELECTRIC ADJUSTABLE PEDALS **GU6 - REAR AXLE 3.42 RATIO** JJB - PT DRESS SUBASSY NOT INSTALLED JF8 - BRAKE VAC POWER, 4 WHL DISC **KA1 - HEATED FRONT SEATS K34 - CRUISE CONTROL LL8 - VORTEC 4200 SFI 16** KG4 - GENERATOR 150 AMP N40 - POWER STEERING M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND **ELECTRONIC CONTROL** N79 - FULL SIZE SPARE N74 - 17" BRIGHT ALUMINUM WHEELS NP8 - 2-SPEED ACTIVE TRANSFER CASE NF4 - EMISSIONS CLEAN FUEL FLEET PCR - SUN, SOUND, ENTERTAINMENT PKG: * OKL - PLANT - OKLAHOMA CITY POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM . XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO) PDF - LT PACKAGE 1 * LEATHER WRAPPED PDC - SEAT, 8-WAY POWER DRIVER STEERING WHL WAUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * DRIVER **INFORMATION CENTER * AUTO CLIMATE** CONTROL QTR - P245/65R17 ON/OFF ROAD WOL TIRES PNI - REAR CARGO SHELF R9N - LEATHER SEAT TRIM **R6P - PREMIUM PAINT** STW - LEATHER WRAPPED STG WHL SLM - STOCK ORDERS W/CONTR **T61 - DAYTIME RUNNING LIGHTS 196 - FRONT FOG LAMPS 198 - STAMPING VEHICLE IDENT NUMBER TB4 - LIFTGATE** U2K - XM SATELLITE RADIO-SERVICE FEE TGA - LANGUAGE CONTROL ENG, FR, SPAN EXTRA. 1ST 3 MONTHS INCL. **U73 - FIXED MAST ANTENNA U68 - DRIVER INFO CENTER DISPLAY** UC6 - AM/FM RADIO, RDS, 6 DISC CHANGER, **UA6 - THEFT DETERRENT ALARM SYSTEM** (REPLACES STD/OPT PKG RADIO) **UG1 - HOMELINK UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE &** SOUND PLAN UK6 - REAR SEAT RADIO & HVAC CONTROLS **UQA - BOSE PREMIUM SOUND SYSTEM** V1K - LUGGAGE RACK CROSS-BARS **UY7 - TRAILER WIRING HARNESS V73 - STATEMENT OF VEHICLE CERT.-**V40 - POWER PASSENGER SEAT PROVISIONS U.S. /CANADA VK3 - LICENSE PLATE FRAME, FRONT VCL - 50-STATE EMISSIONS-CFF LEV X88 - CHEVROLET CONVERSION VXS - COMPLETE VEHICLE LABEL YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT, OSRV YD3 - BASE EQUIP FOR SCH GVW PL-FT AX MIRROR * OSRV MIRRORS WITURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO) **YD5 - BASE FRONT SPRING** YD6 - BASE REAR SPRING 203 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE ZW7 - PREMIUM RIDE SUSPENSION CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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Mr. GMVIS 2

June 14, 2010

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

INTERFACE WITH **CUSTOMER**

View Vehicle Component Summary

(2)

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

For this . View V

View V

View V Compo View V Transa

Detail

View V

Informa

Vehicle Information

VIN. 1GNET16S266

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Warranty Block: No

PDI Status. No

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

Service Contract: Yes

REDUCST ANOTHER VIN

Vehicle Component

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

Date Scanned: 10/05/2005

Traceability: 509260064 Part / Number Broadcast: NFS

> Scan Station: 01 Time Scanned: 12:22:00

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

Date Scanned: 10/05/2005

Traceability: 000682665 Part / Number Broadcast: XUZ

Time Scanned: 08:11:00 Scan Station: 05

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

Source Plant: N-

Branded Title: No

Date Scanned: 10/05/2005

Traceability: 0BH354477 Part / Number Broadcast: FK

Time Scanned: 12:34:00 Scan Station: 01

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

Date Scanned: 10/05/2005

Traceability: 42791620 Part / Number Broadcast: 6TDD

> Time Scanned: 12:29:00 Scan Station: 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT Traceability DBI29035

HUB ASSEMBLIES

Source Plant, G-

Part / Number Broadcast: tIP7

Time Scanned: 12:46:00 Scan Station Date Scanned: 10/05/2005

Component Code: 86-ELECTRONIC CONTROL MODULE

(ECM)

Source Plant: K-DELCO ELECTRONICS KOKOMO,IN

Part / Number Broadcast: **YMSR**

Traceability: 3527145NG

Time Scanned: 20:28:00 Scan Station:

04

Component Code: 87-BODY CONTROL MODULE

Source Plant. M-

Date Scanned: 10/05/2005

Date Scanned: 10/05/2005

Traceability: 152716XY3 Part / Number Broadcast: 7809

> Time Scanned: 20:28:00 Scan Station: 08

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant. Q-RIMIR MATAMORS MEXICO

Date Scanned: 10/05/2005

Traceability: 1FKTYUH

Part / Number Broadcast: 2395

Time Scanned: 18:02:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P Traceability: 7ZAOS96 Source Plant: M-MORTON-THIOKOL Part / Number Broadcast: 0900

Date Scanned: 10/05/2005 Time Scanned 08:07:00 Scan Station. 03

Component Code: AP-RH SIDE IMPACT AIRBAG MODULE Traceability: 5EKX3ML Source Plant: Q-RIMIR MATAMORS MEXICO Part / Number Broadcast 2262

Date Scanned: 10/05/2005 Time Scanned. 12:33:00 Scan Station: 01

Component Code: AQ-LH SIDE IMPACT AIRBAG MODULE Traceability 5EKU3X3 Source Plant Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2263

Date Scanned: 10/05/2005 Time Scanned: 12:33:00 Scan Station. 02

Component Code: AS-SENSING DIAGNOSTIC MODULE Traceability: 5266X03YS Source Plant: K-DELCO ELECTRONICS KOKOMO,IN Part / Number Broadcast: 5628

Date Scanned: 10/05/2005 Time Scanned: 12:45:00 Scan Station: 07

Component Code: BN-LIFTGATE ELECTRONIC CONTROL Traceability: 25251A526

MODULE

Source Plant. Y-Part / Number Broadcast: 2757

Time Scanned: 20:28:00 Scan Station:

Date Scanned: 10/05/2005

Component Code: BO-PASSENGER DOOR ELECTRONIC Traceability: 052632H5T

CONTROL MODULE Source Plant. Y-

Part / Number Broadcast: 4979

Date Scanned: 10/05/2005 Time Scanned: 20:28:00 Scan Station

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL Traceability: 05263JFNR

MODULE

Source Plant: Z-Part / Number Broadcast:

5015

Time Scanned: 20:28:00 Scan Station: Date Scanned: 10/05/2005

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 0121737 Source Plant: • Part / Number Broadcast: 1ZZ

Time Scanned. 05:16:00 Scan Station. Date Scanned: 09/23/2005

Traceability: 0475889 Component Code: CC-SEQ NUM (FLEX) BODY ASM Source Plant: -Part / Number Broadcast: 1WW

Date Scanned: 09/30/2005 Time Scanned: 11:09:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 0470935

Source Plant -Part / Number Broadcast: 1TT

Date Scanned: 10/04/2005 Time Scanned: 08:21:00 Scan Station.

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 0469572 Source Plant: -Part / Number Broadcast. 1GA

Date Scanned: 10/05/2005 Time Scanned: 06:52:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Mr. GMVIS 2

June 14, 2010

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

INTERFACE WITH **CUSTOMER**

View Vehicle Transaction History Detail

2

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

For this ' View V

Vehicle Information

VIN. 1GNET165268 Service Contract. Yes

Branded Title: No

Model: CT15806-2006 TRAILBLAZER EXT 4WD Warranty Block: No

POI Status. No

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

CLANOTHES VIR

View V

View V Compo View V Transa

Job Card Date: 06/15/2009

Repair Service Agent: 177132 GIBSON CHEVROLET, INC.

1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

7083397400

Job Card Number: 271980

Odometer Reading 49,700 MI

Authorization Code.

View V Informa

Detail

Process Date 06/19/2009

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

Service Contract

Customer Complaint Code: 0000-Converted Claim

Transaction Adjustment: Job Card Line # 1

Cause Code: 0000-Converted Claims

Labour Op J6400-Evaporative Emission Canister Purge Solenoid Valve Replacement

Causal Part Number

·See other Parts and/or Net Items

Line Total: USD 93.18

Job Card Dato: 06/15/2009

Repair Service Agent: 177132 GIBSON CHEVROLET, INC.

1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

7083397400

Job Card Number: 271890

Odometer Reading: 49,700 MI

Authorization Code:

Process Date. 06/30/2009

Transaction Type: **ZSCT**—Service Contracts Transaction Expense Category:

Service Contract

Customer Complaint Code. 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims Labour Op L0618-Fuel Tank Pressure Sensor Replacement Causal Part Number Line Total: USD 268.84 See other Parts and/or Net Items Job Card Date: 06/08/2009 Job Card Number: 271677 Repair Service Agent: 177132 Odometer Reading: 49,490 MI Authorization Code GIBSON CHEVROLET, INC. 1533 E 162ND ST SOUTH HOLLAND IL 60473-2685 7083397400 **Process Date:** 06/12/2009 Transaction Type: **ZSCT**—Service Contracts Transaction Expense Category: Service Contract **Customer Complaint Code:** 0000-Converted Claim Job Card Line # 1 Transaction Adjustment: Cause Code: 0000-Converted Claims Labour Op L1020-Fuel Tank Filler Cap Replacement **Causal Part Number** Line Total: USD 66.72 -See other Parts and/or Net Items Job Card Date: 06/08/2009 Job Card Number: 271677 Repair Service Agent: 177132 Odometer Reading: 49,490 MI GIBSON CHEVROLET, INC. Authorization Code: 1533 E 162ND ST SOUTH HOLLAND IL 60473-2685 7083397400 Process Date. 06/12/2009 Transaction Type: **ZSCT—Service Contracts** Transaction Expense Category: Service Contract Customer Complaint Code. 0000-Converted Claim Transaction Adjustment: Cause Code: 0000-Converted Claims Job Card Line # 2 Labour Op J5480-Throttle Body - Clean Causal Part Number Line Total: USD 27.47

Job Card Date: 04/08/2009

Job Card Number: 269136

Repair Service Agent: 177132 GIBSON CHEVROLET, INC.

Odometer Reading. 47,229 MI Authorization Code

_ _ _ _ _ _ _ _ _ _ _ _

1533 E 162ND ST SOUTH HOLLAND IL 60473-2685 7083397400

Process Date 04/14/2009

Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category.

Customer Enthusiasn Customer Complaint Code.

0000-Converted Claim Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z2175-\$15 Maintenance Card Promotion

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 15.00

Authorization Code:

Odometer Reading: 30,433 MI

Cause Code: 0000-Converted Claims

Odometer Reading. 30,433 MI

Authorization Code

Job Card Number: 254275 Job Card Date: 02/07/2008

Repair Service Agent: 177132 GIBSON CHEVROLET, INC. 1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

7083397400

Process Date 02/12/2008

Transaction Type:

ZREG—Regular Vehicle Transaction Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim

Job Card Line # 1 Transaction Adjustment:

Labour Op K4123-Transfer Case Shift Control Switch Replacement

Causal Part Number

Line Total: USD 116.66 -See other Parts and/or Net Items

Job Card Date: 02/07/2008 Job Card Number: 254275

Repair Service Agent: 177132 GIBSON CHEVROLET, INC. 1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

7083397400

Process Date: 02/12/2008 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: **Customer Complaint Code:**

0000-Converted Claim Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C4540-Plate, Back Opening Sill - Replace Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 44.80

Job Card Date: 12/18/2007

Job Card Number: 252552

Repair Service Agent: 177132 GIBSON CHEVROLET, INC.

Odometer Reading. 27,797 MI

Authorization Code:

1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

7083397400

Process Date: 01/29/2008

Transaction Type.

ZREG-Regular Vehicle Transaction

Transaction Expense Category: Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z2159-National Fall Promotion 2007

Causal Part Number

See other Parts and/or Net Items

Line Total: USD 15.00

Job Card Dato: 10/02/2007

Repair Service Agent: 177132 GIBSON CHEVROLET, INC.

1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

7083397400

Job Card Number: 249886

Odometer Reading. 24,219 MI

Authorization Code

Process Date: 10/16/2007

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B8990-Rear License Plate Pocket Replacement

Causal Part Number

See other Parts and/or Net Items

Line Total: USD 67.56

Job Card Date: 04/07/2006 Job Card Number: 230728

Repair Service Agent 177132 GIBSON CHEVROLET, INC.

1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

Odometer Reading: 2,887 MI

Authorization Code:

		_		-	-
71	Я٦	39	74	п	п

Process Date: 04/14/2006

Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op J9995-Customer Concern Not Duplicated - Emissions

Causal Part Number

Line Total: USD 24.53

Job Card Date: 03/21/2006 Job Card Number: 230058

Repair Service Agent: 177132 GIBSON CHEVROLET, INC. 1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

7083397400

Odometer Reading: 2,453 MI Authorization Code: E

Process Date. 03/28/2006

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category: Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code 0000-Converted Claims

Labour Op J6980-Vacuum Hose - Repair Or Replace

Causai Part Number

Line Total: USD 57.25

Job Card Date: 10/05/2005 Job Card Number: A28345

Repair Service Agent: 177132 GIBSON CHEVROLET, INC. 1533 E 162ND ST SOUTH HOLLAND IL 60473-2685

Odometer Reading: 0 MI Authorization Code.

Process Date: 10/11/2005

7083397400

Transaction Type:

ZPDI—Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code. 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 102.40

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For this ' · View V

> · View V · View V Compo View V Transa Detail View V Informa

때 영화 Warranty		Mr. GMVIS 2 June 14, 2010
Global Warranty Management: Main > Interface WINTERFACE WITH CUSTOMER	th Customer > View Vehicl	
View Vehicle Delivery Information	on	3
This screen allows GMVIS users to view the available and the ultimate customer. Not all sections will be pro-		cted VIN delivered to the Service Agent
Vehicle Information VIN 1GNET16S266 Service Contract Yes Branded Title: No Order Type: 70 - RETAIL - STOCK	Model: CT15806 Warranty Block: No	-2006 TRAILBLAZER EXT 4WD PDI Status. No
Field Actions: 1_Open		Rich, pri Allo Hanks (i
	• •	· · · · · · · · · · · · · · · · · · ·
Invoice Information Invoicing Service Agent: 177132 GIBSON CHEVROLET, INC. 1533 E 162ND ST SOUTH HOLLAND IL 60473-2685 7083397400)	Invoice Date: 10/05/2005
. ,		· · · · · · · · · · · · · · · · · · ·
Ship to Information Invoicing Service Agent. 177132 GIBSON CHEVROLET, INC. 1533 E 162ND ST SOUTH HOLLAND IL 60473-2685 7083397400)	Ship to Date: N/A
Delivery Information		
Delivery Service Agent: 177132		Delivery Date: 06/24/2006

GIBSON CHEVROLET, INC. 1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685 7083397400

Delivery Odometer: 0

In Service Information Invoicing Service Agent

In Service Date: 01/26/2006 In Service Type: 0002 In Service Odometer: 0

Global Warranty Management: Site Map

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GM Vehicle Inquiry System Summary

Home - Summary - Claim History - Vehicle Build - Vehicle Component - Delivery Information - Dealer Information - Service Contract - Warranty Block - Branded Title

Help

							13	Įp.						
VIN:	· · · · ·		1GNET16S266											
				_		VEHIC	LE IN	FOR	MATIO	N		·		
Merch Model	andising		CTI 4WI		06 T	RAILBLA	ZER I	EXT	LT	Warranty	Start l	Date :	01/26/2	006
BARS	Order Ty	pe :	70 -	RETAIL	- ST	TOCK								
Delive	ring Deals	r:	153	3 E 162N	D SI			2/06		Selling So	irce :		13 - CHEV	ROLET
				3) 339-740		ND,IL 6)U4 <i>13-</i>	2083		Site Code	:		11241	
						_				Business A	Lssocia	ite	177132	·
Serv	ice Contra	ct:	Yes	Bran	ded	Title :	No	W	/arrant	y Block :	No	PDI St	atus :	Paid
						REQUIR	ED FI	ELD	ACTIO	DNS				
Туре	Number					Desc	riptio	n				Posted	Date	Status
YT	<u>060</u> 22					RIVER'S :		MODULE REPROGRAM -			03/23/2006		Open	
					SEI	RVICE IN	FOR	IAT	IONAL	ITEMS				
Туре	Number					Desc	riptio	n				Posted	l Date	Status
EI	Q7279		RN IN 08-54-0		M ST	EERING	WHE	EL HORN PAD - REF. TSB				11/21	/2007	Sce Bulletin
			C	ON STAR	NA S	ID XM SA	TELI	JTE	RADIO	INFORM	ATIO	٧		
OnSta Equip	_	Yes	OnSt	tar Status	s .	Active	(loca	it c d o	lelp pag in the "C -8271.	e for details InStar" tab i	or:go n GM	lo OnStar InfoNET)	Online I or (888)	Enrollment ONSTARI
XM E	quipped	Yes	XM R	adio ID	ОН	4UC0HP	XM Statu	is	Active	Refer to I www.xnu 1.877.GE	adio.gr	m.ca or De	ealer Ho	
					•	APPLICA	BLE	WA	RRANT	TES				
Description						Effective Effective Odometer			End Da	te C	End Odometer			
	000 BUMP RANTY	ER TO	BUM	IPER LIM	1ITE	D		01/2	:6/2006	0	miles	01/26/20	09	36000 miles
	0000 SHEE				GE F	RUST		01/2	26/2006	0	miles	01/26/20	12 1	00 0 00 miles

96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/26/2006	0 miles	01/26/2014	80000 miles
36/36000 FEDERAL EMISSION	01/26/2006	0 miles	01/26/2009	36000 miles

CLAIM HISTORY

R.O Date	R.O Number	Туре	Labor Operation	Odome Readi	
06/15/2009	271890	0	L0618 - FUEL TANK PRESSURE SENSOR REPLACEMENT	49700	miles
06/15/2009	271980	0	J6400 - EVAPORATIVE EMISSION CANISTER PURGE SOLENOID VALVE REPLACE	49700	miles
06/08/2009	271677	0	L1020 - FUEL TANK FILLER CAP REPLACEMENT	49490	miles
06/08/2009	271677	0	J5480 - THROTTLE BODY - CLEAN	49490	milcs
04/08/2009	269136	#	Z2175 - \$15 MAINTENANCE CARD PROMOTION	47229	miles
12/12/2008	264815	0	J0690 - PULLEY, ACCESSORY DRIVE BELT IDLER - REPLACE	42606	miles
02/07/2008	254275	#	K4123 - TRANSFER CASE SHIFT CONTROL SWITCH REPLACEMENT	30433	miles
02/07/2008	254275	#	C4540 - PLATE, BACK OPENING SILL - REPLACE	30433	miles
12/18/2007	252552	#	Z2159	27797	miles
10/02/2007	249886	#	B8990 - REAR LICENSE PLATE POCKET REPLACEMENT	24219	miles
04/07/2006	230728	#	J9995 - CUSTOMER CONCERN NOT DUPLICATED - EMISSIONS	2887	miles
03/21/2006	230058	#	J6980 - VACUUM HOSE - REPAIR OR REPLACE	2453	miles
10/05/2005	A28345	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0	miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Servic	e Request Detail					
SR No.	71-850407780	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus, Unit	BRC
Last Name		First Name	Approval	Not initiated	Area	PAR
Daytime #		Evening #	ucc	Electrical - Power Window Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City Houston	involved Dir		Safety	Yes
State	TX ZipC <u>d</u>	Con Acct	Source	Phone	Updated	7/26/2010 03:25:06 PM
Serial #/VIN	1GNDS13S77:	Model Year 2007	Priority	Medium License # CHEVROL	Owner	BRUCED1
Make	Chevrolet	Warr. Start 06/20/2006	Status	Closed	Opened	7/19/2010 03:37:03 PM
Model	TraiBlazer	Mileage 115000	Sub-Status	Dissatisfied	Closed	7/26/2010 03:25:04 PM
Abstract	E - Thermal Event - Electrical - Power V	Mindow Motor / Switch / Wiring / Regulator				
Customer Description	This is a BRC PAR File. Please do not	assume. DO NOTADVISE. Forward all inquiri	s to Deongella	@ ext 21114		

Pre-PAR

LIG-LWL	•										
PAR Notifier		dent Date/Time		# Other Veh	#Pe	ople in Veh Ro		e Road	Cond. Fire Report#	Police	: Report#
Relative	7/19	<i>¥</i> 2010 03:00:00 PM	N	0		0 As	phalt	Dry	Non e	None	
Driver Last N	ame		Driver	First Name		Height	DC	B Disat	ilities	***	
						5'4		None			
mannanice wa	ent Last IV	RIVE	Insura	nce Agent Fir	st Nam	е Рһопе	#	Insuranc	е Аделсу		
Unknown			Unkno	wn				Unknow	n		
Incident Loc	7211 Nav	idad Rd					incident Desc	Cust sts the saw falmes	veh was parked in the garge	ed and I saw smoke on th	e driver side door one then
Component	Window f	Mater / Switch / Wiri	ng / Regula	lar							
			•				Damage	insrument o	tuster panal		
Vehicle	7211 Nav	idad Rd					Desc				
L,oc							Add'i Inf	o At this poin	t cust has not filled a claim, c	ust did not want to disclos	se DOB or insurance
Emgcy Svc	None							information	,-		
Names							Maint Lo	oc:			
PAR De	fail		-								
Collision	N	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None		
Vehicle Speed	0			Weather Condition	Dry			Prop Owner	None	Property Type	None
Last Service Date				Loc Last Service				Property Location	None	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost				Spec Equip	No.	ie .		Prop Damage Description	None		
Primary Veh Use	Persona	1		Inspection Type	Therm	al Event		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	Unknow	n (Veh has not bee	n looked at)	•				Explain Other	None		

Report Generated for toporowm

on 2/27/2012

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Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Campleted	Doscription
7/26/2010 03:25:04 PM	BRUCED1	BRUCED1	SR Closed - Dissatisfied		Done	7/26/2010 03:25:04 PM	Service Request has been Closed
Centact Last Mama		Cartrad First	l Name	Account		BAC Code	Dissatisfied.
Sommer.						,	
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/26/2010 03:24:34 PM	BRUCED1	BRUCED1	BRC PAR	Close	Done	7/26/2010 03:24:54 PM	Close File
Contact Last Name		Contact First	Name	Account		BAC Code	
Customer daims therma	event originati	ng from power w	indow control console on dri	ver's side door		,	
695976 Josh Preister							
313.665.3391 Joshua.preister@gm.con	n						
	···						
Deongella/PAR/ATX Confidential Comments							
Consideratal Comments				:			
Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/22/2010 05:40:46 PM	BRUCED1	BRUCED1	Scheduled Follow-up	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Done	7/26/2010 03:24:33 PM	Check on ESIS Pick Up
Contact Last Name		Contact First	Name	Account		BAC Code	
Commence							
Confidential Comments							

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on 2/27/2012

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Activities

oated 20/2010 08:13:34 AM	Created By KINZERTH	TOPOROW	Activity Typo Escalation	Activity Sub-Typo ESIS-Thermal Event	Status Don o	Completed 7/26/2010 01:13:00 PM	Description ESIS - Thermal Event
intact Last Name		M Contact Fire	it Name	Account		BAC Code	Ī
emments				-			
	l event originat	ing from power v	window control console on t	friver's side door			
addeus Kinzer/PAR/A	TΧ						
5976 Josh Preister 3.665,3391 shua.preister@gm.con	_						
infidential Comments							Ī
oated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
9/2010 04:01:24 PM	BRUCED1	BRUCED1	Scheduled Follow-up		Done	7/22/2010 05:40:44 PM	Check on ESIS Pick Up
ntact Last Name		Contact Fire	t Name	Account		BAC Code	
nments							I
ntidential Comments							I .
oatod	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
9/2010 04:01:04 PM	BRUCED1	KINZERTH	Notify CRM		Done	7/20/2010 08:13:28 AM	ESC to ESIS
ntact Last Name		Contact Firs	t Name	Account		BAC Code	
e to Thermal Event							
Andential Comments							
eatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
9/2010 03:55:02 PM	BRUCED1	BRUCED1	Ownership Changed	Ownership Escalated to BRC	Done	7/19/2010 03:55:02 PM	Ownership Escalated to BRC
itact Last Name		Contact Firs	l Name	Account		BAC Code	
nments							
stidential Comments							

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on 2/27/2012

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Activities

Orgated By 7/19/2010 03:48:38 PM BRUCED1 Created By Assigned To Activity Type
BRUCED1 BRUCED1 Research Completed 7/19/2010 04:28:47 PM Activity Sub-Type Status Doscription VIN - 1GNDS13S77 Done Contact Last Name Contact First Name BAC Code

Recalls -

Service Update Bulletins N060091 06091 ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM **EXTENDED TO NOVEMBER 30, 2005** 08/30/2006 Closed

No prev repairs

No prev SR's

Deongella/PAR/ATX

Confidential Comments

Created By Assigned To Activity Typo
BRUCED1 BRUCED1 BRC PAR Activity Sub-Type Initial Contact-AVM Status Description Called - FFOM Ralph Jason (9720438112) 800-248-6238 7/19/2010 03:48:35 PM BRUCED1 7/19/2010 04:59:29 PM Done Contact Last Name Contact First Name Account BAC Code

Comments

FFOM Name: Ralph Jason Node/Mailbox (9720438112)

This is Deongelia calling from the GM Product Allegation Dept to make you aware of a file that was received in your ereal

The request number is: 71-850407780
The Customer's name i
The dealer involved is: None The oealer involved is: Note:
Located in: Houston TX
The vehicle is a: 07 Chevy TrailBlazer
With current mileage: 115%
The last 8 digits of the VIN# are: 72
This involves: Thermal Event

This message is for informational purposes only, However if you do have any questions please feel free to give me a call. Provided contact info.

Deongelia (PAR/ATX Confidential Comments

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:48:30 PM	BRUCED1	BRUCED1	BRC PAR	Initial Contact- Dealer	Done	7/19/2010 04:54:19 PM	Called - No dir call
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Due to the fact teh veh h	as not been int	o the dir since 06	;				
Deongelia/PAR/ATX							
Confidential Comments							1
Commental Comments		****					

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Activities

Created Created	By Assigned To Activity Type	Activity Sub-Typo Status	Completed	Description
7/19/2010 03:48:23 PM BRUCED		Initial Contact- Phone Done	7/19/2010 04:11:23 PM	
Contact Last Name	Contact First Name	Account	BAC Code	

Cust ats the veh was parked in the garage and I saw smoke on the driver side door one then I saw flames, I opened the door and put out the flames

Cust sts no the part that you use to roll windows up and down

Crs Adv: I will be sending your file to our central claims office for further handling. Someone will be in contact w/ you wil 7-10 business days. If you haven't heard from someone by the end of the 2 weeks please give me a call back and by that time I should have the info of the new agent that will be handling your file which I can release to you at that time.

Cust ats is there a recall for this part

Cra advino, the only recall on the veh was for the PCM which has already been preformed

Cust sis well that is the part that caused the problem

Crs adv no, you said it was on the door right

Crs adv the PCM is part of your engine not the door

Cust ats that is all connected, its the same thing

Crs adv you will need to contact your dir to get tech information about the veh however no the recall was in the engine

Cust sts ill figure it out

Deongelia /PAR/ATX Confidential Comment

Activities

Greated 7/19/2010 03:48:13 PM	Created By BRUGED1	Assigned To BRUCED1	Activity Type BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 7/19/2010 04:07:43 PM	Description
Contact Last Name	BRUGEDI	Contact Firs		Account	Done	BAC Code	
Comments							
Pla see initial phone call							
Deongella/PAR/ATX							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
7/19/2010 03:48:04 PM	BRUCED1	BRUCED1	BRC PAR	Casa Assigned	Done	7/19/2010 03:49:05 PM	Case Assigned
Contact Last Name		Contact Firs	t Name	Account		RAC Code	
Comments							1
Deongelia/PAR/ATX							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:48:01 PM	BRUÇED1	BRUCED1	Ownership Changed		Done	7/19/2010 03:48:01 PM	Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: THOMASIS TO: BRUCED1
comments							
Confidential Comments							
Compenial Constelles							i

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Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:40:29 PM	THOMASIS	THOMASIS	Inbound Call Customer	Complex Request	Done	7/19/2010 03:47:39 PM	Window counsel burnt out.
Contact Last Name		Contact First	Name	Account		BAC Code	1

Commence: He has a 2007 Chevrolet Traiblazer and the driver side window counsel burnt out and literally caught flames.

Customer seeks: Wants to report the incident and see if this part in the vehicle has a defect.

Customer Relationship Specialist advised: That I will document all the information needed and transfer you to our PAR Team.

Islah Thomas/Saginaw/Tier1/GWEmpowerment0

Confidential Comments

UCC Information

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

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on 2/27/2012

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Logout



February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

(2)

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

Vehicle Information

VIN: 1GNDS13S772

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No Bra

Branded Title: No Warranty Block: No

PDI Status: No

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

REQUEST ARCTMER VÍR

Required Field Actions

Open field actions are highlighted

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

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

Applicable Warranties

valla	warra	nties	are	nign	iignte	9C

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Dat e	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	06/20/2006	10 MI	06/20/2009	36,010 MI
	Corrosion Limited Warranty	08/05/2011	06/20/2006	10 MI	06/20/2012	100,010 MI
	Emission Select Component Ltd Wty	08/05/2011	06/20/2006	10 MI	06/20/2014	80,010 MI
	Powertrain Limited Warranty	08/05/2011	06/20/2006	10 MI	06/20/2011	100,010 MI

For this vehicle:

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

Special Coverage 10054 08/05/2011 06/20/2006 10 MI 06/20/2016 120,010 MI

Service Contract

Vehicle has no current record of service contracts.

Fransaction History									
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading				
11/30/2006	386004	ZREG-—Regular Vehicle Transaction		K5180 - Cable, Shift Control - Replace	13,168 MI				
11/29/2006	385871	ZREGRegular Vehicle Transaction		J6354 - Powertrain Control Module Engine Reprogramming with SPS	13,168 MI				
06/19/2006	A06479	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI				

Global Warranty Management: Site Map

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February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

(2)

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

Vehicle Information

VIN: 1GNDS13S772

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No

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

Order Type: 50 - FLEET

Field Actions: 0 Open

→ View Vehicle Build

Component Summary

Transaction History Detail

Information

Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number: KCSMRQ Build Date: 06/19/2006

Build Plant: 2

Option Codes

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

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

28H - LIGHT GRAY

41U - BLACK

7AB - FRONT SPRING 9NR - SUSPENSION

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

B30 - FULL CARPET-COLOR KEYED

B33 - REAR COLOR KEYED FLOOR MATS

C1U - ENTERPRISE RENT A CAR

C4D - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

EVA - EVAP EMISSION REQUIREMENT

FLT - FLEET PROCESSING OPTION

JF8 - BRAKE VAC POWER, 4 WHL DISC

EQUIPMENT SAVINGS

281 - INT TRIM LT **GRAY/DK GRAY** 6AC - SUSPENSION

8NS - SUSPENSION A50 - FRT BUCKET SEATS & FLR CONSOLE

AK5 - DUAL STAGE FRONT AIR BAGS AM9 - 65/35 **FOLDING 2ND ROW**

SEAT

AU0 - REMOTE **KEYLESS ENTRY**

BOL - GM

PRODUCTION WEEK #29

B32 ~ FLOOR MATS, FRONT/REAR B86 - MOLDING B/S

COLOR C49 - REAR

WINDOW DEFROSTER CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV **MIRRORS**

FE9 - FEDERAL **EMISSIONS** GU6 - REAR AXLE **3.42 RATIO**

JJB - PT DRESS SUBASSY NOT

Logout

For this vehicle:

→ View Vehicle Summary

Service

Contract

-- Branded Title

-- Warranty Block

View Vehicle

View Vehicle

View Vehicle Delivery

INSTALLED K18 - ELECTRIC AIR INJECTION SYSTEM K34 - CRUISE CONTROL KG4 - GENERATOR 150 AMP LL8 - ENGINE. VORTEC 4.2L SFI I6 N40 - POWER M30 - TRANSMISSION, 4 SPD AUTOMATIC **STEERING** NT7 - EMISSION SYS N75 - 17" ALUMINUM WHEELS FED - TIER 2 NZ3 - 16" FULL SIZE SPARE WHEEL QTM - ALL-SEASON TIRES R6F - IDENTIFY B R4W - TIRE BRAND-MICHELIN CODE USERS R6P - SPECIAL R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL PAINT R9N - LEATHER R7M - ONSTAR DELETE SEAT TRIM T98 - STAMPING T61 - DAYTIME RUNNING LIGHTS VEHICLE IDENT NUMBER TB4 - LIFTGATE TFD - RETAIL AMENITY DELETE UA6 - THEFT U73 - FIXED MAST ANTENNA **DETERRENT ALARM SYSTEM** UB0 - AM/FM STEREO W/CD UJ6 - TIRE **PRESSURE** MONITOR **UY7 - TRAILER WIRING HARNESS** V1K ~ LUGGAGE **RACK CROSS-BARS** V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA VK3 - FRONT LICENSE PLATE **BRACKET** VQ2 - FLEET ORDERING AND ASSISTANCE VX7 ~ LONG TERM DAILY RENTAL **PROGRAM** X88 - CHEVROLET VXS - COMPLETE VEHICLE LABEL CONVERSION YD3 - BASE AXLE YD5 - BASE FRONT SPRING YD6 - BASE REAR SPRING ZNF - SPARE, ALL-SEASON TIRE ZW7 - PREMIUM RIDE SUSPENSION ZY1 - SOLID PAINT

Added Option Codes

~BO ~

Global Warranty Management: Site Map

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Logout



February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

(2)

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

Vehicle Information

VIN: 1GNDS13S772

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No

Branded Title: No Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET Field Actions: 0 Open

Vehicle Component

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

Date Scanned: 06/19/2006

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

Date Scanned: 06/19/2006

Component Code: 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 06/19/2006

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

Date Scanned: 06/19/2006

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

.....

Date Scanned: 06/19/2006

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

Data Cammada 00/40/0000

Date Scanned: 06/19/2006

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

Source Plant: M-MORTON-THIOKOL

Date Scanned: 06/19/2006

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

Source Plant: -

Date Scanned: 06/13/2006

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

Source Plant: -

Date Scanned: 06/15/2006

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

Source Plant: -

Date Scanned: 06/16/2006

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

Source Plant: -

Date Scanned: 06/16/2006

Traceability: 606130179
Part / Number Broadcast: NAX

Time Scanned: 00:30:00

Time deathled: 00.50.00

Traceability: 000521656
Part / Number Broadcast: A1Z

Time Scanned: 01:33:00 Scan Station: 05

Traceability: 44393935

Part / Number Broadcast: 7SDD

Time Scanned: 00:38:00 Scan Station: 02

Traceability: 157131250

Part / Number Broadcast: CN8

Time Scanned: 01:28:00 Scan Station: 11

Traceability: 00006843

Part / Number Broadcast:

5724

Time Scanned: 03:05:00 Scan Station:

2

Scan Station: 01

Traceability: 1GUWYS8

Part / Number Broadcast: 2395

Time Scanned: 05:26:00 Scan Station: 06

Traceability: 5AASD12

Part / Number Broadcast: 5521

Time Scanned: 01:25:00 Scan Station: 04

Traceability: 0100460
Part / Number Broadcast: 1ZZ

Time Scanned: 00:03:00 Scan Station:

Traceability: 3006773

Part / Number Broadcast: 1WW

Time Scanned: 18:17:00 Scan Station:

Time Boarmad. 10.17.00 Boart Statio

Traceability: 3006714

Part / Number Broadcast: 1PT

Time Scanned: 11:42:00 Scan Station:

Traceability: 3006832
Part / Number Broadcast: 1PH

Time Scanned: 22:02:00 Scan Station:

For this vehicle:

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

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: Date Scanned: 06/16/2006

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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Traceability: 3006751
Part / Number Broadcast: 1GB
Time Scanned: 22:31:00 Scan Station:

Scan Station:

Global Warranty Management: Site Map

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Logout



February 22, 2012

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

View Vehicle Transaction History Detail

(3)

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

Vehicle Information

VIN: 1GNDS13S772

Job Card Date: 11/30/2006

Repair Service Agent: 119650

MUNDAY CHEVROLET

17800 NORTH FREEWAY

Model: C\$15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No

Branded Title: No:

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET

Field Actions: 0 Open

Job Card Number: 386004

Odometer Reading: 13,168 MI

Authorization Code:

HOUSTON TX 77090-4908 2813978600

Process Date: 12/05/2006

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op K5180-Cable, Shift Control - Replace

Causal Part Number

Job Card Date: 11/29/2006

Job Card Number: 385871

Repair Service Agent: 119650

MUNDAY CHEVROLET 17800 NORTH FREEWAY HOUSTON TX 77090-4908

2813978600

Odometer Reading: 13,168 MI

Authorization Code:

Process Date: 12/05/2006

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op J6354-Powertrain Control Module Engine Reprogramming with SPS

Causal Part Number

Job Card Date: 06/19/2006

Job Card Number: A06479

Repair Service Agent: 116619

WESNER, INC. - HUNTSVILLE 230 I H 45 N

HUNTSVILLE TX 77320-3018

Odometer Reading: 0 MI

Authorization Code:

For this vehicle:

→ View Vehicle Summary

Service

Contract

→ Branded Title

--- Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History

View Vehicle Delivery Information

9362917500

Process Date: 06/23/2006

Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Category: Customer Complaint Code:

0000-Converted Claim
Job Card Line #: 1

1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

(2)

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

Vehicle Information

VIN: 1GNDS13S772 Service Contract: No

Branded Title: No

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET Field Actions: 0 Open

Invoice Information

Invoicing Service Agent: 116619

Invoice Date: 06/19/2006

WIESNER, INC. - HUNTSVILLE 230 I H 45 N HUNTSVILLE TX 77320-3018 9362917500

Ship to Information

Ship to Service Agent: 116619 WIESNER, INC. - HUNTSVILLE 230 I H 45 N

HUNTSVILLE TX 77320-3018 9362917500

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 116619 WIESNER, INC. - HUNTSVILLE

230 I H 45 N

HUNTSVILLE TX 77320-3018 9362917500

Delivery Date: 06/20/2006 Delivery Type: 020---DAILY RENTAL Delivery Odometer: 10

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

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Logout

For this vehicle:

View Vehicle Summary

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

→ View Vehicle Build

- View Vehicle
- Component Summary

View Vehicle

Transaction History <u>Detail</u>

View Vehicle Delivery Information

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

July 28, 2010

Joshua Preister Claims Administrator



RE:

Claimant:

Our File No.:

Our Client:

Date/Event:

Subject vehicle:

VIN:

2007 Chevrolet Trailblazer

General Motors LLC

1GNDS13S772

07/19/2010

695976

Dear Ms.

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

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

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

- 1. Please provide proof of a defect in your vehicle, including a **copy** of your expert report, mechanic statements/repair orders and/or other supporting documentation.
- 2. Color copies of photos taken by you, your expert and/or someone on your behalf of the subject vehicle. Please do not send originals, as they may not be returned.
- 3. A copy of the police and/or fire report.
- 4. A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
- 5. Documentation to substantiate the type and amount of damages claimed.
- 6. Advise if there is any property damage other then the subject vehicle.
- 7. Advise the mileage for the subject vehicle.

5

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

Please place your file number on all correspondence

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

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

Thank you for your time in this matter.

Sincerely,

Joshua Preister Claims Administrator

Service Request Detail SR No. 71-858955924 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Site Bus, Unit Account BRC Last Name First Name Approval Not Initiated Area PAR Daytime # Evening # UCC Electrical - Power Door Lock Motor / Sub-Area Initiate PAR-Thermal Event Safety Involved Dir Riehle Chevrolet, Inc. Address City Jeannette Yes PA ZipCd 1GNDT13S26; Con Acct 8/10/2010 03:48:56 PM State Source Phone Updated Serial #/VIN Model Year 2006 Priority Medium License # CHEVROL Owner KINZERTH Status Open Make Chevrolet Warr. Start 06/22/2008 Opened 8/7/2010 10:01:47 AM Model TrailBlazer Mileage 26411 Sub-Status Satisfied Closed Abstract (ESIS) Door Controls - Thermal event Customer Description This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039

Pre-PAR

PAR Notifier	Incident Date/Time Injuries	s #Olher Veh #People	in Veh Road Surface	Road	Cond. Fire Report#	Police Report#
Owner	7/12/2010 08:00:00 AM N	0 2		Dry	n/a	n/a
Oriver Last N		rer First Name	Height DO		lities	
		,	52"	None		
		rance Agent First Name	Phone #	Insuranc		
n/a	n/a			n/a - cusi	omer has not involved his insurand	C9
Loc	route 131 between jeanette and green	nsburg	Incident Desc			nes came from the control panel in the driver's door and after a short lime the flames went out on their
Component	driver's side door control panel					
			Damage Desc	mailed a ho	e in the door control panel	
Vehicle Loc	with customer		Add'i Inf	o n/a		
Erngcy Svc Names	n/a		Maint Lo	c Independen	<u> </u>	
PAR De	tail			· ·		
Collision	Non Collision Y	Property N Th Damage	ermal Evt. Y	Spec Equip	None	
Vehicle Speed	45	Weather clear Condition		Prop Owner	n/a	Property n/a Type
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost
Veh Est Repair Cost	\$0.00	Spec Equip n/a Installer		Prop Damage Description	n/a	
Primary Veh Use	Personal	Inspection Thermal E	vent	Inspected By	Inspection Not Performed	inspection Date/Time
Veh Damage Description	metted a hole in the door control panel	el		Explain Other	file forwarded to ESIS	

Report Generated for toporowm

on_8/11/2010

Page 1 of 10

Activities

10/2010 04:08:04 PM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alam		ESIS -
onlact Last Name		Contact Firs	t Name	Account		BAC Code	
omments						•	I
onfidential Comments							1
reated 10/2010 03:49:07 PM	Created By GARCIAJR	Assigned To	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description Thermal event - ESIS
ontact Last Name	0.1100.011	Contact Firs		Account	u. · rogreso	BAC Code	Thomas aron, - Loro
omments Chevrolet Trailbiszer	- thermal event						Ī
e G/PA/R/ATX		•					_
onfidential Comments			· -				l
	Created By KINZERTH	Assigned To KINZERTH	Activity Typo Scheduled Follow-up	Activity Sub-Type	Status Done	Completed 8/10/2010 04:08:03 PM	Description ESIS
10/2010 11:42:13 AM			Scheduled Follow-up	Activity Sub-Type			
reated 10/2010 11:42:13 AM ontact East Name comments		KINZERTH	Scheduled Follow-up	, , , , , , , , , , , , , , , , , , , ,		8/10/2010 04:08:03 PM	
10/2010 11:42:13 AM ontact East Name		KINZERTH	Scheduled Follow-up	, , , , , , , , , , , , , , , , , , , ,		8/10/2010 04:08:03 PM	
10/2010 11:42:13 AM ontact Last Name comments untidential Comments	KINZERTH Created By	Contact Firs Contact Firs Assigned To	Scheduled Follow-up I Name Activity Type	, , , , , , , , , , , , , , , , , , , ,	Done Status	8/10/2010 04:08:03 PM EAC Code Completed	ESIS Description
10/2010 11:42:13 AM ontact Last Name criminals entidential Comments reated 10/2010 11:41:53 AM	KINZERTH	Contact First	Scheduled Follow-up I Name Activity Type Notify CRM	Account	Done	8/10/2010 04:08:03 PM EAG Code Completed 8/10/2010 03:49:01 PM	ESIS
10/2010 11:42:13 AM ontact Last Name comments contidential Comments reated 10/2010 11:41:53 AM ontact Last Name	KINZERTH Created By	Contact Firs Contact Firs Assigned To	Scheduled Follow-up I Name Activity Type Notify CRM	Activity Sub-Type	Done Status	8/10/2010 04:08:03 PM EAC Code Completed	ESIS Description
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Report Generated for toporowm on 8/11/2010 Page 2 of 10

Activities

Mosted V10/2010 10:05:48 AM	Created By KINZERTH	KINZERTH	Activity Type Outbound Call Dealer	Activity Sub-Type Received No Answer	Status	8/10/2010 10:05:56 AM	Doscription	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
Comments							1	
tiempled to complete d	ealer initial - re	ached full volcen	nail and not able to leave m	essage				
haddeus Kinzer/PAR/A	rx							
Confidential Comments								
Preated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Doscription	
V10/2010 09:32:31 AM	KINZERTH	KINZERTH	Outbound Call Dealer	Received No Answer	Done	8/10/2010 09:33:23 AM		
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
Jontact Cast Name								
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Report Generated for toporowm on 8/11/2010 Page 3 of 10

Activities

	eated By Assigned NZERTH KINZERT	d To Activity Type	**.	Activity Sub-Type	Status Done	Completed 8/10/2010 09:36:59 AM	Doscription DVM Name Gordon Simmons
ontact Last Name		t First Name		Account	D41(4	BAC Code	DAM HANG GOLDEN GIRINGING
							•

The vehicle is a (year / make / model) 2006 Chevrolet TrailBlazer
The last 8 of the VIN are 62 Trail Blazer
The concern involved is Customer daims thermal event originating from the power window & mirror control panel in the driver's door

Thaddeus Kinzer/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
8/10/2010 09:18:43 AM	KINZERTH	KINZERTH	BRC PAR	Inklat Contact- Dealer	Dona	8/10/2010 11:41:35 AM	
Contact Last Name	-	Contact Firs	Name	Account		BAC Code	•

Spoke with Gina at Star Chevrolet

* Verified no previous repairs related to current concern

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
8/10/2010 09:17:46 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Phone	Done	8/10/2010 09:30:35 AM	Customer called	
Contact Last Name		Contact First	Name	Account		BAC Code	Ì	

Comments

Spoke with customer

- * Customer states his wife was driving the vehicle to work, when smoke and then flames came from the control panel in the driver's door the door would not unfock so his wife exited the vehicle by the passenger's side, and after waiting a short time the flames went out on their own

 * Verified no injuries and no property damage

 * Vehicle is atily with the customer no repairs or repair estimate, no insurance involvement

 * Advised customer that file would be forwarded to ESIS

 * Provided contact information

Thaddeus Kinzer/PAR/ATX

Confidential Comments

on 8/11/2010 Report Generated for toporowm

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Activities

Proated V10/2010 09:17:10 AM Contact Last Name	Created By KINZERTH	Assigned To KINZERTH Contact Fire	BRC PAR	Activity Sub-Type Acknowledgement Account	Status Done	Completed 8/10/2010 09:17:39 AM BAC Code	Doscription initial completed during acknowledgment
comments							ľ
Confidential Comments							l
Created	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
3/10/2010 09:15:36 AM Contact Last Name	KINZERTH	Contact him	BRC PAR st Name	Case Assigned Account	Done	8/10/2010 09:17:10 AM BAC Code	Assigned to Thaddeus Kinzer x41039
Comments							ŀ
Confidential Comments							
reated V10/2010 09:13:21 AM	Created By KINZERTH	Assigned To KINZERTH	Activity Type Ownership Changed	Activity Sub-Typo Ownership Escalated to BRC	Status Done	Completed 8/10/2010 09:13:21 AM	Description Ownership Escalated to BRC
Contact Last Name		Contact Fire	st Name	Account		BAC Code	
Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
/10/2010 09:08:59 AM Contact Last Name	LICHAUCA	BALDERJA Contact Fire	Notify CRM Name	Customer Called Account	Done	8/10/2010 09:26:42 AM BAC Code	··assisting only··
omments la refer to IBCC thanks	1						
Jayne Lichauco/CAC/M/	N/T1/LVL0						
Confidential Comments							

Report Generated for toporowm

on 8/11/2010

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Activities

•	ited By Assigned T AUCA LICHAUCA	Outbound Call Third Party	Activity Sub-Type Made Conlect/Engineering Own	Status Done	Completed 8/10/2010 09:08:57 AM	PAR/⊷assisting only⊷
Contact Last Name	Contact F	st Name	Account		BAC Code	I I

-hi this is jayne from GM cac i have a cust that had a thermal event w. his 06 trailblazer -im just an assisting representative for this case -basing on the notes that the veh had an actual fire from the driver side

-ok you can patch the cust in so I could gather additional info

Jayne /CAC/MAN/TIER 1/LVL1 Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
8/10/2010 09:06:01 AM	KINZERTH	KINZERTH	Ownership Changed		Done	8/10/2010 09:06:01 AM	Service Request Ownership has
Contact Last Name		Contact Firs	t Name	Account		BAC Code	changed FROM: BALDERJA TO KINZERTH
							KINZERIK
Comments							

on 8/11/2010 Page 6 of 10 Report Generated for toporowm

Activities

Groatod	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description	
8/10/2010 09:02:03 AM	LICHAUCA	LICHAUCA	Inbound Call Customer	Complex Request	Done	8/10/2010 09:06:39 AM	··assisting only··	
Contact Last Name		Contact First	Name	Account		BAC Code		
							_	

CUST STS:

-im calling for jay r,is he available?

CUST SKS:

-0दाइ

- CRS ADV:

 -I called his direct line but unfortunately I we routed to VM maybe he is away from his deak or attending to a cust
 -Im also seeing here that you had a thermal event of your veh
 -Iti call our product allegation department so they can give you further assistance reg this matter

Jayne/CAC/MAN/TIER 1/LVL1

\sim	to de la constitución	Come	

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 08:53:52 AM	BALDERJA	BALDERJA	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	8/10/2010 09:26:35 AM	F/U
Contact Last Name		Contact First	Name	Account		BAC Code	I
comments							
Escalate to PAR							
Confidential Comments							

Page 7 of 10 on 8/11/2010 Report Generated for toporowm

Activities

Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
B/10/2010 08:53:30 AM	BALDERJA	BALDERJA	Outbound Call Customer	Left Message	Done	8/10/2010 08:53:51 AM	F/U
Contact Last Name		Contact Firs	t Neme	Account		BAC Code	l
							•
Comments							
Reached VM left messag	ge O	In CD 71.	858955924.just wanted to fur	ther englet man with man a		حب بلموطالهم و جرد مبام العرب	
would aprpeciate that,th		nemos to ort 71-	viosioser, just mantes to lut	uici assist you mui your o	Alcentau ii yoo ca	nni file na a camacy we	
	-						
lay-R/CACT1/MLA/LVL	ı						
Confidential Comments		•			·		1
Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/9/2010 05:04:42 PM	BALDERJA	BALDERJA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/10/2010 08:53:29 AM	FIU
Contact Last Name		Contact Fire	i Name	Account		BAC Code	
							_
Comments							
Escalate to PAR							•
Confidential Comments			,				
Prostod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
V9/2010 09:49:28 AM	BALDERJA	BALDERJA	Outbound Call Customer	Left Message	Done	8/9/2010 09:50:52 AM	Updates
Contact Last Name		Contact Firs	t Name	Account		BAC Code	1
Comments							•
Reached VM left messa	70						
This is Jav-R of GM CA	C calling in refe	rence to SR 71-	856955924.just wanled to fur	ther assist you with your c	oncern.sa if you co	udi give us a caliback we	
would appreciate that the	ank you		·		-	_	
Jay-R/CACT1/MLA/LVL*	i						
Confidential Comments							•
THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE STATE OF THE S					_		•

Report Generated for toporowm

on 8/11/2010

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Activities

6703101 8/7/2010 10:13:01 AM	Greated By BALDERJA	Assigned To BALDERJA	Activity Type Scheduled Outbound Call Cust	Activity Sub-Type Initial Attempt	Status Done	Completed 8/9/2010 09:49:27 AM	Description F/U
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments Escalate to PAR							I
Confidential Comments							Ī
Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/7/2010 10:01:50 AM	BALDERJA	BALDERJA	Inbound Call Customer	Complex Request	Done	8/9/2010 07:54:31 AM	Alleged product allegation-thermal
Contact Last Name		Contact First	Name	Account		BAC Code	event

Cust sts:
-his wife was driving the last week when the drivers side controls just started smoking then turned glowed red and caught on fire
-so she immediately got out from the passenger side door

Cust sks: -assistance

CRS sts:

-so there was actual fiame when she saw k?

Cust sis:

-Yes,it probably turned off by itself when she went out of the veh
-because when she brought the veh home and I took a look at the part,there was a hole on the driver side controls
-so I have been trying to work with the dir but they arent any help as well
-i know im out of the warranty but this shouldn't happen

CRs ats:
-I see,we could further look into this
-but for this types of concerns we may need to get in touch with our PAR department
-and since they are closed for today i may need to call you back monday

Cust sts:

-okey,thank you

Jay-R/CACT1/MLA/LVL1
Confidential Comments

Report Generated for toporowm on 8/11/2010 Page 9 of 10

UCC Information

UCC Codo	Symptom	Description
N42	Thermal Event	Electrical - Power Door Lock Motor / Switch / Wiring
N40	Thermal Event	Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm on 8/11/2010 Page 10 of 10

					
CM	<u> ~~1</u>	2c - 1a		1.00	
. 8218 1	THE STATE OF	26.41	M	rroi	ntv:
ا خيست	CIC.		AACI	i, i Ci i	164.
****			• . •	F.	

Mr. GMVIS 2

August 11, 2010

Model: CT15506-2006 TRAILBLAZER 4WD

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

13

This screen allows GMVIS	S users to view the Surr	nmary of Vehicle	Information, Fig	eld Actions, S	ervice înt ii	mation,
Applicable Warranties, Tr	ansaction History, Servi	ice Contract(s) if	applicable, Wa	menty Block.	Branded Ti	itle
information and OnStar a	nd XM Radio informatio	и (if applicable).		-		

For this

- View v

Vehicle Information

VIN 1GNDT13S262 Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

- View V

Order Type: 70 - RETAIL - STOCK

Field Actions. 0 Open

...

View V Compt

View V

 Transa Retail
 View V

Informa

Required Field Actions

Vehicle has no current record of required field actions.

Open field actions an highlighted

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y

XM Equipped Y
OnStar Vehicle Diagnostics: N

XM Radio ID Y4N8H0HP

OnStar St. lus: Inactive

XM St. tus: Inactive

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer	
	Emission Select Component Ltd Wty	02/23/2010	06/22/2006	10 MI	06/22/2014	80,010 MI	
	Bumper to Bumper Limited Warranty	02/23/2010	06/22/2006	10 MI	06/22/2 009	36,010 MI	
	Corrosion Limited Warranty	02/23/2010	06/22/2006	10 MJ	06/22/2012	100,010 MI	
							_

Service Contract

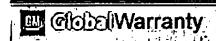
Vehicle has no current record of service contracts.

i i alioacut	n History				<u>View Deta</u>
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/31/2009	373063	ZREGRegular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	18,939 MI
03/31/2009	373063	ZREG—Regular Vehicle Transaction		J5480 - Throttle Body - Clean	18,939 MI
08/28/2008	030276	ZREGRegular Vehicle Transaction		D1002 - Blower Motor Resistor Replacement	15,521 MI
08/28/2008	030276	ZREG—Regular Vehicle Transaction		N2580 - Switch - Transfer Case Indicator Lamp - Replace	15,521 MI
08/28/2008	030276	ZREG—Regular Vehicle Transaction		J4345 - Coil, Electronic Ignition Control (DIS/3CI) - Replace	15,521 MI
08/28/2008	030276	ZREGRegular Vehicle Transaction		J7913 - Replace Air Intake Plenum (API) Seal	15,521 MI
03/17/2006	A01790	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

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Mr. GMVIS 2

August 11, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Build

3

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

•

Warranty Block: No

For this ' View V

Vehicle Information

VIN 1GNDT13S262

Branded Title. No

Model: CT15506-2006 TRAILBLAZER 4WD

Service Contract No.

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions. 0 Open

View ∨

View V

Compo

View V Tranşa **Detail**

View V

Informa

Vehicle Build

Model: CT15508-2006 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Num er JXPG1C Build Datr 03/17/2006

I uild Plant 2-

Option Codes

*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

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

28H - LIGHT GRAY

62U - DARK GRAY METALLIC

7HP - SUSPENSION

9NS - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AUG - KEYLESS REMOTE DOOR LOCK 830 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER

CF5 - ELECTRIC SUNROOF

DAY - ASSEMBLY PLANT MORAINE, OHIO

DP2 - POWER OSRV MIRRORS

FE9 - 50-STATE EMISSIONS

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6HP - SUSPENSION

8NT - SUSPENSION

AJ1 - TINTED GLASS ALO - SENSOR INF RESTR, CHILD

DETECT

AR9 - FRT BUCKET SEAT,

DELUXE

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND

REAR

886 - MOLDING B/S COLOR

C5N - GVW RATING - 5760 LBS

CJ3 - CLIMATE CONTROL

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION

REQUIREMENT

G80 - LOCKING DIFFERENTIAL-

REAR AXLE

JF8 - BRAKE VAC POWER, 4 WHL

DISC

K18 - ELECTRIC AIR INJECTION

K34 - CRUISE CONTROL KG4 - GENERATOR 150 AMP LL8 - VORTEC 4200 SFI 16 M30 - 4-SPD AUTO TRANS WOVERDRIVE AND **ELECTRONIC CONTROL** NP8 - 2-SPEED ACTIVE N40 - POWER STEERING TRANSFER CASE NT7 - EMISSION SYS FED - TIER 2 NZ3 - WHEEL, FULL SIZE SPARE PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * PDC - SEAT, 8-WAY POWER BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC DRIVER CHANGER (REPLACES STD/OPT PKG RADIO) * CUSTOM O/H CONSOLE QNG - P235/75R16 ALL SEASON QC3 - ALUMINUM WHEELS **WOL TIRES R6P - PREMIUM PAINT R9U - GM ACCESS - AUTOBOOK IDENTIFIER R9Z - POMS EXPEDITE-SOLD** ORDERS/TSE **RYJ - CARGO SHADE SLM - STOCK ORDERS T61 - DAYTIME RUNNING LIGHTS T98 - STAMPING VEHICLE IDENT** NUMBER U2K - XM SATELLITE RADIO-TB4 - LIFTGATE **SERVICE FEE EXTRA 1ST 3** MONTHS INCL U73 - FIXED MAST ANTENNA **UA6 - THEFT DETERRENT ALARM SYSTEM** UC6 - AMFM RADIO, RDS, 6 DISC CHANGER, (REPLACES STD/OPT **UE1 - ONSTAR SERVICE:** PKG RADIO) **INCLUDES 1 YEAR SAFE &** SOUND PLAN UQA - BOSE PREMIUM SOUND SYSTEM **UY7 - TRAILER WIRING HARNESS** V1K - LUGGAGE RACK CROSS-BARS V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA VXS - COMPLETE VEHICLE LABEL **X88 - CHEVROLET CONVERSION** YD3 - BASE EQUIP FOR SCH GVW PL-FT AX YD5 - BASE FRONT SPRING YD6 - BASE REAR SPRING ZNF - TIRE, FULL SIZE SPARE ZW7 - PREMIUM RIDE SUSPENSION **ZY1 - SOLID PAINT Added Option Codes** Vehicle has no current record of SAID codes. Global Warranty Management: Site Map Privacy Policy | Terms of Use © 2005 General Motors

SYSTEM

ৰ্ত্তিচিন্ন Warranty

Mr. GMVIS 2

August 11, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

2

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

. 1

For this View V

Vehicle Information

VIN 1GNDT13\$262 Service Contract, No.

Branded Title No.

Model: CT15506-2006 TRAILBLAZER 4WD Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions. O Open

View v

View V Compc

View V

Transa <u>Detail</u> View V

Informa

Vehicle Component

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

Date Scanned: 03/17/2006

Traceability. 603100036 Part / Number Broadcast: NFS

Time Scanned: 04:08:00 Sca: Station: 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW, MI

Date Scanned: 03/17/2006

Traceability 008400686 Part / Number Broadcast: XVM

Time Scanned: 04:10:00 Sca: Station: 05

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

Source Plant N-

Date Scanned: 03/17/2006

Traceability, 0BJ536901 Part / Number Broadcast: FK

Time Scanned: 04:19:00 Scar Station: 03

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

Date Scanned: 03/17/2006

Traceability: 43703238

Part / Number Broadcast: 6TDD

Time Scanned: 04:16:00 Sca Station 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT Traceability: 3DO52466

HUB ASSEMBLIES

Source Plant G-

Part / Number Broadcast:

Date Scanned: 03/17/2006 Time Scanned: 04:59:00 5 :an Station

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK Date Scanned: 03/17/2006

Traceability: 067070204 Part / Number Broadcast: AA4

Time Scanned, 04:17:00 Scar Station: 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00292607

Part / Number Broadcast 3051

Date Scanned: 03/17/2006 Time Scanned: 05:52:00 t can Station:

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

Date Scanned: 03/17/2006

Traceability. 1GRK6ZH Part / Number Broadcast: 2395

Time Scanned: 07:41:00 Scar Station: 06

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

Source Plant: M-MORTON-THIOKOL

Date Scanned 03/17/2006

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

Source Plant -

Date Scanned 03/14/2006

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

Source Plant -

Date Scanned: 03/15/2006

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

Source Plant -

Date Scanned 03/16/2006

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

Source Plant: -

Date Scanned: 03/16/2006

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

Source Plant .

Date Scanned: 03/16/2006

Traceability: 5AABE48 Part / Number Broadcast: 5521

> Sca. Station: 04 Time Scanned. 04:03:00

> > Traceability: 1540131

Part / Number Broadcast: 1ZZ

Traceability: 2211078

Part / Number Broadcast: 1WW

Time Scanned: 20:53:00 § can Station:

Traceability, 2212264

Part / Number Broadcast 1PT

Time Scanned: 15:52:00 § can Station.

Traceability: 2209552

Part / Number Broadcast: 1PH

Time Scanned: 23:21:00 5 can Station:

Traceability: 2209993

Part / Number Broadcast: 1GB

Time Scanned: 23:49:00 Scan Station.

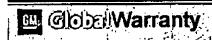
Service Agent installed Component

Vehicle has no current record of vehicle component.

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Mr. GMVIS 2

August 11, 2010

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

INTERFACE WITH **CUSTOMER**

View Vehicle Transaction History Detail

2

This screen allows GMVIS users to view the available information on individual transaction for the VIN: elected.

For this '

Vehicle Information

VIN 1GNDT13S262 Service Contract No

Branded Title: No

Model: CT15506-2006 TRAILBLAZER 4WD Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Job Card Date: 03/31/2009

Repair Service Agent: 132506 STAR CHEVROLET-NISSAN-VOLVO **5200 STATE ROUTE 30**

GREENSBURG PA 15601-7873 7248346100

Job Card Number: 373063

Odometer Readin .: 18,939 MI

Authori. ation Code.

<u> Petail</u> View V Informa

View v

→ View V View V Compc View V Transa

Process Date 04/07/2009

Transackon Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code: 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op L1197-Fuel Level Sensor Replacement

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 244.26

Job Card Date: 03/31/2009

Repair Service Agent: 132506 STAR CHEVROLET-NISSAN-VOLVO **5200 STATE ROUTE 30**

GREENSBURG PA 15601-7873

7248346100

Job Card Number: 373063

Odometer Readin: 18,939 MI

Authori ation Code

Process Date 04/07/2009

Transaction Type: ZREG—Regular Vehicle Transaction Transaction Expense Calegory:

Warranty

Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op J5480-Throttle Body - Clean

Causal Part Number

Line Total USD 24.04

Job Card Date: 08/28/2008

Job Card Number: 030276

Repair Service Agent: 225177 KEVIN COOK CHEVROLET

Odometer Readin : 15,521 MI

393 LINCOLN HWY W JEANNETTE PA 15644-3026 Authon, ation Code,

7245272861

Process Date: 09/23/2008

Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code 0000-Converted Claim

Transaction Adjustment: Job Card Line # 1

Labour Op D1002-Blower Motor Resistor Replacement

Causal Part Number

See other Parts and/or Net Items

Cause Code: 0000-Converted Claims

Line Total: USD 145.37

Job Card Date: 08/28/2008

Job Card Number: 030276

Repair Service Agent: 225177 KEVIN COOK CHEVROLET 393 LINCOLN HWY W

Odometer Readir j. 15,521 Mi

JEANNETTE PA 15644-3026

7245272861

Author, ation Code.

Process Date: 09/23/2008

Transaction Type:

ZREG--Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op N2580-Switch - Transfer Case Indicator Lamp - Replace

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 69.37

Job Card Date: 08/28/2008

Job Card Number: 030276

Repair Service Agent: 225177 KEVIN COOK CHEVROLET

Odometer Readir :: 15,521 MI

Authon ration Code:

393 LINCOLN HWY W JEANNETTE PA 15644-3026 7245272861

Process Date 09/23/2008

Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code. 0000-Converted Claim

Job Card Line #. 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op J4345-Coll, Electronic Ignition Control (DIS/3CI) - Replace

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 192.86

Job Card Date: 08/28/2008

Repair Service Agent: 225177 KEVIN COOK CHEVROLET 393 LINCOLN HWY W JEANNETTE PA 15644-3026

7245272861

Job Card Number: 030276

Odometer Readir j: 15,521 MI

Author ration Code:

Process Date

09/23/2008 Transaction Type:

ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code 0000-Converted Claim

Job Card Line # 4

Transaction Adjustment

Cause Code: 0000-Converted Claims

Job Card Number: A01790

Labour Op J7913-Replace Air Intake Pienum (API) Seal

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 33.62

Odometer Flaading: 0 MI

Authord:ation Code.

Job Card Date: 03/17/2006

Repair Service Agent: 113447
TOM CLARK CHEVROLET, INC.

1063 LONG RUN RD

MC KEESPORT PA 15132-7445

4127512900

Process Date: 03/21/2006

Transaction Type:

ZPDI—Pre-Delivery Inspection Transaction Expense Category:

Customer Complaint Code. 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

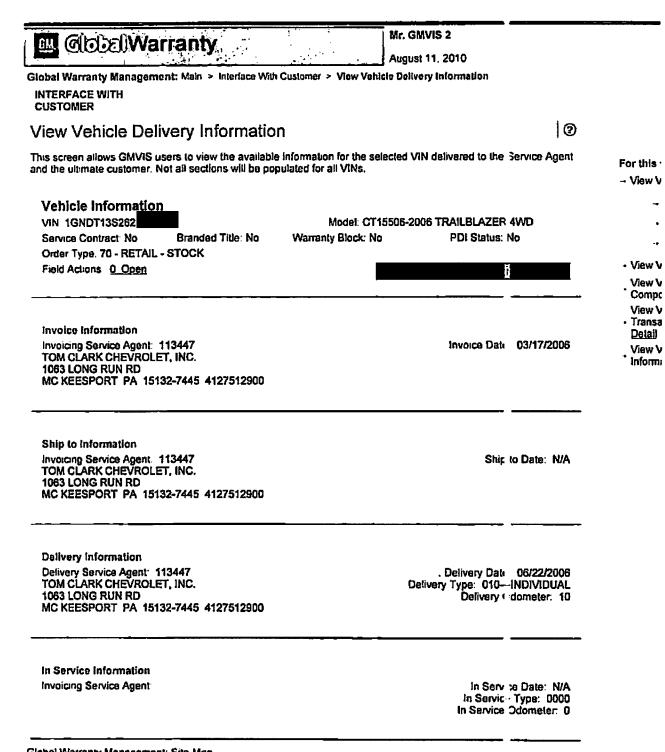
Cause Code: 0000-Converted Claims

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

Line Total USD 87.11

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ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 313.665-3378 tel 313.665.0911 fax



Nikki Jackson Claims Administrator



RE: Our File No.: 969769

Our Client: General Motors LLC

Date/Event: 7/12/10

Subject vehicle: 2006 Chevrolet Trailblazer VIN: 1GNDT13S262

Dear Mr.

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

Pursuant to our previous conversation you stated that the subject vehicle is currently at your mechanic's and you will be able to provide color photographs and a repair estimate to us. Please provide this material to us at the address above. Also, if you are in possession of any of the items listed below, please include them in your submission to us.

- A copy of the vehicle operator's statement of events. This should include events prior to and immediately following the incident.
- Advise if the vehicle owner and/or operator noted anything wrong or unusual about the vehicle prior to the incident.
- Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If the vehicle owner performed repairs and maintenance, then a chronological summary of operations performed is needed.
- Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
- Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
- Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.

5

- 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.
- 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.
- Advise of any injuries.
- Advise if there is any property damage other then the subject vehicle.
- Advise the mileage for the subject vehicle.

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

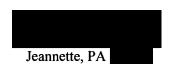
Also, you have the obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their post-event condition for so long as you intend to pursue a claim and/or cause of action. If you choose to dispose of the salvage, it will be to your own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

Sincerely,

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

October 15, 2010

Nikki Jackson Claims Administrator



RE: C

Claimant:

Our File No.: 696769

Our Client: General Motors LLC

Date/Event: 07/12/2010

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNDT13S262

Dear Mr.

This will have reference to the above product liability claim that you filed with General Motors LLC (GM).

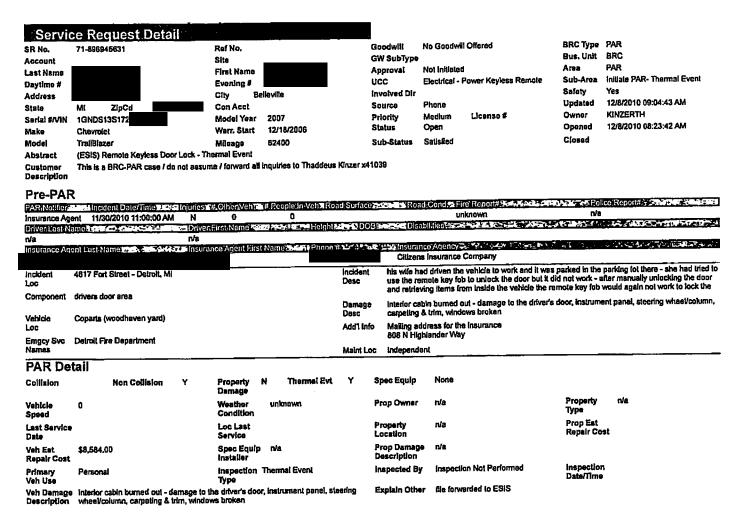
I have thoroughly reviewed the documentation provided to date in support of your claim. However, our file reflects that we have not been provided with your specific technical documentation, which supports your theory of liability as being that of GM.

Correspondence that was sent to you on August 27, 2010 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Nikki Jackson Claims Administrator



Report Generated for toporowm

on 12/9/2010

Page 1 of 6

Activities

mated			Activity.Type	ESIS- Thermal Event	In Progress	Completed	Description Thermal event - Insurance involvement
2/8/2010 05:26:17 PM	GARCIAJR	ESISBIQU	Escalation			EA8(6669	- ESIS
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7 Chevrolet TrailBlazer							
itizen's insurance fann Ralko - claim rep 517) 579-6610 400506393 - claim #							
oe G/PAR/ATX							
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realod	Created By		Activity Type	Activity Sub-Type	Status Done	Completed 12/8/2010 05:25:46 PM	ESIS - Insurance Involvement /
2/8/2010 09:02:54 AM	KINZERTH	GARCIAJR Contact Firs	Notify CRM	Account	LV316	BAC Code	Thermal Event
ontact Last Name		Contact Firs	Ivanie	Nocoom	_		
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517) 579-5610 08 North Highlander Wi	nu .						
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Report Generated for toporowm on 12/9/2010 Page 2 of 6

Activities

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Previous SRs:None					
Thaddeus Kinzer/PAR/ATX					
Confidential Comments		-			
Created Section 1	By Assigned To E Activity Typo Have	Activity/Sub-Typo	Status .	Completed 5	Description > 4 \$
12/8/2010 08:44:45 AM KINZERT	H KINZERTH BRC PAR	Initial Contact- AVM	Done	12/8/2010 09:01:32 AM	DVM Name Douglas Campbell
Contact Last Name	Contact First Name	Account		BAC Code	
					1
Comments The request number is 71-89894563					
The customer's name is					
The vehicle is a (year / make / mode The last 8 of the VIN are 7	i) 2007 Chevrolet TrailBlazer				
			. Conservation about		
The concern involved is insurance of	ompany seaking subrogation in relation to	S CISING OF CHEMISTS GAGOS OUTLINESSING	I ILOUT MURRIT RIE (drivers door	
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Report Generated for toporowm on 12/9/2010 Page 3 of 6

Activities

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12/3/2010 OB 44 27 AM KINZERTH KINZERTH BRC PAR	Initial Contact- Phone Done	12/8/2010 08.53.22 AM Insurance agent called
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Spoke with Diann Ralko from the Citizens Insurance Company

Insurance agent seeks to subrogate thermal event claim

Statement from the customer/insured is that his wife had driven the vehicle to work and it was parked in the parking lot there - she had tried to use the remote key too to unlock the door but it did not work - after manually unlocking the door and retrieving items from inside the vehicle the remote key fob would again not work to lock the door so she locked it manually - about 10-15 minutes later she was elerted that her vehicle was on fire, the flames were originating from the drivers door area - fire department was notified and responded

There are no injuries or property damage that the insurance company is aware of at the current time

Vehicle has been totaled by the insurance and they have it in a secure storage lot

Advised that file would be forwarded to ESIS

Provided contact information

Contact info for insurance representative: Diann Ralko Citizens Insurance Company (517) 579-6610 808 North Highlander Way Howell, MI 48843 cleim 1400506393

Theddeus Kinzer/PAR/ATX

Confidential Comments

Confidential Comments

Created	Created By	Assigned To Ad	tivity Type	Activity Sub-Type	Status	Completed	Description	
12/8/2010 08:44:15 AM	KINZERTH		RC PAR	Acknowledgement	Done	12/8/2010 08:44:26 AM	Initial completed during	
Contact Last Name		Contact First Na:	nie	Account		BAC Code	acknowledgment	
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Report Generated for toporowm

on 12/9/2010

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Activities

2/8/2010 08 43 57 AM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	12.8.2013 GE 44 11 AM	Assigned to Thacdeus Kinzer x4103
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nntact Last Name		Contact First	Name	Account		BAC Code	KINZERTH
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Report Generated for toporowm on 12/9/2010 Page 5 of 6

Activities

Description 1991 Asserted to Activity (Vac and Activity Sub-Dra 12/8/2010 08:24:05 AV ARWEILU 12 8:2010 08 43 48 AM Veh totally wrecked by five caused by product failure ARMILIEU Insulant Ca. Customer Complex Request

Somethier -

Cust sts: name vin 1grds13s172 Brian Demas The citicens insurance phone 5175796610 mleage 62400

The insured was at work and had to go into the car to get the purse, the key remote would not unlock the door, did it maurusity, as well as the locking. Ten minutes later they casled her off the line because the veh was on fire, the fire started in the door. No injuries. The veh was totally weckred. Up to now no other properly damage has been claimed Cust seeks:

6350751

CRS adv:

No further assitance needed

Janis/ CAC / BA/ Tier 1 Lvl 0

Confidential Comments

UCC Information

OCC Information	
UCC Code Symptom N42 Thermal Event C04 Thermal Event N48 Thermal Event	Opeription Electrical - Power Door Lock Motor / Switch / Wiring Body - Door Electrical - Power Keyless Remote Lock System

Report Generated for toporowm

on 12/9/2010

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Logout

Warranty

February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

(2)

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

Vehicle Information

VIN: 1GNDS13S172

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y

XM Equipped: Y

OnStar Vehicle Diagnostics: N

XM Radio ID: 13EEL04C

OnStar Status: Inactive XM Status: Inactive

DMN Enabled: N

Applicable Warranties

Valid	warranties	are	highlighted					

tppnoable transicio							
Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer		
Bumper to Bumper Limited Warranty	02/21/2010	12/18/2006	76 MI	12/18/2009	36,076 MI		
Corrosion Limited Warranty	02/21/2010	12/18/2006	76 MI	12/18/2012	100,076 MI		
Emission Select Component Ltd Wty	02/21/2010	12/18/2006	76 MI	12/18/2014	80,076 MI		
Powertrain Limited Warranty	02/21/2010	12/18/2006	76 MI	12/18/2011	100,076 MI		
	Description Bumper to Bumper Limited Warranty Corrosion Limited Warranty Emission Select Component Ltd Wty Powertrain Limited	Description Bumper to Bumper Limited Warranty Corrosion Limited Warranty Emission Select Component Ltd Wty Powertrain Limited Warranty Warranty 02/21/2010 02/21/2010	Description Warranty Add Date Start Date Bumper to Bumper Limited Warranty 02/21/2010 12/18/2006 Corrosion Limited Warranty 02/21/2010 12/18/2006 Emission Select Component Ltd Wty 02/21/2010 12/18/2006 Powertrain Limited 02/21/2010 12/18/2006	Description Warranty Add Date Start Date Effective Odometer Bumper to Bumper Limited Warranty 02/21/2010 12/18/2006 76 MI Corrosion Limited Warranty 02/21/2010 12/18/2006 76 MI Emission Select Component Ltd Wty 02/21/2010 12/18/2006 76 MI Powertrain Limited 02/21/2010 12/18/2006 76 MI	Description Warranty Add Date Start Date Effective Odometer End Date Bumper to Bumper Limited Warranty 02/21/2010 12/18/2006 76 MI 12/18/2009 Corrosion Limited Warranty 02/21/2010 12/18/2006 76 MI 12/18/2012 Emission Select Component Ltd Wty 02/21/2010 12/18/2006 76 MI 12/18/2014 Powertrain Limited 02/21/2010 12/18/2006 76 MI 12/18/2011		

For this vehicle:

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

Service Contract

Vehicle has no current record of service contracts.

Transaction History					View Detai	
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading	
07/28/2008	066356	ZREGRegular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	30,626 MI	
07/28/2008	066356	ZREGRegular Vehicle Transaction		B8990 - Rear License Plate Pocket Replacement	30,626 MI	
07/28/2008	066356	ZREGRegular Vehicle Transaction		B7010 - Emblem And/Or Nameplate - One - Replace	30,626 MI	
08/24/2006	A35850	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI	

Global Warranty Management: Site Map

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Logout



February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

(2)

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

Warranty Block: No

Vehicle Information

VIN: 1GNDS13S172

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Branded Title: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Service Contract: No

Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number: KHRH6F Build Date: 08/24/2006

Build Plant: 2

Option Codes

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

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

28H - LIGHT GRAY

32U - MOONDUST METALLIC

7AC - SUSPENSION

9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT,

RR FACING

AXP - MPV VIN IDENT POSITION

832 - FLOOR MATS, FRONT/REAR

886 - MOLDING B/S COLOR

C4D - GVW RATING - 5550 LBS

CJ3 - CLIMATE CONTROL

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

G80 - DIFFERENTIAL, LOCKING REAR

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM WHEELS

NZ3 - 16" FULL SIZE SPARE WHEEL

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6AC - SUSPENSION

8UY - COMPONENT RR LH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AU0 - REMOTE KEYLESS ENTRY

B30 - FULL CARPET-COLOR KEYED

B33 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFROSTER

CF5 - POWER SUNROOF (INCLUDES OVERHEAD

CONSOLE)

DAY - ASSEMBLY PLANT MORAINE, OHIO

DP2 - POWER OSRV MIRRORS

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - ENGINE, VORTEC 4.2L SFI 16

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

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

For this vehicle:

→ View Vehicle Summary

Service

Contract

→ Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery Information

PDC - PWR SEAT ADJUST-DRIVER, 8 WAY

R4Y - TIRE BRAND-GOODYEAR

R6P - SPECIAL PAINT

SLM - STOCK ORDERS

T98 - STAMPING VEHICLE IDENT NUMBER

U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. U73 - FIXED MAST ANTENNA

1ST 3 MONTHS INCL.

UA6 - THEFT DETERRENT ALARM SYSTEM

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

UQA - AUDIO SYSTEM-BOSE PREM. SOUND

V1K - LUGGAGE RACK CROSS-BARS

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

QTM - ALL-SEASON TIRES

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9N - LEATHER SEAT TRIM

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)

UJ6 - TIRE PRESSURE MONITOR

UY7 - TRAILER WIRING HARNESS

V73 - STATEMENT OF VEHICLE CERT.-

U.S. /CANADA

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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E Logout



February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

(2)

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

Vehicle Information

VIN: 1GND\$13\$172

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Vehicle Component

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

Date Scanned: 08/23/2006

Component Code: 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned: 08/23/2006

Component Code: 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 08/23/2006

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

Date Scanned: 08/24/2006

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Component Code: AB-IR-MODULE ASM-INFLATOR

Date Scanned: 08/24/2006

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 08/24/2006

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

Source Plant: M-MORTON-THIOKOL

Date Scanned: 08/23/2006

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

Source Plant: -

Date Scanned: 08/17/2006

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

Source Plant: -

Date Scanned: 08/21/2006

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

Source Plant: -

Date Scanned: 08/22/2006

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

Source Plant: -

Date Scanned: 08/23/2006

Traceability: 608100570

Part / Number Broadcast: NAX

Time Scanned: 23:51:00 Scan Station: 01

Traceability: 003322296

Part / Number Broadcast: A1Z Time Scanned: 23:37:00 Scan Station: 05

Traceability: 44686558

Part / Number Broadcast: 7SDD

Time Scanned: 23:59:00 Scan Station: 02

Traceability: 219131133

Part / Number Broadcast: AA4

Time Scanned: 07:01:00 Scan Station: 11

Traceability: 00040450

Part / Number Broadcast:

Time Scanned: 08:22:00 Scan Station:

Traceability: 1GX06NN

Part / Number Broadcast: 2395

Time Scanned: 10:31:00 Scan Station: 06

Traceability: 5ABBM53 Part / Number Broadcast: 5521

Time Scanned: 23:29:00 Scan Station: 04

Traceability: 0380855

Part / Number Broadcast: 1ZZ

Time Scanned: 03:03:00 Scan Station:

Traceability: 3036997

Part / Number Broadcast: 1WW

Time Scanned: 20:57:00 Scan Station:

Traceability: 3036880

Part / Number Broadcast: 1PT

Time Scanned: 19:17:00 Scan Station:

Traceability: 3037301

Part / Number Broadcast: 1PH

Time Scanned: 19:15:00 Scan Station:

For this vehicle:

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

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Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: Date Scanned: 08/23/2006

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

Logout

Warranty

February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

(3)

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

Vehicle Information

VIN: 1GNDS13S172

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: O Open

Job Card Date: 07/28/2008

Repair Service Agent: 115086 MARK CHEVROLET, INC.

33200 MICHIGAN AVE WAYNE MI 48184-1876

7347229100

Job Card Number: 066356

Odometer Reading: 30,626 MI

Authorization Code:

Process Date: 08/12/2008

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op L1197-Fuel Level Sensor Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 07/28/2008

Repair Service Agent: 115086

MARK CHEVROLET, INC. 33200 MICHIGAN AVE WAYNE MI 48184-1876

7347229100

Job Card Number: 066356

Odometer Reading: 30,626 MI

Authorization Code:

Process Date 08/12/2008

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B8990-Rear License Plate Pocket Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Number: 066356

Job Card Date: 07/28/2008 Repair Service Agent: 115086

Odometer Reading: 30,626 MI

For this vehicle:

→ View Vehicle Summary

Service

Contract

→ Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery Information

MARK CHEVROLET, INC. 33200 MICHIGAN AVE WAYNE MI 48184-1876 7347229100 Authorization Code:

Process Date: 08/12/2008

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op B7010-Emblem And/Or Nameplate - One - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 08/24/2006

Repair Service Agent: 115086 MARK CHEVROLET, INC. 33200 MICHIGAN AVE WAYNE MI 48184-1876

7347229100

Job Card Number: A35850

Odometer Reading: 0 MI

Authorization Code:

Process Date: 08/29/2006

Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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February 22, 2012

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

View Vehicle Delivery Information

(2)

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

Vehicle Information

VIN: 1GNDS13S172 Service Contract: No

Branded Title: No

Model: CS15506-2007 TRAILBLAZER SUV 2WD

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Invoice Information

Invoicing Service Agent: 115086 MARK CHEVROLET, INC. 33200 MICHIGAN AVE

Invoice Date: 08/24/2006

WAYNE MI 48184-1876 7347229100

Ship to Information

Ship to Service Agent: 115086 MARK CHEVROLET, INC. 33200 MICHIGAN AVE WAYNE MI 48184-1876 7347229100 Ship to Date: N/A

Delivery Information

Dalivery Service Agent: 115086 MARK CHEVROLET, INC. 33200 MICHIGAN AVE WAYNE MI 48184-1876 7347229100

Delivery Date: 12/18/2006 Delivery Type: 021-GM EMPLOYEE STOCK (GMS) Delivery Odometer: 76

In Service Information

Invoicing Service Agent:

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

Registration Information

Registration Service Agent: N/A

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

Global Warranty Management: Site Map

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http://gmvis2.gotd.gm.com/gmvis2/showVehicleDeliveryInformation.do?_SEC_TOKEN_... 2/22/2012

Logout

For this vehicle:

→ View Vehicle Summary

Service

Contract

→ Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History

<u>Detail</u>

View Vehicle Delivery

Information

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

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December 21, 2010

Citizens Insurance Company Attention: Diann Ralko 808 North Highlander Way Howell, MI 48843 Eric Wilt

Claims Administrator

RE: Claimant:

Our File No.: 701408

Our Client: General Motors LLC

Date/Event: 11/30/10

Subject vehicle: 2007 Chevrolet <u>Trailblazer</u>

VIN: 1GNDS13S172

Dear

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

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

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

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

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

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

Sincerely,

Eric Wilt Claims Administrator



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

Eric Wilt
Claims Administrator

June 3, 2011

Citizens Insurance Company Attention: Diann Ralko 808 North Highlander Way Howell, MI 48843

RE: Claimant:

Our File No.: 701408

Our Client: General Motors LLC

Date/Event: 11/30/10

Subject vehicle: 2007 Chevrolet <u>Trailblazer</u>

VIN: 1GNDS13S172

Dear

This will have reference to the above product liability subrogation claim that you filed with General Motors LLC (GM).

I have thoroughly reviewed the documentation provided to date in support of your subrogation claim. However, our file reflects that we have not been provided with your specific technical documentation, which supports your theory of liability as being that of GM.

Correspondence that was sent to you on 12/21/10 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Eric Wilt

Claims Administrator

Eric Wilt



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

Eric Wilt
Claims Administrator

August 16, 2011

Citizens Insurance Company Claim # 1400506393

RE:

Claimant:

Our File No.:

701408

Our Client:

General Motors LLC

Date/Event:

11/30/10

Subject vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDS13S172

Dear

This will have reference to the above product liability subrogation claim that you filed with General Motors LLC (GM).

I have thoroughly reviewed the documentation provided to date in support of your subrogation claim. However, our file reflects that we have not been provided with your specific technical documentation, which supports your theory of liability as being that of GM.

Correspondence that was sent to you on 6/9/11 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Eric Wilt

Claims Administrator

Exic Wilt

Subrogation Unit PO Box 15149

Worcester MA 01615-0149

Telephone: 800-628-0250 Ext: 4314

Fax Number: 508-926-5660

August 29, 2011

ESIS POB 300 MAIL CODE 482 C20 D71 DETROIT MI 48265

Re: Our Insured:

Claim Number

Date of Loss: 11/30/2010

Claimant:

RESIS GN CLAIMS UNIT

Dear Mr. Wilt:

Per your request, please find enclosed our demand package. Our insured states that she went to her vehicle in the parking lot of her employment to get a phone number. The remote would not work and she proceeded to unlock the vehicle manually. She obtained her phone number and returned to work. Some 20 minutes she was notified that her vehicle was on fire in the parking lot. An expert report was requested and it was found that the fire was electrical in nature and originated in the drivers side door panel. There was evidence of localized melting and fire damage to the printed circuit board for the door. There is no other reason for the vehicle fire. Our insured has had no recent work done on the vehicle and is a non smoker.

Please review and advise your position on the liability as outlined.

Sincerely,

Barbara Brandt, INS, ASC

Barbara Brandt, INS, AIC Sr. Subrogation Adjuster Citizens Insurance Company of the Midwest

Subrogation Unit PO Box 15149 Worcester MA 01615-0149

Telephone: 800-628-0250 Ext: 4314 Fax Number: 508-926-5660

August 29, 2011

ESIS POB 300 MAIL CODE 482 C20 D71 DETROIT MI 48265

Re: Our Insured:

Claim Numb

Date of Loss: 11/30/2010

Your Insured: GEMERA; L MOTORS,

Your File Number: 701408

Dear Sir or Madam:

Our investigation indicated the above incident was caused by the negligence of your insured.

Enclosed are subrogation papers documenting our request for reimbursement of the following outlined payments:

Our Payment:

14540.34

Deductible:

500.00

Total Claim:

15040.34

Please forward your payment in the amount of \$15040.34.

Thank you for your cooperation in this matter.

Sincerely,

Barbara Brandt, INS, ALC

Barbara Brandt, INS, AIC Sr. Subrogation Adjuster

Citizens Insurance Company of the Midwest



CLAIM INFORMATION

Owner:

Insured:

Loss Vehicle:

2007 Chevrolet Trailbiazer 4X2 LS 4 Door Sport Utility

Vehicle

Odometer:

VIN:

1GNDS13S172 Unknown

Location:

Belleville, Mi 48111

Loss Incident Date:

11/30/2010

Report Reference Number:

Claim Reference:

Adjuster: Adjuster ID: Claim Submitted Date:

Date Last Updated: Appraiser: Paul, Wayne 298C2

12/06/2010 Original

HILL, BOB

VALUATION SUMMARY

Vehicle Value		\$ 14,175.00
Condition Adjustment		+ 14.00
Actual Cash Value		\$ 14,189.00
Pre-tax Amount		\$ 14,189.00
Vehicular Sales Tax	<u></u> %	s
License/Fees (if applicable)		\$

Proposed Settlement Amount

\$ 14,189.00

The Vehicle Value is derived from comparable vehicle(s) available or recently sold in the marketplace at the time of valuation. 38 comparable vehicle(s) were utilized in this report.

Vehicle Allowances

Odometer	Unknown	-
Options	-	•
Power Driver Seat	Reported	+ 95.00
Power Mirrors	Reported	+ 50.00
Rear Defogger	Reported	+ 95.00
Keyless Entry	Reported	+ 143.00
Electric Glass Roof	Reported	+ 500.00
Privacy Glass	Reported	+ 150.00

This CCC Valuescope® Market Report was prepared for The Hanover Insurance Group by CCC Information Services Inc. CCC is an independent company that has been preparing market value reports for the insurance industry since 1981.

The loss vehicle has been valued in the region where it was garaged as a newer truck with average mileage of 62,400.

Allowances are factors influencing the value of the loss vehicle when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment. These allowances are illustrative only. The Proposed Settlement Amount is calculated entirely from the comparable vehicles with adjustments to reflect the loss vehicle configuration.

VEHICLE HISTORY SUMMARY

Experian® AutoCheck®

No Title Problem Found





LOSS VEHICLE COMPONENTS

2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE — BELLEVILLE, MI 48111

VIN: 1GNDS13S172

Below are the components of the loss vehicle, provided to CCC by The Hanover Insurance Group, included in this valuation.

Odometer	Unknown	FM Radio	Standard
	•	Stereo	Standard
Transmission		Search/Seek	Standard
Automatic Transmission	Standard	CD Player	Standard
Overdrive	Standard	Wheels	
Power	· • •	Aluminum/Alloy Wheels	Standard
Power Steering	Standard	Roof	
Power Brakes	Standard	Electric Glass Roof	Reported
Power Windows	Standard	Safety/Brakes	• •
Power Locks	Standard	Drivers Side Air Bag	Standard
Power Driver Seat	Resorted	Passenger Air Bag	Standard
Power Mirrors	Reported	Anti-Lock Brakes (4)	Standard
Decor/Convenience		4-Wheel Disc Brakes	Standard
Air Conditioning	Standard	Stability Control	Standard
Rear Defogger	Reported	Exterior/Paint/Glass	
Intermittent Wipers	Standard	Luggage/Roof Rack	Standard
Tilt Wheel	Standard	Rear Window Wiper	Standard
Cruise Control	Standard	Clearcoat Paint	Reporter
Keyless Entry	Reported	Privacy Glass	Reported
Console/Storage	Standard	Body Side Moldings	Reported
Communications System	Standard	Dual Mirrors	Standard
Seating	•	Other - Trucks	
Cloth Seats	Standard	Trailering Package	Standard
Reclining/Lounge Seats	Reported	transing rackage	Stanuard
Bucket Seats	Standard		
Radio			
AM Radio	Standard		



Owner Claim



VEHICLE CONDITION

The Hanover Insurance Group uses Condition Inspection Guidelines to determine the condition of key components of the loss vehicle. These guidelines are specific to geographic location, year, and vehicle type. The guidelines describe physical characteristics for each of the vehicle components. Based on these guidelines, The Hanover Insurance Group has determined the condition of the vehicle prior to the loss.

COMPONENT	CONDITION	VALUE IMPACT	INSPECTION NOTES
Interior			•
Seats	Normal wear	\$0	LIGHTLY SOILED
Carpets	Normal wear	\$0	LIGHTLY SOILED
Dashboard	Normal wear	\$0	NO BROKEN MISSING COMPONENTS
Headliner	Normal wear	\$0	MINOR SOILING
Exterior			
Body	Normal wear	\$0	DENTS AND DINGS
Glass	Normal wear	\$0	PITTING
Paint	Normal wear	\$0	CHIPS/MINOR SCRATCHES
Mechanical			
Engine	Normal wear	\$0	DIRT AND ENGINE COMPARTMENT
Transmission	Normal wear	\$0	FLUID SLIGHTLY DISCOLORED
Tires			
Front Tires	Normal wear	\$0	LEFT 5/32 RIGHT 4/32
Rear Tires	Dealer ready	\$14	9/32 RIGHT AND LEFT
	Total Adjustments:	\$14	



Owner: Claim F



VINGUARD® VEHICLE IDENTIFICATION

2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE — BELLEVILLE. ML 48111

VIN: 1GNDS13S172

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number (VIN). This number provides certain specifications of the vehicle. Decoding the VIN, using VINguard®, identifies the vehicle for which Vehicle Value will be determined.

Insured Description Vinguard® Analysis

Year 2007 2007

2007

Make Chevrolet Chevrolet

Model Trailblazer 4X2 LS Trailblazer 4X2

Model Number NS13 NS13

Body Style 4 Door Sport Utility Vehicle

Engine 6-4.2L-FI 6-4.21-Fi

Transmission Automatic Transmission Overdrive

Restraints Air Bags (Driver+Pass.) Air Bags(D+P+Side(Opt.))

Curb Weight 4,417

This vehicle was assembled in MORAINE, OH



VINGUARD® VEHICLE HISTORY INFORMATION

VINguard® Messages: VINguard has decoded this VIN without any errors.



CCC provides The Hanover Insurance Group information reported by Experian® regarding the loss vehicle. This data is provided for informational purposes. Unless otherwise noted in this Market Report, CCC does not adjust the value of the loss vehicle based upon this information.

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

REPORT RUN DATE: 12/06/2010 KEY: 3 = No Event Found = Event Found

Information Needed

TITLE CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172 show no sign show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

E٧	EN.	rs :	CH	EC	K	ΞC

RESULTS FOUND

EVERTO OTTEORED	VESOF 19 LOGUD
Abandoned	No Abandoned Record Found
Damaged	No Damaged Record Found
Fire Damage	No Fire Damage Record Found
Grey Market	No Grey Market Record Found
Hail Damage	No Hail Damage Record Found
Insurance Loss	No Insurance Loss Record Found
Junk	No Junk Record Found
Rebuilt	No Rebuilt Record Found
Salvage	No Salvage Record Found

T EVENT CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this 2007 Chevrolet <u>Trailblazer</u> 4X2 LS (1GNDS13S172) show no historical events that indicate a significant automotive problem. These problems can indicate past previous car damage, theft, or other significant problems.

EVENTS	CHECKED
	~

NHTSA Crash Test

Vehicle

Frame Damage

Major Damage Incident Manufacturer

Buyback/Lemon Odometer Problem

Recycled

Salvage Auction Water Damage

RESULTS FOUND

No NHTSA Crash Test Vehicle Record Found

Found

No Frame Damage Record Found No Major Damage Incident Record

No Manufacturer Buyback/Lemon Record Found

No Odometer Problem Record Found

No Recycled Record Found

🧖 No Salvage Auction Record Found No Water Damage Record Found

O VEHICLE INFORMATION

INFORMATION FOUND. AutoCheck found additional information on this vehicle. These records will provide more history for this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172

EVENTS CHECKED

RESULTS FOUND

Accident No Accident Record Found Corrected Title No Corrected Title Record Found **Driver Education** No Driver Education Record Found **Duplicate Title** Duplicate Title Record(s) Found **Emissions Safety** No Emissions Safety Inspection Inspection Record Found No Fire Damage Incident Record Fire Damage incident

Found Lease No Lease Record Found Lien No Lien Record Found

Livery Use No Livery Use Record Found Government Use

No Government Use Record Found Police Use No Police Use Record Found Fleet No Fleet Record Found

Rental No Rental Record Found No Fleet and/or Lease Record Fleet and/or Lease Found

No Fleet and/or Rental Record M Found Fleet and/or Rental

Repossessed No Repossessed Record Found Taxi use No Taxi use Record Found Theft No Theft Record Found

MODOMETER CHECK

THIS VEHICLE CHECKS OUT. For this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172 no indication no indication of odometer rollback or tampering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tampering, or possible odometer breakage.

DATE REPORTED **ODOMETER READING**



Owner: Claim R



EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT (CONTINUED)

2006-12-21

76

FULL HISTORY

REPORT RUN DATE: 12/06/2010 Below are the historical events for this vehicle listed in chronological order.

Event Date	Event Location	Odometer Reading	Data Source	Event Detail
2006-12-21	BELLEVILLE, MI	76	Motor Vehicle Dept.	TITLE
2006-12-21	BELLEVILLE, MI		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2007-01-29	BELLEVILLE, MI		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2008-01-29	BELLEVILLE, MI		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2009-01-28	BELLEVILLE, MI		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2010-01-27	BELLEVILLE, MI		Motor Vehicle Dept.	REGISTRATION EVENT/RENEWAL
2010-09-15	BELLEVILLE, MI		Motor Vehicle Dept.	TITLE
2010-09-15	BELLEVILLE, MI		Motor Vehicle Dept.	DUPLICATE TITLE

AUTOCHECK TERMS AND CONDITIONS: Experian's Reports are compiled from multiple sources. It is not always possible for Experian to obtain complete discrepancy information on all vehicles; therefore, there may be other title brands, odometer readings or discrepancies that apply to a vehicle that are not reflected on that vehicle's Report. Experian searches date from additional sources where possible, but all discrepancies may not be reflected on the Report.

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Owner: Claim F



LOCAL MARKET COMPARABLE VALUES

LOSS VEHICLE - 2007, CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE — BELLEVILLE, MI 48111 VIN: 1GNDS13S172

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.21-FI	INSPECTED DEALER COMPARABLE 1 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 5-4.2L	INSPECTED DEALER COMPARABLE 2 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4,2L	INSPECTED DEALER COMPARABLE 3 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	✓	V	✓	✓
Overdrive	V	V	v	· /
Power Steering	v	v	v	V
Power Brakes	v	v	V	V
Power Windows	V	V	✓	V
Power Locks	v	V	V	V
Power Driver Seat	~	×	×	×
Power Mirrors	v	X	×	X
Air Conditioning	v	✓	V	V
Rear Defogger	V	V	V	V
Intermittent Wipers	V	V	✓	~
Tilt Wheel	~	V	v	v
Cruise Control	✓	v	V	~
Keyless Entry	~	×	×	×
Console/Storage	~	V	✓	✓
Communications System	•	V	V	✓
Cloth Seats	V	v	✓	✓
Reclining/Lounge Seats	✓	×	×	×
Bucket Seats	✓	V	✓	V
AM Radio	•	V	✓	✓
FM Radio	~	V	✓	V
Stereo	✓	V	V	~
Search/Seek	•	✓	V	v
CD Player	~	V	✓	V
CD Changer/Stacker	×	✓	✓	V
Aluminum/Alloy Wheels	V	V	V	~
Electric Glass Roof	V	~	V	√
Drivers Side Air Bag	V	✓	V	V
Passenger Air Bag	✓	V	V	✓
Alarm Anti-Lock Brakes (4)	×	V	V	✓
4-Wheel Disc Brakes	V	•	V	✓
Traction Control	V	V	V	✓
Stability Control	×	V	✓	✓
Luggage/Roof Rack	V	v	V	✓
Rear Window Wiper	V	V	V	V
Clearcoat Paint	<i>V</i>	V	V	V
Privacy Glass	<i>V</i>	×	X	×
Body Side Moldings	V	V	V	V
Doch out Hounings	•	×	×	×



Owner: Claim R

Dual Mirrors	V	·	V	V
Running Boards/Side	×	•	×	•
Steps	^	r	*	×
Trailering Package	✓	V	√	V
/liles	Unknown	45,254	40.669	35,708
ist Price		\$16,777	\$16,995	\$16,991
ake Price		\$16,777	\$15,995	\$16,991
Adjustments				
Options		-598	-455	-4 55
Mileage		-997	-1,228	-1,463
Baseline Adjustment		-358	-358	-358
djusted Value		S14.824	\$13.954	S14,715
Location		Gordon	James-Martin	Gordon
		Chevrolet	Chevrolet	Chevrolet
Contact		AL Denome.	Paul Kutscham	AL Denome.
Contact		734-427-6200	313-875-0500	734-427-6200
Stock ID		Stock: 4033	Stock: 9044U	Stock: 4049
VIN		1GNDS135X72	1GNDS13SX72	1GNDS13S672
Inspected		Inspected	inspected	Inspected
		11 <i>1</i> 30/2010	11/30/2010	11/30/2010
Distance from Belleville		11 Miles -	24 Miles -	11 Miles -
		Garden City	Detroit	Garden City

> List Price is the sticker price of the vehicle.

> Take Price is the amount for which the vehicle can be purchased as defined by the contact at each dealership.

> The baseline is defined as the condition of the typical vehicle on the road. Baseline Adjustments are made when a comparable vehicle's condition varies from that of a typical vehicle.

> All dollar adjustments are determined by surveys, inspections, and interviews with dealerships across the United States.

> Note that some comparable vehicles that were recently available in the local market may no longer be available.

The Price, Asking Price, Take Price or List Price displayed above (as applicable) may differ from the advertised price where CCC obtains different price information from the seller.



Owner: Claim R

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 4 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 5 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 6 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	V	✓	v	V
Overdrive	V	V	✓	V
Power Steering	✓	✓	V	✓
Power Brakes	V	✓	~	V
Power Windows	✓	✓	✓	~
Power Locks	✓	✓	V	V
Power Driver Seat	V	✓	×	~
Power Mirrors	~	×	×	×
Air Conditioning	v	V	V	✓
Rear Defogger	✓	✓	V	✓
Intermittent Wipers	~	V	•	v
Tilt Wheel	✓	V	v	~
Cruise Control	✓	✓	~	V
Keyless Entry	V	×	×	×
Console/Storage	•	V	V	V
Communications System	· ·	✓	✓	✓
Cioth Seats	·	v	✓	V
Reclining/Lounge Seats	v	×	×	×
Bucket Seats	V	· /	V	✓
AM Radio	v	✓	✓	V
FM Radio	· •	~	✓	~
Stereo	•	V	V	V
Search/Seek	·	V	V	V
CD Player	V	v	V	V
CD Changer/Stacker	×	✓	V	•
Aluminum/Alloy Wheels	Ü	V	v	✓
Electric Glass Roof	V	✓	✓	v
Drivers Side Air Bag	V	✓	V	✓
Passenger Air Bag	V	v	~	V
Alarm	×	✓	✓	V
Anti-Lock Brakes (4)	V	v	V	V
4-Wheel Disc Brakes	✓	v	5 0	V
Traction Control	×	✓	✓	√
Stability Control	v	V	~	v
Luggage/Roof Rack	V	V	V	✓
Rear Window Wiper	V	✓	~	V
Clearcoat Paint	V	×	×	×
Privacy Glass	· /	· •	V	v
Body Side Moldings	✓	×	×	×
Dual Mirrors	V	V	V	V
Trailering Package	V	✓	V	v



Owner: Claim F

Miles	Unknown	32,610	33,902	28,445
List Price		\$16,833	\$16,991	\$17,337
Take Price		\$16,833	\$16,991	\$17,337
Adjustments				
Options		-550	-455	-550
Mileage		-1,602	-1.544	-1,780
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$14,323	S14.634	S14.649
Location		Gordon	Gordon	Gordon
		Chevrolet	Chevrolet	Chevrolet
Contact		AL Denome.	AL Denome.	AL Denome.
Contact		734-427-6200	734-427-6200	734-427-6200
Stock ID		Stock: 4039	Stock: 4050	Stock- 4032
VIN		1GNDS13S672	1GND\$13S07:	1GNDS13S572
Inspected		Inspected	Inspected	Inspected
-		11/30/2010	11/30/2010	11/30/2010
Distance from Belleville		11 Miles -	11 Miles -	11 Miles -
		Garden City	Garden City	Garden City



Owner: Claim R

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 7 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 8 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 9 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				- TIAN
Automatic Transmission		_	_	
Overdrive	ν,	<i>V</i> .	•	V
Power Steering	<i>V</i>	V	~	V
Power Brakes	V	V	✓	V
Power Windows	V	V	V	V
Power Locks	V	V	V	•
Power Driver Seat	V	✓	V	✓
Power Mirrors	V	V	v	×
Air Conditioning	V	×	×	×
Rear Defogger	V	V	~	✓
	V	V	V	V
Intermittent Wipers	✓	V	V	✓
Tilt Wheel	V	V	V	✓
Cruise Control	V	✓	V	V
Keyless Entry	V	×	×	×
Console/Storage	V	✓	V	V
Communications System	V	✓	~	✓
Cloth Seats	V	✓	V	✓
Reclining/Lounge Seats	V	×	×	×
Bucket Seats	V	✓	V	V
AM Radio	V	✓	V	✓
FM Radio	V	✓	V	V
Stereo	✓	~	V	✓
Search/Seek	~	✓	V	V
CD Player	✓	✓	V	<i>V</i>
CD Changer/Stacker	×	✓	v	V
Aluminum/Alloy Wheels	v	✓	V	· /
Electric Glass Roof	~	✓	v	· ·
Drivers Side Air Bag	V	v	V	√
Passenger Air Bag	•	v	V	V
Alarm	×	✓	V	· /
Anti-Lock Brakes (4)	✓	V	V	v
4-Wheel Disc Brakes	~	✓	v	~
Traction Control	×	V	·	V
Stability Control	v	V	v	V
Luggage/Roof Rack	v	v	v	~
Rear Window Wiper	V	V	v	V
Clearcoat Paint	V	×	×	×
Privacy Glass	V	V	Ž	, i
Body Side Moldings	V	×	X	×
Dual Mirrors	V	ÿ	Ź	,
Trailering Package	v	V	~	V



Owner: Claim F

Miles	Unknown	28,214	28.097	27,403
List Price		\$16,991	517.950	\$17,333
Take Price		\$16,991	517,627	\$15,788
Adjustments				
Options		-550	-550	-455
Mileage		-1,789	-1,794	-1,823
Baseline Adjustment		-358	-358	-358
Adjusted Value		S14,294	\$14,925	\$13,152
Location		Gordon	John Rogin	Gordon
		Chevrolet	Bulck	Chevrolet
Contact		AL Denome.	Ed Rogin	AL Denome.
Contact		734-427-6200	734-525-0900	734-427-6200
Stock ID		Stock: 4051	Stock: 7619	Stock: 3963
VIN		1GNDS13S672	1GNDS13S172:	1GNDS13S572
Inspected		Inspected	inspected	Inspected
		11/30/2010	11/30/2010	11/30/2010
Distance from Belleville		11 Miles -	13 Miles -	11 Miles -
		Garden City	Livonia	Garden City



Owner: Claim F

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 10 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 11 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 12 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	✓	V	V	V
Overdrive	V	V	V	V
Power Steering	v	V	~	V
Power Brakes	V	V	V	· /
Power Windows	V	V	V	v
Power Locks	V	V	· /	<i>V</i>
Power Driver Seat	V	×	· /	V
Power Mirrors	V	X	×	×
Air Conditioning	V	V	V	v
Rear Defogger	V	V	v	V
Intermittent Wipers	V	✓	5 /	~
Till Wheel	V	√	V	V
Cruise Control	V	V	V	V
Keyless Entry	V	×	×	×
Console/Storage	V	V	V	V
Communications System	V	V	V	•
Cloth Seats	v	V	y	y
Reclining/Lounge Seats	V	×	×	×
Bucket Seats	V	✔	V	V
AM Radio	~	✓	V	V
FM Radio	~	V	✓	V
Stereo	v	✓	v	•
Search/Seek	V	v	v	V
CD Player	~	✓	V	~
CD Changer/Stacker	×	✓	V	×
Aluminum/Alloy Wheels	✓	V	✓	~
Electric Glass Roof	~	✓	✓	✓
Drivers Side Air Bag	~	v	V	v
Passenger Air Bag	V	V	V	V
Alarm	×	✓	V	V
Anti-Lock Brakes (4)	V	V	V	V
4-Wheel Disc Brakes	V	V	✓	v
Traction Control	×	✓	✓	×
Stability Control	•	V	V	~
Luggage/Roof Rack	V	✓	V	~
Rear Window Wiper	✓	•	V	V
Clearcoat Paint Privacy Glass	✓	×	×	×
Body Side Moldings	✓	•	v	✓
Dual Mirrors	V	×	×	×
Trailering Package	V	✓	✓	✓
i i dii atini Ri Lacksi de	✓	V	V	✓



Owner: I Claim R

Ailes	Unknown	25,679	20,788	72,801
ist Price		\$16,995	\$17,847	\$15,900
ake Price		\$16,995	\$17,847	\$12,900
Adjustments				
Options		-455	-550	+50
Mileage		-1,893	-2,083	+565
Baseline Adjustment		-358	-358	-358
djusted Value		\$14,289	\$14,856	\$13,157
Location		John Rogin	John Rogin	Sundance Cars
		Buick	Buick	& Trucks
Contact		Ed Rogin	Ed Rogin	Phil Katcher
Contact		734-525-0900	734-52 5-0 900	517-627-4051
Stock ID		Stoc <u>k: 7630</u>	Stock: V <u>IN9086</u>	Stock: X63567
VIN		1GNDS13S372	1GNDS13S672	1GNDS13S272
Inspected		Inspected	Inspected	Inspected
		11/30/2010	11/30/2010	11/26/2010
Distance from Belleville		13 Miles -	13 Miles -	74 Miles - Grand
		Livonia	Livonia	Ledge





Owner: Claim F

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4,2L-FI	INSPECTED DEALER COMPARABLE 13 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 14 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4,2L	INSPECTED DEALER COMPARABLE 15 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	•	✓	V	V
Overdrive	v	✓	~	~
Power Steering	~	✓	V	V
Power Brakes	V	V	✓	✓
Power Windows	✓	V	✓	✓
Power Locks	V	✓	✓	✓
Power Driver Seat	~	✓	×	✓
Power Mirrors	✓	X	×	×
Air Conditioning	~	V	✓	V
Rear Defogger	V	✓	✓	V
Intermittent Wipers	✓	✓	V	V
Tilt Wheel	v	✓	✓	✓
Cruise Control	•	V	•	V
Keyless Enlry	•	×	×	×
Console/Storage	v	4	V	~
Communications System	v	✓	v	~
Cloth Seats	V	V	V	~
Reclining/Lounge Seats	~	×	×	×
Bucket Seats	~	✓	V	V
AM Radio	✓	✓	V	~
FM Radio	•	✓	~	V
Stereo	•	✓	V	~
Search/Seek	•	✓	v	✓
CD Player	V	✓	✓	✓
CD Changer/Stacker	×	V	V	✓
Aluminum/Alloy Wheels	~	V	V	✓
Electric Glass Roof	~	✓	V	v
Drivers Side Air Bag	~	~	V	✓
Passenger Air Bag	V	V	•	✓
Alarm	×	V	V	✓
Anti-Lock Brakes (4)	V	✓	V	✓
4-Wheel Disc Brakes	V	✓	✓	✓
Traction Control	×	✓	×	×
Stability Control	•	V	✓	V
Luggage/Roof Rack	✓	V	V	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	×	×	×
Privacy Glass	✓	V	•	✓
Body Side Moldings	✓	X	×	X
Dual Mirrors	V	V	V	V
Trailering Package	•	V	•	V



Owner: Claim R

Viles	Unknown	22,551	56,881	47,659
ist Price	011101111	\$19,990	00,00	47,000
lake Price		\$16,518	\$14,988	\$15,588
Adjustments				
Öptions		-550	-155	-250
Mileage		-2,016	-346	-870
Baseline Adjustment		-358	-358	-358
\djusted Value		513,594	\$14,129	\$14,110
Location		Yark Automotive	Matthews-Hargreaves Chev	Matthews-Hargreaves Chev
Contact		Jason Miller.	Dave Burr	Dave Burr
Contact		419-842-7750	248-398-8800	248-398-8800
Stock ID		Stock: <u>JP9906</u>	Stock: 59864A	Stock: <u>5959AA</u>
VIN	•	1GNDS13S572	1GNDS13S072	1GNDS13S972
Inspected		Inspected		
		11/24/2010		
Distance from Belleville		39 Miles - Toledo	27 Miles - Royal Oak	27 Miles - Royal Oak



Owner: Claim R

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 16 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 17 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 18 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	~	V	V	v
Overdrive	V	✓	V	V
Power Steering	v	V	V	V
Power Brakes	V	✓	V	✓
Power Windows	~	✓	V	V
Power Locks	y	✔	V	V
Power Driver Seat	V	V	×	V
Power Mirrors	v	×	×	×
Air Conditioning	V	✓	V	V
Rear Defogger	✓	V	v	V
Intermittent Wipers	V	V	•	V
Tilt Wheel	•	✓	V	V
Cruise Control	✓	V	V	V
Keyless Entry	~	×	×	×
Console/Storage	✓	✓	v	V
Communications System	✓	✓	v	V
Cloth Seats	V	✓	V	V
Reclining/Lounge Seats	V	×	×	×
Bucket Seats	✓	✓	~	✓
AM Radio	~	V	~	~
FM Radio	v	₩	~	✓
Stereo	✓	V	v	V
Search/Seek	V	V	•	V
CD Player	V	V	✓	V
CD Changer/Stacker	×	V	~	V
Premium Radio	×	×	V	X
Aluminum/Alloy Wheels	v	✓	V	✓
Electric Glass Roof	~	×	✓	V
Drivers Side Air Bag	•	V	V	V
Passenger Air Bag	V	V	~	V
Alam	×	V	V	V
Anti-Lock Brakes (4)	~	V	V	V
4-Wheel Disc Brakes	~	✓	V	V
Traction Control	×	V	V	V
Stability Control	V	✓	✓	✓
Luggage/Roof Rack	V	✓	V	~
Rear Window Wiper	•	v	V	✓
Clearcoat Paint	✓	×	×	×
Privacy Glass	✓	V	✓	√
Body Side Moldings Dual Mirrors	~	×	×	×
Dual Millo(2	V	V	~	✓



Owner: Claim F

Trailering Package	~	•	V	~
Miles	Unknown	38,263	27,761	36,036
Take Price		\$14,788	\$17,477	\$15,988
Adjustments				
Óptions		-50	-598	-550
Mileage		-1,344	-1.808	-1,448
Baseline Adjustment		-358	-358	-358
djusted Value		\$13,036	514,713	\$13,632
Location		Gordon	Gordon	Gordon
		Chevrolet	Chevrolet	Chevrolet
Contact		AL Denome.	AL Denome.	AL Denome.
Contact		734-427-6200	734-427-6200	734-427-6200
Stock ID		Stock: 3897	Stock: 3979	Stock: 3795
VIN		1GNDS13S472	1GNDS13S172	1GNDS13S972
Distance from Belleville		11 Miles -	11 Miles -	11 Miles -
		Garden City	Garden City	Garden City



Owner: Claim F

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 19 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 20 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 21 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	•	V	V	✓
Overdrive	V	V	V	✓
Power Steering	✓	V	V	✓
Power Brakes	•	V	V	<i>V</i>
Power Windows	V	✓	~	~
Power Locks	✓	v	V	√
Power Driver Seat	•	V	×	✓
Power Mirrors	V	×	×	×
Air Conditioning	V	✓	~	~
Rear Defogger	✓	V	V	~
Intermittent Wipers	~	V	~	~
Tilt Wheel	V	✓	V	•
Cruise Control	~	V	✓	V
Keyless Entry	~	X	×	×
Console/Storage	V	✓	✓	V
Communications System	•	V	✓	V
Cloth Seats	V	V	V	V
Reclining/Lounge Seats	V	×	×	×
Bucket Seats	V	✓	✓	v
AM Radio	✓	✔	✓	V
FM Radio	V	✓	V	•
Stereo	V	✓	V	~
Search/Seek	✓	V	✓	✓
CD Player	V	✓	√	V
CD Changer/Stacker	×	V	~	•
Premium Radio Aluminum/Alloy Wheels	×	×	✓	×
Electric Glass Roof	V	V	✓	✓
	~	V	✓	•
Drivers Side Air Bag Passenger Air Bag	V	V	✓	✓
Alamı	V	v	✓	✓
Anti-Lock Brakes (4)	×	✓.	✓	V
4-Wheel Disc Brakes	V	V	✓	✓
Traction Control	V	V	V	V
Stability Control	×	×	V	✓
Luggage/Roof Rack	V	V	✓	✓
Rear Window Wiper	V	V	V	V
Clearcoat Paint	•	V	V	~
Privacy Glass	V	×	×	×
Body Side Moldings	V	y	V	V
Dual Mirrors	<i>V</i>	×	×	×
—	✓	V	V	•



Owner: Claim i

Running Boards/Side Steps	×	×	V	×
Trailering Package	v	V	~	v
Miles Take Price	Unknown	28,662 \$16,995	25,578 \$17,433	33,479 \$16,777
Adjustments				
Options		-250	-741	-550
Mileage		-1,771	-1,897	-1.563
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$14,616	\$14,437	\$14,306
Location		Buff Whelan	Gordon	Gordon
		Chevrolet	Chevrolet	Chevrolet
Contact		Jerry Lopiccolo	AL Denome.	AL Denome.
Contact		586-939-7300	734-427-6200	734-427-6200
Stock ID		Stock: <u>G25597</u>	Stock: 3971	Stock: 3896
VIN		1GNDS13S172	1GNDS13S372	1GNDS13S172
Distance from Belleville		37 Miles -	11 Miles -	11 Miles -
		Sterling Heights	Garden City	Garden City



Owner: Claim R

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4,2L-FI	INSPECTED DEALER COMPARABLE 22 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 23 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4,2L	INSPECTED DEALER COMPARABLE 24 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
	0-4,2L-F1	U-7,2L	0-4,2L	0-4.2L
Options				
Automatic Transmission	V	✓	V	✓
Overdrive	~	v	v	~
Power Steering	V	v	~	v
Power Brakes	V	✓	V	V
Power Windows	✓	V	✓	•
Power Locks	✓	✓	V	~
Power Driver Seat	v	×	V	~
Power Mirrors	√	X	×	×
Air Conditioning	V	V	V	V
Rear Defogger	V	V	V	~
Intermittent Wipers	V	~	v	~
Tit Wheel	V	v	v	~
Cruise Control	V	V	v	~
Keyless Entry	V	X	×	×
Console/Storage	•		v	Ÿ
Entertainment Center	×	×	~	X
Communications System	v	· ·	v	
Cloth Seats	V	Ý	· /	·
Reclining/Lounge Seats	· •	X	×	x
Bucket Seats	v	~	Ÿ	Ÿ
AM Radio	ر	· /	· /	·
FM Radio	· ·	· /	V	· /
Stereo	,	·	V	· /
Search/Seek	~	·	V	· /
CD Player	·	v	V	· /
CD Changer/Stacker	×	V	V	
Aluminum/Alloy Wheels	Ÿ	v	/	· /
Electric Glass Roof	, ,	Ž	×	·
Drivers Side Air Bag	<i>V</i>	v		V
Passenger Air Bag	v	· ·	<i>y</i>	· ·
Alarm	×	·	V	· /
Anti-Lock Brakes (4)	,	<i>y</i>	V	<i>y</i>
4-Wheel Disc Brakes	V	<i>y</i>	<i>V</i>	V
Stability Control	v	· ·		V
Luggage/Roof Rack	<i>y</i>	~	<i>V</i>	V
Rear Window Wiper	,	· /	V	y
Clearcoat Paint	,	×	×	×
Privacy Glass	V	$\hat{\nu}$	î	, v
Body Side Moldings	~	×	×	-
Dual Mirrors	~	Ž.	×	×
Trailering Package	~	<i>y</i>	~	~
<u> </u>	~	•	•	•



Owne Claim

Miles Take Price	Unknown	28,670 \$15,480	38,500 \$17,88 8	25,591 \$15, 980
Adjustments				
Öptions		-155	-513	-250
Mileage		-1,770	-1,332	-1.896
Baseline Adjustment		-358	-358	-358
Adjusted Value		513,197	\$15,685	\$13,476
Location		Hamilton Chev	Matthews-Hargreaves Chev	Hamilton Chev
Contact		Tom Puckey	Dave Burr	Tom Puckey
Contact		586-276-1504	248-398-8800	586-276-1504
Stock ID		Stock; 1P18159	Stock: 602744	Stock: 1P18471
VIN		1GNDS13SX72	1GNDS13S672	1GNDS13S372
Distance from Belleville		30 Miles -	27 Miles - Royal	30 Miles -
		Warren	Oak	Warren



Owner: Claim R

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 25 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 26 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 27 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	V	V	~	✓
Overdrive	V	V	✓	✓
Power Steering	✓	V	✓	v
Power Brakes	•	V	~	✓
Power Windows	✓	V	✓	v
Power Locks	~	✓	~	✓
Power Driver Seat	~	V	v	~
Power Passenger Seat	×	×	~	×
Power Mirrors	✓	×	×	×
Power Adjustable Pedals	*	X	✓	X
Air Conditioning	~	V	V	v
Rear Defogger	~	✓	•	~
Intermittent Wipers	✓	✓	~	~
Tilt Wheel	~	✓	•	V
Cruise Control	✓	✓	~	V
Keyless Entry	✓	X	×	×
Console/Storage	V	✓	V	V
Communications System	~	V	V	V
Cloth Seats	~	V	×	~
Leather Seats	×	×	v	×
Reclining/Lounge Seats	✓	×	×	×
Bucket Seats	~	V	V	V
AM Radio	✓	✓	V	✓
FM Redio	V	✓	~	~
Stereo	V	4	v	✓
Search/Seek	✓	4	V	~
CD Player	•	✓	V	~
CD Changer/Stacker	×	V	✓	v
Steering Wheel Touch Controls	×	×	~	×
Aluminum/Alloy Wheels	v	V	V	~
Electric Glass Roof	V	✓	×	V
Drivers Side Air Bag	✓	✓	V	~
Passenger Air Bag	✓	✓	V	~
Alarm	×	✓	V	~
Anti-Lock Brakes (4)	~	✓	v	~
4-Wheel Disc Brakes	✓	V	V	~
Traction Control	×	V	×	V
Stability Control	V	v	V	V
Luggage/Roof Rack	✓	V	V	V
Rear Window Wiper	v	V	V	v



Owne Claim

Clearcoat Paint	<i>\</i>	×	×	×
Fog Lamps	×	x	Ç	
Privacy Glass	Ĵ	Ĉ.	~	×
Body Side Moldings	,	×	X	×
Dual Mirrors		, , ,	·	
Running Boards/Side	•	_	<i>V</i>	√
Steps	×	V	×	×
Trailering Package	v	v	v	./
Viles	Unknown	35,657	41,602	19,672
Take Price		\$16,997	\$15,980	\$17,991
Adjustments				
Options		-693	-44 5	-550
Mileage		-1,485	-1,182	-2,125
Baseline Adjustment		-358	-358	-358
djusted Value		\$14,481	\$13,995	\$14,958
Location		Gordon	Hamilton Chev	Gardon
		Chevrolet		Chevrolet
Contact		AL Denome.	Tom Puckey	AL Denome.
Contact		734-427-6200	586-276-1504	734-427-6200
Stock ID		Stock: 3916	Stock: 1 <u>P18124</u>	Stoc <u>k: 3894</u>
VIN		1GNDS13S372	1GNDS13S172	1GNDS13S772
Distance from Belleville		_ 11 Miles -	30 Miles -	11 Miles -
		Garden City	Warren	Garden City





Owner: Claim F

				<u> </u>
	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	PRIVATE ADVERTISED COMPARABLE 28 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 29 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 30 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
	•	0 1122	V-1.EE	U-4.2L
Options				
Automatic Transmission	V	~	~	V
Overdrive	v	V	V	V
Power Steering	~	~	V	v
Power Brakes	v	V	✓	V
Power Windows	~	✓	✓	,
Power Locks	~	✓	V	· /
Power Driver Seat	V	√	×	×
Power Passenger Seat	×	√	×	×
Power Mirrors	V	V	Ÿ	×
Air Conditioning	✓	~	V	Ÿ
Rear Defogger	V	V	×	×
Intermittent Wipers	·	V	Ž	, v
Tift Wheel	· •	v	· ·	<i>V</i>
Cruise Control	v	V	,	<i>V</i>
Keyless Entry	V	×	×	V
Console/Storage	· /	$\hat{\nu}$,	V
Communications System	· /	V	V	<i>V</i>
Cloth Seats	<i>y</i>	V	V	<i>y</i>
Reclining/Lounge Seats	,	X		₹
Bucket Seats	•	$\hat{m{arphi}}$	×	×
AM Radio		V		•
FM Radio	,	V	V	V
Stereo	·	·	<i>V</i>	V
Search/Seek	<i>V</i>	V	V	✓
CD Player	<i>V</i>	V	V	•
Aluminum/Alloy Wheels	V V	V	V	•
Electric Glass Roof	<i>y</i>	V	•	✓
Drivers Side Air Bag	-	×	V	×
Passenger Air Bag	V	V	V	V
Anti-Lock Brakes (4)	V	V	V	V
4-Wheel Disc Brakes	V	V	✓	✓
Stability Control	V	V	V	V
Luggage/Roof Rack	V	✓	V	v
Rear Window Wiper	V	V	~	✓
Clearcoat Paint	V	V	✓	V
Tinted Glass	•	X	×	×
Privacy Glass	X	V	×	×
Body Side Moldings	V	×	×	X
Dual Mirrors	~	×	×	×
· · · · · · · · · · · · · · · · · · ·	V	V	✓	V
Trallering Package Miles		✓	✓	✓
wiie s	Unknown	52,160	49,166	45,254



Owner: Claim R

List Price	\$13,950	\$14,900	\$14,895
Adjustments			
Options	+698	+533	+890
Mileage	-622	-789	-997
Baseline Adjustment		-358	-358
Adjusted Value	514,026	\$14,286	\$14,430
Location	Autotrader, Com	Dick Morris	George Matick
		Chevrolet	Chevrolet
Contact	586-873- 8 738	248-624-4500	313-532-5016
Stock ID		Stock: P1988	Stock: P9470
VIN	1GNDS13S472	1GNDS13S372	1GNDS13S172
Inspected	Pub Date	Pub Date	Pub Date
	11/1 7/2 010	11/26/2010	11/16/2010
Distance from Belleville	31 Miles -	24 Miles -	16 Miles -
	Warren	Walled Lake	Redford



Owner: Claim R

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	DEALER VEHICLE COMPARABLE 31 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 32 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 33 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	~	v	✓	v
Overdrive	✓	· /	~	v
Power Steering	V	V	V	v
Power Brakes	· •	· /	· /	V
Power Windows	· /	· /	· ·	· /
Power Locks	•	V	· ·	V
Power Driver Seat	V	×	×	×
Power Mirrors	Ž	x	×	×
Air Conditioning	, ,	Ç.	Ç	,
Rear Delogger	· ·	×	×	×
Intermittent Wipers	V	,	Ž	, i
Tilt Wheel	<i>V</i>	<i>V</i>	•	V
Cruise Control	<i>y</i>	·	,	· ·
Keyless Entry	V	×	×	×
Console/Storage	<i>V</i>	Ş	, i	Ž
Communications System		V	· ·	, , , , , , , , , , , , , , , , , , ,
Cloth Seats	V	~	<i>V</i>	<i>y</i>
Reclining/Lounge Seats	, , , , , , , , , , , , , , , , , , ,	×	×	×
Bucket Seats		Ş	Ž	Ž
AM Radio	·	· ·	· ·	v
FM Radio	v v	·	v	V
Stereo	, , , , , , , , , , , , , , , , , , ,	V	•	<i>y</i>
Search/Seek	,	v	· ·	V
CD Player	,	,	•	V
Aluminum/Alloy Wheels	· ·	~	V	V
Electric Glass Roof	<i>V</i>	×	•	
Drivers Side Air Bag	· ·	,	•	
Passenger Air Bag	· ·	V	·	· ·
Anti-Lock Brakes (4)	V	~	~	,
4-Wheel Disc Brakes	V	<i>V</i>	· ·	<i>'</i>
Stability Control	· ·	•	•	V
Luggage/Roof Rack	V	~	V	V
Rear Window Wiper	V	~	~	V
Clearcoat Paint	V	×	×	X
Privacy Glass	v	x	x	x
Body Side Moldings	V	,	x	x
Dual Mirrors	V	,	$\hat{m{z}}$	$\hat{\nu}$
Trailering Package	7	~	V	V
Miles	Unknown	46,557	34,672	31,665
List Price	~ ·	\$13,780	\$14,995	S15,650
Adjustments				



Owner: Claim F

Options	+1.033	+533	+533
Mileage	-929	-1.510	-1.643
Baseline Adjustment	-358	-358	-358
djusted Value	\$13,526	\$13,660	\$14,182
Location	Mark Chevrolet	Suburban	Liberty
		Cadillac Buick	Chevrolet
Contact	734-722-9100	248-643-0070	248-486-1900
Stock ID	Stock <u>: 6761P</u>	Stock: A18824	Stock: LA3832
VIN	1GNDS13S772	1GNDS13S072	1GNDS13S172
Inspected	Pub Date	Pub Date	Pub Date
	11 <i>/</i> 09/2010	11/11/2010	11/12/2010
Distance from Belleville	7 Miles - Wayne	29 Miles - Troy	22 Miles - New
	-	•	Hudson



Owner: Claim F

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	DEALER VEHICLE COMPARABLE 34 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 35 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4,2L	DEALER VEHICLE COMPARABLE 36 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	•	✓	y	V
Overdrive	· •	V	· /	v
Power Steering	· •	· /	•	· /
Power Brakes	v	· ·	· •	V
Power Windows	~	V	•	V
Power Locks	· •	· /	•	V
Power Driver Seat	·	×	×	×
Power Mirrors	·	×	×	 X
Air Conditioning	V	ÿ	Ÿ	ÿ
Dual Air Conditioning	×	×	~	×
Rear Defogger	V	×	×	×
Intermittent Wipers	V	V	~	V
Tilt Wheel	V	V	~	V
Cruise Control	V	✓	V	√
Keyless Entry	V	×	×	X
Console/Storage	V	v	v	✓
Communications System	~	✓	v	V
Cloth Seats	V	v	✓	V
Reclining/Lounge Seats	V	X	×	X
Bucket Seats	V	✓	v	v
AM Radio	V	V	~	v
FM Radio	~	v	V	✓
Stereo	V	✓	V	V
Search/Seek	V	✓	✓	✓
CD Player	~	✓	v	✓
Aluminum/Alloy Wheels	~	✓	✓	✓
Electric Glass Roof	V	×	✓	×
Drivers Side Air Bag	V	✓	V	✓
Passenger Air Bag	~	V	✓	V
Anti-Lock Brakes (4)	V	V	~	✓
4-Wheel Disc Brakes	V	✓	✓	✓
Traction Control	×	✓	×	X
Stability Control	V	~	V	V
Luggage/Roof Rack	V	~	V	✓
Rear Window Wiper Clearcoat Paint	· •	•	✓	✓
Privacy Glass	V	×	×	×
Body Side Moldings	<i>V</i>	×	×	X
Dual Minors	V	X	×	X
Trailering Package	√	V	<i>V</i>	₩.
Miles	<i>∨</i> Unknown	√ 44,644	√ 33,205	2 2 050
1711100	OHMOWII	44,044	み3,20 つ	32,960



Owner, Claim f

LOCAL MARKET COM	PARABLE VALUES (CON	ITINUED)	
List Price	\$15,990	\$15,650	\$14,380
Adjustments			
Options	+733	+151	+1,033
Mileage	-1,029	-1,575	-1,586
Baseline Adjustment	-358	-358	-358
Adjusted Value	\$15,336	\$13,868	\$13,469
Location	Dick Genthe	Liberty	Mark Chevrolet
	Chevrolet	Chevrolet	
Contact	734-283-3400	248-486-1900	734-722-9100
Stock ID	Stock: <u>A97352</u>	Stock: <u>LA3833</u>	Stock <u>: 6756P</u>
VIN	1GNDS13\$X72	1GNDS13SX72	1GNDS13S472
Inspected	Pub Date	Pub Date	Pub Date
-	11/16/2010	11/12/2010	11/09/2010
Distance from Belleville	14 Miles -	22 Miles - New	7 Miles - Wayne
	Southgate	Hudson	



Owner. Claim i

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	DEALER VEHICLE COMPARABLE 37 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4,2L	DEALER VEHICLE COMPARABLE 38 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options			
Automatic Transmission	v	✓	V
Overdrive	v	·	V
Power Steering	•	v	V
Power Brakes	~	V	V
Power Windows	~	V	•
Power Locks	V	· /	V
Power Driver Seat	V	×	X
Power Mirrors	V	ÿ	×
Air Conditioning	•	Ÿ	Ÿ
Rear Defogger	✓	×	×
Intermittent Wipers	✓		V
Tilt Wheel	v	✓	V
Cruise Control	~	V	V
Keyless Entry	~	×	×
Console/Storage	v	V	V
Communications System	V	V	V
Cloth Seats	V	V	v
Reclining/Lounge Seats	v	×	×
Bucket Seats	v	<i>V</i>	V
AM Radio	•	V	V
FM Radio	V	V	V
Stereo	~	✓	V
Search/Seek	v	V	V
CD Player	V	V	V
Aluminum/Alloy Wheels	~	~	V
Electric Glass Roof	√	~	×
Drivers Side Air Bag	✓	v	V
Passenger Alr Bag	V	✓	✓
Anti-Lock Brakes (4)	•	✓	✓
4-Wheel Disc Brakes	~	v	V
Stability Control	v	~	✓
Luggage/Roof Rack	~	~	V
Rear Window Wiper	~	V	V
Clearcoat Paint	V	X	. X
Privacy Glass	~	×	×
Body Side Moldings	V	×	×
Dual Mirrors	V	V	✓
Trailering Package	V	<i>V</i>	V
Miles List Price	Unknown	23,864 \$15,995	30,040 \$14,580
Adjustments			



Owner: Claim F

Distance from Belleville

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Oplions +533 +1,033 Mileage Baseline Adjustment -1,713 -358 -1,965 -358 Adjusted Value \$14,205 \$13,542 Location Suburban Mark Chevrolet Cadillac Buick Contact 248-643-0070 Stock: A18827 734-722-9100 Stock ID Stock: 6748P VIN 1GNDS13S972 1GNDS13S872 inspected Pub Date Pub Date 11/11/2010 11/10/2010

29 Miles - Troy

7 Miles - Wayne



Owner: Claim F



VALUATION METHODOLOGY

The Hanover Insurance Group has provided CCC the VIN (Vehicle Identification Number) of the loss vehicle and the vehicle owner's zip code, which CCC uses to identify the local markets that will be used to determine the market value. The Hanover Insurance Group has also provided CCC with the configuration of the loss vehicle, including equipment, odometer, condition, maintenance, etc. Using this information, CCC searches its databases to find comparable vehicles in the local market. If necessary, the search may have been expanded to obtain additional information. CCC's database include vehicles for sale at dealerships that CCC has physically inspected and dealer and private party advertised vehicle information from more than 1,700 publications and Autotrader.com®. Vehicles located are compared to the loss vehicle, and adjustments are made for differences such as model, equipment, and odometer that results in the adjusted value for each comparable. The comparable vehicles are used to determine the market value.

This calculation is a weighted average that is based on the following factors:

- > Precision of the data (inspected versus advertised)
- > Similarity of model, equipment, and odometer
- > Nearness to the loss vehicle's primary garage location
- Recency of information

Please review the information in this Market Valuation Report to confirm the reported mileage, condition and to verify there are no missed options, added equipment or refurbishments, or other aspects of your vehicle that may impact the value.

VEHICLE APPRAISAL AND VALUATION NOTES

We have added the following standard options to the loss vehicle: Rear Window Wiper



Owner: Claim F



LOCAL MARKET DEFINITION

The Vehicle Value for your 2007 Chevrolet Trailblazer 4X2 LS 4 Door Sport Utility Vehicle was defined by the ZIP code 48111 - Belleville, Ml. If necessary, the search area may have been expanded to obtain additional information. Details of the specific markets searched follow.



THE STATE OF MICHIGAN is composed of 9 distinct local markets. The following 9 local markets were used in the preparation of this vehicle market report.

DETROIT/S.E.MICHIGAN - Primary local market vehicle database. In this market, CCC maintains a database of 10,006 inspected dealer vehicles located at 47 dealerships, and 38,259 dealer advertised, and 5,377 privately advertised vehicles taken from 24 local papers or magazines.

FLINT/TRI-CITIES MI - Secondary local market vehicle database. In this market, CCC maintains a database of 4,409 inspected dealer vehicles located at 18 dealerships, and 16,271 dealer advertised, and 1,377 privately advertised vehicles taken from 16 local papers or magazines.



LANSING MI - Third local market vehicle database. In this market, CCC maintains a database of 4,129 inspected dealer vehicles located at 15 dealerships, and 10,477 dealer advertised, and 695 privately advertised vehicles taken from 14 local papers or magazines.

Other markets searched - Jackson, Toledo, Grand Rapids, Ft. Wayne, Kalamazoo/Battle Creek and Lima. In these markets, CCC maintains a database of 17,899 inspected dealer vehicles located at 84 dealerships and 77,170 vehicles taken from 80 local newspapers or magazines.



From these 9 local markets, comparable vehicles were selected based on the year, make, model, body style and engine configuration of your vehicle. Adjustments were made to the value of each comparable vehicle to compensate for differences in year, model, body style, engine configuration, packages, options, and mileage.



CLAIM SUMMARY

ADJUSTER: RALKO, DIANN APPRAISER: HILL 29305, BOB

CLAIM #: POLICY #:

LOSS TYPE: COMPREHENSIVE

DAY: **EVENING:**

INSURED: OWNER:

ADDRESS:

BELLEVILLE, MI

VEHICLE: 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV

VIN: 1GNDS138172 ODOMETER: 0 COLOR: SILVER LICENSE: MISSING MI

PRIMARY IMPACT POINT: 15. TOTAL LOSS DRIVEABLE: NO

PLACE OF INSPECTION:

BRYAN BEMIS 21000 HAYDEN DR

WOODHAVEN, MI 48183-4366

ESTIMATE TO RE	PAIR		TOTAL LOSS V	VALUATION
estimate	\$	8,176.33	VEHICLE VALUATION	\$ 14,189.00
PRE-TAX SUBTOTAL	\$	8,176.33	PRE-TAX SUBTOTAL	\$ 14,189.00
TAX		408.28	TAX	0.00
AFTER-TAX SUBTOTAL	\$	8,584.61	AFTER-TAX SUBTOTAL	\$ 14,189.00
BETTERMENT		0.00		
DEDUCTIBLE		500.00	DEDUCTIBLE	500.00
APPEARANCE ALLOWANCE		0.00		
0% NEGLIGENCE		0.00	0% NEGLIGENCE	0.00
CALCULATED NET LOSS	\$	8,084.61	CALCULATED NET LOSS	\$ 13,689.00
LKQ PARTS INCLUDED A/M PARTS NOT INCLUDED OFT OEM PARTS NOT INCLU RECOND PARTS NOT INCLU			VALUATION REQUEST #	

SETTLEMENT

SETTLEMENT TYPE: TOTAL LOSS

NEGOTIATED SETTLEMENT: \$13,689.00 ON WITH SETTLEMENT OUTSTANDING: \$13,689.00

CLAIM SUMMARY

CLAIM #:

2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV

COMMENTS

FIRE APPEARS TO HAVE STARTED IN THE LEFT FRONT DOOR. SOME SWITCH OR WIRE SHORTED OUT. VEHICLE IS A TOTAL LOSS. THERE WILL BE A LARGE SUPPLEMENT ONCE VEHICLE WAS TORN DOWN.

ACV \$14,189.00

SALVAGE \$3,289.13

CCC REQ. 44620066

TOTAL LOSS WAS CALLED IN AT 1:45 PM 12/7/10

INSURED WAS CALLED AT 1:46 PM I TALKED TO MRS. BEMIS

EVENTS 11/30/2010 LOSS OCCURRED 11/30/2010 LOSS REPORTED 12/06/2010 12:00 AM DATE ASSIGNED = 12/06/2010. 12/06/2010 01:30 PM ASSIGNMENT RETRIEVED.

01:30 PM 01:30 PM 12/06/2010 WORKFILE WAS CREATED. 12/06/2010 RECYCLED PART DATA FILES ADDED TO THE WORKFILE.

12/06/2010 FIRST PRELIMINARY ESTIMATE LINE WRITTEN. 03:26 PM

12/07/2010 12/07/2010 01:31 PM WORKFILE STATE CHANGED FROM ASSIGNED TO INSPECTED. ESTIMATE OF RECORD CREATED. 01:31 PM

12/07/2010 01:40 PM ESTIMATE REPORT FILE WAS CREATED. 12/07/2010 12/07/2010

01:40 PM 01:40 PM IMAGE WORKFILE WAS CREATED.
WORKFILE DATA COPY WAS PLACED IN OUT BOX.

2*

3#

5

6

OYB69TNT

THE HANOVER INSURANCE GROUP CITIZENS INSURANCE COMPANY BOB HILL CELL #313-590-1089 PO BOX 947 HOWELL, MI 48843-0943 (800)628-0250

ESTIMATE OF RECORD

WRITTEN BY: BOB HILL 29305 12/07/2010 01:31 PM ADJUSTER: DIANN RALKO (800)628-0250

INSURED: CLAIM OWNER: POLICY DATE OF LOSS: 11/30/2010 AT 11:00 AM TYPE OF LOSS: COMPREHENSIVE POINT OF IMPACT: 15. TOTAL LOSS ADDRESS. BELLEVILLE, MI DAY: EVENING: INSPECT OTHER LOCATION: WOODHAVEN, MI REPAIR N/A DAYS TO REPAIR FACILITY: LICENSE # 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT: VIN: 1GNDS13S172 LIC: MISSING MI PROD DATE: ODOMETER: 0 CONDITION: GOOD AIR CONDITIONING REAR DEFOGGER TILT WHEEL CRUISE CONTROL INTERMITTENT WIPERS KEYLESS ENTRY REAR WINDOW WIPER BODY SIDE MOLDINGS DUAL MIRRORS PRIVACY GLASS CONSOLE/STORAGE OVERHEAD CONSOLE LUGGAGE/ROOF RACK ELECTRIC GLASS SUNROOF CLEAR COAT PAINT POWER STEERING POWER BRAKES POWER WINDOWS POWER LOCKS POWER DRIVER SEAT POWER MIRRORS AM RADIO FM RADIO STEREO SEARCH/SEEK ANTI-LOCK BRAKES (4) CD PLAYER DRIVER AIR BAG PASSENGER AIR BAG 4 WHEEL DISC BRAKES STABILITY CONTROL COMMUNICATIONS SYSTEM CLOTH SEATS BUCKET SEATS RECLINE/LOUNGE SEATS TRAILERING PACKAGE OVERDRIVE AUTOMATIC TRANSMISSION ALUMINUM/ALLOY WHEELS NO. OP. DESCRIPTION QTY EXT. PRICE LABOR PAINT 1 WINDSHIELD

1 156.25*

25.00

1 1173.55

1.5*

5.5

REPL LKQ WINDSHIELD GM W/O RAIN

INSTRUMENT PANEL

REPL INSTRUMENT PANEL ALL GRAY

OVERHEAD CONSOLE

SENSOR +25%

SEAL KIT

OYB69TNT

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRI	CE LABOR	PAINT
7	REPL	CONSOLE ASSY W/O G.P.S.	1	338.99	0.3	
8		STEERING WHEEL				
9	REPL	W/GARAGE DR OPENE STEERING WHEEL STEERING WHEEL W/LEATHER, W/ACCESSORY CONTROLS W/O SS STEERING COLUMN SHROUD EBONY	1	281.89	M 0.7	М
10		SIERING COLUMN		45.56		
11	REPL	STEERING COLUMN SHROUD EBONY	1	49.26	0.3	
12		ROOF	_			
13*	REPL	LKQ SUNROOF GLASS +25%	I	218.75	0.5*	
14	REPL	SHROUD EBONY ROOF LKQ SUNROOF GLASS +25* HEADLINER W/SUNROOF, W/O HEAD AIR BAG GRAY RT SUNSHADE GRAY LT SUNSHADE GRAY PILLARS, ROCKER & FLOOR LT FRONT SILL PLATE GRAY LT W/S PILLAR TRIM GRAY FRONT DOOR LKQ LT DOOR ASSY +25* ADD FOR CLEAR COAT LT SIDE MOLDING CHEVROLET, BODY COLOR	1	1346.88	4.5	
15	REPL	RT SUNSHADE GRAY	1	100.63	INCL.	
16	REPL	LT SUNSHADE GRAY	1	130.83	INCL.	
17		PILLARS, ROCKER & FLOOR				
18	REPI.	LT FRONT SILL PLATE GRAY	1	60.35	0.2	
19	PEDI.	TO W/S DILLAR TRIM GRAY	- ī	47.93	INCL	
20		בסטת חטסס	•		211041	
21+	benr	TWO IN DOOR ROOM 1264	1	607 EA+	7 2	3 4
21"	KEPL	LAQ LI DOUR ASSI +25%	_	00/.50*	1.3	3.4
22		ADD FOR CLEAR COAT	_			1.4
23	REPL	LT SIDE MOLDING CHEVROLET, BODY COLOR	1	99.16	0.3	0.6
24		ADD FOR CLEAR COAT				0.1
		BODY COLOR ADD FOR CLEAR COAT LT DOOR TRIM PANEL CHEVROLET GRAY				
		LT SWITCH ASSY CHEVROLET W/O HEATED SEAT				
27	REPL	LT WATER DEFLECTOR	1	98.42	0.1	
29	BI.ND	LT OUTER PANEL W/SHORT WHEEL				1.2
		BASE CHEVROLET LT SIDE MOLDING W/SHORT WHEEL		120 70	0.3	
		BASE, BODY COLOR				
31		ADD FOR CHEAR COAT				0.1
32	R&1	ADD FOR CLEAR COAT LT FIXED GLASS CHEVROLET, W/SHORT WHEEL BASE TIMTED LT HANDLE, OUTSIDE BLACK LT R&I TRIM PANEL FENDER LT FENDER CHEVROLET SPATE 6. TRACKS			0.5	
33	R&I	LT HANDLE, OUTSIDE BLACK			0.4	
34	R&I	LT R&I TRIM PANEL			0.6	
35		FENDER				
36	BLND	LT FENDER CHEVROLET				1.1
37		SEATS & TRACKS				
38	REPI.	LT SEAT CUSHION PAD	1	130.87	0.6	
39	REPT.	LT CUSHION COVER CLOTH GRAY	ī	214.40	0.6	
40	PEDT.	INT LOWER COVER GRAY	ī	18 81	0.3	
41	DEDI	IN SWITCH SEAT ADDICTED ALL	1	79 50	V.3	
42	ים שם	IT CUTTOU LINDAD 3_WAV	7	73.00		
42#	VELT TAGY	OTHER BUILDAR Z-MAI	4	11.01		
4.44	KELL	LT FENDER CHEVROLET SEATS & TRACKS LT SEAT CUSHION PAD LT CUSHION COVER CLOTH GRAY LT LOWER COVER GRAY LT SWITCH SEAT ADJUSTER ALL LT SWITCH LUMBAR 2-WAY CARPET FLOOR MATS	<u> </u>	300.00	8.0	
44#	KEPL	PLOOK PATS	Ţ	80.00		

OYB69TNT

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

NO.	OP.	DESCRIPTION	QTY EXT. PRICE	LABOR	PAINT
		SUBTOTALS ==>			

LINE 2 : SUPPLIERS PART DESCRIPTION: WINDSHIELD 4DR LINE 13 : SUPPLIERS PART DESCRIPTION: SUNROOF GLASS PRV 06/08

PARTS					6603.03
BODY LABOR	26.5	HRS	@\$	38.00/HR	1007.00
PAINT LABOR	8.4	HRS	@ \$	38.00/HR	319.20
MECHANICAL LABOR	0.7	HRS	@ \$	65.00/HR	45.50
PAINT SUPPLIES	8.4	HRS	@ \$	24.00/HR	201.60
SUBTOTAL				\$	8176.33
SALES TAX	\$	6804	.63	@ 6.0000%	408.28
TOTAL COST OF REPAIRS				\$	8584.61

ADJUSTMENTS: DEDUCTIBLE	500.00
TOTAL ADJUSTMENTS	\$ 500.00
NET COST OF REPAIRS	\$ 8084.61

RECYCLED PART COSTS BASED ON INFORMATION PROVIDED BY CAR-PART.COM. FOR ASSISTANCE, CALL CCC AT 800-637-8511.

OYB69TNT

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR1GN02, CCC DATA DATE 11/01/2010, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (-) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2010 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

OYB69TNT

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

RECYCLED PART SUPPLIERS

LINE	LINE DESCRIPTION		PRICE
2	LKQ WINDSHIELD GM W/O RAI +25%	STOCK NO.: 100109	\$ 156.25
	HOUSE OF AUTO PARTS, INC. 260 HALTINER ST. RIVER ROUGE, MI 48218	(800)241-1125 DON OR PETE	
13	LKQ SUNROOF GLASS +25%	STOCK NO.: 100069	\$ 218.75
	DIX AUTOMOTIVE RECYCLERS 3298 DIX RD. LINCOLN PARK, MI 48146	(800)851-4350 PARTS DEPARTMENT	

OYB69TNT

ESTIMATE OF RECORD

2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE:

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE:

0

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: MANUALLY LIST
NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0
NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 7

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE:

Page: 1 Document Name: untitled

DPAY 1450639301

BEGINNING OF CLAIM

DATE SEARCH (MMDDYY) =

CLAIM PAYMENT RECORD

CLAIM NUMBER

FEA NO 01 POLICY

00 LOSS DATE 113010

ISSUE DATE 010411 SIGNER 99 AMOUNT \$4,937.13 NUMBER 01273682 FOR TOTAL LOSS OF 2007 CHEVROLET TRAILBLAZER

PAYEE

PAYRE CODE 9

BRYAN BEMIS

MATT. TO

BELLEVILLE, MI

BELLEVILLE, MI

PF8 SCROLL FORWARD PF7 SCROLL BACKWARD

Date: 8/29/2011 Time: 1:49:23 PM

Page: 1 Document Name: untitled

DPAY 1450639301

DATE SEARCH (MMDDYY) =

CLAIM PAYMENT RECORD

CLAIM NUMBER FEA NO 01 POLICY 0 LOSS DATE 113010

ISSUE DATE 010311 SIGNER 99 AMOUNT \$9,603.21 NUMBER 01272633

FOR ACCOUNT

PAYEE CODE 9

MAIL TO

ALLY FINANCIAL

ALLY FINANCIAL P O BOX 78234

P O BOX 78234

PHOENIX, AZ

85062

PHOENIX, AZ 85062

PF8 SCROLL FORWARD PF7 SCROLL BACKWARD

Date: 8/29/2011 Time: 1:49:21 PM



ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Datrolt, MI 48265-3000 800.888.0164 rei \$13.665.0911 fex

Eric Wilt Claims Administrator

June 3, 2011

Citizens Insurance Company Attention: Diann Ralko 808 North Highlander Way Howell, MI 48843

RE: Claimant:

Our File No.: 701408

Our Client: General Motors LLC

Date/Event: 11/30/10

Subject vehicle: 2007 Chevrolet Traliblazer

VIN: 1GNDS135172

Dear Diann Ralko:

This will have reference to the above product liability subrogation claim that you filed with General Motors LLC (GM).

I have thoroughly reviewed the documentation provided to date in support of your subrogation claim. However, our file reflects that we have not been provided with your specific technical documentation, which supports your theory of liability as being that of GM.

Correspondence that was sent to you on 12/21/10 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action in this matter and I will have to close our file. Finally, if it is your intention to pursue this matter further, you will be responsible for preserving the subject vehicle and/or defective component in their immediate post loss condition.

Thank you for your time and attention in this regard.

Sincerely,

Eric Wilt

Claims Administrator

Eric Mill

RECEIVED

OCT 1 2 2011

ESIS-GM CLAIMS UNIT

A Fick Management Services Company- One of the ACE Group of Companys



Investigators/Consultants

36135 Schoolcraft Livonia, Nichigan 48150 1.800.961.2907 FAX: 734.591.0140

www.berndon assection

100 Ouellette Ave, Sinte 201 Windor, Outano N9A 613

P.O. Box 27 Hoyne City, Michigan 49712 Phone Las 231 582 5543

PO Box 520 Colonia, Michigan 49038 Phone I ax 269 168,3418

Licensed in Michigan, Ohio. Illinois, Indiana, Artrona, Florida and Ontario, Canada IN RE: Citizens Claim No.

H&A File No. 10-1950VF

Date Received: December 3, 2010

PREDICATION:

This case is predicated upon the request of Ms. Diann Ralko, Claims Representative, to conduct an investigation into a with special reference to the fire loss of a 2007 Chevrolet Trail Blazer.

SECRETARY OF STATE:

A review of the title information indicates that a duplicate title was issued on September 15, 2010 pertaining to the 2007 Chevrolet Trail Blazer bearing Vehicle Identification Number 1GNDS13S172

The vehicle is titled in the name of in Belleville, Michigan. The secured interest is listed as GMAC and the Michigan license plate of was not due to expire until January 29, 2011. The driver's license number listed on the registration is (See Enclosed Document)

INSPECTION:

On December 6, 2010 at 1:00 p.m. Investigators Tim Herndon and Devin Jordan arrived at Copart in Woodhaven to conduct an investigation into the fire loss of a 2007 Chevrolet Trail Blazer.

Once at the scene, a close inspection provided the following information:

SEE ENCLOSED INVESTIGATION REPORT

Prior to leaving the inspection location, several digital photographs were taken, are stored on a server off site, and are enclosed for your review.

December 8, 2010 Page 2

ORIGIN AND CAUSE INVESTIGATION:

On December 6, 2010 at one p.m. Investigators Tim Herndon and Devin Jordan arrived at cold part in Woodhaven to conduct an origin and cause investigation into the fire loss of a 2007 Chevrolet Trail Blazer, silver in color Vehicle Identification Number 1GNDS13S172

Initial observations reveal the public Vehicle Identification Number located in the area of the windshield and dashboard. Inspection continues and smoke staining is noted to all of the window glass indicating an interior passenger compartment fire. The driver's window is melted, cracked and broken. There is no direct fire impingement to the painted surfaces of the vehicle. All four tires remain intact and inflated.

The examination of the fuel tank, fill tube, and fuel cap reveal all are intact with no evidence of any fuel leakage. The examination of the underside reveals it is free of any fire origin.

At this time, entry is gained into the engine compartment where upon examining same no fire damage is present. A check of the fluid levels reveal all are full and within a safe range.

At this time the inspection is focused to the rear cargo area where smoke staining is present throughout.

The rear passenger compartment also reveals smoke staining present.

Inspection of the front passenger compartment reveals smoke staining present to the dashboard and center console. All seats and floor areas are intact. Inspection of the driver's bottom seat cushion, however reveals partial consumption on the edge pointing toward the driver's door panel. The power seat switches and plastic surrounding same reveal all are intact. Partial consumption of the cosmetic piece which surrounds the seat switches is noted.

Upon connecting an auxiliary battery to the vehicle the digital odometer is illuminated revealing 69,663 miles.

The examination is now focused to the driver's door panel where a V pattern is noted originating at the control panel extending upward and outward.

The examination of the map pocket reveals melting from the top down and is determined to be fire extension.

The examination is now focused to the wiring traveling to the control panel where exposure fire damage is present. The examination reveals some of it is partially void of insulation.

December 8, 2010 Page 3

A close examination of the printed circuit board for the control panel reveals localized melting to same. This is determined to be the area origin.

Examination of the driver's door speaker reveals it is intact as is the associated wiring. The power window motor and associated wiring is also intact.

At this time, after completing the above inspection and examination, it is the opinion of both Investigators that the fire originated within the driver's door panel at the control panel for the door locks and power windows and at this time the investigation continues.

VINQUERY:

A review of the VINquery produced a 2007 Chevrolet Trail Blazer two-wheel-drive, sport utility, four-door vehicle equipped with an in-line six cylinder, 4.2 L engine and a four speed automatic transmission having been assembled in the United States. (See Enclosed Document)

NATIONAL HIGHWAY TRAFFIC AND SAFETY ADMINISTRATION:

A search of the National Highway Traffic Safety Administration Recall Database did not produce any recalls.

ALLDATA SYSTEM:

A review of the Alidata System produced two campaigns and a number of technical service bulletins and upon review none pertained to the fire in question.

RECALL/CAMPAIGN QUERY:

Upon providing the Vehicle Identification Number to a local Chevrolet dealer it was ascertained that there are no open recalls pertaining to the vehicle in question.

INTERVIEW:

On December 3, 2010 at 4:45 p.m. Investigator Randy List conducted an interview with one of the titleholders, named insured and last operator of the vehicle prior to the fire.

IN RE:

Citizens Claim No. 10-1950VF CHERYL BEMIS

December 8, 2010 Page 4

It was learned that the fire occurred on November 30, 2010 at 11:10 a.m. The weather conditions are listed as raining and cold. The vehicle was parked at 4617 Fort Street in a parking lot in the City of Detroit. Subsequently, unknown persons called the fire department and they responded and extinguished the fire involving the 2007 Chevrolet Trail Blazer.

The vehicle was purchased new in December of 2006 from Mark Chevrolet in Detroit. A three-year, 36,000 mile bumper-to-bumper warranty was issued and no extended warranty was purchased. Since ownership no recall notices campaigns or correspondence has been received from the manufacturer.

Since ownership no warranty work has been completed and the only service work performed to the vehicle included routine maintenance specifically oil changes.

At the time of the fire, the fuel tank was half full and the last person to have entered the engine compartment was a Valvoline instant oil change facility to change the oil five weeks prior to the fire.

When questioned regarding any recent electrical or mechanical problems with the vehicle it was learned that the blower motor when turned on would only work on settings one through four. Setting number five did not work.

Further, on the day of the fire, the driver door lock would not operate when attempting to utilize the fob or switch. It required a manual locking and unlocking by Ms.

The mileage at the time of the purchase was new and the mileage at the time of the fire loss was 60,000. Since ownership there have been no problems with animals or rodents nesting anywhere within the vehicle. Further, Ms is a non-smoker and no one was smoking in or around the vehicle prior to the fire.

Further questioning revealed that no aftermarket accessories have been installed on the vehicle and nothing was plugged into the 12 volt auxiliary receptacle.

It was further learned that the vehicle had not been involved in an accident.

At the time of the fire the vehicle had been parked for approximately 25 minutes. It was parked at 4:45 a.m. At 10:40 a.m. Ms. went out to the vehicle to utilize the phone. She exited the vehicle approximately 10 minutes later. 15 minutes later she was apprised by an individual that her vehicle was smoking. Upon returning to the vehicle the fire department was on scene extinguishing the fire.

After exiting the vehicle all doors were closed and locked and the windows were also closed.

The fire department believes the probable cause was electrical and Ms. concurs. As a result, no other vehicles or property were damaged.

IN RE:

Citizens Claim No.

H&A File No. 10-1950VF

CHERYL BEMIS

December 8, 2010 Page 5

At this time, no further information could be obtained and the interview was terminated.

FIRE DEPARTMENT:

Upon receipt of the Detroit Fire Department report it will be forwarded to the Claims Representative.

CONCLUSION:

Having completed an examination of the vehicle, reviewed an interview obtained from the insured who last operated the vehicle prior to the fire, conducted research pertaining to the vehicle in question, ordered the Detroit fire report and based upon all of the information known at the time of the preparation of this report it is the opinion of both Investigators that the fire originated within the driver's door panel. There is evidence of localized melting and fire damage to the printed circuit board for the door panel switches to include door locks and windows. Wiring is partially void of insulation as well. The fire is classified as an accidental fire.

At this time all requests for services have been completed, we are closing our file and forwarding our report and photographs for your review.

Conclusions and opinions expressed in the report were developed utilizing the Investigator's training, education, experience and standard investigative techniques.

Timothy P. Herndon, CFI

Tund Hen

Devin Judan

Devin C. Jordan, CFI

ТРНЛkg



The Hanover Insurance Company Citizens insurance Company of America Subrogation Unit PO Box 15149

Worcester MA 01615-0149

Telephone: 800-628-0250 Ext: 4314

111-11-11 Second submission
45 Pages

ESIS POB 300 MAIL CODE 482 C20 D71 **DETROIT MI 48265**

Re:

Our Insured:

Claim Numbe

Date of Loss: 11/30/2010

Your Insured: GEMERA; L MOTORS,

Your File Number: 701408

pear Sir or Madam: AHn: Eric Wilf

Our investigation indicated the above incident was caused by the negligence of your insured.

Enclosed are subrogation papers documenting our request for reimbursement of the following outlined payments:

Our Payment:

14540.34

Deductible:

500.00

Total Claim:

15040.34

Please forward your payment in the amount of \$15040.34.

Thank you for your cooperation in this matter.

Sincerely,

Barbara Brandt, INS, AH

Barbara Brandt, INS, AIC Sr. Subrogation Adjuster

Citizens Insurance Company of the Midwest

IMPINEORMATION

Owner:

Insured:

Loss Vehicle:

2007 Chevrolet Trailblazer 4X2 LS 4 Door Sport Utility

Vehicle

1GNDS13S172

Believille, MI 48111

Odometer:

VIN:

Location:

Loss incident Date:

Unknown

11/30/2010

Report Reference Number:

Claim Reference:

Adjuster:

Adjuster ID:

Claim Submitted Date: Date Last Updated:

Appraiser:

Paul, Wayne

29SC2

12/06/2010

Original

HILL, BOB

200		2025.	ALC:A	3.34	2000	A Property	W 20"	100	10000	29000	2000	200	2000	1000 N	1444	100
Prog.	_	20.00	137316	PRC.	11/3	27000	eren er	2000	3332.5	3000	5.223	9.25	200	10.00	200000	111
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	.,	a.	N 83	ы	В.	64 B	F 1 12	111				ч	1111	241		
0.	١.	2.00	-	١	7.00	u z		-4.0	100.7		.51	41		J 500	1.00	и.

Vehicle Value		\$ 14,175.00
Condition Adjustment		+ 14.00
Actual Cash Value	er gerigen gegen grigerige ich ingebrende betreit der der betreit der der bei	\$ 14,189.00
Pre-tax Amount	A man age age and any extension of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the secon	\$ 14,189.00
Vehicular Sales Tax	%	\$
License/Fees (if applicable)	S IV WE E E	\$
S Part - works do down again of front and an array of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of the same of	¢ 4A	120 00

Proposed Settlement Amount The Vehicle Value is derived from comparable vehicle(s) available

or recently sold in the marketplace at the time of valuation. 38 comparable vehicle(s) were utilized in this report.

Vehicle Allowances

Odometer	Unknown	** * * *	
Options	* * * *		
Power Driver Seat	Reported	+ 95.00	
Power Mirrors	Reported	+ 50.00	
Rear Delogger	Reported	+ 95.00	
Keyless Entry	Reported	+ 143.00	
Electric Glass Roof	Reported	+ 500.00	
Privacy Glass	Reported	÷ 150.00	

This CCC Valuescope® Market Report was prepared for The Hanover Insurance Group by CCC Information Services Inc. CCC is an Independent company that has been preparing market value reports for the insurance industry since 1981.

The loss vehicle has been valued in the region where it was garaged as a newer truck with average mileage of 62,400.

Allowances are factors influencing the value of the loss vehicle when compared to a typical vehicle. The typical vehicle is a vehicle of the same year, make, and model as the loss vehicle, including average mileage, and all standard and predominant equipment. These allowances are illustrative only. The Proposed Settlement Amount is calculated entirely from the comparable vehicles with adjustments to reflect the loss vehicle configuration.

EHICLE HISTORY SUMMAR

Experian® AutoCheck®

No Title Problem Found



Owner: Claim F

LOSS VEHICLE COMPONENTS

VIN: 1GNDS135172

Below are the components of the loss vehicle, provided to CCC by The Hanover Insurance Group, included in this valuation.

Odometer	Unknown	FM Radio	Standard
The statement of the west of the second particular processing the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second		Stereo	Standard
Transmission		Search/Seek	Standard
Automatic Transmission	Standard	CD Player	Standard
Overdrive	Standard	Wheelz	\$40, \$190.1 Mg (11. 25 gP gB.04g \$701.11.4 \$7. d 11.0 mm Mf 41. mm db.00 mm m m 42.7 mm m
Power		Aluminum/Aljoy Wheels	Standard
Power Steering	Stendard	Roof	#44 - 4 - 4 - 4 - 4 - 4 - 4 - 4 - 4 - 4
Power Brakes	Standard	Electric Glass Roof	Reported
Power Windows	Standard	Safety/Brakes	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
Power Locks	Standard	Drivers Side Air Bag	Standard
Power Driver Seat	Seponed	Passenger Air Bag	Stendard
Power Mirrors	Reported	Anti-Lock Brakes (4)	Stendard
Decor/Convenience		4-Wheel Disc Brakes	Standard
Air Conditioning	Standard	Stability Control	Standard
Rear Defogger	-septime	Exterior/Paint/Glass	
Intermittent Wipers	Standard	Luggage/Roof Rack	Standard
Tilt Wheel	Standard	Rear Window Wiper	Standard
Cruise Control	Standard	Clearcoat Paint	Reported
Keyless Entry	Reported	Privacy Glass	Reported
Console/Storage	Standard	Body Side Moldinge	Regoried
Communications System	Stendard	Dual Mirrors	Standerd
Seating		Other - Trucks	to beginner same confermed high an legal and de le ser a nell de same description and an annual services.
Qoth Seats	Standard	Trailering Package	Standard
Reclining/Lounge Seats	Reported	Training , working ,	**** * * * * * * * * * * * * * * * * *
Bucket Seats	Standard	i	
Radio			
AM Radio	Standard		
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Owner: Claim F

VEHICLE CONDITION

The Hanover Insurance Group uses Condition Inspection Guidelines to determine the condition of key components of the loss vehicle. These guidelines are specific to geographic location, year, and vehicle type. The guidelines describe physical characteristics for each of the vehicle components. Based on these guidelines, The Hanover Insurance Group has determined the condition of the vehicle prior to the loss.

COMPONENT	CONDITION	VALUE IMPACT	INSPECTION NOTES
Interior	C. Mariner and Mariner C. B. and Charles on Landy 300 occurs and account of a	* * *** *** ****	na a manasa na malamanta ny azara manamana ara kaominina dia manasa kambaranta di kambar di mana a littut (1000-100). It
Seats	Normal wear	\$0	LIGHTLY SOILED
Carpets	Normal wear	SO	LIGHTLY SOILED
Dashboard	Normal wear	\$0	NO BROKEN MISSING COMPONENTS
Headliner	Normal wear	\$0	MINOR SOILING
Exterior	ing makering regioneen makerin, makering and anderstand and an experience of the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the second and the	ساد در داده نششانشده سالی آغاز به خوتر زا با طایالی و از کاچیا ایا ت	
Body	Normal wear	\$0	DENTS AND DINGS
Gless	Nomal wear	\$0	PITTING
Paint	Normal wear	\$0	CHIPS/MINOR SCRATCHES
Mechanical	· · · · · · · · · · · · · · · · · · ·		The second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second secon
Engine	Normal wear	\$0	DIRT AND ENGINE COMPARTMENT
Transmission	Normal wear	\$0	FLUID SLIGHTLY DISCOLORED
Tires			
Front Tires	Normal wear	\$0	LEFT 5/32 RIGHT 4/32
Rear Tires	Dealer ready	\$14	9/32 RIGHT AND LEFT
	Total Adjustments:	\$14	1947 C. Pair I M. G. P. G. C. (C. 1736) Equilibrium de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation de la relation



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VINGUARD® VEHICLE IDENTIFICATION

2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE — BELLEVILLE. MI 48111

VIN: 1GNDS13S172

Vehicles sold in the United States are required to have a manufacturer assigned Vehicle Identification Number (VIN). This number provides certain specifications of the vehicle. Decoding the VIN, using VINguard®, identifies the vehicle for which Vehicle Value will be determined.

Insured Descrip	tion	VINguard® Analysis
Year	2007	2007
Make	Chevrolet	Chevrolet
Model	Trailbiazer 4X2 LS	Traliblazer 4X2
Model Number	NS13	NS13
Body Style	4 Door Sport Utility Vehicle	
Engine	6-4.2L-FI	6-4.2i-Fi
Transmission	Automatic Transmission Overdrive	
Restraints	Air Bags (Oriver+Pass.)	Air Bags(D+P+Slde(Opt.))
Curb Weight		4,417
This vehicle was	assembled in MORAINE, OH	

VINGUARD® VEHICLE HISTORY INFORMATION

MNguard® Messages: ViNguard has decoded this VIN without any errors.



Owner: Claim F

CCC provides The Hanover insurance Group Information reported by Experian® regarding the loss vehicle. This data is provided for informational purposes. Unless otherwise noted in this Market Report, CCC does not adjust the value of the loss vehicle based upon this information.

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT

REPORT RUN DATE: 12/06/2010 KEY: The No Event Found

3154534824

= Event Found

□ = Information Needed

. . . TITLE CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172 show no significant title events. When found, events often indicate automotive damage or warnings associated with the vehicle.

EVENTS CHECKED	RESULTS FOUND
Abandoned	No Abandoned Record Found
Damaged	No Damaged Record Found
Fire Damage	No Fire Damage Record Found
Grey Market	No Grey Market Record Found
Heil Demage	No Heil Damage Record Found
Insurance Loss	No insurance Loss Record Found
Junk	No Junk Record Found
Rebuilt	No Rebuilf Record Found
Salvage	No Salvage Record Found

EVENT CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172) show no historical events that Indicate a significant automotive problem. These problems can indicate past previous car demage, theft, or other significant problems.

EVENTS CHECKED		RESULTS FOUND
NHTSA Crash Test Vehicle	TOTAL C.F.	No NHTSA Crash Test Vehicle Record Found
Frame Damage	NP.	No Frame Damage Record Found
Major Damage Incident	***	No Major Damage Incident Record Found
Manufacturer Byyback/Lemon	7	No Manufacturer Buyback/Lemon Record Found
Ogpmeter Problem		No Odometer Problem Record Found
Recycled	17	No Recycled Record Found
Salvage Auction	1	No Salvage Auction Record Found
Water Damage	***	No Water Damage Record Found

VEHICLE INFORMATION

INFORMATION FOUND. AutoCheck found additional information on this vehicle. These records will provide more history for this 2007. Chavrolet Trailblazer 4X2 LS (1GNDS13S172

EVENTS CHECKED	RESULTS FOUND
Accident	No Accident Record Found
Corrected Title	No Corrected Title Record Found
Driver Education	No Driver Education Record Found
Duplicate Title	O Duplicate Title Record(s) Found
Emissions Safety Inspection	No Emissions Safety Inspection Record Found
Fire Damage Incident	No Fire Damage Incident Record Found
Lease	No Lease Record Found
Lien	No Lien Record Found
Livery Use	No Livery Use Record Found
Government Use	No Government Use Record Found
Police Use	No Police Use Record Found
Fleet	No Fleet Record Found
Rental	No Rental Record Found
Fleet and/or Lease	No Fleet and/or Lease Record
Fleet and/or Rental	No Fleet and/or Rental Record Found
Repossessed	Na Repossessed Record Found
Taxi use	No Taxi use Record Found
Theft	No Theft Record Found

3 ODOMETER CHECK

THIS VEHICLE CHECKS OUT. For this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172 no indication of odometer rollback or tempering was found. AutoCheck determines odometer rollbacks by searching for records that indicate odometer readings less than a previously reported value. Other odometer events can report events of tempering, or possible odometer breakage.

DATE REPORTED **ODOMETER READING**

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Owner: Claim F

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT (CONTINUED)

2006-12-21

76

FULL HISTORY

REPORT RUN DATE: 12/06/2010 Below are the historical events for this vehicle listed in chronological order.

Event Date	Event Location	Odometer Reading	Data Source	Event Detail
2006-12-21 2006-12-21 2007-01-29 208-01-29 209-01-28 2010-01-27	BELLEVILLE, MI BELLEVILLE, MI BELLEVILLE, MI BELLEVILLE, MI BELLEVILLE, MI BELLEVILLE, MI BELLEVILLE, MI	76	Motor Vehicle Dept. Motor Vehicle Dept. Motor Vehicle Dept. Motor Vehicle Dept. Motor Vehicle Dept. Motor Vehicle Dept. Motor Vehicle Dept. Motor Vehicle Dept.	TITLE REGISTRATION EVENT/RENEWAL REGISTRATION EVENT/RENEWAL REGISTRATION EVENT/RENEWAL REGISTRATION EVENT/RENEWAL REGISTRATION EVENT/RENEWAL TITLE
2010-09-15 2010-09-15	BELLEVILLE, MI		Motor Vehicle Dept.	DUPLICATE TITLE

TOCHECK TERMS AND CONDITIONS: Experien's Reports are compiled from multiple sources. It is not stways possible for Experien to obtain complete a support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of the support of

These Reports are based on information supplied to excertain by external sources believed to be reliable, BUT NO RESPONSIBILITY IS ASSUMED BY EXPERIAN OR ITS AGENTS FOR ERRORS, INACCURACIES OR OMISSIONS. THE REPORTS ARE PROVIDED STRICTLY ON AN "AS IS WHERE IS" BASIS, AND EXPERIAN FURTHER EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE REGARDING THIS REPORT.

YOU AGREE TO INDEMNIFY EXPERIAN FOR ANY CLAIMS OR LOSSES, INCLUDING COSTS, EXPENSES AND ATTORNEYS FEES, INCURRED BY EXPERIAN ARISING DIRECTLY OR INDIRECTLY FROM YOUR IMPROPER OR UNAUTHORIZED USE OF AUTOCHECK VEHICLE HISTORY REPORTS.

Experien shall not be liable for any delay or failure to provide an accurate report if and to the extent which such delay or failure is coused by avents beyond the material or component shortages, control of Experien, including, without limitation, "acts of God", terrorism, or public enomies, is not deputes, equipment mattendions, meteral or component shortages, experien failures, embargues, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes flood; opidemics, riots and strikes.

These terms and the relationship between you and Exparian shall be governed by the laws of the State of Illanois (USA) without regard to its conflict of law provisions. You and Experian agree to submit to the personal and exclusive jurisdiction of the courts located within the county of Coak, Klinois.

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Owner: Claim F	
Claim F	

LOCAL MARKET COMPARABLE VALUES

LGS VEHICLE - 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE — BELLEVILLE, MI 48111 VIE 1GNDS13S172

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 1 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 2 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 3 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				2.4
Automatic Transmission	300	✓	4	10
Overdrive	V	V	V	√ ' '
Power Steering	•	V	V	V
Power Brakes	₽	v *	v	✓
Power Windows	V	✓	~	✓
Power Locks	✓	✓	V	v
Power Driver Seat	V	×	×	🗶 fa h
Power Mirrors	v	×	×	× 🖭
Air Conditioning	v	*	V	•
Rear Defogger	v	v	600	✓ ^{RI I}
intermittent Wipers	V	V	√	V
Tilt Wheel	✓	V	5 /	<i>••</i>
Cruise Control	✓	V	v	V
Keyless Entry	V	×	×	×
Console/Storage	✓	· 🗸	√	v ;
Communications System	✓	✓	V	v '
Cloth Seats	~	V	v	•
Reclining/Lounge Seats	· /	. ×	×	×
Bucket Seats	<i>-</i>	,	Ü,	1, 1
AM Radio	V	**	•	sr : 1
FM Radio	V	1 /	V	√ 15 €
Stereo	V	./	✓	V ·
Search/Seek	V	4	مو	• '
CD Player	V	V	✓	•
CD Changer/Stacker	×	v	v	V 41
Aluminum/Alloy Wheels	Ÿ	V	· /	√ 59
Electric Glass Roof	V	~	•	V
Drivers Side Air Bag	V	V	•	✓
Passenger Air Bag	•	*	v	v
Alarm	×	V	~	V
Anti-Lock Brakes (4)	v	V	•	~
4-Wheel Disc Brakes	V	V	V	•
Traction Control	×	V	v	,
Stability Control	ŷ	<i>-</i>	v	
Luggage/Roof Rack	, i	V	v	
Rear Window Wiper		V	V	v
Clearcost Paint	v	×	×	×
Privacy Glass	v	Ž	Ž	Ÿ
Body Side Moldings	Ž	×	×	×
	•	••	v-	••



Owner: Claim F

Dual Mirrors	<i>.</i>	Ų	V	• ✓	
Running Boards/Side Steps	×	v	×	×	
Trailering Package	v	₩	400	₩	
Villes List Price l'ake Price	Unknown	45,254 \$16,777 \$16,777	40,669 \$16,995 \$15,996	35,708 \$16,99 1 \$16,99 1	
Adjustments					
Options		-598	-455	-455	
. Mileage		-997	-1,228	-1,483	
Baseline Adjustment		-358	-358	-358 .	
Adjusted Value		\$14,824	\$13,954	\$14,715	
Location		Gordon	James-Martin	Gordon	
		Chevrolet	Chevrolet	Chevrolet	
Contact		AL Denome.	Paul Kutscham	AL Denome.	
Contact		734-427-6200	313 -875-05 00	734-427-6200	
Stock ID		\$toc <u>k: 4033</u>	Stock: 904411	Stoc <u>k: 4049 i</u>	
VIN		1GND\$13SX72	1GND\$13\$X72	1GNDS13S672	
Inspected		Inspected	Inspected	inspect ed ,	į
		11/30/2010	11/30/2010	11/30/2010	,
Distance from Belleville		11 Miles -	24 Miles -	11 Miles -	
t.		Garden City	D etroit	Garden City	

> List Price is the sticker price of the vehicle.

> Take Price is the amount for which the vehicle can be purchased as defined by the contact at each dealership.

> The baseline is defined as the condition of the typical vehicle on the road. Baseline Adjustments are made when a comparable vehicle's condition varies from that of a typical vehicle.

> All dollar adjustments are determined by surveys, inspections, and interviews with dealerships across the United States.

> Note that some comparable vehicles that were recently available in the local market may no longer be available.

> The Price, Asking Price, Take Price or List Price displayed above (as applicable) may differ from the advertised price where CCC sobtains different price information from the seller.

4-Wheel Disc Brakes
Traction Control
Stability Control
Luggage/Roof Rack
Rear Window Wiper
Clearcoat Paint

Privacy Glass Body Side Moldings

Dual Mirrors

Trailering Package



3154534824

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

MARKET VALUATION REPORT

Owner: Claim F

LOSS VEHICLE INSPECTED DEALER INSPECTED DEALER INSPECTED DEALER 2007 CHEVROLET **COMPARABLE 4** COMPARABLE 5 COMPARABLE 6 TRAILBLAZER 4X2 LS 2007 CHEVROLET 2007 CHEVROLET 2007 CHEVROLET 4 DOOR SPORT UTILITY TRAILBLAZER 4X2 LS TRAILBLAZER 4X2 LS TRAILBLAZER 4X2 LS VEHICLE 4 DOOR UTV 4 DOOR UTV 4 DOOR UTV 5-4.2L-FI 6-4.2L 6-4.2L 6-4.2L Options Automatic Transmission **Overdrive** Power Steering Power Brakes Power Windows v Power Locks v Power Driver Seat v Power Mirrors X X Air Conditioning V Rear Defogger V Intermittent Wipers Tilt Wheel Cruise Control Keyless Entry × Console/Storage Communications System Cioth Seats Reclining/Lounge Seats X **Bucket Seats AM Radio** FM Radio V Stereo Search/Seek **CD** Player CD Changer/Stacker × Aluminum/Alloy Wheels Electric Glass Roof Drivers Side Air Bag Passenger Air Bag Alam Anti-Lock Brakes (4)

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3154534824

MARKET VALUATION REPORT

Owner: Claim F

LOCAL MARKET CO	MPARABLE	VALUES (CON	TINUED)		
Vilos	Unknown	32,610	33,902	28,445	
List Price		\$16,833	\$ 16, 99 1	\$17,337	
Take Price		\$16,833	\$16,991	\$17,337	
Adjustments					
Options		-550	-455	<i>-</i> 550	
Mileage		-1,602	-1,544	-1,780	
Baseline Adjustment		-358	-358	-358	
Adjusted Value		514.323	\$14,634	\$14,649	
Location		Gordon	Gordon	Gordon	
		Chevrolet	Çhav <i>r</i> oist	Chevrolet	
Contact		AL Danome.	AL Danome.	AL Denome.	
Contact		734-427-6200	734-427 -620 0	734-427-6200	
Stock ID		Stock: 4039	Stock: 4050	Stock: 4032	
VIN	1GNI	DS135672	1GNDS13S072	1GNDS13S572	
Inspected	**	Inspected	Inspected	Inspected	
		11/30/2010	11/30/2010	11/30/2010	
Distance from Belleville		11 Miles -	11 Miles -	11 Miles -	
		Garden City	Garden City	Garden City	:

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Owner: Claim i

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 7 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 8 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4,2L	INSPECTED DEALER COMPARABLE 9 2007 CHEVROLET TRAILELAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	✓	✔	V	*
Overdrive	V	w	✓	*
Power Steering	V	₩	V	V
Power Brakes	✓	*	₽	*
Power Windows	✓	V	V	V
Power Locks	✓	4	V	<i>V</i>
Power Driver Seat	₩	4	V	×
Power Mirrors	V	×	×	×
Air Conditioning	V	✓	✓	1
Rear Defogger	✓	<i>U</i> *	<i>V</i>	
Intermittent Wipers	V	V	V.	1
Tilt Wheel	✓	V	V	•
Cruise Control	✓	V	V	<i>V</i>
Keyless Entry	V	×	*	! *
Console/Storage	V	V	V	V
Communications System		V	V	ν
Cloth Seats	v	1 /	<i>V</i>	
Reclining/Lounge Seats	√	×	X	X
Bucket Seats	V	✓	<i>y</i>	
AM Radio FM Radio	v	V	<i>V</i>	<i>y</i>
Stereo	<i>V</i>	V	V	1
Search/Seek	V	√	V	
CD Player	V	V	V	1
CD Changer/Stacker	V	√	V	
Aluminum/Alloy Wheels	×	ν ν	V	V
Electric Glass Roof	V	V	V	
Drivers Side Air Bag	•		V	
Passenger Air Bag	ν,	V	<i>V</i>	
Alarm	₽	<i>V</i>	,	
Anti-Lock Brakes (4)	× ~	-	V	i 🗸
4-Wheel Disc Brakes	-	✓	V	¥
Traction Control	V	•	V	V
Stability Control	×	V	V	V
Luggage/Roof Rack	V	<i>V</i>	V	Ž
Rear Window Wiper	<i>V</i>	•	V	V
Clearcoat Paint	V	-	×	×
Privacy Glass		X V	×	v
Body Side Moldings	<i>V</i>	-		×
Dual Mirrors	,	×	×	ж У
Trailering Package	<i>V</i>	<i>V</i>	V	<i>.</i>
	r	•		•



Owner: Claim F

LOCAL MARKET	COMPADABLE	VALUES (CO)	TIMILED	
ECCAL MARKE	O CHILD AND THE	VALUES (CON		
Miles	Unknown	28,214	28,097	27,403
List Price		\$16,991	\$17,950	\$17,333
Take Frice		\$16,991	\$17,627	\$15,788
Adjustments				
Options		-550	-550	-455
Mileage		-1,789	-1,794	-1,823
Baseline Adjustment		-358	-358	-358
Adjusted Value		514,294	\$14,925	\$13,152
Location		Gordon	John Rogin	Gordon
		Chevrolet	Buick	Chevrolet
Contact		AL Denome.	Ed Rogin	AL Denome,
- Contact		734-427 <i>-</i> 6200	734-525-0900	734-427-6200
Stock ID		Stock: 4051	Stock: 7619	Stoc <u>k: 3963</u>
E VIN	1GI	VD\$13\$672	1GND\$13\$172	1GNDS138572
Inspected		Inspected	inspected	Inspected
		11/30/2010	11/30/2010	11/30/2010
Distance from Belleville		11 Miles -	13 Miles	11 Miles 🔩 📗
		Garden City	Livonia	Gerden City 1
•				· I



Owner: Claim f

	:	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 10 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 11 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4,2L	INSPECTED DEALER COMPARABLE 12 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
C	Options				
	Automatio Transmission	V	V	✓	✓
,	Overdrive	•	V	₩	4
1	Power Steering	•	€′	✓	€′
4	Power Brakes	~	V	V	•
	Power Windows	✓	V	V	✓
	Power Locks	J	₩.	V	<i>V</i>
	Power Driver Seat	UP.	×	✔	V
	Power Mirrors	v	x	×	×
	Air Conditioning	V	V	V	V
	Rear Defogger	•	V	•	•
	Intermittent Wipers	V	V	•	7 :
•	Till Wheel	•	V	∀	•
•	Cruise Control	✓	40	✓	V
ì	1441444 -1441	v	K	×	×
ŧ	Console/Storage	✓	✓	₩.	•
f	Communications System		*	V	10
-	Cloth Seats	V	V	y	•
'	Reclining/Lounge Seats	•	X	X	x '
	Bucket Seats	V	✓.	<i>V</i>	V
ť	AM Radio	✓.	•	√	•
ř	FM Radio	V	40	√	•
	Stereo	V	₩	<i>•</i>	V
ŀ	Search/Seek	✓	80	₩	•
	CD Player	✓	₩	₩.	س
	CD Changer/Stacker	×	••	<i>V</i>	×
	Aluminum/Alloy Wheels	V	٧.	•	<i>V</i>
	Electric Glass Roof Drivers Side Air Bag	₹.	•	•	<i>y</i>
		V	•	√	•
ŀ	Passenger Air Bag	•	•	<i>V</i>	<i>V</i>
	Alarm	×	•	•	V
	Anti-Lock Brakes (4) 4-Wheel Disc Brakes	V	✓.	√	<i>V</i> .
i.		₩	•	ν,	√
Ì	Traction Control	×	*	<i>-</i>	×
ľ	Stability Control	V	•		•
	Luggage/Roof Rack	V	V	• •	V
	Rear Window Wiper Clearcoat Paint	✓.	,	₩	V :
	Privacy Glass	<i>V</i>	×	×	×
	Body Side Moldings	ν,	V	√	√
Í	Dual Mirrors	V	X	×	×
	Trailering Package		V	<i>V</i>	V
	transmill transmilla	*	V	•	. 1



Owner: Claim I

LOCAL MARKE	T COMPARAB	LE VALUES (CON	TINUED)	
Miles List Price Take Price	Unknown	25,679 \$16,995 \$16,995	20,788 \$17,847 \$17,847	72,801 \$15,900 \$12,900
Adjustments Options Mileage Baseline Adjustment		~455 -1,893 -358	-550 -2,083 -358	+50 +565 -358
Adjusted Value Location		514,289 John Rogin Buick	\$14,856 John Rogin Buick	\$13,157 Sundance Cars & Trucks
Contact Contact Stock ID VIN		Ed Rogin 734-525-0900 Stock: 7630	Ed Rogin 734-525-0900 Stock: VINSORS 1GND8138672	Phil Katcher 517-627-4051 Stock: X63567 1GNDS13S272
Inspected Distance from Belleville		inspected 11/30/2010 13 Miles - Livonia	Inspected 11/30/2010 13 Miles - Livonia	Inspected 11/26/2010 74 Miles - Grand Ladgs



Owner: Claim F

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 13 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 14 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 15 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	•	₩	V	✓
Overdrive	V	✓	V	•
Power Steering	V	₩	V	•
Power Brakes	✓	V	V	~
Power Windows	V	V	~	V
Power Locks	••	√	V	V
Power Driver Seat	V	✔	×	V
Power Mirrors	V	×	×	×
Air Conditioning	V	₩	✓	,
Rear Defogger	V	✓	V	•
Intermittent Wipers	V	4	✓	✓
Tilt Wheel	V	✓	V	~
Cruise Control	~	∀	V	V
Keyless Entry	V	×	×	×
Console/Storage	V	✓	V	V
Communications System	~	V	V	V
Cloth Seats	V	✓	~	V
Reclining/Lounge Seats	6	×	*	
Bucket Seats	V	√	✓	₽
* AM Radio	1 00	✓	V	v
FM Radio	v	✓	y *	4
Stereo	✓	✓	√	V
Search/Seek	€	V	✓	V · · ·
CD Player	V	V	V	V
CD Changer/Stacker	×	✔	V	V
Aluminum/Alloy Wheels	•	V	~	₩
Electric Glass Roof	5 /2	V	V	✓
Drivers Side Air Bag	V	•	V	✓
Passenger Air Bag	V	€′	•	V
Alarm	×	V	∀	*
Anti-Lock Brakes (4)	V	✔	v	✓
4-Wheel Disc Brakes	V	V	✓	✓
Traction Control	×	✓	×	×
Stability Control	V	b *	v	V
Luggage/Roof Rack	V	₩	~	✓
Rear Window Wiper	✓	✓	Y	₩
Clearcoat Paint	V	×	×	×
Privacy Glass	v.	✓	✓	✓
Body Side Moldings	V	×	×	×
Dual Mirrors	~	₩.	✓	V
Trailering Package	V	₩	•	W



Owner Claim

LOCAL MARKET	COMPARABL	E VALUES (CON	TINUED)	
Miles List Price	Unknown	22,551 \$19.990	56,881	47,859
Take Price		\$16,518	\$14,988	\$15,588
Adjustments				
Options		-550	-155	-250
Mileage		<i>-</i> 2,016	-346	-870
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$13,594	\$14,129	\$14,110
Location		Yark Automotive	Matthews-Hargreaves	Matthews-Hargreaves
Contact		Jason Miller.	Chev Dave Burr	Chév Dave Burr
Contact		419-842-7750	248-398-8800	248-398-8800
Stock ID		Stock: <u>JP9906</u>	Stock: 5966AA	Stock: 595944
VIN	10	NDS13S572	1GNDS13S072	1GNDS13S972
Inspected		Inspected 11/24/2010		
Distance from Belleville		39 Miles - Toledo	27 Miles - Royal Oak	27 Miles - Royal Qakii i
				* .



Owner: Claim F

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 16 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 17 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 18 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	V	y	✓	✓
Overdrive	v	v	V	V
Power Steering	✓	✔	V	V
Power Brakes	v	V	V	√ .
Power Windows	ممو	✓	.	V
Power Locks	v	₩	V	✓
Power Driver Seat	v	V	×	V
Power Mirrors	•	×	×	×
Air Conditioning	V	✓	V	V
Rear Defogger	v	✓	v	2
Intermittent Wipers	V	v	بن	
Tilt Wheel	✓	✔	V	₩ 1 1
Cruise Control	~	₩	V	✔
Keyless Entry	V	×	×	¥
Console/Storage	V	✓	V	V
Communications System	V	✓	V	√
Cloth Seats	V	✔	Ý	× III
Reclining/Lounge Seats	v	×	×	
Bucket Seats	V	v	V	4
AM Radio	~	✔	•	• • • • • • • • • • • • • • • • • • •
FM Radio	lo*	✔	₽	r C.
Stereo	V	✔	•	₩
Search/Seek	V	√	~	₩ '
CD Player	✓	₩.	~	V
CD Changer/Stacker	×	₩	~	V
Premium Radio	×	×	V	×
Aluminum/Alloy Wheels Electric Glass Roof	✓	•	•	₩
Privers Side Air Bag	V	×	•	✓
Passenger Air Bag	✓.	<i>V</i> .	V	•
Alam	<i>V</i>	V	~	V
Anti-Lock Brakes (4)	X	<i>V</i> .	V.	•
4-Wheel Disc Brakes	~	•	<i>V</i>	₩.
Traction Control	V	v	ν,	V.
Stability Control	×	V	V	V
Luggage/Roof Rack	~	V	<u>K</u>	
Rear Window Wiper	<i>y</i>	.	4	V 1 1
Clearcoat Paint	V	₹	y	√ .
Privacy Glass	•	X	X	*
Body Side Moldings	ر بر	₩.	y	y
Dual Mirrors	V	* *	×	X
į	*		₹.	•
i .!			ir	31



wner

Trailering Package	V	s.*	v	v
es	Unknown	38,263	27,761	36,036
ke Price		\$14,788	\$17,477	\$15,988
liustments				
Óptions		-50	-598	-550
Mileage		-1,344	-1,808	-1,44B
Baseline Adjustment		-358	-358	-358
justed Value		\$13,036	514.713	\$13,632
ocation		Gordon	Gordon	Gordon
		Chevrolet	Chevrolet	Chevrolet
Contact		AL Denome.	AL Denome.	AL Denome.
Contact		734-427-6200	734-427-6200	734-427-6200
Stook ID		Stock: 3897	Stock: 3979	Stock: 3795
/IN		1GNDS13S472	1GNDS13S172	1GNDS13S972
Distance from Belleville		11 Miles -	11 Miles -	11 Miles •
		Garden City	Garden City	Garden City



Owner: Claim F

w.s.melicilles		LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 19 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 20 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 8-4.2L	INSPECTED DEALER COMPARABLE 21 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
1	Options				
,	Automatic Transmission	•	V	✓	✓
* :	Overdrive	•	600	*	√
j.	Power Steering	✓	₩	₩	✓ .
ij.	Power Brakes	V	V	V	¥E ⁿ (
t	Power Windows	✓	V	v	~
٠	Power Locks	•	v	V	V
	Power Driver Seat	V	v	×	*
•	Power Mirrors	✓	×	×	ĸ
٠,.	Air Conditioning	✓	✓	, v	y comment
•	Rear Defogger	•	✔	il sur	
÷	Intermittent Wipers	v	V	<i>₽.</i> •	
	Tilt Wheel	V	✓	10 gar	111
	Cruise Control	✓	₩	V	w
	Keyless Entry	V	x	×	×
•	Console/Storage	V	✓	V	~
	Communications System	مما	₩	w .	V 10.1
,	Cloth Seats	V	✓	المحوا	v
	Reclining/Lounge Seats	~	×	*	×
	Bucket Seats	✓	V	v	🗸 . i
	AM Radio	V	V	•	•
	FM Radio	✓	V	V	₽
	Stereo	✓	✓	V	V
7.1	Search/Seek	✓	V	v	V 2
ę.	CD Player	V	V	v	<i>V</i> '
•	CD Changer/Stacker	×	v	₩	V
	Premium Radio	×	×	V	×
à.	Aluminum/Alloy Wheels	V	*	✓	V
Ì	Electric Glass Roof	V	V	V	V
	Drivers Side Air Bag	ممنا	V	V	V
	Passenger Air Bag	V	✓	5 0	S
ŝ	Alarm	x	V	<i>V</i>	1 00
•	Anti-Lock Brakes (4)	Ţ,	•	V	· •
Š	4-Wheel Disc Brakes	*	V	•	•
Į.	Traction Control	×	x	v	•
	Stability Control	<i>,</i>	·	سَ	in it?
	Luggage/Roof Rack	,	V	v	V
	Rear Window Wiper	v	v	·V	ا ا ب
	Clearcoat Paint	· /	×	×	×
	Privacy Glass	· ·	~ ~	~	, i
	Body Side Moldinge	er .	×	×	×
	Dual Mirrors	<i>V</i>	 V	V	v
	•			· ·	. 1



3154534824

MARKET VALUATION REPORT

Owner: Claim F

LOCAL MARKET	COMPARABL	E VALUES (COI	NTINUED)	
Running Boards/Side Steps	×	×	V	×
Trailering Package Miles Take Price	Unknown	28,662 \$16,995	25,578 \$17,433	33,479 \$16,777
Adjustments Options Mileage Baseline Adjustment		-250 -1,771 -358	-741 -1,897 -358	-550 -1,583 -358
Adjusted Value Location		\$14,616 Buff Whelan	\$14,437 Gordon	\$14,306 Gordon
Contact Contact Stock ID VIN Distance from Belleville	10	Chavrolet Jerry Lopiccolo 586-939-7300 Stock: G25597 3NDS13S172 37 Miles - Sterling Heights	Chevrolet AL Denome. 734-427-8200 Stock: 3971 1GNDS13S372 11 Miles - Garden City	Chevrolet AL Denome. 734-427-6200 Stock: 3896 1GNDS13S172 11 Miles - Garden City

3 :



Owner: Claim R

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 22 2007 CHEVROLET TRAILBLAZER 4X2 L8 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 23 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 24 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.21
Options				
Automatic Transmission	V	v	v	v
Overdrive	•	•	v	*
Power Steering	•	v	v	v
Power Brakes	•	·	٧.	
Power Windows	v	· ·	V	*
Power Locks	, i		v	V
Power Driver Seat	v	×	,	v
Power Mirrors	V	x	×	×
Air Conditioning	V	Ş	î	î.
Rear Defogger	~	·	, v	v !!!
Intermittent Wipers	•	v	V	- 1
Tilt Wheel	v	•	12. ⁴	
Cruise Control	, i	٠	, and the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second	<i>V</i>
Keyless Entry	v	×		•
Console/Storage	, v	Ĵ	×	×
Entertainment Center	×	×	<i>V</i>	•
Communications System	,	Ĉ.	v	١١١٪
Cloth Seats		v	<i>V</i>	• (!)
Realining/Lounge Seats	· ·	×	×	•
Bucket Seats	v	Ŷ	ž	X
AM Radio	· ·	v v	•	
FM Radio	•	v	<i>V</i>	
Stereo	· ·	V	<i>V</i> *	
Search/Seek	<i>V</i>	<i>y</i>	V	·
CD Pieyer	v	V	V	√
CD Changer/Stacker	×	*	V	V
Aluminum/Alloy Wheels	ĵ.		V	•
Electric Glass Roof	v	7	V	V
Drivers Side Air Bag	V	<i>V</i>	*	V
Passenger Air Bag	<i>V</i>	v	<i>V</i>	V
Alarm	X	<i>V</i>	V	<i>V</i> .
Anti-Lock Brakes (4)	Ĵ	v	V	<i>V</i>
4-Wheel Disc Brakes	v	* *	√	•
Stability Control	v	V	•	<i>V</i>
Luggage/Roof Rack	<i>'</i>	, , , , , , , , , , , , , , , , , , ,	ني د د	,
Rear Window Wiper	· ·	<i>v</i>	V	•
Clearcoat Paint	v	•	•	V
Privacy Glass	V	×	×	×
Body/Side Moldings	Ž		ψ. 	₹
Dual Mirrors	V	×	×	×
Trailering Package		y	<i>V</i>	<i>V</i>
	-	₹	•	• i !
b-				· · ·



3154534824

MARKET VALUATION REPORT

les ke Price	Unknown	28,670 \$15,480	38,500 \$17,888	25,591 \$15,980	
ljustments Options Mileage Baséline Adjustment		-155 -1.770 -358	-513 -1,332 -358	-250 -1,896 -358	
ijusted Value Location		\$13,197 Hamilton Chev	\$15,685 Matthews-Hargreaves Chev	\$13,476 Hamilton Chev	
Contact Contact Stock ID VIN		Tom Puckey 586-276-1504 Stock: 1P18159 1GNDS13SX7:	Dave Burr 248-398-8800 Stock: 6027AA 1GNDS13S67	Tom Puckey 586-276-1504 Stock: 1 <u>P18471</u> 1GNDS13S372	(
Distance from Belleville		30 Miles - Warren	27 Miles - Royal Oak	30 Miles - Warren	
V		A CONTRACTOR OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF THE PARTY OF TH	Į Į	H3	
V (1)			1	.ija	Ì
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Owner: Cłaim F

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	INSPECTED DEALER COMPARABLE 25 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 26 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	INSPECTED DEALER COMPARABLE 27 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	V	V	<i>.</i>	<i>V</i>
Overdrive	V	✓	•	<i>y</i>
Power Steering	✓	V	₩	₩
Power Brakes	V	~	•	✓
Power Windows	V	₩	**	₩.
Power Locks	V	L'	✓	•
Power Driver Seat	₩	v	✓	*
Power Passenger Seat	×	×	•	×
Power Mirrors	V	×	×	1 %
Power Adjustable Pedals	×	×	~	X :
Air Conditioning	V	✓	••	₽
Rear Defogger	√	•	•	v an l :
Intermittent Wipers	~	✓	•	₩.
Tilt Wheel	~	**	•	v
Cruise Control	✓	₩	~	₩
Keyless Entry	✓	×	×	× 411
Console/Storage	V	✓	مي	₩ :[[
Communications System	V	₩	•	ا 🗷 👽
Cloth Seats	V	₩	×	☆ 변수 1
Leather Seats	×	×	•	x :::
Reclining/Lounge Seats	V	x	×	× 🐪
Bucket Seats	V	₩	₩	V
AM Radio	•	4	•	· ·
FM Radio	· •	V	~	v
Stereo	•	من	•	V
Search/Seek	,	· ·	W	V
CD Pleyer	V	•	✓	•
CD Changer/Stacker	×	✓	v	v
Steering Wheel Touch	×	×	v	×
Controls	•			
Aluminum/Alloy Wheels	V	V	ب	861
Electric Glass Roof	V	V	×	v
Drivers Side Air Bag	√	V	V	LOP .
Passenger Air Bag	✓	y	مو	V
Alarm	×	V	م	₩ :
Anti-Lock Brakes (4)	₩	V	•	₩ ‡
4-Wheel Disc Brakes	V	V	مب	₽ 11
Traction Control	×	V	×	V
Stability Control	3	V	•	V
Luggage/Roof Rack	v	V	مو س	V
Rear Window Wiper	✓	V	Ý	v
			•	v_{\perp}
1			,	4



Owner: Claim R

LOCAL MARKET	COMPARA	BLE VALUES (CO	NTINUED)	
Clearcoat Paint	v	×	K	X
Fog Lamps	, v	×		
Privacy Glass	Š	Ç	v	×
Body Side Moldings	.,	×	-	
Dual Mirrors		• •	×	×
Running Boards/Side Steps	×	v	×	×
Trailering Package	J		~	.,
files	Unknown	35,657	41,602	19,672
ake Price	5,,,,,,,	\$16,997	\$15,980	\$17,991
ैं! .dlustments				
Options		-693	-445	-550
Mileage		-1,465	-1,182	-2,125
Baseline Adjustment		-358	-358	-358
djusted Value		\$14,481	\$13,995	\$14,958
Location		Gordon	Hamilton Chev	Gordon
# 1		Chevrolet		Chevrolet
Contact		AL Denome.	Tom Puckey	AL Denome."
Contact		734-427-6200	586-276-1 5 04	734-427-6200
Stock ID		Stoc <u>k: 3916</u>	Stock: 1 <u>P18124</u>	Stock: 3894
ÝIN -		1GNDS13S372	1GND\$13S172	1GNDS13S77:
Qistance from Belleville		11 Miles -	30 Miles -	1 1 Miles -
		Garden City	Warren	Garden City



Owner Claim

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4,2L-FI	PRIVATE ADVERTISED COMPARABLE 28 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 8-4.2L	DEALER VEHICLE COMPARABLE 29 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 30 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	V	V	✓	V
Overdrive	V	~	v	✓
Power Steering	V	'	e.e	V
Power Brakes	₽	bo ^o	✓	V
Power Windows	~	•	v	₩
Power Locks	~	~	V	V
Power Driver Seat	w	V	×	×
Power Passenger Seat	×	✓	×	×
Power Mirrors	V	Ý	×	×
Air Conditioning	√	✔	v	1
Rear Defogger	~	v	Ж	X = [
Intermittent Wipers	V	✔	V	√ :
Tilt Wheel	✓	•	V	4
Cruise Control	V	✓	V	V
Keyless Entry Console/Storage	•	×	×	V
	•	₩.	✓	V
Communications System Cloth Seats	✓	₩	•	V
Reclining/Lounge Seats	V	✓	V	✓
Bucket Seats	V	X	×	×
AM Radio	V	V	V	•
FM Radio	~	V	800	V
Stereo	V	L '	v	<i>.</i> .
Search/Seek	V	V	V	V
	<i>io</i> *	V	~	V
CD Player Aluminum/Alloy Wheels	V	•∕	V	₩.
Electric Glass Roof	V	✓	~	₩
Drivers Side Air Bag	V	×	₹	×
Passenger Air Bag	V	✓ .	✓	V
Anti-Look Brakes (4)	V	v	V	✓
4-Wheel Disc Brakes	<i>V</i>	V	V	₩
Stability Control	<i>V</i>	V	V	₩
Luggage/Roof Rack	<i>V</i>	₹	V	V
Rear Window Wiper	V	V	V	₩
Clearcoat Paint	<i>V</i>	V	V	V
Tinted Glass	V	×	×	x :
Privacy Glass	*	₩	×	x . ;
Body Side Moldings	٧.	X	×	×
Qual Mirrors	V	×	X	×
Trailering Package	<i>V</i>	y'	•	•
Miles	Unknown	52,160	49,166	ر 45,254
1	WING COPPLE	<i>DE</i> , 100	43,100	40,204



Owner Claim

	MPARABLE VALUES (COM		
let Price	\$13,950	\$14,900	\$14,895
djustments			
Options	+698	+633	+890
Mileage	- 622	-789	-997
Baseline Adjustment		-358	-358
djusted Value	\$14,026	\$14,286	514,430
Location	Autotrader.Com	Dick Morris	George Matick
		Chevrolet	Chevrolet
Contact	586-873 <i>-</i> 8 7 38	248-624-4 5 00	313-532-5016
Stock ID		Stock: P1988	Stock: P9470
VIN	1GNDS13S472	1GND9139372	1GNDS13S172
Inspected	Pub Date	Pub Date	Pub Date
	11/17/2010	11/26/2010	11/16/2010
Distance from Balleville	31 Miles -	24 M!les -	16 Miles -
	Warren	Walled Lake	Redford



Owner. Claim I

Adjustments

Siain i				
LOCAL MARKI	ET COMPARABLE V	ALUES (CONTINU	ED)	
To company	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	DEALER VEHICLE COMPARABLE 31 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 32 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 33 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	v	V	~	√
Overdrive	•	V	•	✓
Power Steering	5 '	•	V	v
Power Brakes	·	v	J	y → ¹³
Power Windows	•	v	<u>.</u>	- V
Power Locks		Ž	~	
Power Driver Seat	· ·	×	×	×
Power Mirrors	v	x	ź	×
Air Conditioning	, i		Ç	Ž
Rear Defogger	v	×	×	×
Intermittent Wipers	v	Ç.	Ş	
Tilt Wheel	v	s/	V	V
Cruise Control	·	*		,
Keyless Entry	v	×	×	×
Console/Storage	, ,	,	Ĵ	, i
Communications System		v'	Ū	25"
Cloth Seats	V	V		v
Reclining/Lounge Seats	V	×	X	×
Bucket Seats	, and the second	$\hat{\nu}$	Ĵ	
AM Radio	V	.	, v	, , , , , , , , , , , , , , , , , , ,
FM Radio	<i>V</i>	,	Ÿ	i i ب
Stereo	V	ν.		
Search/Seek	<i>y</i>	<i>V</i>		· ·
CD Player	V	v	<i>V</i>	<i>V</i>
Aluminum/Alloy Wheels	V	<i>v</i>	<i>V</i>	<i>V</i>
Electric Glass Roof	V	×	<i>V</i>	V
Drivers Side Air Bag	Ž.	Ĵ.	.	
Passenger Air Bag	٠,		w	•
Anti-Lock Brakes (4)	V	<i>y</i>	<i>V</i>	V
4-Wheel Disc Brakes	v	v	v.	V
Stability Control	v	<i>y</i>	<i>V</i>	v v
Luggage/Roof Rack	Ž	<i>V</i>	<i>V</i>	v
Rear Window Wiper	<i>V</i>	V	~	-
Clearcoat Paint	<i>V</i>	×		∨ ×
Privacy Glass	V	×	* *	X
Body Side Moldings	V	•		·
Dual Mirrors	~	*	× ~	×
Trailering Package	<i>V</i>	v	<i>V</i>	,
Miles :	Unknown	46,557	34,672	31,665
List Price		\$13,780	\$14,995	\$15,650



Owner: Claim R

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Options	+1,033	+533	+533
Mileage	-929	-1,510	-1,643
Baseline Adjustment	-358	-358	-358
Adjusted Value	\$13,526	\$13.660	\$14,182
Location	Mark Chevrolet	Suburban	Liberty
		Cadillac Bulck	Chevrolet
Contact	734-722-9100	248-643-0070	248-486-1900
Stock ID	Stock: 6761P	Stock: A18824	Stock: LA3832
VIN	1GND\$13\$772	1GNDS13S072	1GNDS13S172
Inspected	Pub Date	Pub Date	Pub Date
	11/09/2010	11/11/2010	11/12/2010
Distance from Belleville	7 Miles - Wayna	29 Miles - Trov	22 Miles - New

Hudson



Owner: Claim R

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	DEALER VEHICLE COMPARABLE 34 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 35 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 36 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	✓	V	✓	√
Overdrive	•	✓	✓	*
Power Steering	✓	v	∨	₩.
Power Brakes	V	€	✓	•∕
Power Windows	•	✓	*	✓
Power Locks	~	⊌′	•	√
Power Driver Seat	▶	×	×	×
Power Mirrors	1 ⁄	×	×	×
Air Conditioning	✓	•	V	•
Dual Air Conditioning	×	×	√	×
Rear Defogger	V	X	X	×
Intermittent Wipers	✓	✓	✓	
Tilt Wheel	y	~	.	√
Cruise Control	V	V	V	*
Keyless Entry	✓	×	X	×
Console/Storage	✓	₩.	V	V
Communications System	V	4	.	
Cloth Seats	V	<i>V</i>	√ .	
Reclining/Lounge Seats Bucket Seats	✓	×	×	× «
AM Radio	✓	V	V	y (1
FM Radio	<i>V</i> .	₩.	•	. .
Stereo	₽	₩.	V	•
Search/Seak	V .	V .	٧.	*
CD Player	V	•	••	V
	<i>.</i>	₹.	<i>V</i>	v
Aluminum/Alloy Wheels Electric Glass Roof	V	•	<i>V</i> .	V
Drivers Side Air Bag	V	*	•	¥ ./
Passenger Air Bag	V	•	<i>V</i>	•
Anti-Lock Brakes (4)	•••	<i>V</i>	<i>V</i>	V
4-Wheel Disc Brakes	V	<i>V</i>	V	<i>V</i>
Traction Control	V	4	V	<i>•</i>
Stability Control	×	V	×	×
Luggage/Roof Rack	V	•	V	V
Rear Window Wiper	V	1 /	•	<i>V</i>
≵Clearcoat Paint	v	√	<i>V</i>	<i>y</i>
Privacy Glass	√	×	×	x .
Body Side Moldings	V	X	X	×
Dual Mirrors	V	×	×	×
Trailering Package	√ √	٧ ٧	•	7
Miles	Unknown	44,644	√ 33,205	32,960



Owner: Claim I

LOCAL MARKET COM	PARABLE VALUES (CON	ITINUED)	
st Price	\$15,990	\$15.650	\$14,380
djustments Options Mileage Baseline Adjustment	+733 -1,029 -358	+151 -1,575 -368	+1,033 -1,586 -358
djusted Value Location	≸15.336 Dick Genthe Chevrolet	\$13,868 Liberty Chevrolet	\$13,469 Mark Chevrolet
Contact Stock ID VIN Inspected Distance from Belleville	734-283-3400 Stock: A97352 1GNDS13SX72 Pub Date 11/16/2010 14 Miles - Southgate	248-486-1900 Stock: LA3833 1GND\$13\$X7; Pub Date 11/12/2010 22 Miles • New Hudson	734-722-9100 Stock: 6756F1 1GNDS13S472 Pub Date 11/09/2010 7 Miles - Wayne



Owner

	LOSS VEHICLE 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY VEHICLE 6-4.2L-FI	DEALER VEHICLE COMPARABLE 37 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L	DEALER VEHICLE COMPARABLE 38 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L		
Optiona					
Automatic Transmission	√	V	~		
Overdrive	V	✔	V		
Power Steering	~	V	V		
Power Brakes	•	V	√		
Power Windows Power Locks	€′	V	V		
Power Locks	✓	V	✓		
Power Mirrors	✓	×	×		
Air Conditioning	V	×	×		
	V	✓	✓	1	
Rear Defogger Intermittent Wipers	V	×	×		
Tilt Wheel	ν.	V	Y	1	:
Cruise Control	<i>V</i>	V	V	H4 (1
Keyless Entry	√	*	V		
Console/Storage	v	×	×		
Communications System	√	4	V		
Cloth Seats	V	<i>V</i>	Y	44.4	
Reolining/Lounge Seats	•	<i>y</i>	V		
Bucket Seats	∀ ✓	*	×	'	
AM Radio	V	V	V		
FM Radio	V	V	•		
Stereo	v •	<i>V</i>	<i>V</i>		
Search/Seek		•	•		
CD Player	•	٧.	V		
Aluminum/Alloy Wheels	√ ✓	•	<i>V</i>		
Electric Glass Roof	<i>V</i>	V	Y		
Drivers Side Air Bag	v		×		
Passenger Air Bag	~	v	V		
Anti-Lock Brakes (4)	·	V	V		
4-Wheel Disc Brakes	V	,	√		
Stability Control	V	v	<i>V</i>		
Juggage/Roof Rack	· ·	V	V *		
Rear Window Wiper	v	<i>V</i>	V		
Glearcoat Paint	v	×	×		
vacy Glass	, i	×			
ody Side Moldings	V	×		ai	
Jual Mirrors	V	÷.	i.	:44	İ
Trailering Package	v	<i>v</i>	*	***	
Mites	Unknown	23,864	30,040	ŗ .	
List Price		\$15,995	\$14,680		
Ağlustments			•		
· · · · · · · · · · · · · · · · · · ·			•		



Owner: Claim I

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Options Mileage Beseline Adjustment

Beseline Adjustmen **djusted Val**ue

Contact Stock ID VIN Inspected

1.

11

1:

Location

Distance from Belleville

+533 -1,965 -358

\$14.205 Suburban Cadillac Buick 248-643-0070 Stock: A18827 1GNDS13S972

Pub Date 11/11/2010 29 Miles - Troy +1,033 -1,713 -358

\$18,542 Mark Chevrolet

734-722-9100 Stock: **6748P** 1GNDS13S87

11/10/2010 7 Mlles - Wayns

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Owner: Claim F

VALUATION METHODOLOGY

The Hanover Insurance Group has provided CCC the VIN (Vehicle Identification Number) of the loss vehicle and the vehicle owner's zip code, which CCC uses to identify the local markets that will be used to determine the market value. The Hanover Insurance Group has also provided CCC with the configuration of the loss vehicle, including equipment, odometer, condition, maintenance, etc. Using this information, CCC searches its databases to find comparable vehicles in the local market. If necessary, the search may have been expanded to obtain additional information. CCC's database include vehicles for sale at dealerships that CCC has physically inspected and dealer and private party advertised vehicle information from more than 1,700 publications and Autotrader.com®. Vehicles located are compared to the loss vehicle, and adjustments are made for differences such as model, equipment, and odometer that results in the adjusted value for each comparable. The comparable vehicles are used to determine the market value.

This calculation is a weighted average that is based on the following factors:

3154534824

- > Precision of the data (inspected versus advertised)
- > Similarity of model, equipment, and odometer
- Nearness to the loss vehicle's primary garage location
- Recency of information

Please review the information in this Market Valuation Report to confirm the reported mileage, condition and to verify there are ind missed options, added equipment or refurblehments, or other aspects of your vehicle that may impact the value.

VEHICLE APPRAISAL AND VALUATION NOTES

We have added the following standard options to the loss vehicle: Rear Window Wiper

: 1



Owner: Claim R

LOCAL MARKET DEFINITION

The Vehicle Value for your 2007 Chevrolet Trailblazer 4X2 LS 4 Door Sport Utility Vehicle was defined by the ZIP code 48111 - Belleville, Mi. If necessary, the search area may have been expanded to obtain additional information. Details of the specific markets searched follow.



THE STATE OF MICHIGAN is composed of 9 distinct local markets. The following 9 local markets were used in the preparation of this vehicle market report.

DETROIT/S.E.MICHIGAN - Primary local market vehicle detabase. In this market, CCC maintains a database of 10,006 inspected dealer vehicles located at 47 dealerships, and 38,259 dealer advertised, and 5,377 privately advertised vehicles taken from 24 local papers or magazines.

FLINT/TRI-CITIES MI - Secondary local market vehicle database. In this market, CCC maintains a database of 4,409 inspected dealer vehicles located at 18 dealerships, and 16,271 dealer advertised, and 1,377 privately advertised vehicles taken from 16 local papers or magazines.



LANSING MI - Third local market vehicle database. In this market, CCC maintains a database of 4,129 inspected dealer vehicles located at 15 dealerships, and 10,477 dealer advertised, and 695 privately advertised vehicles taken from 14 local papers or magazines.

Other markets searched - Jackson, Toledo, Grand Rapids, Ft. Wayne, Kalamazoo/Battle Creek and Lima. In these markets, CCC maintains a database of 17,899 inspected dealer vehicles located at 84 dealerships and 77,170 vehicles taken from 80 local newspapers or magazines.



From these 9 local markets, comparable vehicles were selected based on the year, make, model, body style and engine configuration of your vehicle. Adjustments were made to the value of each comparable vehicle to compensate for differences in year, model, body style, engine configuration, packages, options, and mileage.



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THE HANOVER INSURANCE GROUP CITIZENS INSURANCE COMPANY BOB HILL CELL #313-590-1089 PO BOX 947 HOWELL, MI 48843-0943 (800) 628-0250

ESTIMATE OF RECORD

WRITTEN BY: BOB HILL 29305 12/07/2010 01:31 PM ADJUSTER: DIANN RALKO (800)628-0250

INSURED: OWNER: ADDRESS: BELLEVILLE, MI DAY: EVENING:

CLAIM POLICY DATE OF LOSS: 11/30/2010 AT 11:00 AM TYPE OF LOSS: COMPREHENSIVE POINT OF IMPACT: 15. TOTAL LOSS

INSPECT LOCATION: WOODHAVEN, MI

AUTOMATIC TRANSMISSION OVERDRIVE

OTHER

REPAIR N/A FACILITY:

DAYS TO REPAIR LICENSE #

2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

VIN: 1GNDS13S172 LIC: MISSING MI PROD DATE: CONDITION: GOOD AIR CONDITIONING CRUISE CONTROL REAR WINDOW WIPER PRIVACY GLASS LUGGAGE/ROOF RACK POWER STEERING POWER LOCKS AM RADIO SEARCH/SEEK DRIVER AIR BAG STABILITY CONTROL BUCKET SEATS

REAR DEFOGGER INTERMITTENT WIPERS BODY SIDE MOLDINGS CONSOLE/STORAGE ELECTRIC GLASS SUNROOF POWER BRAKES POWER DRIVER SEAT FM RADIO PASSENGER AIR BAG COMMUNICATIONS SYSTEM RECLINE/LOUNGE SEATS OVERDRIVE

TILT WHEEL KEYLESS ENTRY DUAL MIRRORS OVERHEAD CONSOLE CLEAR COAT PAINT POWER WINDOWS POWER MIRRORS STEREO ANTI-LOCK BRAKES (4) 4 WHEEL DISC BRAKES CLOTH SEATS TRAILERING PACKAGE ALUMINUM/ALLOY WHEELS

ODOMETER: 0 ...

NO. OP. DESCRIPTION QTY EXT. PRICE LABOR PAINT WINDSHIELD 2* REPL LKQ WINDSHIELD GM W/O RAIN 1 156.25* 1.5* SENSOR +25% 3# SEAL KIT 1 25.00 INSTRUMENT PANEL 5 REPL INSTRUMENT PANEL ALL GRAY 1 1173.55 OVERHEAD CONSOLE

OYB69TNT

ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

NO.	OP.	DESCRIPTION	QTY	EXT PRIC	CE LABOR	PAINT
7	REPL	CONSOLE ASSY W/O G.P.S.	1	338.99	0.3	
9 10	REPL	W/GARAGE DR OPENE STEERING WHEEL STEERING WHEEL W/LEATHER, W/ACCESSORY CONTROLS W/O SS STEERING COLUMN	1	281.89	M 0.7	M
11	KEPL	SHROUD MBONY	T	49.26	0.3	
13*	REPT.	LKO SUNROOF GLASS +25%	1	218.75	0.5*	
		LKQ SUNROOF GLASS +25% HEADLINER W/SUNROOF, W/O HEAD AIR BAG GRAY				
15	REPL	RT SUNSHADE GRAY	1	100.63	INCL.	
16 17	REPL	RT SUNSHADE GRAY LT SUNSHADE GRAY PILLARS, ROCKER & FLOOR LT FRONT SILL PLATE GRAY LT W/S PILLAR TRIM GRAY FRONT DOOR LKQ LT DOOR ASSY +25%	ĩ	130.83	INCL.	
18	REPT.	LT FRONT SILL PLATE GRAY	3	60.35	0.2	
19 20	REPL	LT W/S PILLAR TRIM GRAY FRONT DOOR	1	47.93	INCL.	
21*	REPL	LKO LT DOOR ASSY +25%	1	687.50*	1.3	3.4
22		ADD FOR CLEAR COAT	_	*	-,-	1.4
22 23		LT SIDE MOLDING CHEVROLET,				0.6
24		ADD FOR CLEAR COAT				0.1
		ADD FOR CLEAR COAT LT DOOR TRIM PANEL CHEVROLET GRAY				
26		LT SWITCH ASSY CHEVROLET W/O HEATED SEAT				
27	REPL	LT WATER DEFLECTOR	1	98.42	0.1	
28		GOOD SEED	-			
		LT OUTER PANEL W/SHORT WHEEL				J Ż
30	REPL	LT SIDE MOLDING W/SHORT WHEEL BASE, BODY COLOR	1	139.79	0.3	0.5
31		ADD FOR CLEAR COAT				0,1
32	R&I	LT FIXED GLASS CHEVROLET, W/SHORT WHEEL BASE TIMTED LT HANDLE, OUTSIDE BLACK LT R&I TRIM PANEL			0.5	
33	R&I	LT HANDLE, OUTSIDE BLACK			0.4	
7 17					0.6	
36 37	BLND	LT FENDER CHEVROLET SEATS & TRACKS				1.1
38	REPL	LT SEAT CUSHION PAD	1	130.87	0.6	
39	REPL	LT CUSHION COVER CLOTH GRAY	1	214.40	0.6	
40	REPL	LT LOWER COVER GRAY	1	18.81	0.3	
41	REPL	LT SWITCH SEAT ADJUSTER ALL	1	79,60		
42	\mathtt{REPL}	LT SWITCH LUMBAR 2-WAY	1	71.87		
43#	REPL	CARPET	1	500,00	8.0	
44#	REPL	SEATS & TRACKS LT SEAT CUSHION PAD LT CUSHION COVER CLOTH GRAY LT LOWER COVER GRAY LT SWITCH SEAT ADJUSTER ALL LT SWITCH LUMBAR 2-WAY CARPET FLOOR MATS	1	80.00		

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		ES:	TIMA:	re of	RE	CORD				
2007	CHEV	TRATILETAZER	4X2	T.S. 6	-4	21.u FT	ΔD	UTI	STLUMB	TNT.

			 	 ~~~~~~
NO.	OF.	DESCRIPTION	 EXT. PRICE	
		SUBTOTALS ==>	6603.03	

LINE 2 : SUPPLIERS PART DESCRIPTION: WINDSHIELD 4DR LINE 13 : SUPPLIERS PART DESCRIPTION: SUNROOF GLASS PRV 06/08

PARTS BODY LABOR PAINT LABOR MECHANICAL LABOR PAINT SUPPLIES	8.4 HRS @\$ 0.7 HRS @\$		6603.03 1007.00 319.20 45.50 201.60
SUBTOTAL SALES TAX	\$ 6804.63	•	8176.33 408.28
TOTAL COST OF REPAIRS		\$ 1	8584.61
Adjustments: Deductible			500.00

TOTAL ADJUSTMENTS \$ 500.00 NET COST OF REPAIRS \$ 8084.61

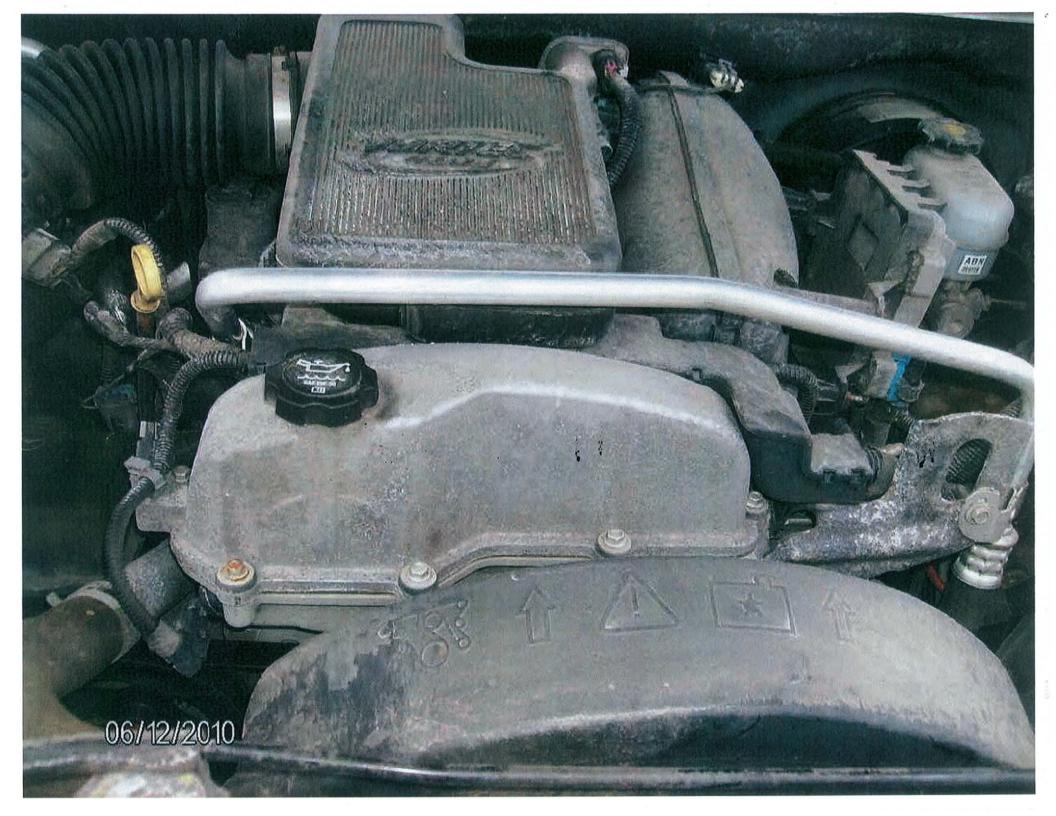
RECYCLED PART COSTS BASED ON INFORMATION PROVIDED BY CAR-PART.COM. FOR ASSISTANCE, CALL CCC AT 800-637-8511.

OYBOSTNT

#### ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

ESTIMATE HASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DRIGNO2, CCC DATA DATE 11/01/2010, AND THE PARTS SELECTED ARE OBM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OB/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL CEM) OR ALT OEM (ALTERNATIVE CEM) PARTS ARE CEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE CEM VEHICLE DEALERSHIPS. OPT OBM OR ALT OEM PARTS MAY REPLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (-) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORD PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OFERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2010 VEHICLES CONTAIN MINOR CHANGES PROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.









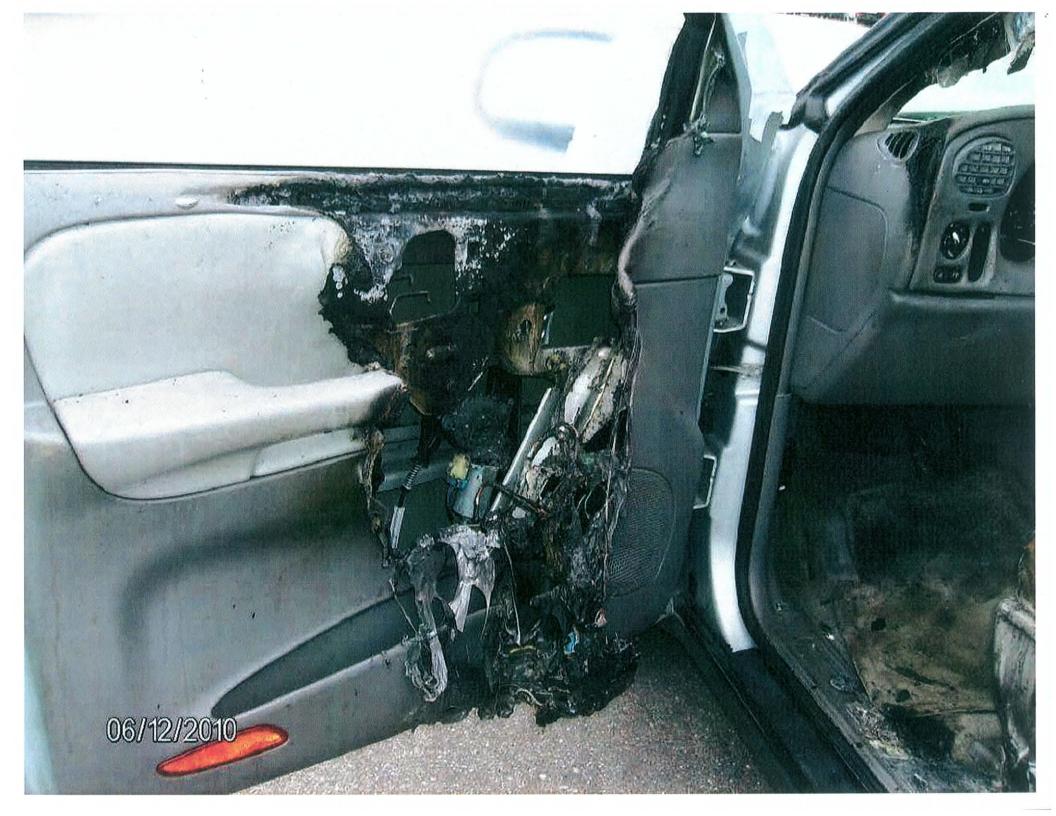


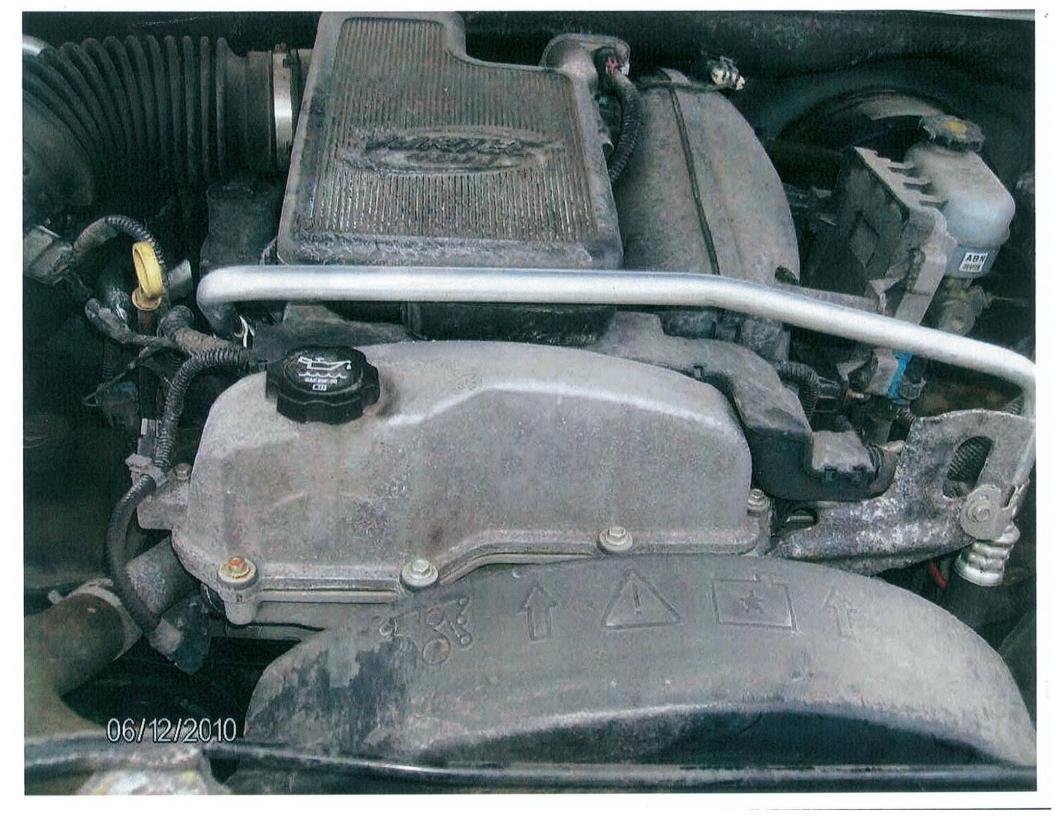














#### Service Request Detail SR No. 71-899536904 Ref No. No Goodwill Offered BRC Type PAR Goodwill Account GW SubType Site Bus. Unit BRC Approva! Last Name First Name Not initiated Area PAR Daytime # Evening # UCC Electrical - Power Door Lock Motor / Sub-Area Initiate PAR- Thermal Event Address Berwick City involved Dir Safety Yes State PA ZipCd Con Acct Email Source Updated 12/20/2010 02:52:11 PM 1GNDY13S272 Serial #/VIN Model Year 2007 Medium Priority License # FABIANER Owner Make Chevrolet Status Open Warr. Start 01/19/2007 Opened 12/16/2010 08:02:25 AM Model TrailBlazer Mileage 38000 Sub-Status Dissatisfied Closed Abstract Thermal Event - 07 Chevrolat Trailblazer

Customer This is a BRC - PAR case /do not assume /Forward all inquiries to Brandy ext. 31065 Description

#### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries 4	Olher Veh	# People in	Veh Road	Surface	Road	Cond. Fire Report#	Police	Report#
Owner	12/13/2010 08:30:00 AM	N	00	0	Aspha		Dry	r/a	n/a	
Driver Last N	ame	Driver F	irsi Name		Height	DOB	Disab	Mies		
					59		n/a			
	ent Last Name		ce Agent Firs	l Name	Phone #		Insurance			
Snably		Male			(570) 752-	6931	Nationwi	3e		
incident Lac	1019 Ruthann Dr, Berwick, PA	18603				ncidenl Jesc	burnt and m	elted, windows were all t	I, the life was out already - wo black, interior and sleering wh	whole driver side door was eel had melled -8.30 in the
Component	Thermal Event						mornign is v	hen I found it all burnt u	P	
	Insurance totalled and is going	to pick it u	ıp		D	)amage )esc	whole driver had melted	side door was burnt and	i melled, windows were all bis	ack, interior and steering wheel
Loc					Α	olni l'bb				
Emgcy Svc Names	n/a				M	laint Loc	Ballan Tires	- 11/10		
PAR De	tail	•				-				
Collision	Non Collision	Y	Property Damage	N Them	nal Evt	Y Sp	ec Equip	n/a		
Vehicle Speed	0		Weather Condition	dry		Pro	op Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service				perty cation	n/a	Prop Est Repair Cost	
Veh Est Repair Cost	\$0,00		Spec Equip Installer	n/a			op Damage scription	n/a		
Primary Veh Use	Personal		inspection ' Type	Thermal Even	ıt	ins	pected By	Inspection Not Perform	ed inspection Date/Time	
Veh Damage Description		rat and me	ited, windows	s were all blac	k, Interior a	nd Ex	plain Other	Batian Tires - 11/10		

Report Generated for toporowm

on 12/22/2010

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### Activities

Created Create 12/22/2010 11:30:34 AM KINZE Contact Last Name Contact Cast Name Contact Cast Name	RTH ESISBIQU Contact Fire	Escalation es Name	Activity Sub-Type ESIS-Thermal Event Account	Status In Progress	Completed BAC Code	Description ESIS - Thermal Event
Thaddeus Kinzer/PAR/ATX						
Confidential Comments						
Greated Create 12/22/2010 10:03:55 AM FABIA		Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Ala	Completed	Doscription Schartzer
Contact Last Name	Bententes	st Name	Account		BAC Code	
Comments						
check esis pick up						
brandy,par.abx Confidential Comments						ı
Created Creater 12/22/2010 10:03:42 AM FABIAN		Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 12/22/2010 11:31:17 AM	Description ESIS-Thermal Event
Contact Last Name	Control Fill	st Name	Account		BAC Code	
ESIS-Thermal Event						
Escalating due to thermal event						
brandy.par.atx Confidential Comments						

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## Activities

Created 12/22/2010 10:03:02 AM Contact Last Name Contact Last Name ESIS- Thermal Event	Greated By FABIANBR	Assigned To FABIANBR Contact Firs	Activity Typo BRC PAR I Name	Activity Sub-Type ESIS-Thermal Event Account	Status Done	Completed 12/22/2010 10:03:38 AM BAC Code	Discription ESIS- Thermal Event
Escalating due to therma brandy.par.atx Contidential Comments	l event						
Groated 12/21/2010 11:35:56 AM Contact Last Name	Created By MERCADTO	Assigned To MERCADTO Contact Firs	Activity Typo Inbound Call Third Party Name	Activity Sub-Type Voice Mail Received Account	Status Done	Completed 12/21/2010 11:37:07 AM BAC Code	Oescription PAR Voice Mail
Sts: Hi, we have a case u Sent 12/16/2010 4:24 PM Tonle/BRC PAR/ATX Confedential Comments		5904. Cust:					
Created 12/20/2010 02:52:11 PM Coolact Last Name	Greated By FABIANER	Assigned To FABIANBR	Ownership Changed	Activity Sub-Typo Ownership Excalated to BRC Account	Skitus Done	Completed 12/20/2010 02:52:12 PM BAC Code	Description Ownership Escalated to BRC
Confidential Comments							
Croated 12/20/2010 08:40:18 AM Contact Last Name Comments		Assigned To FABIANBR Contact First	Notify CRM	Activity Sub-Type Account	Status Done	Completed 12/22/2010 10:02:39 AM BAC Code	Doscription cust left msg
pls see IB notes, cust req Confidential Comments	for phone conti	nct.					

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#### **Activities**

Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Doscription
12/20/2010 08:38:39 AM CALLOCO	CALLOCO S	inbound Call Customer	Complex Request	Done	12/20/2010 08:41:23 AM	cust called in today
Contact Last Name	Contact Fire! N	lame	Account	,	BAC Code	

comments cust sts: called in to make a frup on their PAR case.

cust sks: case update

Acrs adv: a PAR rep has taken over the case, provided contact detail of PAR agent, tried to transfer cust to ext but OCRS business his begins 930AM EST.

offered cust to be transferred to ext but she said its ok to notify the OCRS that she called in this morning making a case trup.

connie callo /CACT1/EmpLvi1/MLA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:47:34 PM	MERCADTO	FABIANBR	Ownership Changed		Dona	12/17/2010 02:47:34 PM	Service Request Ownership has changed FROM: CALLOCO TO
Contact Last Name		Contact First	Name	Account		BAC Code	FABIANBR
Comments							<b>-</b>

Report Generated for toporowm on 12/22/2010 Page 4 of 11

### **Activities**

	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscription
2/17/2010 02:47:23 'M	MERCADTO	FABIANBR	BRC PAR	Initial Contact-AVM	Done	12/22/2010 10:02:20 AM	called John Nemeth
Contact Last Name		Contact First	Name	Account		BAC Code	
ожиненка		-					
shn Nemeth - no phon	e, email or conta	ct info listed - no	directory - no messag	e left			
•							
v name is Brandy with	the Product Alle	cation Deal with	GM. My Service Requ	est number is 71-899536904. The	Customer's nem	e is Their telephone	
amber is				ne customer is alleging they exp a			
				enia concerna or questions pis c			
10 TOU GO HOL HEAD !	in restoring to diffe	uneseaña minas	is you have any comin	mia concerns or quesuons pis c	hillrand use at oon-	180-3000 X 3 1003	
andy.par.atx							
on@dential Comments							
ontidential Comments	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
ontidential Comments	Greated By		Activity Typo	Activity Sub-Typo			
ontidential Comments roated 2/17/2010 02:47:20	Created By MERCADTO	Assigned To FABIANER	Activity Typo BRC PAR	Activity Sub-Typo Initial Contact- Dealer	Status Done	Completed 12/22/2010 D9:36:06 AM	called No Initial Contact required.
ontidential Comments reated 2/17/2010 02:47:20 M		FABIANBR	BRC PAR	Initial Contact- Desler		12/22/2010 09:36:06 AM	called No Initial Contact required. Vehicle has not been to dealer in two
ontidential Comments roated 2/17/2010 02:47:20 M		FABIANBR					called No Initial Contact required.
ontidential Comments roated 2/17/2010 02:47:20 M		FABIANBR	BRC PAR	Initial Contact- Desler		12/22/2010 09:36:06 AM	called No Initial Contact required. Vehicle has not been to dealer in two
onlidential Comments roated 2/17/2010 02:47:20 M		FABIANBR	BRC PAR	Initial Contact- Desler		12/22/2010 09:36:06 AM	called No Initial Contact required. Vehicle has not been to dealer in two
ontidential Comments	MERCADTO	FABIANBR	BRC PAR	Initial Contact- Desler		12/22/2010 09:36:06 AM	called No Initial Contact required. Vehicle has not been to dealer in two

Report Generated for toporowm

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:47:16 PM	MERCADTO	FABIANBR	BRC PAR	Initial Contact- Phone	Done	12/20/2010 02:52:59 PM	called
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	
							I
							_

crs sts: I was calling to get some additional info

cust sis:
-returning your call
1 ground 13:272
- Washing your call
1 ground 13:272
- Washing driving, happened overnight, the fire was out already - wwhole driver side door was burnt and melted, windows were all black, interior and steering
wheel had melted -8.30 in the mornign is when I found it all burnt up
- Insurance totalled and is going to pick it up

crs sts: adv cust of esis statement -adv cust escalating case due to thermal event 7-10 business days

brandy.pac.abx Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Dascription
12/17/2010 02:47:11 PM	MERCADTO	FABIANBR	BRC PAR	Acknowledgement	Done	12/20/2010 10:06:52 AM	called
Contact Last Name		Contact First	Name	Account		BAC Code	

crs sts: I Was calling in regards to your vehicle, -Do you have 15-20 mins to go over your file with me. -I'll give you my contact info and call me when you get a chance -provided contact info

cust sta:
-I am doing hair right now, that sounds good thank you

brandy.par.eb: Confidential Comments

Report Generated for toporowm

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### Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:47:05 PM	MERCADTO	FABIANBR	Notify CRM		Done	12/20/2010 10:03:48 AM	File assigned
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
O.S. MICHAEL		-	_				
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status_	Completed	Description
12/17/2010 02:47:00 PM	MERCADTO	FABIANBR	Research		Done	12/22/2010 09:35:16 AM	Research
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							
Research			<u> </u>			•	
No Related Repairs:							
No Previous SR's:							
No Open Recalls:							
brandy.par.atx							
Confidential Comments					_		
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:46:40	MERCADTO	FABIANBR	BRC PAR	Case Assigned	Done	12/20/2010 10:03:23 AM	File assigned to Brandy Fabian @ ext
PM				•			31065
Contact Last Name		Control Fits	t Name	Account		BAC Code	
Comments							
Confidential Comments							

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### **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:46:34 PM	MERCADTO	CALLOCO	SR Opened		Dona	12/17/2010 02:46:34 PM	SR in Status of Closed has been Re- Opened by MERCADTO
Control Last Nama		Control For	Name	Account		BAC Code	
Comments							
Confidential Comments							
Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
12/17/2010 02:45:32 PM	MERCADTO	CALLOCO	SR Closed - Dissatisfied		Done	12/17/2010 02:46:32 PM	Service Request has been Closed Dissatisfied.
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 07:26:14 PM	CALLOCO	CALLOCO	Scheduled Follow-up		Done	12/17/2010 02:46:28 PM	PAR concern (setting to done, file will be assigned in
Contack Last Nama		Contact Life	Name	Account		BAC Code	PAR. Tonie/BRC PAR/ATX)
Comments							
reminder Confidential Comments							

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 04:22:52 PM	CALLOCO	MERCADTO	Outbound Call Third Party		Done	12/17/2010 02:46:06 PM	transfer cust to PAR Received and assigned in PAR
Contact Last Name		Contact First	Name	Account		BAC Code	Tonle/BRC PARIATX

growments
assist in xiering cust to PAR dept
no live PAR Rep to take the call
left mag to PAR Dept and provided SR#

connie callo /CACT1/EmpLvi1/MLA

Confidential Comments

Page 9 of 11 on 12/22/2010 Report Generated for toporowm

#### **Activities**

Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 09:12:51 AM CALLOCO	CALLOCO	Email - Outbound		Done	12/16/2010 09:55:57 AM	Chevrolet Vehicle Concern - wiring
Centact Last Nama	Contact Fire	Mame	Account		BAC Code	hamess

**Б**ОПИЩЕНИ

Service Request Number: 71-899536904 Customer Relationship Specialist: Connie

Dear Jessica.

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you taking the time to write us regarding the wring harness on your 2007 Trailblazer While we regret that you are having concerns with your vehicle, we are glad that you gave us an opportunity to look into this matter for you.

Based on the nature of your inquiry, it is apparent that contacting you by phone would allow me a better opportunity to assist you and ensure that I respond to your inquiry to your complete satisfaction.

Please reply to this email with a date and time that we may contact you, Or, to reach us by telephone, please call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are evaliable Mondays through Saturdays from 8:00 a.m. to 9:00 p.m., Eastern Time. You may also contact me directly at 1-868-790-5700, extension 22903. I am in the office Monday through Friday from 08:00 a.m. to 05:00 p.m., Eastern Time. I look forward to the opportunity of speaking with you.

Based on the information you had provided praviously, I created a Service Request to document your case. The Service Request number assigned to your case is 71-899536904. Please refer to this number on any future correspondence about your case.

Again, thank you for contacting Chevrolet.

Sincerety

The Chevrolet Consumer Support Yearn

Confidential Comments

Report Generated for toporowm

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#### **Activities**

Created	Created By As	signed To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2010 07:52:49 PM	C#	rroco	Email - Inbound		Done	12/16/2010 09:55:63 AM	Chevrolet Vehicle Concern
Contact Last Name	(	Contact First	Name	Account		BAC Code	
Name							
Email.							
berwick							
Day Phone: Evening Pho							

Comments: I have a 2007 chevy trailblazer and something happened with the wiring on the door for the power windows and it caught on fire. I am very upset about this I loved my car, my whole family drives chevy's. It couldn't have happened at a worse time, my husband lost his job and its right before christmas. I was wondering if there was anything you could do to help me. I still owe about 7000 on the vehicle so im hoping the insurance will cover that but I will have no trade in or money down to purchase a new vehicle...

Vehicle Concern Info: Nature of Concern: vehicle Model: Year 2007 Vibrage: 38000 Allow Ptone Contact: yea Best Time for Phone Contact: any

Dealer Info: Preferred Dealer: Authorized Dealer: Dealership Contact: Last Visit to Dealer:

Confidential Comments

#### **UCC Information**

UCC Code	Symptom	Doscription
N42	Short	Electrical - Power Door Lock Motor / Switch / Wiring

Report Generated for toporowm on 12/22/2010 Page 11 of 11

Corrosion Limited Warranty

02/21/2010

01/19/2007

**■** Logout

III (G	ใช้เรา Warran	tv		ં 1	Mr. GMVIS 2	
72.			1	i,	December 22 2010	
	rranty Management: Mar ICE WITH	> interface With C	ustomer > Via	w Vehic	le Summary	
USTON						
iew\	/ehicle Summar	v				
objeczącje	n allows GMVIS users to v Warranties, Transaction I ir and XM Radio informatic	new the Summary of fistory, Service Cor				
VIN 1G Service	le information NDT13S27: Contract No Bran type 70 - RETAIL - STOCI	ded Title No	Mod Warranty Bio		5505-2007 TRAILBLAZI PDI Statu	
Field Ad	tions. <u>D Open</u>					
Requi	red Field Actions				Open field actions	s are highlighte
Vahlo	le has no current record	of required field a	ctions.			
Warra	nty Block					
	e Information	of outstanding se	rvico informa	ıtlon.		
Refer	er and XM Satellite I to Help page for details. at 877.GET.XMST (877.43	For OnStar contac		AR1 (88	8.667.8271) and for XI	VI Radio
	Equipped. Y ipped N		XM Radio ID		OnStar	Status Inactive
	Vehicle Diagnostics N		VM KS010 ID		C	XM Status No MN Enabled I
Applic	able Warranties				Valid warranties	are highlighte
Valle	Description	Warranty Add Date	Start Date	Elfec		End Odometer
	Emission Select Component Ltd Why	02/21/2010	01/19/2007	1	O MI 01/19/2015	80,010 MI
	Powertrain Limited Warranty	02/21/2010	01/19/2007	1	0 MI 01/19/2012	100,010 MI
i	Bumper to Bumper Limited Warranty	02/21/2010	01/19/2007	1	0 MI 01/19/2010	36,010 MI

- View Vehicle Summary
  - Service
    Contract

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

10 MI

01/19/2013 100,010 MJ

#### Service Contract

Vehicle has no current record of service contracts.

Fransactio	on History				View Deb
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/21/2007	103952	ZREGReguler Vehicle Transaction		S0011 - Replacing Keys	10,559 MI
10/16/2006	A58941	ZPDIPre-Delivery Inspection		25999 - PDI Related Fluid Adds	1 📶
10/02/2008	A58941	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	6 MI

Global Warranty Management: Site Map

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Logout



Mr. GMVIS 2

December 22, 2010

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

CUSTOMER

#### View Vehicle Build

3

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

#### Vehicle Information

VIN 1GNDT13S272 Service Contract No.

Branded Title: No

Model CT15506-2007 TRAILBLAZER 4WD

Warranty Block No.

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions D Open

View Vehicle Component Summary View Vehicle

View Vehicle Build

Transaction History Detail

For this vehicle:

 View Vehicle Summary Service

Contract

→ Branded Title

→ Warranty Block

View Vehicle Delivery Information

### Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number KKKQ4P Build Date 10/02/2008 Build Pinnt 2.

#### **Option Codes**

"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

15U - SANDSTONE METALLIC

**1SA - LS PREFERRED EQUIPMENT GROUP 1** 

SZ - PREFERRED EQUIPMENT

7AA - FRONT SPRING

27H - LIGHT CASHMEREÆBONY

SAVINGS 271 - INT TRIM CASHMERE/EBONY

6FB - COMP FRT LH COMPUTER SEL SUSP 8UY - COMPONENT RR LH COMPUTER SEL A50 - FRT BUCKET SEATS & FLR CONSOLE

9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS ALO - SENSOR INF RESTR, CHILD DETECT

AM9 - 85/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

**AXP - MPV VIN IDENT POSITION** 

830 - FULL CARPET-COLOR KEYED

**BJN - FLOOR MATS, FRONT/REAR** DELETE

C5N - GVW RATING - 5750 LBS

CJ3 - CLIMATE CONTROL DR1 - MIRROR O/S LR & RH MANUAL- DAY - ASSEMBLY PLANT MORAINE, OHIO

BLACK

**EVA - EVAP EMISSION REQUIREMENT** 

FE9 - FEDERAL EMISSIONS

**GU6 - REAR AXLE 3.42 RATIO** 

JF8 - BRAKE VAC POWER, 4 WHL DISC

JJB - PT DRESS SUBASSY NOT INSTALLED

K18 - ELECTRIC AIR INJECTION SYSTEM K34 - CRUISE CONTROL KG4 - GENERATOR 150 AMP

LL8 - ENGINE, VORTEC 4.2L SFI to

M30 - TRANSMISSION, 4 SPD

N40 - POWER STEERING

AUTOMATIC

N75 - 17" ALUMINUM WHEELS NP8 - 2-SPEED ACTIVE TRANSFER CASE NT7 - EMISSION SYS FED - TIER 2 NZ3 - 16° FULL SIZE SPARE WHEEL OTM - ALL-SEASON TIRES

**R6P - SPECIAL PAINT** 

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL **R9N - LEATHER SEAT TRIM** 

R9W - REAR DEFOGGER NOT DESIRED

SLM - STOCK ORDERS **T98 - STAMPING VEHICLE IDENT NUMBER** 

**T61 - DAYTIME RUNNING LIGHTS** TB4 · LIFTGATE

**U73 - FIXED MAST ANTENNA** 

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

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

BY-TURN UPGRADE)

**UJ6 - TIRE PRESSURE MONITOR** 

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

VK3 - FRONT LICENSE PLATE BRACKET VXS - COMPLETE VEHICLE LABEL

X88 - CHEVROLET CONVERSION

YD3 · BASE AXLE

YD5 - BASE FRONT SPRING

YD6 - BASE REAR SPRING

ZNF - SPARE, ALL-SEASON TIRE ZY1 - SOLID PAINT	2W7 - PREMIUM RIDE SUSPENSION	
Added Option Codes		
Vehicle has no current record of SA	lO codes.	
Global Warranty Management. Site Map		
Privacy Policy   Terms of Use		P. 1905 Clamper) Materia All John annua ad

প্রতিত্র Warranty

Mr. GMVIS 2

December 22, 2010

Logout

Global Warranty Management: Mem > Interface With Customer > View Vahicle Component Summary INTERFACE WITH

CUSTOMER

View Vehicle Component Summary

➂

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

Vehicle Information

VIN 1GNDT13S272

Branded Title No.

Model CT15506-2007 TRAILBLAZER 4WD Warranty Block No.

Service Contract No

PDI Status, No.

Order Type 70 - RETAIL - STOCK

Component Code 10-ENGINE ASSEMBLY

Source Plant V-CPC FLINT, MICHIGAN

Field Actions 0 Open

Vehicle Component

Date Scanned 10/02/2008

Traceability 609200302

Part / Number Broadcast. NAX Time Scanned 10:21:00

Scan Station 01

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

Date Scanned 10/02/2008

Traceability 000602696 Part / Number Broadcast A1Z

Time Scanned 10:46:00 Scan Station 05

Companent Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant: N-

Traceability OBL904592 Part / Number Broadcast FK

Date Scanned: 10/02/2006

Time Scanned 10:37:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant. Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 10/02/2006

Traceability 44840477 Part / Number Broadcast 7TDD

> Time Scanned 10:34:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant G-

Traceability D9P28036 Part / Number Broadcast

UK2

Date Scanned 10/02/2008

Time Scanned 11:52:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Part / Number Broadcast CN8

Traceability 262085518

Date Scanned 10/02/2006 Time Scanned 11:57:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY

Source Pinnt K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast

Traceability 00018668

Date Scanned 10/02/2006

Тите Scanned 13:38:00 Scan Station

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

Date Scanned 10/02/2006

Traceability 1GY5FWJ Part / Number Broadcast. 2395

Time Scanned 16:26:00 Scan Station 06

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

Oate Scanned 10/02/2006

Traceability 5AASJ45 Part / Number Broadcast 5520

Time Scanned 10:38:00

Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant. -

Date Scanned 09/22/2008

Traceability 0840804 Part / Number Broadcast, 122

Time Scanned: 03:01:00 Scan Station.

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

Traceability 3061401

For this vehicle:

→ View Vehicle Summary

- \$ervice
- Contract
- Brandad Title
- → Warranty Block

View Vehicle Build

View Vehicle Component Summary

View Vehicle Transaction History Detail

<u>View Vehlda Delivery</u> Information

Source Plant. -

Date Scanned: 09/28/2006

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant: -

Date Scanned: 09/29/2006

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

Source Plant. •

Date Scanned: 09/29/2006

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

Source Plant: -

Date Scanned 09/29/2006

Part / Number Broadcast: 1WW

Time Scanned: 16:10:00 Scan Station:

Traceability: 3061283
Part / Number Broadcast: 1PT

Time Scanned: 12:50:00 Scan Station:

Traceability 3081076

Part / Number Broadcast: 1PH

Time Scanned. 22:13:00 Scan Station.

Traceability: 3061082

Part / Number Broadcast: 1GB

Time Scanned: 23:19:00 Scan Station:

#### Service Agent Installed Component

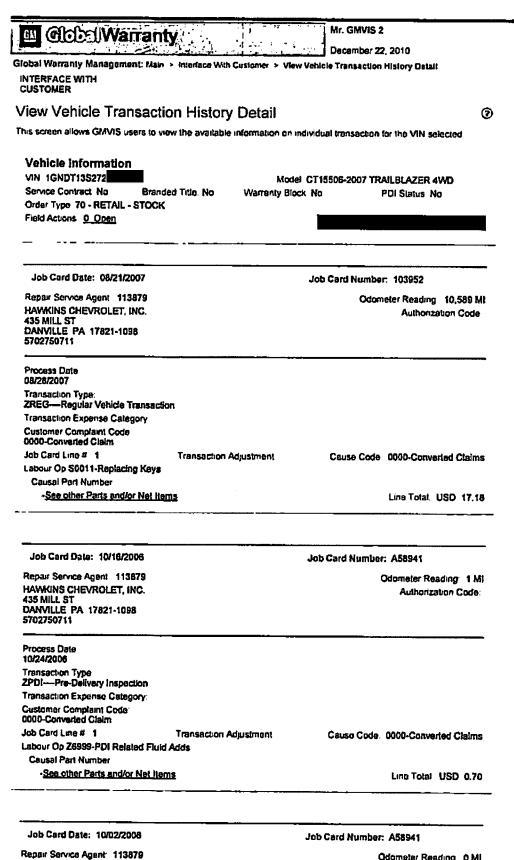
Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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E Logout



For this vehicle: View Vehicle Summary Service → Branded Title → Warranty Block View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History <u>Detail</u> View Vehicle Delivery Information

Odometer Reading OMI

HAWKINS CHEVROLET, INC. 435 MILL ST DANVILLE PA 17821-1098 5702750711 **Authorization Code** 

Process Date 10/06/2006

Transaction Type
ZPDI—Pre-Delivery Inspection
Transaction Expense Category
Customer Complaint Code.
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op 27000-Pre-Delivery Inspection - Base Time

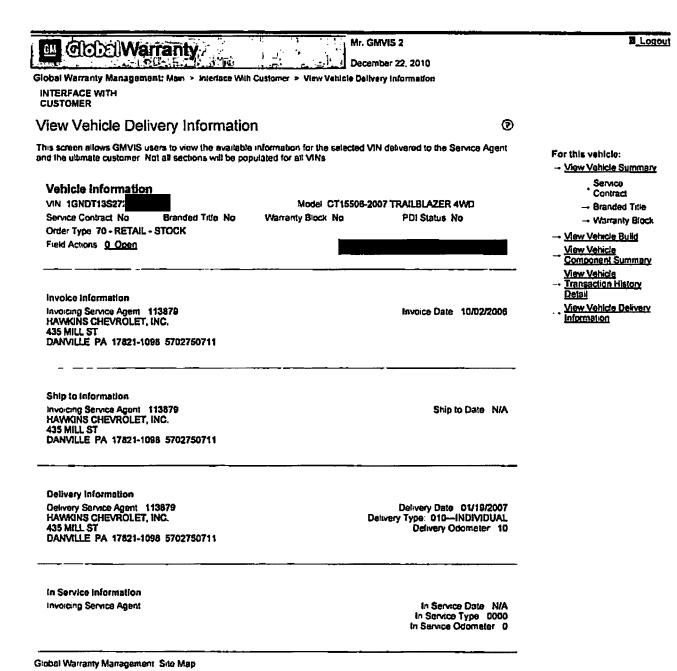
Causal Part Number

Line Total: USD 66.94

Global Warranty Management Site Map

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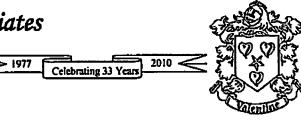
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# James F. Valentine & Associates

**FIRE PROTECTION & INVESTIGATIONS** 

Corporate Office: P.O. Box 4106 11 N. Berlin Road Lindenwold, NJ 08021



Tel: (

(888) 273-6644

(856) 784-6077

Fax:

(856) 782-7031

Email: dmignogno@valentineassoc.com www.FireInvestigations.com

### INVESTIGATION REPORT

## PRIVILEGED AND CONFIDENTIAL

Prepared For:

**Amy Thornburg** 

Nationwide Insurance

CO-02-03

5525 Parker Center Cir. Dublin, OH. 43017

Owner:

Loss Location:

Copart, Duryca, PA.

Claim Number:

Loss Date:

December 13, 2010

Prepared By:

Dennis Mignogno CFEI, CVFI

Report Date:

January 11, 2010

Case Number:

11-003/DM

This report was prepared for Nationwide Insurance who shall be responsible for further distribution. The opinions contained in this report are based on personal observations at the fire scene, the statements of witnesses, as well us depositions and other documents reviewed as of the date on this report and were developed to a reasonable degree of certainty. The author agrees to a reconsideration of the conclusion if new evidence becomes available. This investigation was conducted using NFPA 921 as a guide.

#### Regional Offices:

Yardley, PA - Philadelphia, PA - Langhorne, PA - North Wales, PA - Jessup, PA - Albany, NY - Riverside, NJ - Garfield, NJ - Wildwood, NJ - Lincoln, DE - Wilmington, DE - Greenville, SC - Raleigh, NC - Wilmington, NC - Knoxville, TN - Glen Allen, VA - Spring Hill, FL

#### ASSIGNMENT

This assignment was received from Nationwide Insurance representative Amy Thornburg on January 10, 2011. Instructions were to arrange and conduct an origin and cause analysis of the loss vehicle. This investigator traveled to the loss vehicle on Monday, January 10, 2011 and completed the examination.

#### BACKGROUND INFORMATION

The loss vehicle was a 2007 Chevrolet Trailblazer with a vehicle identification number of IGNDT13S272 The vehicle is owned by Jessica & John Schartzer. The vehicle was located at Copart, Duryea, PA.

#### EXTERIOR OBSERVATIONS

Examination of the exterior revealed that fire originated in the interior and did not progress to the exterior. The exterior was in overall good condition. All window glass was present and was in good condition. All tires and wheels were present and were in good condition. No accident or body damage was noted to the exterior of this vehicle. No components were noted as being missing from the exterior of this vehicle. The vehicle identification number was located on the driver's door frame. The stock number was located on the windshield.

#### INTERIOR OBSERVATIONS

Examination of the interior revealed that the fire originated in the interior causing minor fire damage. Further examination of the interior and the burn pattern found revealed that the area of origin was on the driver's door. This was determined by the fire damage found on the door. Closer examination of the area of origin found that the fire originated at the power mirror switch. The soot pattern found on the driver's door glass originates just above the power mirror switch and spreads upward. The heaviest fire damage to the head liner is in direct line with the power mirror switch. This vehicle was parked at the time of the fire. The power mirror switch has power with the ignition switch in the off position. The burn pattern found in this vehicle is consistent with a malfunction occurring at the power mirror switch which caused it to overheat and ignite the combustibles in the area of the switch. This investigator did not remove the door panel for further examination to preserve the evidence. General Motors should be placed on notice and a joint examination of the vehicle conducted. No components were noted as being missing from the interior.

#### **ENGINE COMPARTMENT OBSERVATIONS**

Examination of the engine compartment revealed that the engine compartment was in overall good condition. The engine oil was noted as being full. No components were noted as being missing from the engine compartment.

Regional Offices:

Yardley, PA - Philadelphia, PA - Langhorne, PA - North Wales, PA - Jessup, PA - Albany, NY - Riverside, NJ - Garfield, NJ - Wildwood, NJ - Lincoln, DE - Wilmington, DE - Greenville, SC - Raleigh, NC - Wilmington, NC - Knoxville, TN - Glen Allen, VA - Spring Hill, FL

#### **CONCLUSION SUMMARY**

This investigators examination of this vehicle resulted in the determination that area of origin	was on the
driver's door. The cause of this fire is a malfunction at the power mirror switch which ca	aused it to
overheat causing this event. General Motors should be placed on notice and a joint examinat	ion of this
vehicle be conducted.	

Dennis Mignogno CFEI, CVFI Forensic Investigator

This report was prepared for Nationwide Insurance who shall be responsible for further distribution. The opinions contained in this report are based on personal observations at the fire scene, the statements of witnesses, as well as depositions and other documents reviewed as of the date on this report and were developed to a reasonable degree of certainty. The author agrees to a reconsideration of the conclusion if new evidence becomes available. This investigation was conducted using NFPA 921 as a guide.

Nationwide Insurance Company of America Affidavit of Vehicle Fire
Please read before completing and signing Answer all questions if a question is not applicable to you write N/A or None
I HOUSEHOLD INFORMATION
Name of Insure Address Claum/policy #  City Benuick State Home Phone #
Cell Phone #
Name and address of employer All AROUT HAIR (Self employer)  Business priorie # Occupation ZAIS Owner  How long have you worked there? 3 72 475 If less than 1 yr previous employer name/address
Current salary \$ 30,000 UC If hourly average hours worked per week
Individuals Living in Household besides yourself (do not include individuals under the age of 15)
Name DOB 8-3-67 Time in Household 5 40 Relationship LUSISANIO
Name D O BTime in Household Relationship
Name D O B Time in Household Relationship
Does anyone else have permission to use your vehicle? SolYes I No II yes who and how often _\USBALL
How long have you lived at your current address? 5 YEARS Own or Rent (circle one)  List prior addresses in the last three years
11 FIRE LOSS  Date of five loss 12-13-10 Time UVarnight DAM OPM
Specific location of vehicle at time of fire loss BRWEWAY
Who left the vehicle at this location? HUSBAND PARKED TO OUR DRUMBING

Was the vehicle running/being operated at time of the fire?  Yes No If no were all doors locked at time of fire?  Yes No If no were all windows rolled up tight at time of fire?  No If occupied at time of the fire  Was fire first noticed by smell or by sight?  No Was fire first noticed by smell or by sight?  No Was any door left open after exiting vehicle?  Yes No Was the ignition key removed?  Yes No Was the pas cap removed?  Yes No Was the gas cap removed?  Yes No
Were you expenencing any mechanical issues with vehicle? The INO What color was the smoke? It was out when found but interior was Black
In what area did the life state.  ☐ engine compartment ☐ passenger compartment ☐ fuggage compartment ☐ truers 5 ide 6000 for your opinion what caused the fire? Somothers with the power windows
Was fire reported to fire dept? ☐ Yes ☐ No Was fire report made? ☐ Yes ☐ No If yes what was name – address – phone number of fire department that responded?
Was fire reported to police? Yes \( \sum \text{No} \) No \( \text{Was a police report made? } \sum \text{Yes} \) No \( \text{If yes what was name - address - phone number of police department that responded?} \)
How did you / occupants get home? Had to Call for extide to work
Any witnesses to this fire loss?  Yes No If yes please list name – phone number of all additional witnesses
In your own words describe how the lire occurred and what actions you took Please use additional paper if necessary  Sometime other night the fire storted. When I went out  to leave for work in the morning I opened the Ripck;  AND It smelled ceally BAD SO I opened the Druxt Side  Door and Spin the whole inside of Door was Burned  a mosted wandows were stork And Sopts were black.  I Called my Ins. Co. and police

IN VEHICLE PURCHASE INFORMATION	<b>7</b>
Date vehicle purchased/leased NewName of titled owner and complete address	Used X Purchase price
Certification of title # State	le County
Previous owner/seller and their address	
Type of bile (check one)Clean litleMemora	
Duplicate titleFlood Title	Certificate of Origin
How was the vehicle paid for? Cash Check	
Lienholder?	a Rank
in intanceo give name and address of the intance company	21 O3US
Lienholder account #	Balance due
Lienholder account #	Date of last payment 11 - 30 - 10
Is the account past due? How long?	·
Do you have GAP insurance? Yes No	
Registration Current?	
Do you have insurance with another company?	Policy #
Name and address of insurance co	
Have you tried to sell or trade this vehicle recently? ☐ Yes 🔀 No	
How many sets of keys were you given when you purchased your vehi	_{cle?} 2
Have you had any duplicates made?  Yes  No If yes how ma	any?
Have you ever lost any keys to the vehicles? Yes 2 No	· ·
Were there any extra keys hidden in the vehicle to your knowledge?	] Yes ÆNo
Are all of your keys accounted for at this time? 🖂 Yes 🔲 No	
Does anyone else have access to your keys? Yes X No If so	who?

	usehold Chely Impala 2007
Who are they insured with? <u>Oktoowide</u>	
IV VEHICLE CONDITION INFORMATION	•
Year Joon Make Chevy Body type Color Cools	Model TRAIBLAZE
Body type Color <u>Cool IS</u> License plate # Stale	Vehicle Identification Number
Vehicle condition – Legend F – Fair G – Good and E +	•
Paint F G Transmission F G Engine F G E Body F G	
Distinguishing features (i.e., dents decals etc)	
Any aftermarket equipment?	
Who performs routine maintenance? (name and address)	Systian Tiras Riomsburg
The periodic results in the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second se	Date last serviced Daven Am 2010
under penalty of penury I agree to cooperate with Nationwide claim	isisting of tour (4) pages and options addendum is complete true and correct e Insurance Company of America to aid in mitigating the loss-associated with m
Upon receiving information that the vehicle or property has be	en recovered I agree to notify Nationwide Insurance Company of America
immediately	
Date 12/20/10 Signature of insu State of Censylvania Count	yor <i>Cocums,</i> a
•	day of DECEMBER (month) 2010 (year)  COMMONWEALTH OF PENNSYLVANIA
Date 12/20/10 Signature of insu State of PENNSYLMANIA Count	day of DEZEMBER (month) 2010 (year)  COMMONWEALTH OF PENNSYLVANIA  Notatial Sext

#### **ODOMETER DISCLOSURE STATEMENT**

Federal law (and state law if applicable) requires that you state the mileage upon transfer of ownership Failure to complete or providing a false statement may result in fines and/or imprisonment I, Jessica L & John Schartzer, state that the odometer now reads _ miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits I hereby certify that the odometer reading is not the actual mileage П (WARNING Odometer Discrepancy) Model TRAILBLA Year 07 Make CHEV Vehicle Identification Number 1GNDT13S272 Transferor a (Seller s) Street Address PA Berwicle Date Iransiereo a (poyer a) Maino (Frinteo) Nationwide Insurance Company of America Transferee s (Buyer s) Address 5525 Parkcenter Circle CO 05 03 **Dublin, OH 43017** Transferee s (Buyer s) Signature I hereby certify that I have received a copy of this Odometer Disclosure Statement Signature

Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or 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 a person to criminal and civil penalties.

Printed Name of Above Signature

CLAIM#		CLAIM REP Amy Thom	iburg REQU	EST#	
	THEFT OTHE		CONDITION COL	<del></del>	
POLICY HOLDER	ا المالي	1 12000 0002 1	10013111011		AGE PRIVATE
				(2) DEAL	FR
VEHICLE OWNER	<del></del>				
HOME PHONE		WORK PHONE	<u>Z</u> i	P CODE	
					-
			<del></del>		<del>1 ~ 1 </del>
O VIN State P A Loss Da  Body Style 2DR  Bright Detail Size			<u> </u>	,	
E State P A Loss Da	ile 12 13 2010	Year 07 Make Ch	HEV Model TR	AILBLA	
©	2 4DR DutyHatchb		/agon ☐ Pickup ☐ Van	Unity DW	olorgycie
Body Style				leetside 🗀 Fende	-
E Digition	34 Ton 1 Ton	Shortbed Longbed			
© Engine Detail Size		Cylinders 3	<u> </u>	12 0 10 DTu	irbo Diesel
Transmission MAT	□ S6 □ S5 □ S4	☐S3 ☐OD ☐4W	☐ PO M:feag	e UN	C If Unknown
L.L.					
				DEFLICATION	SUBSTRACTO
		OPTIONS	· · · · · · · · · · · · · · · · · · ·	REFURBI	SHWEN 12
	ECOP/CONVENIENCE	TRUCK/VAN	S/UTV&/OTHER  TP Tradening Package	Transmission Purchase Price	\$
	RD Rear Defogger	SW Stiding Rear Window	□R8 Rou Bar	Meleage	
PW Power Vindows	TIL Wheel	XT Auxbary Fuel Tank	TB Permanent Tool Box	Engine	
	CC Cruse Control	27 Two Tone Paint	□GG Gnti Guarda	Purchase Price Mieago	\$
1	CS Cloth Seats LS Leather Seats	D2 Octuve 2 Tone Paint  MP Metalic Penet	☐PO Positraction ☐TX Traction Control	Mileade	Left Right
	DS 4 Wheel Disc brakes	TG Tanted Glass	□WD Oual Rear Wheels	Front Tires	132 132
RADIO DI	N. Telescopic Wheel	DT Deep Tinted Glass	MAZ Rear Antilock Brakes	Rear Tires	132 132
	IL Auto Load Level	CT Soft Top	DHB Hiback Bucket Seats	1/32 ±9% 2/32 ±18%	5/32 =55% 7/32 =53%
OFM FM OS	S 3rd Seat (Wagons Only)  OA Dual Air Conditioning	☐HT Hard Top ☐FL Fog Lights	SS Swivel Buckets (4)		8/32 =72%
CA Cassetto	KE Keyless Entry	BD Running Boards	☐SP 15 Passenger	EE 4/32 =36%	9/32 ±82%
□\$€ Sool√Scan □€	JS Back Up Sensors	□BL Bod Liners	□7P 7 Passenger	F 5/32 45%	10/32 =91%
	MH Healed Mators SH Hoaled Seals	☐PD Pwr Siding Door ☐SD Dual Sunroof	□8P 6 Passenger □9P 9 Passenger	1 1	
CD Compact Disc Player	ON THE HOUSE STATE	D3 Third Door	Dat a casseride.		
BM Bose Mosic RO	OF OPTIONS	D4 Fourth Oper		1 1	
	/R Veryl Roof	☐AR Chrome Bed Rals		Camper Shell	
☐JB JBL Stereo ☐F	RF Cabriolet Roof ES Electric Steat			Purchase Price	s
	EG Electric Glass			Date (MMYY)	
	VS Manual Steel			Carpet Kit	_
	MG Manual Glass		OPTIONS	Purchase Price	\$
	FR Flip Roof	□WG Woodgrain	☐PT Power Trunk ☐WP Rear Window Weber	Date (MMYY) Special Wheels	
□AW Aluminum □1	TT Tops/Panel ST Glass T Tops/Panel	□BN Body Side Moldings □BS Bucket Seats	☐RL Rectining Seats	Purchase Price	<u> </u>
SY Styled Wheel DF	RR Roof Rack	TW Internation! Wipers	AB Antilock Brakes	Date (MMYY)	
☐CJ Chrome Wheels ☐F	RM Removable Hardtop	PA Power Antenna	DAG AN BEG	Other	
☐RW Rally Wheels ☐DC Deluze Covers		PM Power Mirrors	☐RG Passenger Air Bag	Description Purchase Price	\$
IDFC Full Wheel Covers				Date (MMYY)	
☐MM MRo				Restored	
□WC Wire Covers			· · · · · · · · · · · · · · · · · · ·	Restoration Amt	<u>s</u>
Package/Special Features/Addit	ional Options/Condition				



Photo #1 Views the front of the vehicle

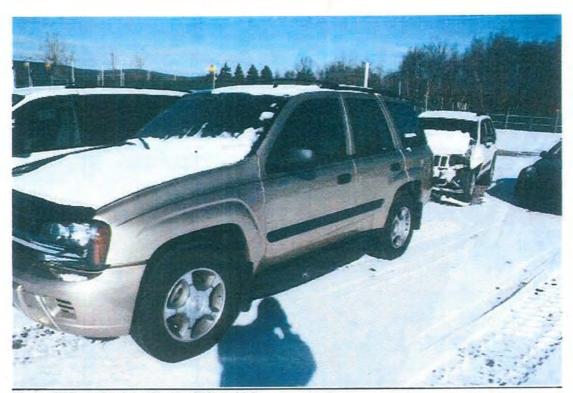


Photo #2 Views the driver's side of the vehicle



Photo #3 Views the rear of the vehicle



Photo #4 Views the passenger side of the vehicle

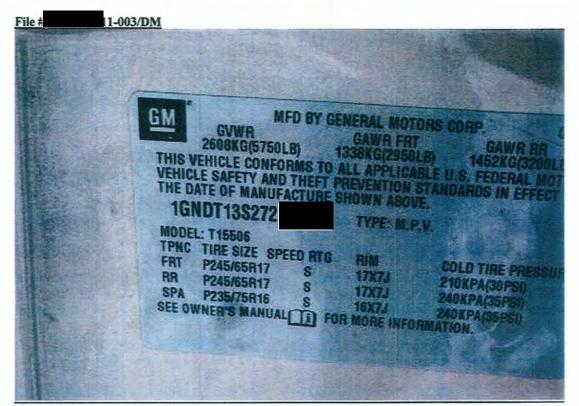


Photo #5 Views the vehicle identification number



Photo #6 Views the stock number

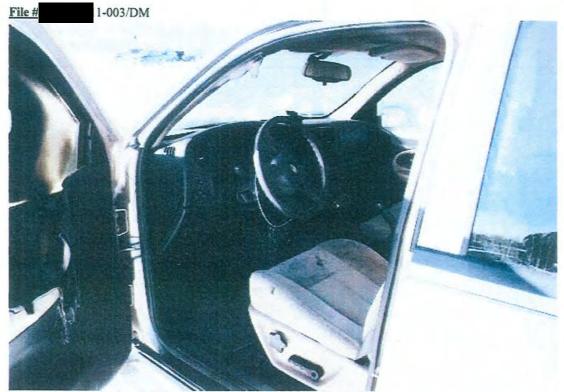


Photo #7 Views the front of the interior

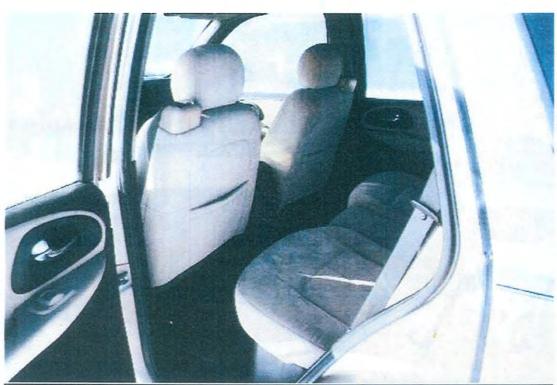


Photo #8 Views the rear of the interior

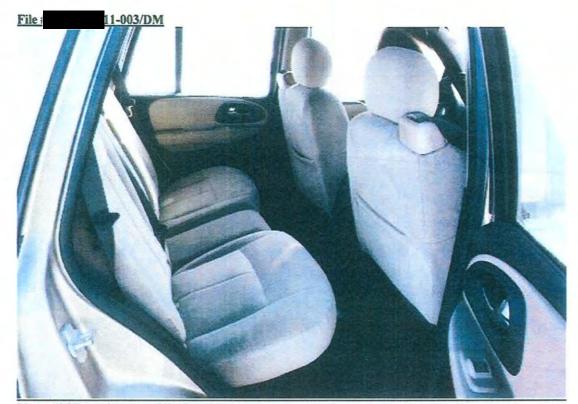


Photo #9 Views the rear of the interior



Photo #10 Views the front of the interior

Photo #11 Views the burn pattern at the driver's door



Photo #12 Views the burn pattern at the driver's door



Photo #13 Views the burn pattern at the driver's door



Photo #14 Views the burn pattern at the driver's door



Photo #15 Views the area of origin on the driver's door



Photo #16 Views the area of origin on the driver's door



Photo #17 Views the burn pattern on the head liner



Photo #18 Views the burn pattern on the head liner



Photo #19 Views an exemplar driver's door panel

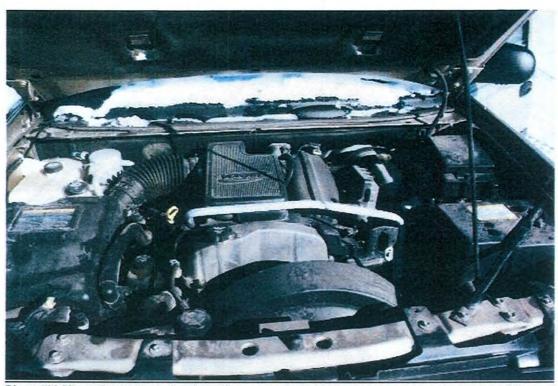


Photo #20 Views the engine compartment

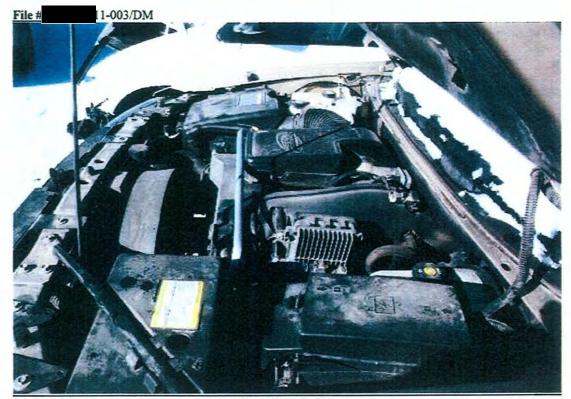


Photo #21 Views the engine compartment from the left side

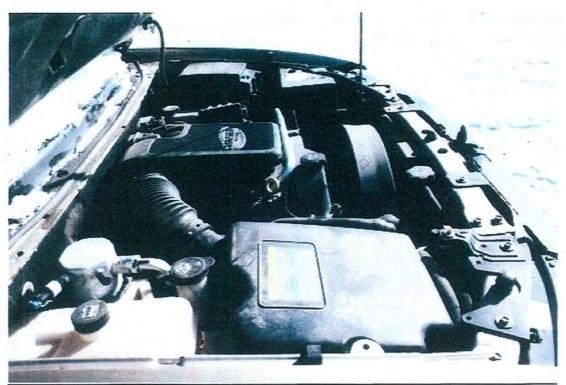


Photo #22 Views the engine compartment from the right side



Nationwide Insurance Allied focusance Nationwide Agribusiness

On Your Side" Victoria Insurance

PO Box 730 * Liverpool, NY 13088-0730 **

February 10, 2011

**GENERAL MOTORS CORP./ ESIS** P.O. Box 300 Mail Code 482C19B61 Detroit, MI 48265

**OUR INSURED:** OUR CLAIM NUM

YOUR INSURED: GM

YOUR CLAIM NUMBER: VIN 1GNDT13S272

**DATE OF LOSS: 12-13-2010** 

TOTAL AMOUNT OF CLAIM: =18452.61 pending salvage

Please be advised that Nationwide is the insurance carrier for the above-named insured, who sustained fire damage to his automobile on the above date of loss. Our preliminary investigation reveals that this fire may have resulted from a defect in the automobile, therefore we are placing you on notice of a potential claim against you, as well as providing you with the opportunity to inspect the vehicle.

Please contact the undersigned within the next 10 business days to advise regarding inspection of the vehicle.

Thank you for your prompt attention to this matter.

Lynn Ellis **Recovery Department** Nationwide Insurance Company of America 1-(800)992-5358 Ext. 3528

RECEIVED
FFB 2 1 2011 ESIS-GM CLAIMS UNTT

### LAW OFFICE OF SNYDER & ASSOCIATES

LAW OFFICE OF JILL R, SNYDER Beildehem, PA 18017

SNYDER & SHAFFER Doylestown, PA 18901

SNYDER & ANDREWS Wexford PA 15090 Employees of Nationwide Mutual Insurance Company®
Not a Partnership
WATERFRONT PROFESSIONAL PLAZA
670 NORTH RIVER STREET, SUITE 402

(570) 825-7360 (FAX) (570) 825-7366

PLAINS, PENNSYLVANIA 18705

SNYDER & DORER
Camp Hill, PA 17011

SNYDER & BARRETT Philadelphia, PA 19103

SNYDER & VERBEKE Conshohocken, PA 19428

REPLY TO:

AARON S. DECKER MICHAEL A. GIANNETTA

PARALEGALS BETSY JO BAGGS GAIL ROSPENDOWSKI

RECEIVED

DEC 27 2011

ESIS-GM CLAIMS UNIT

December 20, 2011

VIA CERTIFIED AND REGULAR MAIL

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

Attn: Eric Wilt, Claims Administrator

Case Name: General Motors - Nationwide v. General Motors

Claim Number:

Team Connect Number: 11-005191

Date of Loss: 12/13/2010

ESIS: Claimant:

File No: 722821

Client: General Motors Date/Event: 12/13/10

Vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S272

Dear Mr. Wilt.

RE:

Enclosed please find a Writ of Summons filed with the Luzerne County Court of Common Pleas in Wilkes-Barre, Pennsylvania.

Michael Grametta

Please be guided accordingly.

Very truly yours,

Michael A. Giannetta, Esq.

MAG/bjb

### **SNYDER & ASSOCIATES**

Counsel for Plaintiff

Michael A. Giannetta, Esquire 670 North River Street, Suite 402 Plains, PA 18705 Attorney I.D. #47096 (570) 825-7360

Nationwide Mutual Insurance (	Company :	IN THE COURT OF COMMON PLEAS

a/s/c : OF LUZERNE COUNTY

1000 Nationwide Drive :

Harrisburg, PA 17101

Plaintiffs : CIVIL ACTION - LAW

v. : JURY TRIAL DEMANDED

:

General Motors, 619;

P.O. Box 300 :

Mail Code 482 C19 B61 :

Detroit MI 48265-3000 :

Defendant :

ZOIL DEC 15 PM 1:

### PRAECIPE FOR WRIT OF SUMMONS

#### TO THE PROTHONOTARY:

Please issue Summons to Defendant, GENERAL MOTORS, P.O. Box 300, Mail Code 482 C19 B61, Detroit, MI 48265-3000 in Civil Action in the above case.

**SNYDER & ASSOCIATES** 

NO. 2011-15422

Date:

MICHAEL A. GIANNETTA, ESQUIRE

Attorney I.D. # 47096 670 North River Street Plains, PA 18705 (570) 825-7360 **SNYDER & ASSOCIATES** Michael A. Giannetta, Esquire 670 North River Street, Suite 402 **Plains, PA 18705** Attorney I.D. #47096

Counsel for Plaintiff

Nationwide Mutual Insurance Company

IN THE COURT OF COMMON PLEAS

a/s/c

OF LUZERNE COUNTY

1000 Nationwide Drive Harrisburg, PA 17101

**CIVIL ACTION - LAW** 

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(570) 825-7360

JURY TRIAL DEMANDED

General Motors ( ... P

P.O. Box 300

Mail Code 482 C19 B61

Detroit MI 48265-3000

Defendant

**Plaintiffs** 

NO. 2011-15422

### WRIT OF SUMMONS IN CIVIL ACTION

TO: General Motors

P.O. Box 300

Mail Code 482 C19 B61

Detroit MI 48265-3000

You are notified that the Plaintiff has commenced an action against you.

DATED: 12/15/11

SNYDER & ASSOCIATES Michael A. Giannetta, Esquire 670 North River Street, Suite 402 Plains, PA 18705 Attorney I.D. #47096 (570) 825-7360

Counsel for Plaintiff

Nationwide Mutual Insurance Company

IN THE COURT OF COMMON PLEAS

a/s/c

OF LUZERNE COUNTY

1000 Nationwide Drive

Harrisburg, PA 17101

Plaintiffs : CIVIL ACTION - LAW

v. : JURY TRIAL DEMANDED

:

General Motors, Gor

P.O. Box 300

Mail Code 482 C19 B61

Detroit MI 48265-3000 :

Defendant : NO. 2011-15422

### **CERTIFICATE OF SERVICE**

I, MICHAEL A. GIANNETTA, ESQUI States First Class Certified Mail, postage prepai	~ 4h		
Praecipe for Writ of Summons to the following:	;	201	
General Motors P.O. Rox 300 Mail Code 482 C19 B61 Detroit MI 48265-3000		2011 DEC 15 PM	FALED
Date:	By: MICHAEL A. GIANNETTA, ES Attorney I.D. # 47096 670 North River Street Plains, PA 18705	38 SQUIRE	<i>ב</i>

(570) 825-7360

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

5

March 10, 2011

Eric Wilt

Claims Administrator

Nationwide

Attention: Lynn Ellis Post Office Box 730 Liverpool, NY 13088-0730

RE:

Claimant:

Our File No.:

Our Client:

General Motors LLC

Date/Event:

12/13/10

722821

Vehicle:

2007 Chevrolet Trailblazer

VIN:

1GNDT13S272

Dear Ms. Ellis:

This will confirm that we have completed our review of your claim regarding your 2007 Chevrolet Trailblazer. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors LLC, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

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

Sincerely,

Eric Wilt Claims Administrator

Service Request Detail SR No. 71-899434738 Rof No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Bus, Unit BRC Account Site Last Name First Name Not Initiated PAR Approval Area Daytime # Evening # ucc Electrical - Power Window Motor / Sub-Area Initiate PAR-Thermal Event Address Cedar HIII Involved Dir Safety City Yes Updated 12/22/2010 03:45:15 PM State TΧ ZipCd Con Acct Source Phone Serial #IVIN 1GNDS135672 Model Year 2007 Priority Medium License # Оwлег **AMSTUTST** Status Open 12/15/2010 05:27:33 PM Make Chevrolel Warr. Start 05/23/2007 Opened TraliBlazer Model Mileage Sub-Status Dissatisfied Closed Abstract thermal event PAR FILE, DO NOT ADVISE, DO NOT ASSUME, SEND ALL CALLS TO X41022 STACY Customer Description

Pre-PAR

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Component	window regulator on drivers sid	8					veh, the win	dow rolled down and then rolled I	back up leaving a ga	p of about an inch
Vehicle	cust residence					Damage Desc	drivers door	Interior		
Loc						Add1 In	o the event oc	cured earlier this year, date unk,	milage unk	
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Names	um. D					Maint L	oc unk			
PAR De	tail									
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Last Service Date	•		Loc Last Service				Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost			Spec Equip Installer	n∕a			Prop Damage Description	n/a		
Primary Voh Use	Personal		inspection Type	Them	al Event		Inspected By	Inspection Not Performed	inspection Date/Time	

Explain Other sent to EStS, replest unk, last date of svc unk

Report Generated for toporowm

Veh Damage drivers door, interior Description

on 12/23/2010

Page 1 of 10

#### **Activities**

2/22/2010 04:04:56 M	XINZERTH	ESISBIQU	Escalation	ESIS-Thermal Event	In Progress		ে Description - বিজ্ঞান কর্মান কর্মান ১ ESIS - Thermal Event
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Report Generated for toporowm on 12/23/2010 Page 2 of 10

### **Activities**

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on 12/23/2010

Page 3 of 10

#### **Activities**

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Report Generated for toporowm on 12/23/2010 Page 4 of 10

### **Activities**

Created 12/20/2010 11:23:16 AM	Created By:	Assigned To	Activity Typo Outbound Call Customer	*Activity Sub-Type *	Status	12/20/2010 11:25:26 AM	Doscription
Contact Last Name		Contact First		Account		BAC Code	
Comments							
CRS adv: calling for additional left SR# and CRS#	nal info on ve	h and incident					
Stacy/ATX/PAR							
Confidential Comments			•				
	Created By	Assigned To	Activity Type	`Activity Sub-Type'.	Status'	Gampierou	Dascription
	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	12/17/2010 11:18:45 AM BAC Code	PAR Voice Mail
Contact Last Name		Contact First	Name	Account		BAC, Code	
Comments Sis: Christina w/ GM CAC.	1		CD, 74 800424728	She needs someone to	anatost has		
Sent 12/15/2010 5:36 PM	1 11846		DK: (1-099434130	She needs someone to	CONTRACT INST		
Tonie/BRC PAR/ATX							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
12/17/2010 10:19:39 AM	AMSTUTST	AMSTUTST	Scheduled Outbound Call Cust		Done	12/20/2010 11:23:13 AM	
Contact Lost Name		Contact First	Name	Account		BAC Code	
Comments							•
fo cust initial				· · · · · · · · · · · · · · · · · · ·			•
Confidential Comments							

Report Generated for toporowm

on 12/23/2010

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#### **Activities**

Adultics							
Created				Activity Sub-Type 3.3			*Description *** ********************************
12/16/2010 01:48:51 PM	MERCADTO	AMSTUTST	Ownership Changed		Done	12/16/2010 01:48:51 PM	Service Request Ownership has changed FROM: PENACH TO:
Contact Last Name		Contact Firs	t Name	Account		BAC Code	AMSTUTST
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	- Status	Completed 1997	Doscription ( )
12/16/2010 01:48:46 PM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact- AVM	Done	12/17/2010 08:41:31 AM	called DDMA John Melcalf
Centact Last Name		Contact Firs	1 Name	Account		BAC Code	
Comments							
DDMA John Metcalf							
we will be forwarding this	s file to ESIS for espand to this m	further handling		a, cust concern is a thermal even ins or concerns regarding this fi		door regulator, because of this live me a call,	
SR# 71-899434738 last 8 of VIN: 72 no involved dir							

StacyAmstutz/ATX/PAR Confidential Comments

Report Generated for toporowm

on 12/23/2010

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#### **Activities**

** Created By ... Assigned To ... Activity.Type *** / Activity Sub-Type ** ** Status** ** 2

MERCADTO AMSTUTST BRC PAR Initial Contact- Dealer Done Created 12/16/2010 01:48:43 PM called PARIS CHEVROLET CADILLAC, L.P. @ 903 784 7446 12/17/2010 09:53:39 AM Contact Last Name

Contact First Name BAC Code

CRS spoke with: Svc Mgr Sleve Martin

CRS adv. calling on veh with thermal event, cust claims this occured approx 6 months ago with the drivers side door, any info on veh/incident? file will be going to central claims for further handling due to event no action or involvement necessary

Dir adv: we replaced a window regulator in 5/09, haven't seen it

Stacy/ATX/PAR
Confidential Comments

Greated 12/16/2010 01:48:37 PM	Created By MERCADTO	Assigned To AMSTUTST	Activity Type BRC PAR	· •	Activity Sub-Type Initial Contact-Phone	Status : Done	Completed 12/17/2010 10:19:34 AM	Description	
Contact Last Name		Contact First	Name		Account		BAC Code		_

CRS adv. Calling to Inform cust that we have recieved your file concerning your 2007 Chev Trailbazer, Do you have a few moments to speak with me?

cust sis: I'm actually going into surgery today and I'm on medication that makes me grogy, would you be able to call me monday?

CRS adv: yes ma'am

StacyAmstutz/ATX/PAR
Confidential Comments

Report Generated for toporowm

on 12/23/2010

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### **Activities**

Created 12/16/2010 01:48:23 PM	Created By ** MERCADTO		Activity Typo *** BRC PAR	Acknowledgement	Status ** ## Done	12/17/2010 10:21:11 AM	eDoscription িটা চার কোটিটাকেট্রন্ধ
Contact Last Name		Control Cits	t Name	Account		BAC Code	
eoniments CRS adv: Calling to info Do you have a few mom			our file concerning y	your 2007 Chev Tralibazer,			
cust sts: I'm actually gok	ng into surgery to	oday and i'm on	medication that ma	kes me grogy, would you be able to	call me monday?		
CRS adv: yes ma'am							
SlacyAmslutz/ATX/PAR							
**closed initial cust call i Confidential Comments	n error, should h	ave been ackno	wiedgement				
Groated 12/16/2010 01:48:17 PM		Assigned To	Activity Typo Notify CRM	Activity Sub-Typo	Status (* **) Done	Completed 12/17/2010 10:20:14 AM	Description File assigned
Contact Last Name Comments		Contact Firs	t Name	Account		BAC Code	
Confidential Comments							
Groated 12/16/2010 01:48:11 PM		'Assigned To AMSTUTST	Activity Typo Research	Activity Sub-Type	Status* C	Completed 12/17/2010 08:32:52 AM	Description Research 1GNDS13S672
Contact Last Name		Contact Firs	Name	Account		BAC Code	
no other files on cust or v no recalls	reh		-				
05/29/2009 075758 ZSC	TService Cor	ntracts C0182 -	Front Side Door Wi	indow Regulator Replacement - Rigi	nt Side 68,960 MJ		
Stacy/ATx/PAR							
Confidential Comments							

Report Generated for toporowm

on 12/23/2010

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#### **Activities**

12/16/2010 01:47:58 PM	MERCADTO		BRC PAR	Case Assigned	Done	12/17/2010 08:28:30 AM	Description File assigned to Stacy Amstutz @ ext 41022
Contact Last Name		Contact Firs	l Name	Account		BAC Code	
Confidential Comments							
Greated 12/16/2010 01:47:53	Created By	Assigned To	Activity Typo	a Activity Sub-Type : ♂ ⊙-	Status 22 Call	x Completed 3x-51 > 3 + 3 + 3 + 3 + 3 + 3 + 3 + 3 + 3 + 3	*Description SR in Status of Closed has been Re-
PM Contact Last Name	MENCADIO	Contact Firs	·	Account	DOM	PM BAC Code	Opened by MERCADTO
Comments							
Confidential Comments		**					
Created 12/16/2010 01:47:52 PM	Greated By MERCADTO	Assigned To PENACH	Activity Typo SR Closed - Dissalished	- Activity Sub-Type	Status Done	Completed 12/16/2010 01:47:52 PM	Doscription Service Request has been Closed Dissatisfied.
Comments		7 Firs	t Name	Account		BAC Code	
Confidential Comments							
Groated 12/15/2010 05:37:34	Created By PENACH	Assigned To	Activity Typo Notify CRM	Activity Sub-Typo Customer Called	Status. Done	*Completed 12/16/2010 01:47:50	fire
PM Contact Last Name		Contact Firs	t Name	Account		PM BAC Code	Received and assigned in PAR Tonie/BRC PAR/ATX
Confidential Comments							

Report Generated for toporowm

on 12/23/2010

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#### **Activities**

Description (7.4%) Assigned To - Activity Type Status Completed 12/15/2010 05:37:32 PM 12/15/2010 05:29:11 PM PENACH PENACH inbound Call Customer Done fire/ driver side window Contact First Name Contact Last Name BAC Code

Customer stated: Customer scaled:

8 monthes ago

Costar towed vehicle
driver side caught on fire burn out.
dealer was no hope.
windows were up driving down the highway.

CSr asked if their was injury to you or pet ? No injury to customer and was able to get out of vehicle.

Personal damage? I was door only was damage. Document ID :  $d_108767$ 

Christina Pena/CAC/ATX/T1/LVLO

Confidential Comments

#### **UCC** Information

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

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Corrosion Limited

Warranty Bumper to Bumper Limited Warranty 02/21/2010

02/21/2010

05/23/2007

05/23/2007

E Logout

<u>III (</u> e	∵ Warrar	nty	<del>-</del>	Mr. GM	TVIS 2 ber 23. 2010	
NTERFA	rranty Management: Ma CE WITH	m - Interface With (	Customer > Vic	- 17:		
CUSTOM /iou.\	^{ER} ∕ehicle Summaı	D/				(ï
	n allows GMVIS users to	•	of Vehicle Info	romation Field A	ctions Seonca I	٠-
ppicable	Warranties Transaction r and XM Radio informat	History, Service Co				
	e Information		41.4.4.4	******	*************************	
Service	NDS 13S672 Contract <u>Yes</u> Bran ypo 70 - RETAIL - STOC		Moder ( Warranty Block		RAILBLAZER S PDI Status	
Field Ad	tions <u>0 Open</u>				2001 (F) (F) (F)	. 14 Ju
					-	
Requi	red Field Actions			0	pen field actions	are highlighted
Vehici	e has no current record	of required field	octions.			
				<b>.</b>		
	o has no current record nty Block	l of branded titles.	-			
		l of warmty black	<del></del>			
AGUICI	e has no current record		<b>.</b>			
Servic	e Information					
Vehicl	o has no current record	of outstanding so	ervice informa	ıtion.		
			-			
	r and XM Satellite to Help page for details.			AR1 (888.667.8	271) and for XIV	l Radio
	:1 877.GET.XMST (877.4	38,9677).		·		
OnStar I	Equipped, Y rooed N		XM Racio ID		OnSta	r Status, Active XAI Status NA
-	/ehicle Diagnostics Y		,,		D	MN Enabled N
-		-	•			
Applic	able Warranties				Valid warranties	are highlighted
Valld	Description	Warranty Add Date	Start Date	Elfective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/21/2010	05/23/2007	66 MI	05/23/2012	100,066 MI
	Emission Select	02/21/2010	05/23/2007	66 MI	05/23/2015	80,068 MI

For this vehicle:

View Vehicle Summary

Service Contract

- Branded Title - Warranty Block

· View Vehicle Build

View Vehicle Component Summary View Vehicle
Transaction History
Detail

View Vehicle Delivery Information

68 Mi

1M 88

05/23/2013 100,058 MI

05/23/2010 36,066 MI

#### Service Contract

Policy Number. 818771082

Description GMPP 48/72 MAJOR GUARD Effective Date 05/23/2007 Effective Odometer 66 MI Daily Rental Limit. 35.00

Policy Number, 816771081

Description 02 COUPON GOODWRENCH \$20 Effective Date 05/23/2007 Effective Odometer 66 MI Daily Rontal Limit 0.00 Owner

Deductible Amount: 0.00 Expiration Date: 05/23/2011 Expiration Odometer: 72066 MI

Owner

Deducable Amount: 0.00
Expiration Date 05/23/2011
Expiration Odometer 100066 MI

. .

Transactio	on History	,			View Details	
Job Card Job Card Date Number		Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading	
11/23/2010	D59098	ZREG—Regular Vehicle Transaction		Z2082 - ROADSIDE SERVICE (FUEL DELIVERY)	96,139 MI	
05/29/2009	307326	ZREG—Regular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	IM 000,88	
05/29/2009	075756	ZSCTService Contracts		C0182 - Front Side Door Window Regulator Replacement - Right Side	68,960 M1	
01/16/2009	146722	ZSCT—Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	57,557 MI	
10/18/2006	A68911	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI	

Global Warranty Management: Site Map

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E Logout

Mr. GMVIS 2

December 23, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Build

(\$)

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

Vehicle Information

VIN 1GNDS13S672 Service Contract. Yes

**Branded Title No.** 

Model. CS15506-2007 TRAILBLAZER SUV 2WD Warranty Block: No

PDI Status: No

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Vehicle Build

Model CS15506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight 2,520

Order Number, KMPP8V Build Date 10/18/2006

Build Plant 2-

**Option Codes** 

*GMVIS is not the definitive source of GM Vahiole 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

**ISA - LS PREFERRED EQUIPMENT GROUP 1** 

28H - LIGHT GRAY

49U · BORDEAUX RED METALLIC

7AB - FRONT SPRING

9UX - COMPONENT RR RH COMPUTER SEL AKS - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

**AXP - MPV VIN IDENT POSITION** 

B3N - FLOOR MATS, FRONT/REAR DELETE

CJ3 · CLIMATE CONTROL

DR1 - MIRROR O/S LR & RH MANUAL-BLACK

FE9 - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

**KG4 - GENERATOR 150 AMP** 

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM WHEELS

NZ3 16" FULL SIZE SPARE WHEEL

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

**R9N - LEATHER SEAT TRIM** 

SLM · STOCK ORDERS

**198 · STAMPING VEHICLE IDENT NUMBER** 

U73 - FIXED MAST ANTENNA

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

TURN-BY-TURN UPGRADE)

V73 - STATEMENT OF VEHICLE CERT.-U.S. ICANADA

VXS - COMPLETE VEHICLE LABEL

YD3 BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

1SZ - PREFERRED EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

**6AC - SUSPENSION** 

**8UY - COMPONENT RR LH COMPUTER SEL** 

A50 - FRT BUCKET SEATS & FLR CONSOLE ALO - SENSOR INF RESTR. CHILD DETECT

ATB - RESTRAINT PROVISIONS CHILD, RR

SEAT, RR FACING

**B30 - FULL CARPET-COLOR KEYED** 

C4D - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

**EVA - EVAP EMISSION REQUIREMENT** 

**GU6 - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

**K34 - CRUISE CONTROL** 

LL8 - ENGINE, VORTEC 4.2L SFI 18

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2

**QTM · ALL-SEASON TIRES** 

**R8P - SPECIAL PAINT** 

**R9W - REAR DEFOGGER NOT DESIRED** 

161 - DAYTIME RUNNING LIGHTS

**TB4 - LIFTGATE** 

**UBO · AM/FM STEREO W/CD** 

**UJ6 - TIRE PRESSURE MONITOR** 

VK3 - FRONT LICENSE PLATE BRACKET

**X88 - CHEVROLET CONVERSION** 

YD5 - BASE FRONT SPRING

ZNF - SPARE, ALL-SEASON TIRE

ZY1 - SOLID PAINT

For this vehicle:

View Vehicle Summary

Service |

Contract

Branded Title

· Warranty Block

View Vehicle Build

View Vehicle Component Summary

View Vehicle

Transaction History <u>Dotail</u>

View Vehicle Delivery Information

Added Option Codes	
Vehicle has no current record of SAIO codes.	
والمنافية المستحدد المراجع المنافع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع المراجع الم	Chamiltonia and American Consideration Consideration (Consideration Consideration Cons
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Warranty.

Mr. GMVIS 2

N Loqout

December 23, 2010 Global Warranty Management: Man - Interface With Customer > View Vehicle Component Summary INTERFACE WITH

CUSTOMER

#### View Vehicle Component Summary

(E)

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

Vehicle Information

VIN 1GNDS13S672 Service Contract: Yes

Order Type: 70 - RETAIL - STOCK

Branded Title No

Model: CS15506-2007 TRAILBLAZER SUV 2WD Warranty Block: No

PDI Status: No

Field Actions 0 Open

Vehicle Component

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

Date Scanned 10/17/2008

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

Date Scanned: 10/17/2008

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

Date Scanned: 10/17/2006

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

Date Scanned: 10/17/2006

Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Date Scanned. 10/17/2006

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

Date Scanned. 10/17/2006

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

Date Scanned 10/17/2008

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned. 10/07/2008

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

Source Plant -

Date Scanned 10/16/2005

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 10/17/2006

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned: 10/17/2006

Traceability 610090163

Part / Number Broadcast. NAX

Time Scanned 19:05:00 Scan Station 01

Traceability 000632856 Part / Number Broadcast A1Z

Time Scanned 20:40:00 Scan Station 05

Traceability 44820574

Part / Number Broadcast 7SDD

Time Scarined: 19:13:00 Scan Station 02

Traceability 278103230

Part / Number Broadcast: CNA

Time Scanned 19:50:00 Scan Station: 11

Traceability: 00035232

Part / Number Broadcast 3172

Time Scanned: 21:39:00 Scan Station

Traceability. 1GYK037

Part / Number Broadcast: 2395

Time Scanned: 23:42:00 Scan Station, 06

Traceability 5ABJG10

Part / Number Broadcast: 5521

Time Scanned: 20:05:00 Scan Station, 04

Traceability 0750718

Part / Number Broadcast. 12Z

Time Scanned: 03:01:00 Scan Station

Traceability: 3071769

Part / Number Broadcast. 1WW

Time Scanned: 07:44:00 Scan Station

Traceability 3071645

Part / Number Broadcast 1PT

Time Scanned 09:39:00 Scan Station

Traceability 3071406

Part / Number Broadcast 1PH

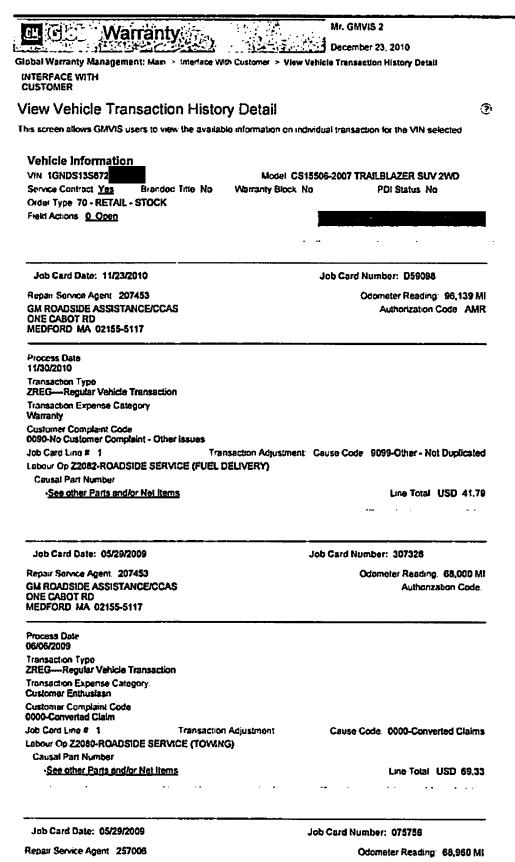
Time Scanned 16:56:00 Scan Station

For this vehicle:

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

Component Code. CP-SEQ NUM (FLEX) GEN ASM Source Plant. •	Traceability: 3071413 Part / Number Broadcast: 1GB	
Date Scanned: 10/17/2006	Time Scanned: 17:30:00	Scan Station:
• • • • • • • • • • • •		** 4** * **
Service Agent installed Component		
Vehicle has no current record of vehicle component.		
Globel Warranty Management: Site Map		
December Clatines   Vacant of Line		A BOOK Or and Alexand All Cates are as a

H Logout



For this vehicle:

- View Vehicle Summary

- Service
- Contract

- Branded Title

- Warranty Block

- View Vehicle Build

View Vehicle
- Component Summary

View Vehicle
- Transaction History

Detail

View Vehicle Delivery

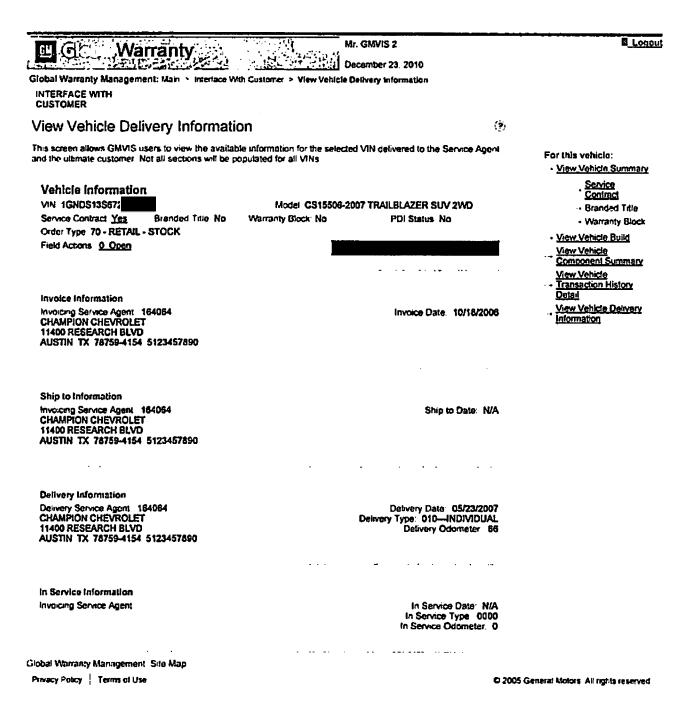
Information

PARIS CHEVROLET CADILLAC, L.P. Authorization Code 1915 N MAIN PARIS TX 75460-2116 9037847446 **Process Date** 06/12/2009 Transaction Type **ZSCT---Service Contracts** Transaction Expense Category Service Contract **Customer Complaint Code:** 0000-Converted Claim Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims Labour Op C0182-Front Side Door Window Regulator Replacement - Right Side Causal Part Number See other Parts and/or Net Items Line Total: USD 374.36 Job Card Date: 01/16/2009 Job Card Number: 146722 Repair Service Agent: 164064 Odometer Reading: 57,557 MI **CHAMPION CHEVROLET** Authorization Code 11400 RESEARCH BLVD AUSTIN TX 78759-4154 5123457890 Process Date 01/23/2009 Transaction Type
ZSCT—Service Contracts Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim Job Card Line # 1 Transaction Adjustment. Cause Code: 0000-Converted Claims Lahour Op M0045-Goodwrench Care - Oil and Filter Service Causal Part Number ·See other Parts and/or Net Items Line Total: USD 20.00 Job Card Date: 10/18/2006 Job Card Number: A68911 Repair Service Agent 154064 Odometer Reading: 0 MI **CHAMPION CHEVROLET** Authorization Code 11400 RESEARCH BLVD AUSTIN TX 78759-4154 5123457890 Process Date 10/24/2006 Transaction Type ZPD1-Pre-Delivery Inspection Transaction Expense Category: **Customer Complaint Code** 0000-Converted Claim Job Card Line # 1 Transaction Adjustment: Cause Code: 0000-Converted Claims Labour Op Z7000-Pre-Delivery Inspection - Base Time Causal Part Number Line Total, USD 108.29

Global Warranty Management: Site Map

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#### Service Request Detail 71-916792705 SR No. Ref No. Goodwill No Goodwill Offered BRC Type PAR Account Site GW SubType Bus. Unit BRC Last Name First Name Approval Not Initiated PAR Area Daytime # UCC Electrical - Power Door Lock Motor / Evening # Sub-Area initiate PAR- Thermal Event HIII Afb Address City Involved Dir Safety Yes State UŢ ZipCd Con Acct Source Email Updated 2/25/2011 03:36:36 PM Serial #/VIN 1GNDS13S362 Model Year 2006 Priority Medium License # CHEVROL Owner FABIANBR Make Chevrolet Warr. Start 08/03/2006 Status Open Opened 2/10/2011 10:51:22 AM Model TrailBlazer Mileage 39930 Sub-Status Dissatisfied Closed Abstract Thermal Event - 06 Chevrolet Trailblazer Customer MST (UT) This is a BRC - PAR case /do not assume /Forward all inquiries to Brandy ext. 31065

# Pre-PAR

PAR Notifier		Injuries # Other Veh	# People in Veh Ro		Road		Police Report#
Owner Dayor Local N	2/2/2011 12:00:00 PM	N 0	5 Co Heighi	ncrete	Dry Disabi	n/a lities	Na
			67"		n/a	IIIIacr	
No claim filed	ontessi none	No claim filed	st Name Phone	#	No claim		
Incident Loc	on the hwy i15 going downto Sa	all lake City airport in 8	Salt lake City, UT	Incident Desc	pick up dad,	could smell plastic, pulled over :	ake City airport in Sait lake City, UT @ 65 mph to and all of a sudden it decipated and didn't think of it,
Component	Thermal Event			_	•		ry windows and locks on driverside panel doesn't
Vehicle	3176B Lexington St.Hiii Afb. UT	84056		Damage Desc	Melted pane	i and plastic	
	n/a			Add1 info	rva		
Names				Maint Loc	Firestone - 0	1/11	
PAR De	tail						
Collision	Non Collision	Y Property Damage	N Thermal Evt	Y Sp	ec Equip	n/a	
Vehicle Spead	65	Weather Condition	dry	Pr	op Owner	rva	Property n/a Type
Last Service Date		Loc Last Service			operty cation	nla	Prop Est Repair Cost
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a		op Damage scription	r/a	
Primary Veh Use	Personal	Inspection Type	Thermal Event	Ins	spected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Melied panel and plastic			Ex	plain Other	Firestone - 01/11	

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on 2/28/2011

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### **Activities**

Created 2/25/2011 03:36:42 PM	Created By GARCIAJR	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description Thermal event - ESIS
Contact Fast Name		· Contact First	Мапре	- Account		BAC Code	
06 Chevrolet TrailBlazer	. thermal event						
		•					
Joe G/PAR/ATX							
Confidential Comments							
(C							
Orealed 2/24/2011 01:39:54 PM	Created By FABIANBR	Assigned To FABIANER	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alarm	Completed	Description Blinski
Contact Last Name	LYDINIUN	Contact First		Account	SCHOOL PARKIN	BAC Code	CHITISM
Comac rase value		Contact First	None	Account		BAC CODE	
Check esis pick up							
brandy.par.atx							
Confidential Comments							
						,	
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
2/24/2011 01:39:32 PM	FABIANBR	GARCIAJR	Notify CRM		Done	2/25/2011 03:36:24 PM	ESIS-Thermal Event
A		A	Name	Account		BAC Code	
Comments			-				
ESIS- Thermal Event							
Escalating case due to Th	ermal Event						
brandy.par.alx							
Confidential Comments							

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### Activities

Croated 2/24/2011 01:39:04 PM Contact Last Name	Greated By FABIANBR	Assigned To FABIANBR  Contact Fire	Activity Type BRC PAR st Name	Activity Sub-Type ESIS- Thermal Event Account	Status Done	Completed 2/24/2011 01:39:31 PM - BAC Code -	Doscription ESIS- Thermal Event
							•
Comments SIS- Thermal Event							
:212- I Hermal Event							
Escalating case due to T	hemai Event						
randy.par.atx							
Confidential Comments							!
							•
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
/23/2011 04:17:47 PM	FABIANBR	FABIANBR	Ownership Changed	, 5.23 .,,50	Done	2/23/2011 04:17:47 PM	Service Request Ownership has
Iontact Last Name		Contact Fire	1 Name	Account		BAC Code	changed FROM: ROXASKR TO:
							FABIÁNBR
omments							
Confidential Comments							
Office Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the							
reated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/23/2011 04:17:14 PM	FABIANBR	FABIANBR	Inbound Call Customer	Voice Mail Received	Done	2/23/2011 04:17:32 PM	VM
ontact Last Name		Contact First	( Name	Account		BAC Code	
calling bac	k with info you :	equested, the di	ing by firestone was Feb 5 a	nd approx day would have b	een 02/02/11 and	mileage was 39930 alright	
uestions call me 480-52	2-7016 or 7017	wifes cell phone	e Margo Bilinski	•		<u> </u>	
randy,par,atx							
onfidential Comments							

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on 2/28/2011

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