

GM Vehicle Inquiry System

Vehicle Build

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Help

VIN	1GNDT13S772 [REDACTED]
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VEHICLE BUILD

Merchandising Model :	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

AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AR9 - FRT BUCKET SEAT, DELUXE	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AU0 - REMOTE KEYLESS ENTRY	AXP - MPV VIN IDENT POSITION
B30 - FULL CARPET-COLOR KEYED	B32 - FLOOR MATS, FRONT/REAR
B33 - REAR COLOR KEYED FLOOR MATS	B8U - GM PRODUCTION WEEK #45
B86 - MOLDING B/S COLOR	CJ3 - CLIMATE CONTROL
C49 - REAR WINDOW DEFROSTER	CSN - 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 WHEEL.
N40 - POWER STEERING	N75 - 17" ALUMINUM WHEELS
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	QTM - ALL-SEASON TIRES

R6F - IDENTIFY B CODE USERS	R6K
R6P - SPECIAL PAINT	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. 1ST 3 MONTHS INCL.	U73 - FIXED MAST ANTENNA
VN9 - DAILY RENTAL REPURCHASE PROGRAM	VXS - COMPLETE VEHICLE LABEL
V1K - LUGGAGE RACK CROSS-BARS	V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA
X88 - CHEVROLET CONVERSION	YD3 - BASE AXLE
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
YT1 - DAILY RENTAL FLAT RATE DEPREC.	ZNF - SPARE, ALL-SEASON TIRE
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM	1SZ - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
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, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Nancy Johnson
Claims Administrator

March 9, 2009

[REDACTED]
Eagan, MN [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 667952
Our Client: General Motors Corporation
Date/Event: 2/26/09
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDT13S772 [REDACTED]

Dear Mr. [REDACTED]:

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

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

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

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

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

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

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

Sincerely,

Nancy Johnson
Claims Administrator

Service Request Detail

SR No.	71-777390891	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Engine - General	Sub-Area	Initiate PAR- Thermal Event
Address		City	Mc Kees Rocks	Involved Dir		Safety	Yes
State	PA ZipCd	Con Acct		Source	Phone	Updated	11/19/2009 01:28:02 PM
Serial #/VIN	1GNDT139X72	Model Year	2007	Priority	Medium License #	Owner	GARCIAJR
Make	Chevrolet	Warr. Start	01/04/2007	Status	Open	Opened	11/18/2009 01:59:13 PM
Model	TrailBlazer	Mileage	35703	Sub-Status	Dissatisfied	Closed	
Abstract	Thermal event - 07 Chevrolet TrailBlazer						
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.						

Pre-PAR

PAR Notified	8/20/2009 08:00:00 AM	Injuries	N	Other Veh	0	People In Veh	0	Road Surface	Asphalt	Road Cond	Dry	Fire Report	unk	Police Report	unk
Driver Last Name		Driver First Name		Height	N/A	DOB		Disabilities	N/A						
Insurance Agent	Dawn	Insurance Agent First Name		Phone #	(800) 621-0988	Insurance Agency	Liberty Mutual Insurance Co.								

Incident Loc	Parked at 280 Wheeler st Makees Rocks PA 15138	Incident Desc	driver side door, window switch assembly overheated
Component	electrical	Damage Desc	fire inside and outside the veh
Vehicle Loc	stored in yard , 526 Thomson road West Mifflin 15122	Add'l Info	Insurance agent ext 73407 (Insurance Co. agent wants Par agent to contact him directly and not cust)
Emgcy Svc Names	Makees Rocks PD & FD	Maint Loc	North Star Chevrolet Coraopolis PA

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0	Weather Condition	clear and dry	Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service		Prop Damage Description	n/a	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost	50.00	Spec Equip Installer	n/a	Inspected By	Inspection Not Performed	Inspection Date/Time		
Primary Veh Use	Personal	Inspection Type	Thermal Event	Explain Other	being sent to ESIS - unk last svc date & loc			
Veh Damage Description	entire d/s of veh burned, totaled							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 01:39:10 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 01:38:41 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

07 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 01:02:31 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	11/19/2009 01:02:31 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 12:07:08 PM	MARTIRAM	GARCIAJR	Ownership Changed		Done	11/19/2009 12:07:08 PM	Service Request Ownership has changed FROM: MILLARGO TO: GARCIAJR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 12:06:04 PM	MARTIRAM	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	11/19/2009 01:38:40 PM	made initial ct w/cust's spouse
Contact Last Name	Contact First Name	Account	BAC Code				

Crm stated calling to /u w/cust re the product allegation case, understand that veh went up in flames.

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

Crm verifd pre-par & par detail screen info.

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

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 12:05:54 PM	MARTIRAM	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	11/19/2009 01:13:45 PM	Jim Crivei Chevrolet (M for svc adv, Ken)
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 12:05:39 PM	MARTIRAM	GARCIAJR	BRC PAR	Initial Contact- AVM	Done	11/19/2009 01:14:44 PM	l/m for FOM, Jeff Jeffrey

Contact Last Name	Contact First Name	Account	BAC Code

Comments
FOM: Jeff Jeffrey
Node: 014055
Mailbox: 8057

Calling to provide heads-up/FYI on cust's product allegation case.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 12:05:11 PM	MARTIRAM	GARCIAJR	BRC PAR	Acknowledgement	Done	11/19/2009 01:21:48 PM	acknowledgement made (l/m for cust)

Contact Last Name	Contact First Name	Account	BAC Code

Calling to the w/cust re the product allegation case.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 12:04:49 PM	MARTIRAM	GARCIAJR	Notify CRM		Done	11/19/2009 01:07:19 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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

Comments

Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 12:04:14 PM	MARTIRAM	GARCIAJR	BRC PAR	Case Assigned	Done	11/19/2009 01:07:16 PM	Case assigned to Joe Garcia ext 11291

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/19/2009 12:04:03 PM	MARTIRAM	MILLARGO	SR Opened		Done	11/19/2009 12:04:03 PM	SR in Status of Closed has been Re-Opened by MARTIRAM

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/18/2009 12:04:01 PM	MARTIRAM	MILLARGO	SR Closed - Dissatisfied		Done	11/18/2009 12:04:01 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/18/2009 02:18:20 PM	MILLARGO	MARTIRAM	Escalation	Inlitate PAR	Done	11/18/2009 12:03:58 PM	Assigning activity to PAR QUEUE

Contact Last Name	Contact First Name	Account	BAC Code

Received and assigned in PAR.
Ramiro MATX/Workflow Par

Comments

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/18/2009 02:15:04 PM	MILLARGO	MILLARGO	Inbound Call Customer	Complex Request	Done	11/18/2009 02:18:18 PM	Alleged product allegation, fire

Contact Last Name	Contact First Name	Account	BAC Code

Comments

cust sts: (Insurance Co agent calling) sts that veh was parked and got on fire completely due to a driver side wiring overheated.

Insurance co agent sts 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

UCC Code	Symptom	Description
J01	Thermal Event	Engine - General

GM Vehicle Inquiry System Summary

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Help

VIN :	1GNDT13SX72
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VEHICLE INFORMATION

Merchandising Model :	CT15506 -2007 TRAILBLAZER LS 4WD	Warranty Start Date :	01/04/2007				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	JOHN SERETTI CHEVROLET, INC. 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571 (412) 264-3325	Selling Source :	13 - CHEVROLET				
		Site Code :	13745				
		Business Associate Code :	113457				
Service Contract :	No	Branded Title :	Yes	Warranty Block :	Yes	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
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SERVICE INFORMATIONAL ITEMS

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

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.			
XM Equipped	Yes	XM Radio ID	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

36/36000 FEDERAL EMISSION	01/04/2007	62 miles	01/04/2010	36062 miles
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CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
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 REPLACEMENT	26468 miles
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	I	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 :	1GNDT13SX72 [REDACTED]
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CLAIM HISTORY

Repair Order Date :		06/12/2009	Repair Order Number :		254098	Odometer Reading :		31081 miles	
Serviced By :	JIM CRIVELLI CHEVROLET, INC. 108 MC KEES ROCKS PLAZA MC KEES ROCKS, PA 15136-3559 (412) 331-0120				Selling Source :		13 - CHEVROLET		
					Site Code :		13205		
					Business Associate Code :		113443		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/19/2009	15	01	#	N4863 - MODULE - LIFTGATE CONTROL - REPLACE	25846782 - MODULE	N/A	N/A	\$ 165.42	Y
06/19/2009	15	02	#	E0716 - DIAGNOSTIC SYSTEM CHECK - TIRE PRESSURE MONITORING	N/A	N/A	N/A	\$ 22.52	Y
06/19/2009	15	03	#	D0362 - HEATER AND AIR CONDITIONING CONTROL REPLACEMENT	25945046 - CONTROL	N/A	N/A	\$ 202.32	Y

Repair Order Date :		04/29/2009	Repair Order Number :		244517	Odometer Reading :		28927 miles	
Serviced By :	GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET		
					Site Code :		34415		
					Business Associate Code :		207453		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
05/08/2009	3	01	#	Z2080 - ROADSIDE SERVICE (TOWING)	N/A	C	N/A	\$ 69.97	N

Repair Order Date :		04/29/2009	Repair Order Number :		252807	Odometer Reading :		28957 miles	
Serviced	JIM CRIVELLI CHEVROLET, INC.				Selling Source :		13 - CHEVROLET		

By :		108 MC KEES ROCKS PLAZA MC KEES ROCKS, PA 15136-3559 (412) 331-0120			Site Code :		13205		
					Business Associate Code :		113443		
Cycle Date	Cycle Nbr	Case	Type	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	Y
05/12/2009	4	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	\$ 60.00	Y

Repair Order Date :		03/12/2009		Repair Order Number :		067963		Odometer Reading :		26468 miles	
Serviced By :		NORTHSTAR CHEVROLET, INC. 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571 (412) 264-3325				Selling Source :		13 - CHEVROLET			
						Site Code :		10151			
						Business Associate Code :		236896			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
03/17/2009	987	01	#	N6624 - OCCUPANT SAFETY WIRING AND/OR CONNECTOR REPAIR OR REPLACEM	19168446 - SPLICE KT	E	N/A	\$ 70.45	N		

Repair Order Date :		12/19/2008		Repair Order Number :		Z80732		Odometer Reading :		20000 miles	
Serviced By :		GM ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117				Selling Source :		13 - CHEVROLET			
						Site Code :		34415			
						Business Associate Code :		207453			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
12/26/2008	964	01	#	Z2084 - ROADSIDE SERVICE (FLAT TIRE)	N/A	C	N/A	\$ 42.21	N		

Repair Order Date :		12/11/2008		Repair Order Number :		064871		Odometer Reading :		21016 miles	
Serviced By :		NORTHSTAR CHEVROLET, INC. 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571 (412) 264-3325				Selling Source :		13 - CHEVROLET			
						Site Code :		10151			
						Business Associate Code :		236896			
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 Order Date :		09/26/2008		Repair Order Number :		062014		Odometer Reading :		17815 miles	
Serviced By :	NORTHSTAR CHEVROLET, INC. 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571 (412) 264-3325					Selling Source :		13 - CHEVROLET			
						Site Code :		10151			
						Business Associate Code :		236896			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	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	\$ 75.53	N		

Repair Order Date :		12/10/2007		Repair Order Number :		051016		Odometer Reading :		8310 miles	
Serviced By :	NORTHSTAR CHEVROLET, INC. 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571 (412) 264-3325					Selling Source :		13 - CHEVROLET			
						Site Code :		10151			
						Business Associate Code :		236896			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	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	N/A	\$ 301.66	N		
12/21/2007	858	02	#	Z7902 - 2-DAY COURTESY TRANSPORTATION	N/A	G	N/A	\$ 74.00	Y		

Repair Order Date :		09/25/2007		Repair Order Number :		171605		Odometer Reading :		6852 miles	
Serviced By :	JOHN SERETTI CHEVROLET, INC. 5854 UNIVERSITY BLVD MOON TOWNSHIP, PA 15108-2571 (412) 264-3325					Selling Source :		13 - CHEVROLET			
						Site Code :		13745			
						Business Associate Code :		113457			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
09/28/2007	834	01	#	B5910 - LIFTGATE OUTSIDE HANDLE	N/A	N/A	N/A	\$ 41.96	N		

				REPLACEMENT				
--	--	--	--	-------------	--	--	--	--

Repair Order Date :	12/08/2006	Repair Order Number :	A98345	Odometer Reading :	0 miles				
Served By :	G. O. CRIVELLI CHEVROLET INC. 3223 WILMINGTON RD NEW CASTLE, PA 16105-1133 (724) 654-7741			Selling Source :	13 - CHEVROLET				
				Site Code :	13187				
				Business Associate Code :	113438				
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
12/12/2006	751	01	I	Z7000 - PRE-DELIVERY 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](#)

VIN	1GNDT13SX72[REDACTED]
-----	-----------------------

VEHICLE BUILD

Merchandising Model :	CT15506 -2007 TRAILBLAZER LS 4WD		
Gross Vehicle Weight Rating :	2611 kg (5757 lb)	Order Number :	KPG132
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

AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR. CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	A50 - FRT BUCKET SEATS & FLR CONSOLE
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	CP5 - 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 I6	M30 - TRANSMISSION, 4 SPD AUTOMATIC
NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - 16" FULL SIZE SPARE WHEEL	N40 - POWER STEERING
	PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - SERVICE FEE

N75 - 17" ALUMINUM WHEELS	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
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
UA6 - THEFT DETERRENT ALARM SYSTEM	UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)	UJ6 - TIRE PRESSURE MONITOR
UQA - AUDIO SYSTEM-BOSE PREM. SOUND	UY7 - TRAILER WIRING HARNESS
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U73 - FIXED MAST ANTENNA
VK3 - FRONT LICENSE PLATE BRACKET	VXS - COMPLETE VEHICLE LABEL
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	1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM
1SZ - PREFERRED EQUIPMENT SAVINGS	28H - LIGHT GRAY
28I - INT TRIM LT GRAY/DK GRAY	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
Allentown PA 18104-9154
Tel: (800) 521-0986 / (800) 521-0986
Fax: (603) 334-0372

December 14, 2009

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

ATTN CLAIMS DEPARTMENT

YOUR INSURED: CHEVY
YOUR CLAIM NUMBER: 71-777390691
OUR INSURED: [REDACTED]
OUR CLAIM NUMBER: [REDACTED]
DATE OF LOSS: 08/20/2009

RECEIVED
DEC 18 2009
ESIS-GM CLAIMS UNIT

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

Enclosure

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

October 4, 2009

By

**Keith J. Stephan, Sr.
Indianola, PA**

Keith J. Stephan, Sr. Forensic Automotive Services

Post Office Box 695
Indiana, PA 15701 0605

Cell 412.860.1179
Fax 412.767.5416
Email kstephan12@comcast.net

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 #: [REDACTED]
Insured: [REDACTED]
Vehicle: Year - 2007
Make - Chevrolet
Model - Trailblazer
Body Style - 4-door SUV
Engine - 4.2 Liter/ 6-cylinder
Transmission - Automatic 4x4
VIN #: 1GNDT13SX72 [REDACTED]
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 1GNDT13SX72 [REDACTED] 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.

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Claim # [REDACTED]

October 4, 2009

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OPINION

A thorough, and extensive, examination of the subject vehicle, a 2007 Chevrolet Trailblazer, 4-door SUV, bearing vehicle identification number 1GN113SX72 [REDACTED] 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 started 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 start the Fire. After the Fire was out it was towed & then Liberty Mutual Retrieved it For its assessment of the damage. The decision was that it was totaled.

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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.

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Claim # [REDACTED]
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Photograph 2

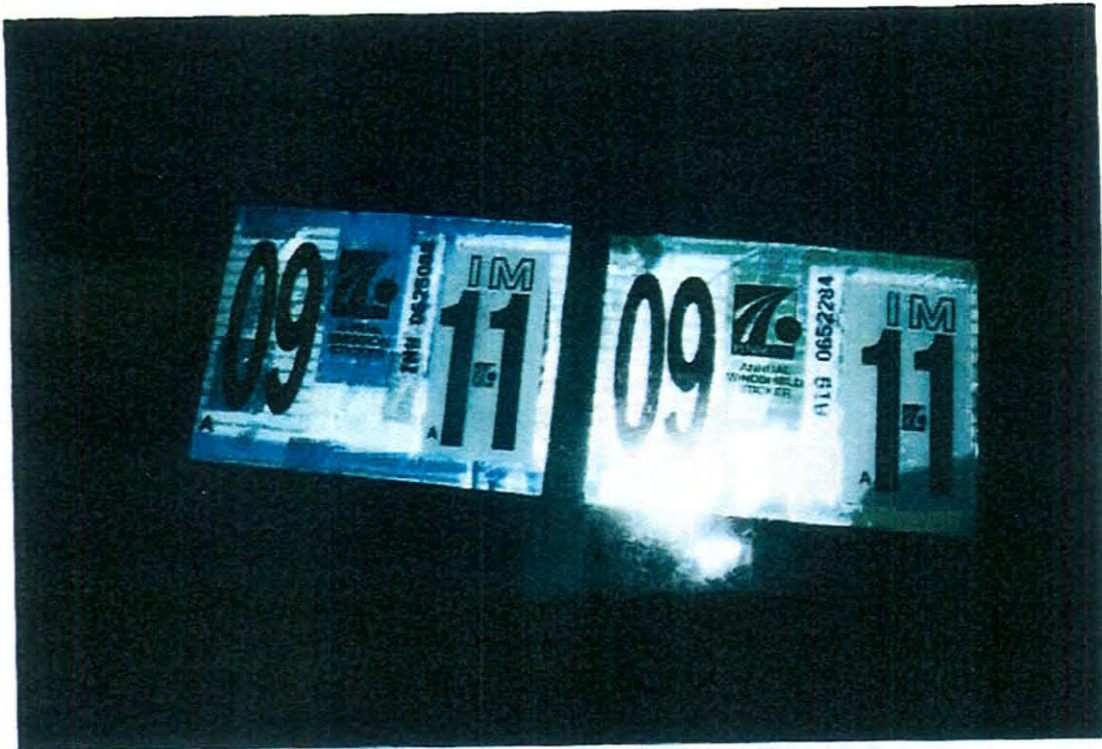
This photograph is a view of the public mounted vehicle identification number at the base of the driver's side windshield area, bearing vehicle identification number 1GNT13SX72 [REDACTED]

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Claim [REDACTED]

October 4, 2009

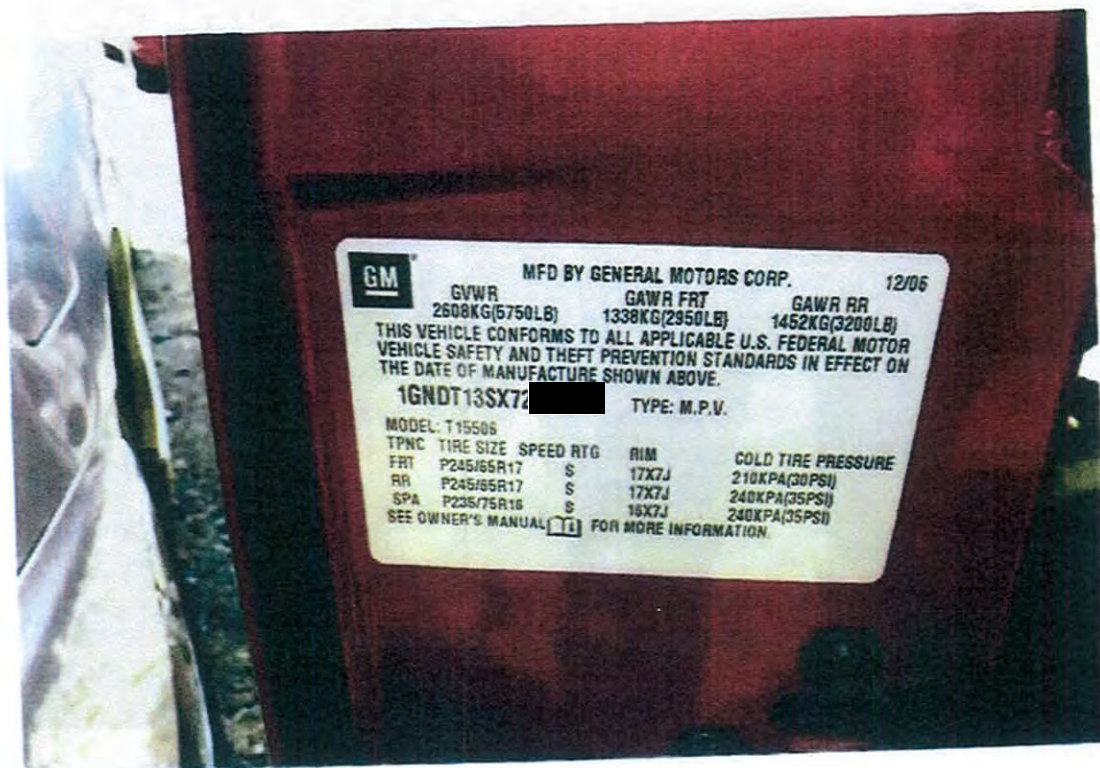
Page 4



Photograph 3

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

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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 1GNDT13SX72 [REDACTED], with a manufacture date of 12/06.

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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.

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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.

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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.

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Photograph 8

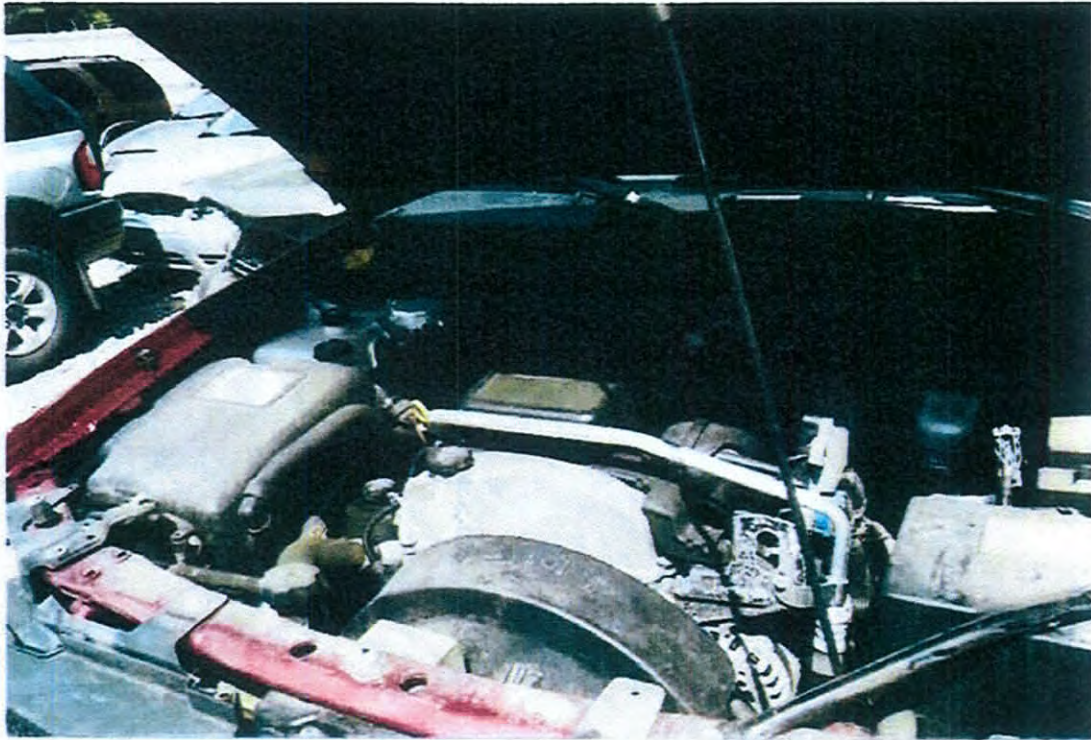
This photograph is a view of the driver's side front door and driver's side front of the vehicle. Smoke film was evident at the upper portion of the driver's side front door. The driver's side front door glass was found to be open. Fire damage is apparent at the interior of the vehicle at the headliner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

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Photograph 9

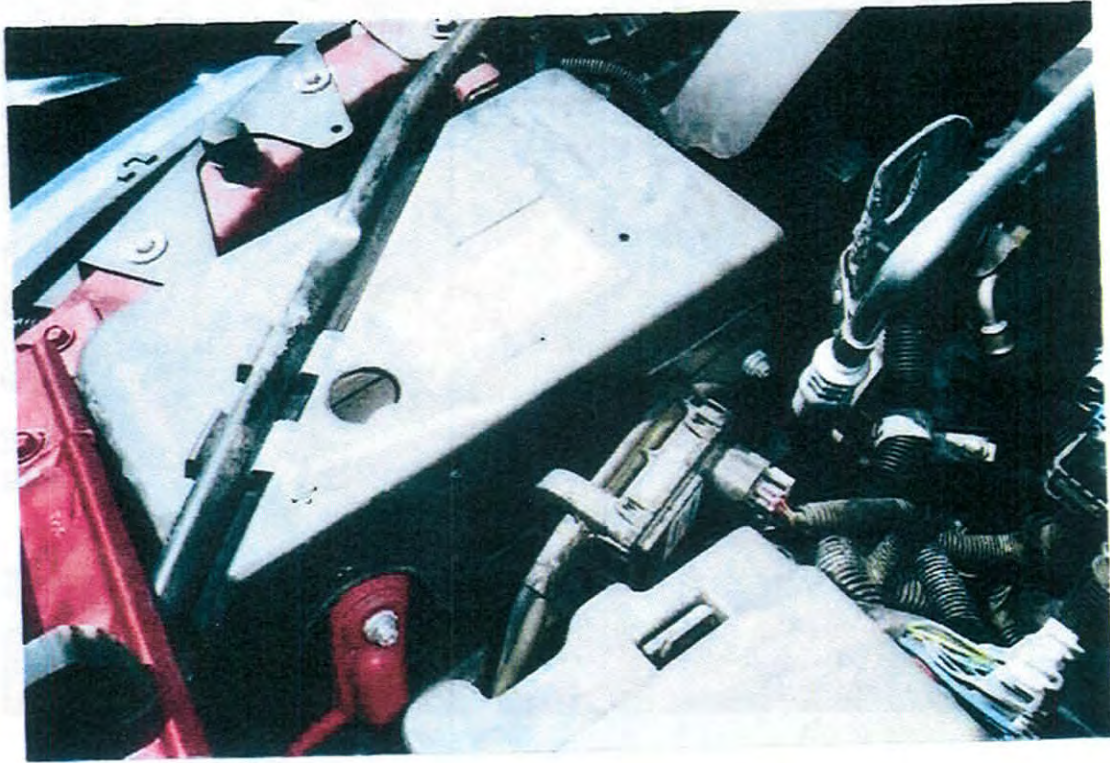
This photograph is a view of the 4.2 Liter/ 6-cylinder engine and engine compartment. No fire, heat, or smoke damage had occurred within the engine compartment.

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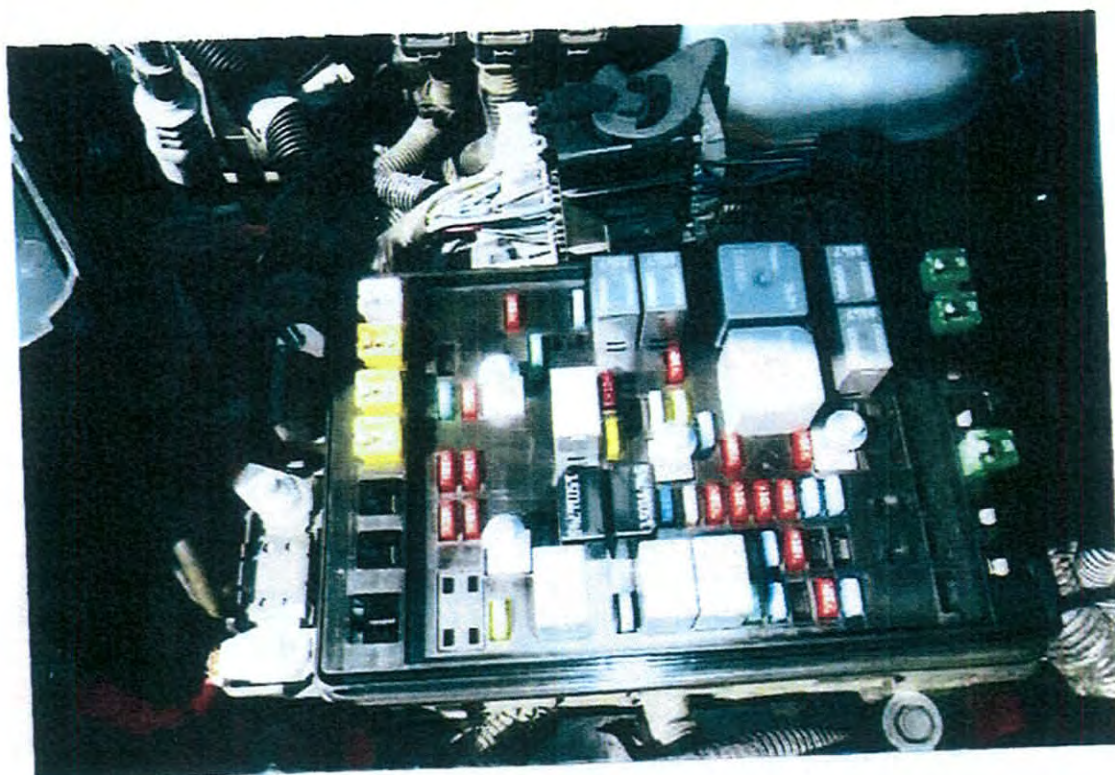
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Photograph 10

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.

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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.

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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.

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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.

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Photograph 14

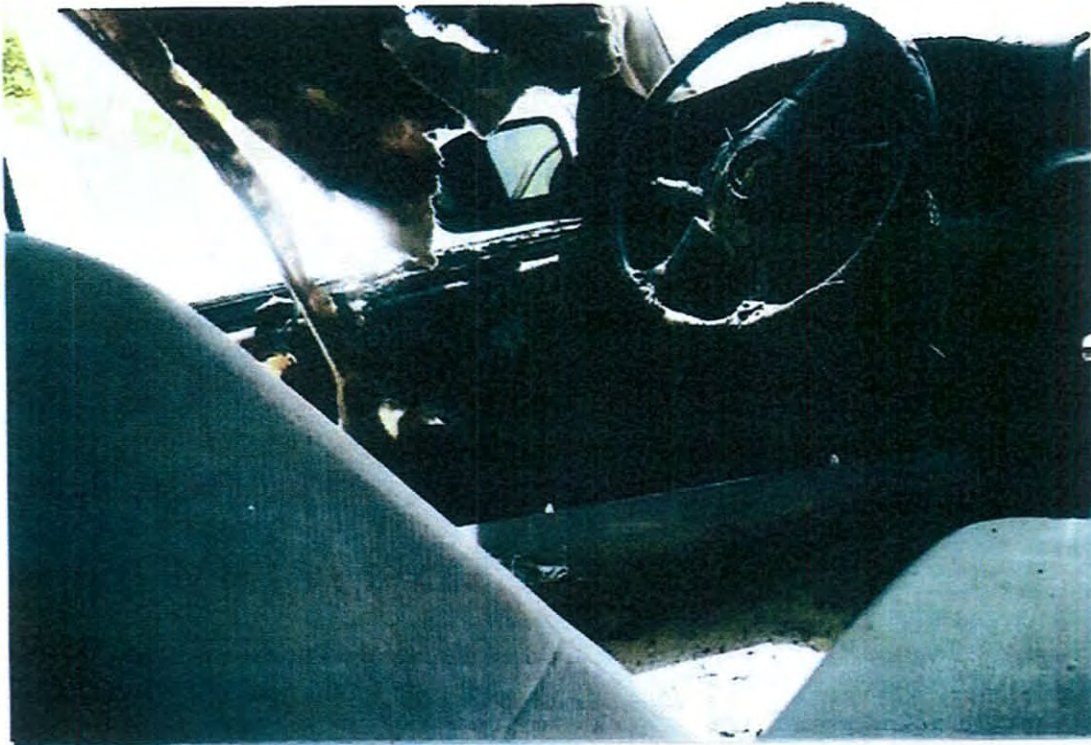
This photograph is a view of the front seating and instrument panel area as viewed from the rear seat. Fire damage is apparent at the head liner and outer portion of the steering wheel and driver's side of the instrument panel.

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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.

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Photograph 16

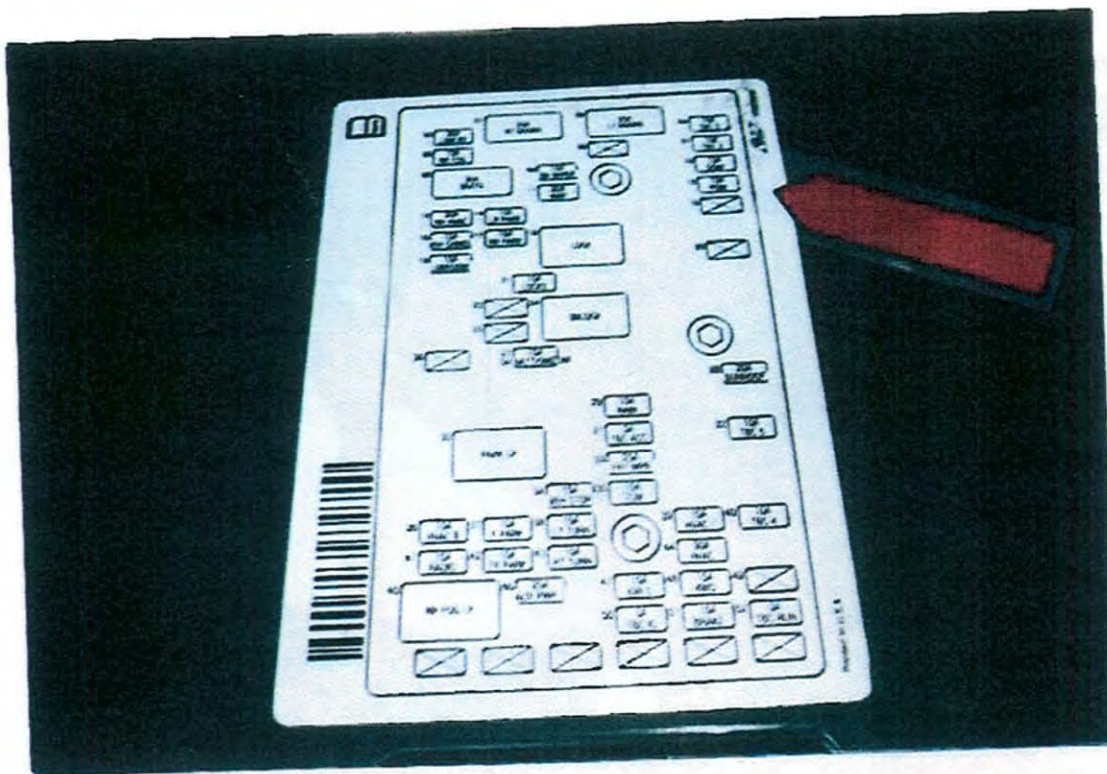
This photograph is a view of the head liner above the driver's side front seating area that had been subjected to significant fire damage.

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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

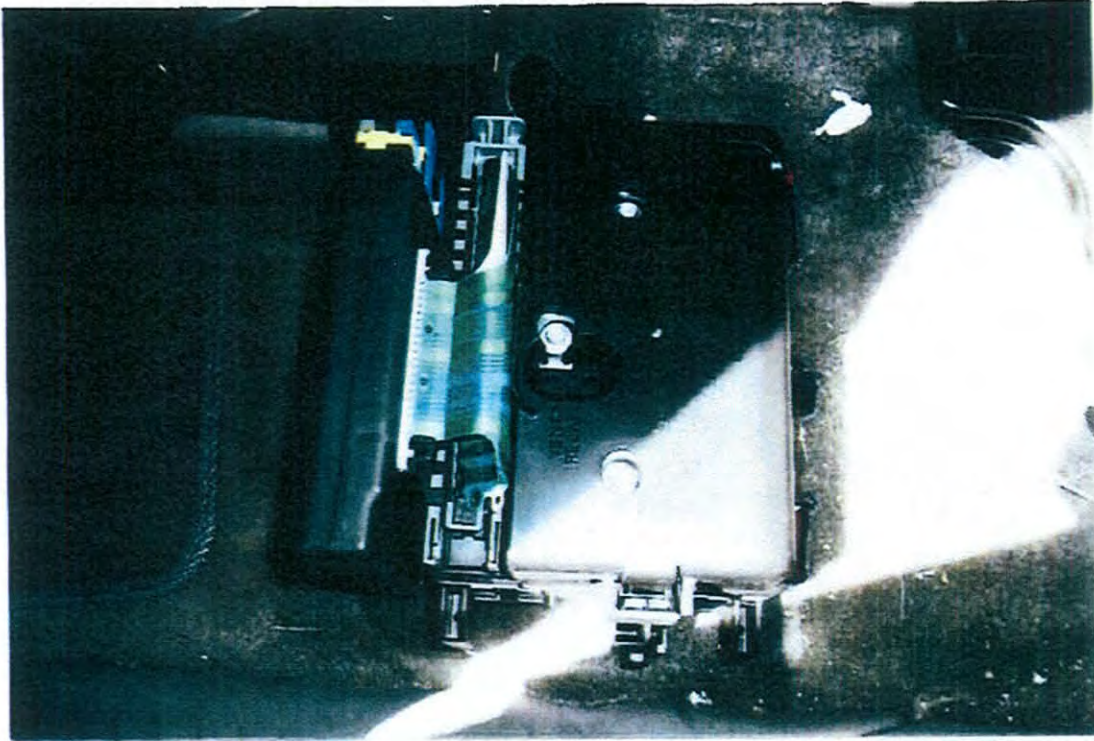
This photograph is a view of the schematic attached to the inside portion of the under seat fuse and relay center cover. The arrow indicates the location of the 10 amp fuse for the power door module.

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Photograph 19

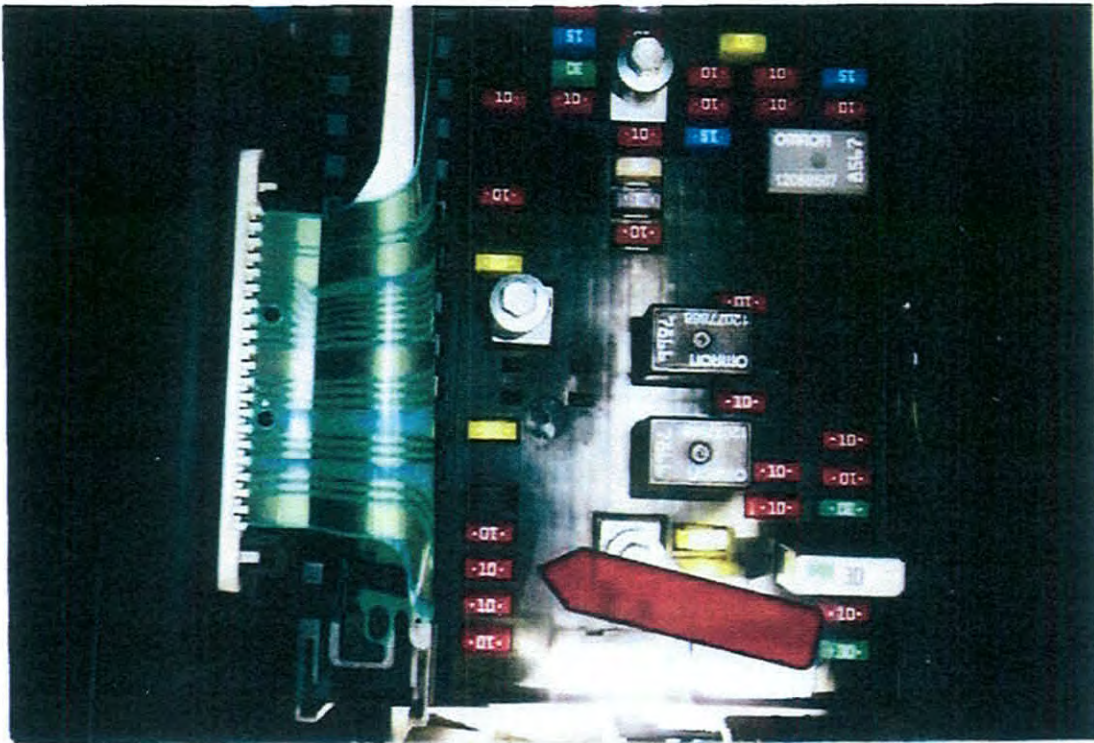
This photograph is a view of the fuse and relay center below the drivers side of the rear seat cushion after removal of the outer cover. No fire, heat, or smoke damage was present.

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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.

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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.

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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, arcing or overheating of the instrument panel wiring was found.

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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.

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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.

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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 driver's side master window switch control panel.

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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.

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Claim # [REDACTED]

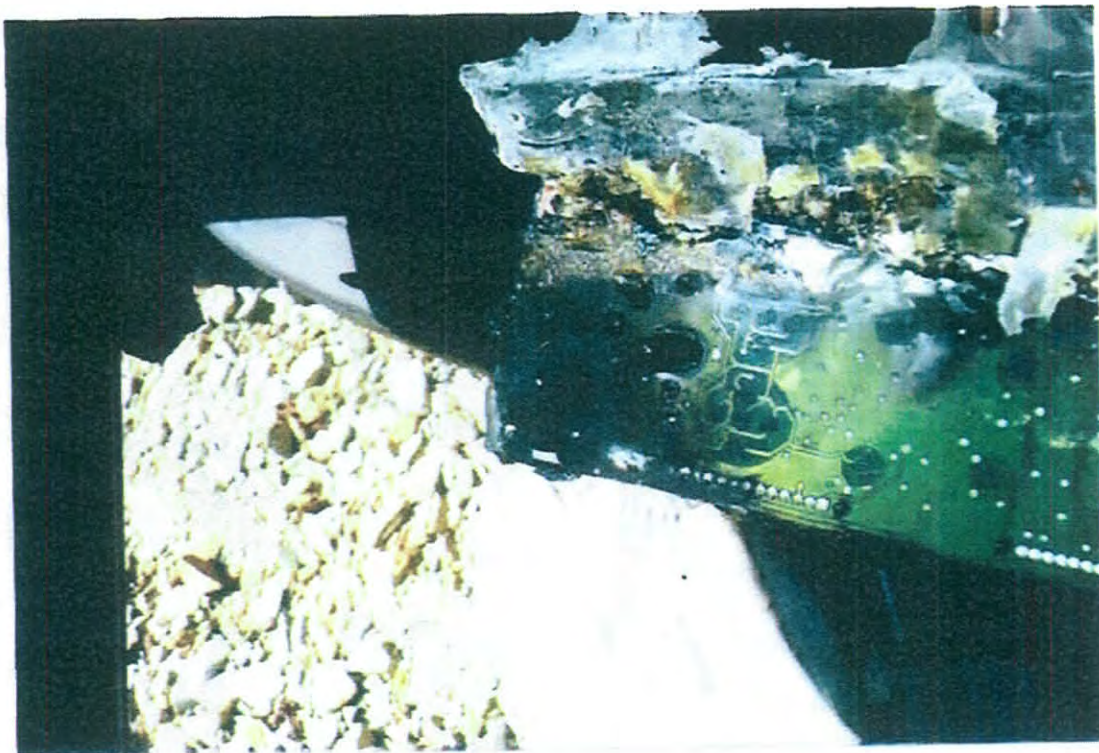
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Photograph 28

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 30

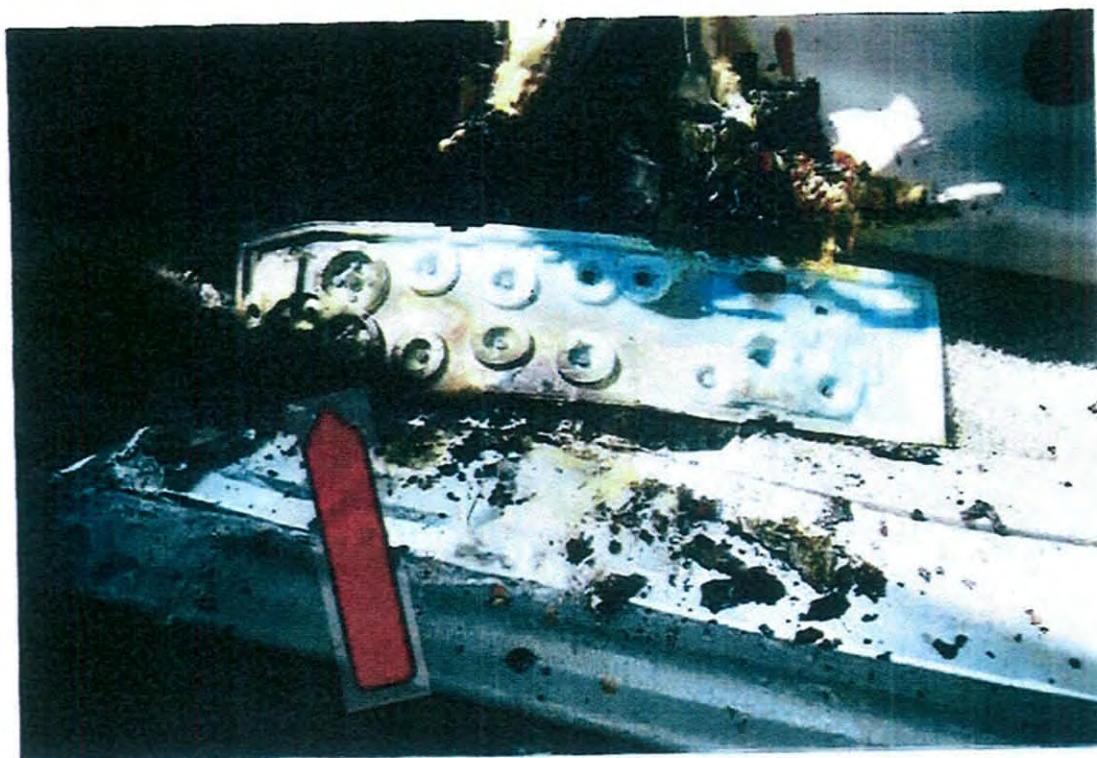
This photograph is an additional view of the fire damaged remains of the circuit board for the drivers side front door master window switch. Severe fire damage is apparent.

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Photograph 31

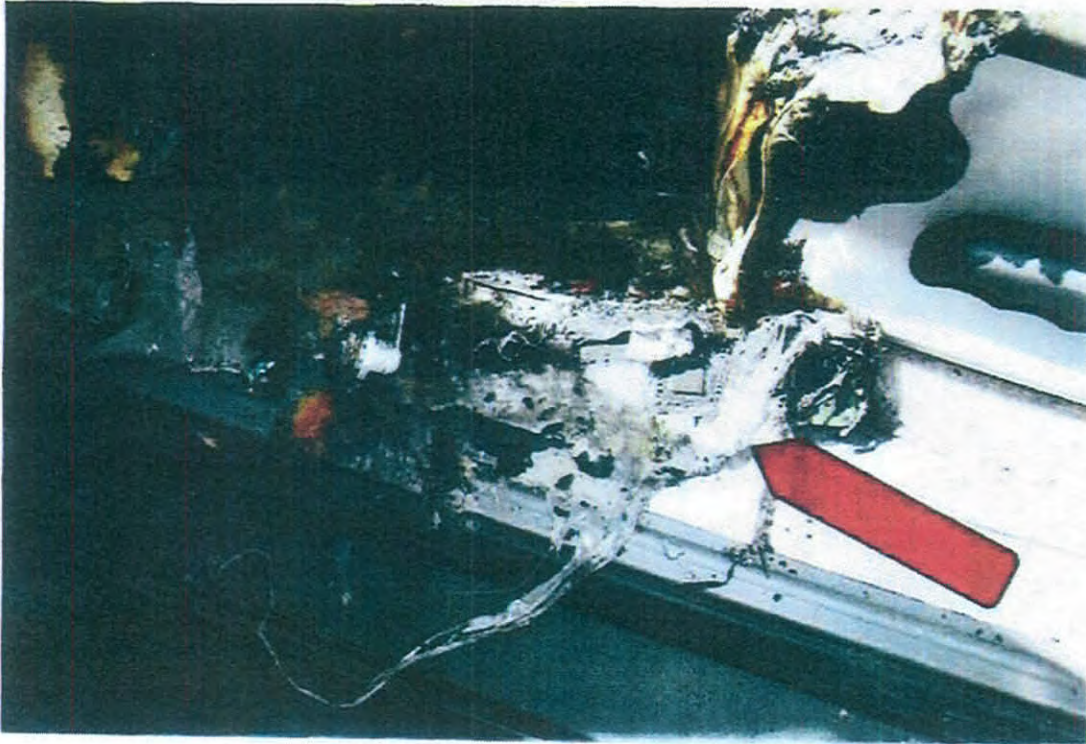
This photograph is a view of the fire damage remains of the flexible plastic cover for the master switch panel after relocation. Area of significant fire damage is apparent. This is the location for the power door lock switch.

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Claim # [REDACTED]

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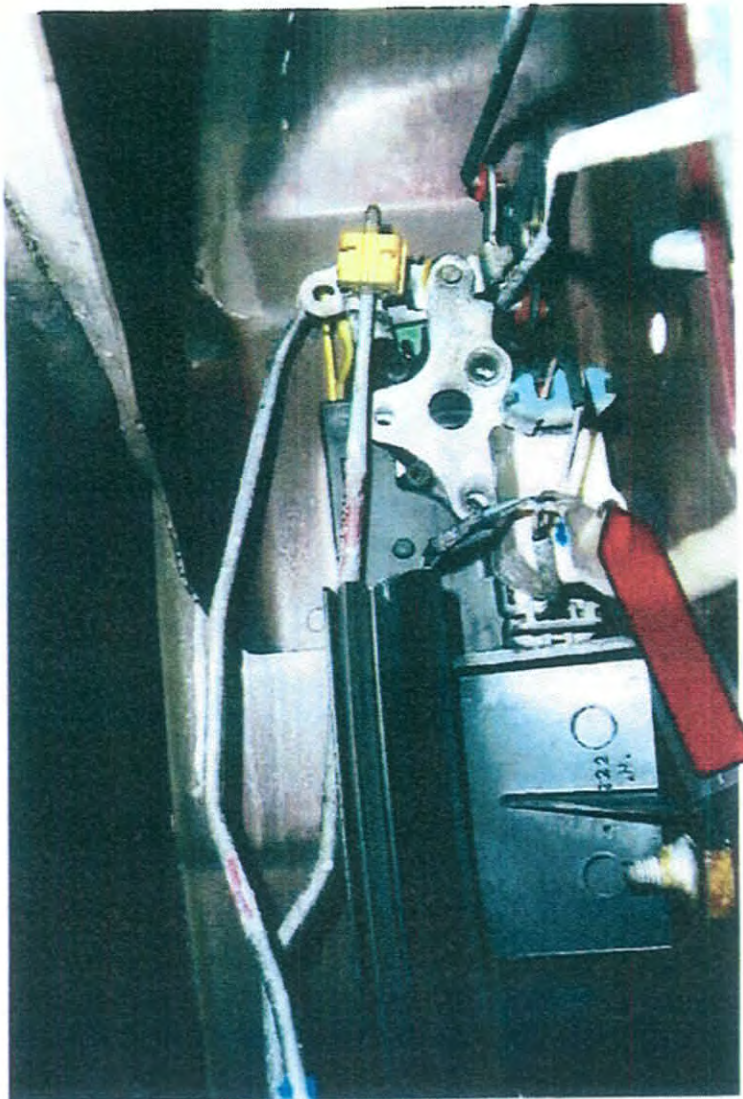
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Photograph 32

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.

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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.

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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.

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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.

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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.

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Photograph 23

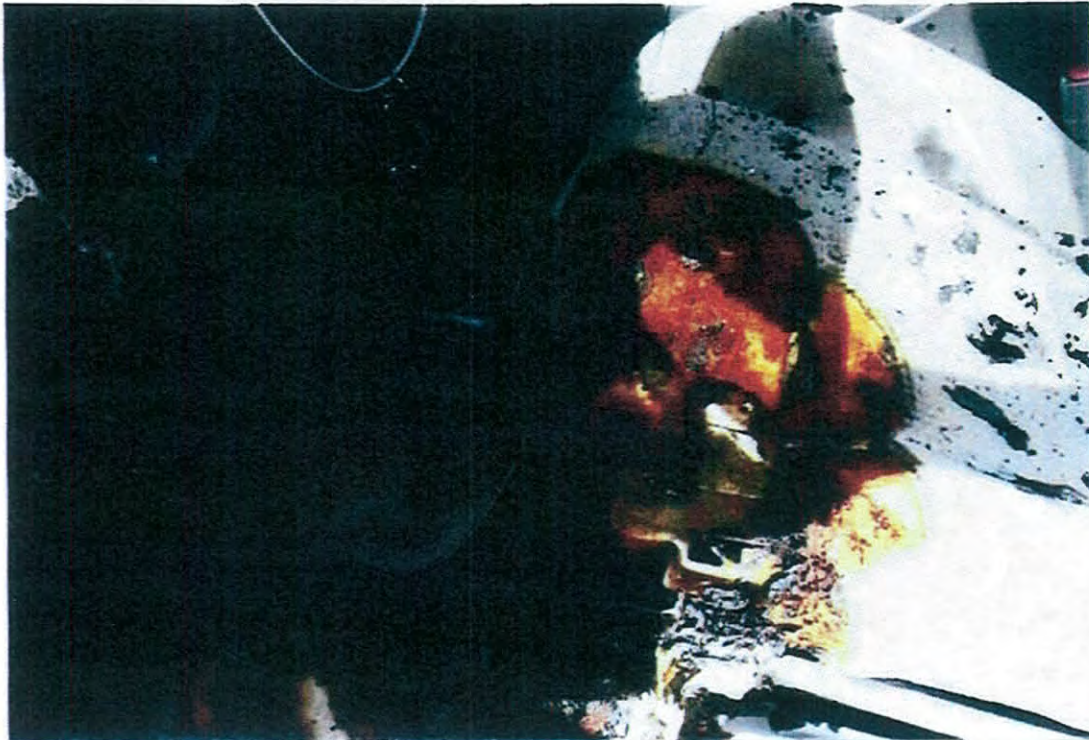
This photograph is a view of the fire damaged remains of the driver's side of the instrument panel. The digital mileage could not be determined due to fire damage. The outer bezel for the instrument panel had been severely damaged by the fire at its juncture with the driver's side front door. No evidence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

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Claim # [REDACTED]

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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.

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Claim # [REDACTED]

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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.

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Photograph 26

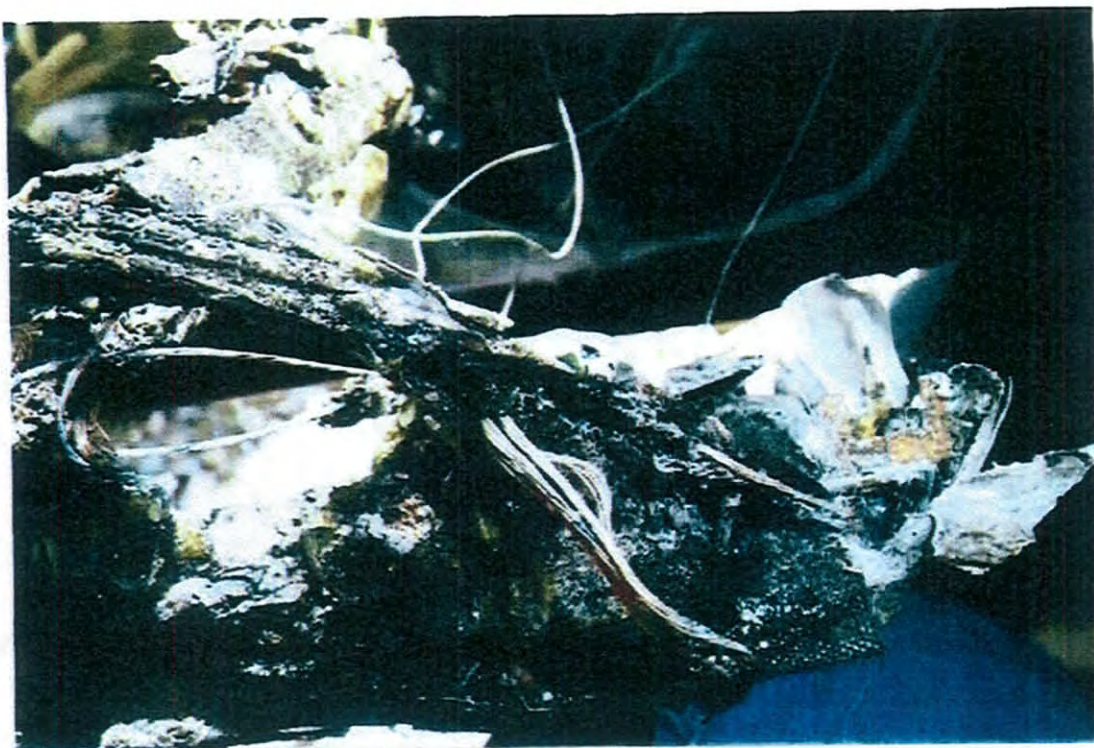
This photograph is a view of the fire damaged remains of the inner portion of the driver's side front door. The arrow indicates the approximate position of the driver's side master window switch control panel.

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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.

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Photograph 28

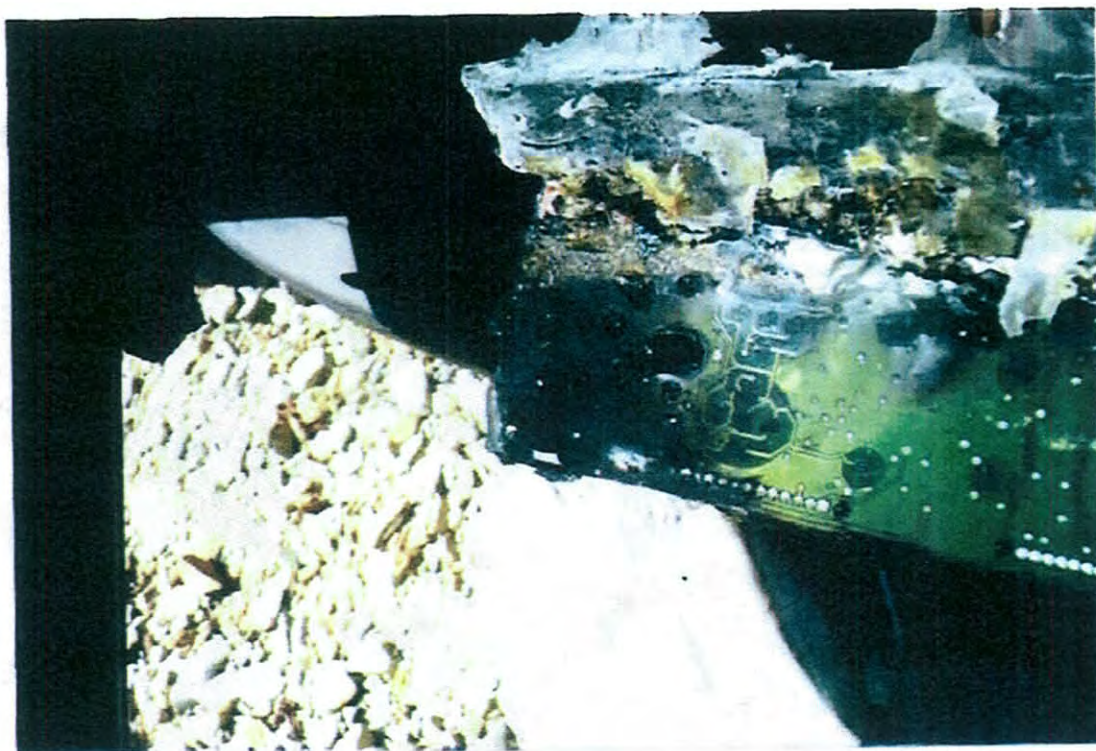
This photograph is an additional view of the electrical wiring where it is connected to the fire damaged remains of the drivers side front door master window switch. Evidence of internal heating of the wiring and switch was noted.

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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 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.

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Photograph 31

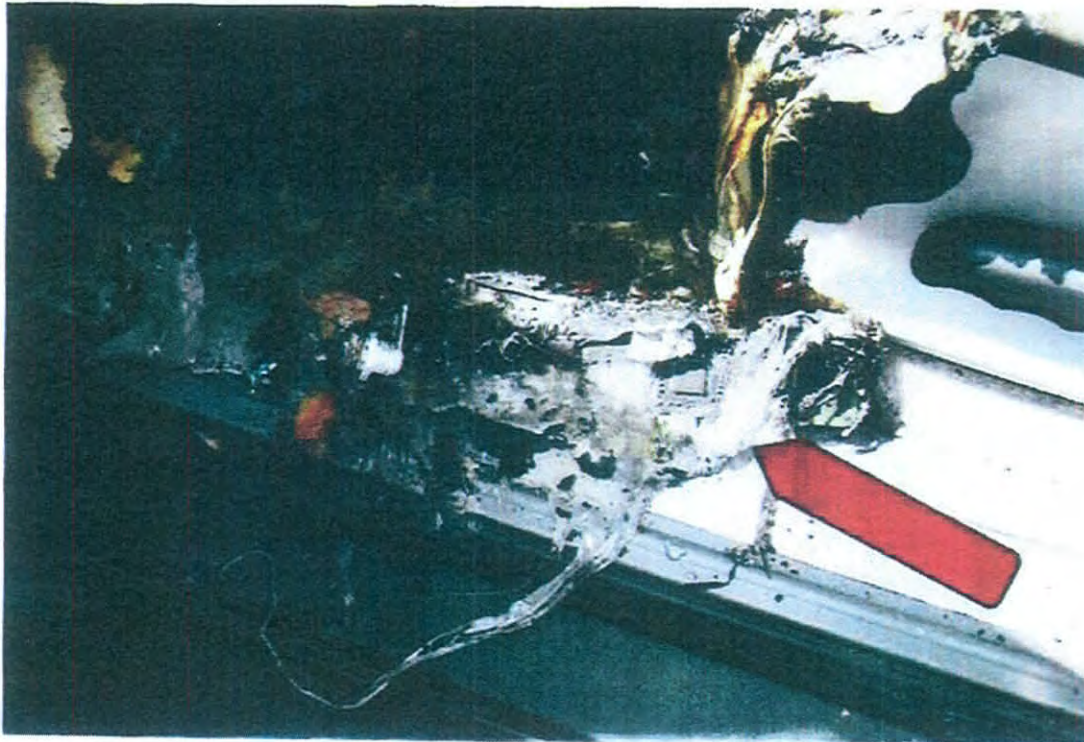
This photograph is a view of the fire damage remains of the flexible plastic cover for the master switch panel after relocation. Area of significant fire damage is apparent. This is the location for the power door lock switch.

Assignment # 09-246-SP

Claim # [REDACTED]

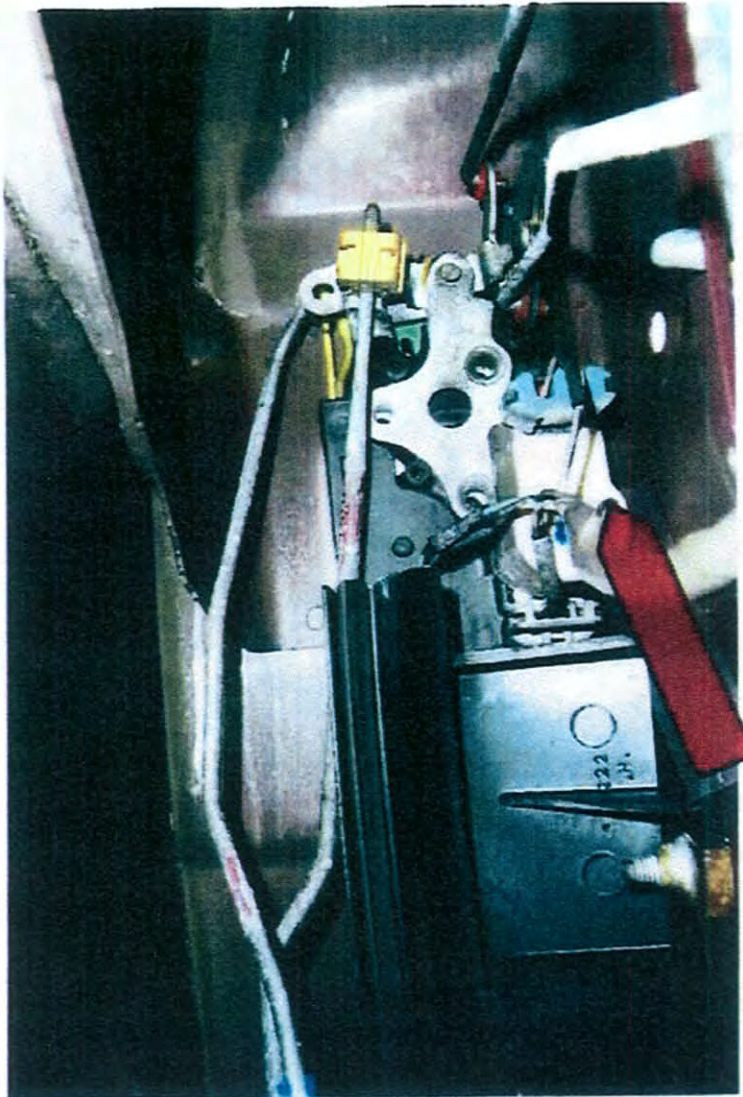
October 4, 2009

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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.

Assignment # 09-246-SP

Claim # [REDACTED]

October 4, 2009

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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.



Home Account Contact ALLDATA Log Out Help

FORENSIC AUTOMOTIVE SERVICE

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

OK

Conversion Calculator

2007 Chevy Truck TrailBlazer 4WD L6-4.2L

Home > Technical Service Bulletins > All Technical Service Bulletins

All Technical Service Bulletins

Information

Number	Date	Title
07-08-49-020C	04/23/2009	Instruments - IPC Odometer Programming Reference Guide
03-06-04-030G	04/22/2009	Fuel System - Driveability Issues/MIL/Multiple DTC's
06-05-22-002C	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/Tires - Tire Puncture Repair Procedures
00-05-23-002L	03/26/2009	Brakes - Disc Brake Warranty Service And Procedures
07-03-16-004B	03/26/2009	Tire Monitor System - Overview/FAQ/Diagnostics
05-09-40-002C	03/23/2009	Restraints - Seat Belt Operating Characteristic
09-08-48-002A	03/19/2009	Body - Marks/Stains on Windshield When Wet
04-02-32-001D	03-17/2009	Steering - Steering Gear Stub Shaft Bearing Kit
04-05-25-002E	03-11/2009	Brakes - ABS Lamp ON/DTC's C0255/C0201-U1041 Set
08-08-44-010F	03-09/2009	Navigation Radio - Diagnostic Tips
09-09-40-001	02-17/2009	Restraints - Seat Belt Warning Lamp On/Buckling Issues
06-00-89-051C	02-11/2009	Locks - Key Code Security Rules And Information
08-09-41-002C	02-10/2009	Restraints - SRS Lamp ON/Multiple DTC's Stored In Memory
01-08-98-002C	02/03/2009	Body - Horn Flange Rust Repair Information
09-05-05-001	01/30/2009	Exhaust System - Sulfur Odor Explanation
01-07-30-036H	01-29/2009	A/T Control - DTC P0756 Diagnostic Tips
06-00-90-002J	01-28/2009	Tires - Correct Inflation Pressure Information
07-08-98-001A	01/28/2009	Body - Non-Approval of Clipping For Collision Repair

08-08-04-0001B	01-22-2008	Tires - Use Of Nitrogen Gas In Tires
08-08-04-0201B	01-06-2008	Instruments - Unnecessary Park Assist Mirror Replacement
08-08-04-0101	12-15-2007A	Gasoline Engine - Oil Consumption Guidelines
08-08-04-0301	10-16-2008	Engine Controls - Aftermarket Calibration Identification
08-08-02-0056A	12-17-2008	Lights - Headlamp Replacement Guidelines
08-08-00-0090	12-12-2008	Restraints - Passenger Presence Sensing System Info
08-08-09-0016	12-09-2008	BULLETIN CANCELLATION NOTIFICATION
08-08-10-0060	11-26-2008	Tires - Radial Force Variation (RFV) Info
08-08-10-0068A	11-26-2008	Tires - Slight/Mild Edge Feathering Information
08-07-30-0101B	11-24-2008	A.T. - Revised Converter Check Valve/Cooler Line Fitting
08-07-10-0010-D	11-24-2008	Wheels/Tires - OE Tire/Wheel Characteristics
08-07-10-0101D	11-24-2008	Wheels/Tires - Vibration While Driving
08-08-51-0040	11-21-2008	Interior - Front Floor Carpet Is Wet
08-06-04-019A	11-06-2008	Electrical - Intermittent MIL/DTC P2138/Reduced Power
08-07-30-0101A	10-30-2008	A.T. Controls - Snapshot Data Upload Information
08-06-03-009A	10-29-2008	Electrical - Reducing Intermittent Electrical Concerns
08-06-01-026b	10-27-2008	Engine - Broken Bolt Extraction Information
08-08-64-0010	10-17-2008	Horn - Inoperative When Pressing Horn Pad
08-05-25-001	10-01-2007	ABS/TCS - StabiliTrak/R Indicator Blinking/DTC C0196
08-08-02-01E	09-29-2008	Interior - Elimination Of Unwanted Odors
08-07-30-032E	09-29-2008	A.T. - ATF/E Fluid Leaking From A.T. Vent
08-08-46-006	09-25-2008	Audio System - XM/R Terrestrial Repeater Changes
08-08-44-0120	09-18-2008	Navigation System - DVD Navigation Updates Program
08-08-48-0080	09-18-2008	OnStar/R - Analog/Digital System Information
08-08-11-004A	09-15-2008	Body - Exterior Emblem Discoloration/Blistering/Peeling
08-08-44-0010	09-11-2008	Audio System - Identification Of Antenna Mast

05-07-10-005D	09-11-2005	Wheels/Tires	Upsized Wheel/Tire Characteristics
05-05-42-001C	09-05-2005	Lighting	Headlamp Polycarbonate Lens Damage Prevention
05-06-44-001B	09-04-2005	Audio System	Pop From Front Left Front Speaker
07-03-10-015C	10-20-2005	Wheels/Tires	Required Label When Changing Wheels/Tires
08-04-44-001B	11-29-2005	Audio	Inadvertent Steering Wheel Button Activation
07-08-48-006E	08-25-2005	A/C	Rear Window Defroster Grid Contact Tab Repair
05-04-21-001B	10-25-2005	Drivetrain	Transfer Case Locks In 4WD AWD
07-08-44-019A	08-19-2005	Audio System	Front Door Speakers Rattle/Vibrate
08-08-46-004	08-14-2005	OnStar/Ki	Aftermarket Device Interference Information
08-08-44-001	08-11-2005	Audio System	Refurbishing Radio Faceplates/Knobs
08-07-30-005F	08-08-2005	E-1	Water Or Coolant Contamination Information
05-06-04-002E	08-06-2005	Fuel System	TOP TIER Detergent Gasoline (Canada)
06-06-62-003A	07-31-2005	Body	Front/Rear Bumper Fascia Paint Chipping
07-06-03-008D	07-21-2005	Charging System	Low Voltage Display Battery Discharged
05-06-02-001A	07-19-2005	Cooling System	A/C Aluminum Heater Cores/Radiators
05-03-07-009B	06-27-2005	Alignment	Specifications Requirements/Recommendations
04-06-04-047H	06-24-2005	Fuel System	TOP TIER Detergent Gasoline Information
08-08-64-011	06-23-2005	Mirrors	Heated Mirror Defrosting Time
08-08-44-023	06-19-2005	Navigation Radio	Adaptation After Radio/Battery R&R
05-06-69-002B	06-17-2005	Engine/Fuel System	Oil Filter Additive Information
08-06-02-014B	06-13-2005	Cooling System	Inspecting Radiator/Heater Hose Clamps
09-04-20-002F	06-06-2005	Drivetrain	Driveline Clunk Information
08-07-30-027	06-04-2005	A/T	No Movement In Drive or 3rd Gear
05-08-10-003B	06-03-2005	Interior	Headliner Sagging at Rear of Sunroof Opening
05-08-10-005A	06-03-2005	Interior	Headliner Sagging at Center Dome Lamp

08-07-00-008B	06-03-2008	A/T - Diagnostic Information for DTC's P0894/P1870
06-01-018A	05-31-2008	Engine - New In-Vehicle Cylinder Head Service Procedure
08-07-04-025	05-22-2008	A/T - Slight Vehicle Movement in Park At Start Up
08-05-45-002F	05-13-2008	Audio System - Whine From Speakers When Using OnStar(R)
06-03-10-007	05-14-2008	Tires - Minimizing Damage to TPM Sensors
07-06-00-000	05-14-2008	A/T - Torque Converter Replacement Information
08-03-16-003	05-12-2008	Tire Monitor System - TPM Sensor Information
04-06-04-036E	05-08-2008	Emission - Emissions Programming Warranty Coverage
08-07-30-023	05-08-2008	A/T - Fluid Leak From Bell Housing Area
03-07-30-007E	05-05-2008	A/T - Gear Engagement Time Information
01-08-41-001F	05-02-2008	Lighting - Exterior Lamp Condensation Guidelines
05-01-29-004E	05-02-2008	M/T - Operating Characteristics of Manual Transmissions
08-01-30-009B	05-01-2008	A/T - 4T80E - Slips in Gear L/H Axle Seal Leaks
08-03-10-006	05-01-2008	Wheels/Tires - Tire Slowly Loses Air Low Tire Message
07-08-49-015C	04-29-2008	Instruments - Odometer/Hour Meter Programming Procedure
08-06-03-009C	04-17-2008	Electrical - Battery Charging Tips/Recommendations
08-06-03-002H	04-17-2008	Battery Charging System - Electrical Diagnostics Info
05-04-21-003C	04-15-2008	Drivetrain - Service 4WD Light-DTC U0374 Set
08-06-03-012C	04-14-2008	Engine - Use of Surface Conditioning Disks
08-06-01-005	03-27-2008	Engine - Accessory Drive Belt Noise Diagnostics Tool
08-03-10-004	03-25-2008	Wheels/Tires - Accessory Wheel Tire Mounting/Balancing
08-06-51-002	03-12-2008	Body - TPO Fascia Cleaning Prior to Painting
08-08-52-007	02-27-2008	Remote Starting System - System Inoperative Diagnostics
08-07-41-000	02-26-2008	Restraints - Usage of Used/Salvaged/Imitation Components
02-01-00-052E	02-22-2008	Automatic Transmission - Fluid Cooler Flushing
05-00-89-078B	02-05-2008	Fuel System - GM Fuel System Treatment PLUS(R) Info

04-06-01-024B	02-05-2008	Engine - Crankcase Flushing Information
05-02-32-013A	02-05-2008	Steering - Power Steering Pump Replacement Tips
05-06-04-035A	02-05-2008	Fuel System - E85 Fuel Usage Precaution
05-04-18-001F	01-04-2008	Drivetrain - AWD/4WD System Drive/line Characteristics
05-06-21-010A	01-04-2008	Exhaust System - Catalytic Converter Precautions
04-05-10-012B	02-01-2008	Wheels - Uniform Wheel Brake Dust Accumulation Pitting
05-08-46-005C	02-01-2008	Body - Vehicle Glass Distortion Information
05-08-44-015A	02-01-2008	Audio System - Noise When Using Portable Playback Unit
08-01-00-004	01-01-2008	A/C - Cooler Line Fitting Applications
01-05-23-001B	01-01-2008	Brakes - Rotor Lateral Runout Correction Information
09-08-52-005C	01-30-2008	Keyless Entry System - Characteristics of Operation
06-01-38-001	01-29-2008	A/C - Refrigerant Recovery/Recycling Equipment
04-08-40-006D	01-15-2008	Interior - Seat Cover Wrinkle-Crease Crack Burn Info
06-01-39-002C	01-15-2008	A/C - Blower Motor Inoperative or Won't Shut OFF
05-06-02-002B	01-18-2008	Cooling System - DEX-COOL(R) Coolant Leak Detection Dye
08-06-01-001	01-17-2008	Engine - Replacement Cylinder Head Changes
00-08-46-004C	01-17-2008	OnStar(R) - Re-establishing OnStar(R) Communications
05-07-10-002C	01-15-2008	Wheels/Tires - Low Tire Pressure
05-00-89-029D	01-10-2008	Interior - Cleaning of The Interior Surfaces
00-08-46-005A	01-09-2008	OnStar(R) - Availability for The Hearing Impaired
05-09-40-005E	01-09-2008	Seat Belts - Seat belt Extender Availability
05-08-46-004B	01-08-2008	OnStar(R) - Number Incorrectly Assigned
02-08-46-006C	01-08-2008	OnStar(R) - Incorrect GPS Position Reported During Call
02-08-44-007C	01-08-2008	OnStar(R) - Negative Impact of Cloth Vinyl Roofs
03-05-111-002G	12-21-2007	Paint - Chips Behind Front Wheels, Front of Rear Wheels
01-09-41-009	12-11-2007	Restraints - Air Bag Lamp ON/DTC Code Set

01-08-20-015A	12-11-2007	Interior - Under Pass Power Seats Inop. Binding Jammed
01-08-89-069	12-13-2007	Electrical - GM-Approved Terminal Probe Test Kit
04-05-64-007E	12-10-2007	Body - Rear License Plate Pocket Gasket is Loose
01-05-71-008	12-05-2007	Brakes - ABS Lamp ON DTC C0041 Set
01-05-46-017	12-04-2007	Instrument - Engine speedometer operation
01-05-11-008	12-07-2007	Interior - Wiper Loose Poor Fit/Gains
04-07-30-037D	11-21-2007	A/T - DEXRON(R)VI Fluid Information
01-08-46-007C	11-19-2007	OnStar R - Loss of GPS Signal-Hands Free Issues
01-07-16-002A	11-13-2007	Tire Monito. System - Various Concerns
01-08-49-024	11-12-2007	Interior - Rattle From R/H Side of Dash on Start Up
06-08-52-007B	11-06-2007	Body - L/H Front Door Won't Unlock With Key
02-01-39-007E	11-05-2007	A/C - Battery Draw Information
01-00-89-008D	11-07-2007	body - Metal Body Panel Corrosion Protection
01-09-40-002	10-31-2007	Restraints - Seat Belt Latch Stop Button Availability
05-07-30-021B	10-04-2007	A/T - Key Will Not Release From Ignition Lock Cylinder
01-08-01-010B	09-25-2007	Engine - Sealant Usage/Procedures
01-08-01-0124	09-27-2007	A/T - Valve Body Reconditioning
01-08-01-019A	08-11-2007	Engine - Internal Noise/Damage After Oil Filter Change
01-08-52-007	09-15-2007	Body - Liftgate-Glass Latching/Locking Issues
01-08-48-007	09-05-2007	Electrical - Aftermarket Fuse Warning
01-08-44-019A	08-26-2007	Entertainment System - DVD Monitor Display Inoperative
01-08-44-017	08-21-2007	Audio System - 6 Disc CD Changer Won't Play/Eject CD
01-08-55-017C	08-21-2007	Body - Center Mount Brake Lamp Applique Loose
01-08-03-007D	08-02-2007	Starting System - Starter Cranks After Key Released
01-08-44-014	08-01-2007	Navigation Radio - CD Error Message Displayed
01-08-04-035C	07-30-2007	Fuel System - E 85 Fuel Usage Precautions



Liberty Mutual

5050 W. Tilghman St.
Suite 200
Allentown, PA. 18104-9154
1-800-521-0986 ext. 73407
Fax # 603-334-0372

November 18, 2009

[Redacted]
McKees Rocks, PA. [Redacted]

Your claim number: [Redacted]

Dear [Redacted]

413430000059

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 and immediately following the incident. ✓
2. 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. ✓
3. 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) NO
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. NO
5. List any after market additions or modifications made to the vehicle. If applicable, provide copies of work invoices and receipts. NO
6. Advise if any injuries. NO
7. Are there any other property damage or personal property losses involved in this claim other than the subject vehicle itself? YES File claimed with Home policy with Liberty Mutual
8. Provide the date of purchased for this vehicle.

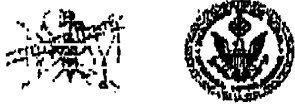
*All Papers were Left
in Vehicle*

Dawn Perl

Subrogation Department

Enclosures

Stowe Township
Fleming Park Station 275



1460 Fleming Ave. McKees Rocks, Pa. 15136

*** FIRE / INCIDENT REPORT ***

DATE: 08/20/2009 CALL NO: 283

DISPATCHED: _____ HRS IN SERVICE _____ HRS

RETURNED _____ HRS SERVICE TIME _____

TOTAL ATTENDANCE _____ 911- INCIDENT # _____

***** ROLL CALL OF FIREFIGHTERS *****

1. K. PATTON	11.	21.	POLICE DEPARTMENT
2. J.V. CARLINI	12.	22.	STOWE TWP.
3. J. CARLINI	13.	23.	EMS SERVICE
4. M. STAUFFER	14. D. GALLAGHER	24.	
5. R. GALLAGHER	15. E. JENKINS	25.	
6. M. HARSH	16.	** DRIVERS **	
7. J. GALLAGHER	17.	R-275	APPARATUS CONDITI
8. Z. CUMMINGS	18.	E-275 J. Gallagher	(OR) SEE REMARK
9. M. CHAPMAN	19.	S-275	
10. J. MAJEWSKI	20.		

CLASS OF FIRE OR BUILDING

** TYPE OF ALARM **

** LOCATION **

BRICK	SINGLE DWELLING	FIRE	RESCUE	NO	283
MASONRY	MULTI DWELLING	EXPLOSION	SPILL HAZMAT	STREET	WHEELER
STEEL/METAL	COMMERCIAL	LIGHTENING	BOMB THREAT	OWNER	
WOOD FRAME	HI-RISE	COLLISION	CO ALARM	OCCUPANTS	
SEE REMARKS	SEE REMARKS	RIT CALL	SEE REMARKS		

**** FOR AUTOMOBILE OR COLLISION ****

OWNER:	MAKE OF CAR:
STREET NO:	YEAR OF CAR:
	LICENSE PLATE NO:

*FEET OF HOSE * *EQUIPMENT USED*

1 1/2 INCH		EXTINGUISHERS-	ASSISTANCE TO:
1 3/4 INCH	50'	SCBA -	ASSISTANCE FROM:
2 1/2 INCH		FOAM -	
3 INCH		RESCUE -	MILES TRAVELED ROUND TRIP:
4 INCH		OTHER -	WEATHER: HOT / HUMID

**** INJURIES ****

NAME OF PERSON(S):	NATURE OF INJURY:
	WAS ACCIDENT REPORT COMPLETED?

**** REMARKS ***

Vehicle fire contained to driver side of passenger compartment

OFFICER IN CHARGE: J. Gallagher TITLE: Capt.

Dad doc

INCIDENT HISTORY DETAIL: A090822024

INITIATE: 07:53:10	08/20/09	CALL NUMBER:	A22024
ENTRY: 07:53:37		CURRENT STATUS:	ONSCENE
DISPATCH: 07:54:06		ALARM LEVEL:	1
ONSCENE: 08:01:44		CASE NUMBER:	AF0900013863
CLOSE:			

EMS CALL: 090807023
LAW CALL: 092320428

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

LOCATION COMMENTS:

DAREA: 6FD

STATION: 275

RD: 27501

RUN CARD: 27501A

TYPE: ZFRVEH VEHICLE FIRE
PRIORITY: 2

07:53:37 ACF2 ENTRY TEXT:VEHICLE ON FIRE NOT ENDANGERING THE HOUSE
SOURCE:RESO

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 ST275

07:54:38 ACF2 CASE EN275 AF0900013863 Assigned

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, 276 LT REPORTING THE FIRE IS OUT

08:01:44 ACF2 ONSCENE EN275

08:21:16 ACF2 RETURNNG EN275

OPERATOR ASSIGNMENTS: ACF2 403215
NC02 403081

Service Request Detail

SR No.	71-815348293	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	Involved Dir	Karl Chevrolet, Inc.	Safety	Yes
State	IA ZipCd	Con Acct	Source	Phone	Updated	3/28/2010 12:16:53 PM
Serial #/VIN	1GNNDT13S372	Model Year	Priority	Medium License #	Owner	MERCADTO
Make	Chevrolet	Warr. Start	Status	Open	Opened	3/25/2010 11:50:47 AM
Model	TrailBlazer	Mileage	Sub-Status		Closed	
Abstract	Electrical - Power Window Motor / Switch / Wiring / Regulator (Thermal Event)					
Customer Description	This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all Inquiries to Tonie @ ext 41183					

Pre-PAR

PAR Notified	3/24/2010 05:30:00 PM	Injuries	N	Other Veh	0	People In Veh	0	Road Surface	Concrete	Road Cond	Dry	Fire Report #	n/a	Police Report #	n/a
Driver Last Name	n/a	Driver First Name	n/a	DOB	n/a	Disabilities	n/a								
Insurance Agent Last Name	Freeman	Insurance Agent First Name	Charles	Phone #	(515) 225-0040	Insurance Agency	State Farm Insurance								
Incident Loc	Cust residence	Incident Desc	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 morning, she had trouble opening the drivers door. It appears that the												
Component	Electrical power locks	Damage Desc	Drivers door, drivers seat, dash and the carpet burned and melted												
Vehicle Loc	Karl Chevrolet	Add'l Info													
Emgcy Svc Names	n/a	Main Loc	12.8Mi. Chevrolet 111928 KARL CHEVROLET, INC. 1101 SE ORALABOR RD ANKENY IA												

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None							
Vehicle Speed	0	Weather Condition	Dry	Prop Owner	n/a	Property Type	n/a								
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00								
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	n/a	Inspected By	Inspection Not Performed	Inspection Date/Time							
Primary Veh Use	Personal	Inspection Type	Thermal Event	Explain Other	File going to ESIS										
Veh Damage Description	Drivers door, drivers seat, dash and the carpet burned and melted														

Service Request Detail

Activities

Created By	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2010 11:08:55 AM	MERCADTO	MERCADTO	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments
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 MERCADTO/PAR/ATX

Confidential Comments

Created By	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2010 11:01:48 AM	MERCADTO	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Assign to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments
Thermal Event alleged to be caused by electrical concern.

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

Tonie Mercado/PAR/ATX

Confidential Comments

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

Contact Last Name	Contact First Name	Account	BAC Code

Comments
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 sis: Yes

Continued In Initial

Tonie Mercado/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2010 10:48:42 AM	MERCADTO	MERCADTO	Outbound Call Customer	Reached Wrong No./Disconnect	Done	3/26/2010 10:49:26 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments
is not in service

Tonia Mercado/PARI/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2010 10:45:43 AM	MERCADTO	MERCADTO	Outbound Call Customer	Left Message	Done	3/26/2010 10:48:33 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments
See ack

Tonia Mercado/PARI/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2010 09:59:21 AM	MERCADTO	MERCADTO	Ownership Changed	Ownership Escalated to BRC	Done	3/26/2010 09:59:22 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2010 09:29:33 AM	KINZERTH	MERCADTO	Ownership Changed		Done	3/26/2010 09:29:33 AM	Service Request Ownership has changed FROM: ALCARAMA TO: MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2010 09:29:20 AM	KINZERTH	MERCADTO	BRC PAR	Initial Contact- AVM	Done	3/26/2010 10:03:14 AM	Called FFOM Gailan Williams

Contact Last Name	Contact First Name	Account	BAC Code

Comments

FFOM Name: Gailan Williams

Node/Mailbox:

This is Tonie 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 w/ 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 message 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/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/26/2010 09:28:11 AM	KINZERTH	MERCADTO	BRC PAR	Initial Contact- Dealer	Done	3/26/2010 10:45:20 AM	Called Karl Chevrolet @ (515) 984-4255

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Crs Spoke w/ Joel Heaberlin Svc Mgr

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

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

Crs Adv: Ok, 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/PA/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2010 09:29:00 AM	KINZERTH	MERCADTO	BRC PAR	Initial Contact- Phone	Done	3/28/2010 10:59:27 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Crs verified pre par and par detail information.

Cust sts: My wife came home at about 630 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 morning, 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 insurance involvement.

Crs Adv: Due to the nature of the concern we will be forwarding the file to our central claims office for further handling. They will be in contact w/ you w/ 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2010 09:28:53 AM	KINZERTH	MERCADTO	BRC PAR	Acknowledgement	Done	3/28/2010 10:48:19 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2010 09:28:45 AM	KINZERTH	MERCADTO	Notify CRM		Done	3/28/2010 11:07:24 AM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
---------	------------	-------------	---------------	-------------------	--------	-----------	-------------

3/26/2010 09:28:37 AM	KINZERTH	MERCADTO	Research		Done	3/26/2010 11:01:40 AM	Research VIN
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Contact Last Name	Contact First Name	Account	BAC Code
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Comments
No open recalls

No prev related claim history
No other files

Tonle Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
---------	------------	-------------	---------------	-------------------	--------	-----------	-------------

3/26/2010 08:28:16 AM	KINZERTH	MERCADTO	BRC PAR	Case Assigned	Done	3/26/2010 09:37:31 AM	Assigned to Tonle Mercado x41183
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Contact Last Name	Contact First Name	Account	BAC Code
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Comments
Received

Tonle Mercado/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
---------	------------	-------------	---------------	-------------------	--------	-----------	-------------

3/26/2010 09:28:07 AM	KINZERTH	ALCARAMA	SR Opened		Done	3/26/2010 09:28:07 AM	SR in Status of Closed has been Re-Opened by KINZERTH
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Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 Satisfied.

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/25/2010 12:16:06 PM	ALCARAMA	KINZERTH	Escalation	Initial PAR	Done	3/26/2010 09:27:55 AM	Assigning activity to PAR QUEUE

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

Comments: [REDACTED]

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: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 - Thermal Event

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

Comments: [REDACTED]

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 automaticall 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?

CRS Advise:

- will take note of all that we talked about
- will transfer this to PAR department

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

Confidential Comments: [REDACTED]

Service Request Detail

UCC Information

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



Warranty

Mr. GMVIS 2

March 26, 2010

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

INTERFACE WITH
CUSTOMER

View Vehicle Summary



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

For this

View V

Vehicle Information

VIN: 1GNDT13S372

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET

Field Actions: 0 Open

View V

View V

Comp

View V

Trans

Detail

View V

Inform

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	TSB 07-08-54-001	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	2007-11-21

OnStar and XM Satellite Radio Information

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
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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 MI	11/11/2010	48,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/28/2009	796284	ZREG---Regular Vehicle Transaction		E3800 - Shock Absorber, Front - Right - Replace	24,214 MI
07/22/2009	107412	ZREG---Regular 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 Engine Reprogramming with SPS	16,021 MI

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Warranty

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 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 1GNDT13S372

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET

Field Actions: 0 Open

DELETED AND CANCELLED

View V

View V

Comp

View V

Transa

Detail

View V

Inform

Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD

Order Number: KNFG9N

Gross Vehicle Weight: 2,611

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

15B - 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

1S2 - PREFERRED EQUIPMENT SAVINGS

76H - LIGHT GRAY

281 - INT TRIM LT GRAY/DK GRAY

6FB - COMP FRT LH COMPUTER SEL SUSP

7FB - COMP FRT RH COMPUTER SEL SUSP

20Z - COMPONENT RR LH COMPUTER SEL

9UY - COMPONENT RR RH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

AK5 - DUAL STAGE FRONT AIR BAGS

ALC - 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

AI0 - REMOTE KEYLESS ENTRY

AXP - MPV VIN IDENT POSITION

B30 - FULL CARPET-COLOR KEYED

B32 - FLOOR MATS, FRONT/REAR

B33 - REAR COLOR KEYED FLOOR MATS

B86 - MOLDING B/S COLOR

B8U - GM PRODUCTION WEEK #45

C49 - REAR WINDOW DEFROSTER

C5N - GWW RATING - 5750 LBS

CF5 - POWER SUNROOF (INCLUDES OVERHEAD CONSOLE)	CJ3 - CLIMATE CONTROL
DAY - ASSEMBLY PLANT MORAIN, OHIO	DK7 - OVERHEAD CONSOLE
DP2 - POWER OSRV MIRRORS	DT4 - ASHTRAY AND LIGHTER
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
FLT - FLEET PROCESSING OPTION	G06 - 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
KCV - VANGUARD RAC	KG4 - GENERATOR 150 AMP
LL8 - ENGINE, VORTEC 4.2L SFI I6	M3C - TRANSMISSION, 4 SPD AUTOMATIC
N40 - POWER STEERING	N75 - 17" ALUMINUM WHEELS
NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - 16" FULL SIZE SPARE WHEEL	PDC - PWR SEAT ADJUST-DRIVER, 8 WAY
OTM - ALL-SEASON TIRES	R6F - IDENTIFY B CODE USERS
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6P - SPECIAL PAINT
R6Q - OPTION PKG NOT DESIRED	R7M - ONSTAR DELETE
R9N - LEATHER SEAT TRIM	T91 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	TB4 - LIFTGATE
TFD - RETAIL AMENITY DELETE	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UB0 - AM/FM STEREO W/CD
UJ6 - TIRE PRESSURE MONITOR	UY7 - TRAILER WIRING HARNESS
V1K - LUGGAGE RACK CROSS-BARS	V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA
VN9 - DAILY RENTAL REPURCHASE PROGRAM	VXS - COMPLETE VEHICLE LABEL
X88 - CHEVROLET CONVERSION	YD3 - BASE AXLE
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
YT1 - DAILY RENTAL FLAT RATE DEPREC.	ZNF - SPARE, ALL-SEASON TIRE
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

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Warranty Mr. GMVIS 2
March 26, 2010

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

INTERFACE WITH
CUSTOMER

View Vehicle Component Summary



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: 1GNDT13S372 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 50 - FLEET
 Field Actions: 0 Open [REDACTED]

View V
View V
Comp
View V
Trans
Detail
View V
Inform

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 611010345
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 11/09/2006	Time Scanned: 19:46:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 003543066
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 11/09/2006	Time Scanned: 20:50:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: OBM245274
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 11/09/2006	Time Scanned: 19:57:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44985545
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 11/09/2006	Time Scanned: 19:54:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: FCJ05216
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 11/09/2006	Time Scanned: 21:02:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 298102245
Source Plant: 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	Traceability: 00045599
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 11/09/2006	Time Scanned: 21:58:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GZCNMG
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 11/10/2006	Time Scanned: 07:00:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5ABNG81
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 11/09/2006	Time Scanned: 20:42:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0910226
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 10/31/2006	Time Scanned: 03:02:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3086491
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 11/08/2006	Time Scanned: 08:33:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3086365
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 11/09/2006	Time Scanned: 06:27:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3086047
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 11/09/2006	Time Scanned: 14:26:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3086087
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 11/09/2006	Time Scanned: 15:00:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Warranty

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



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

For this

View V

Vehicle Information

VIN 1GNDT13S372

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET

Field Actions: 0 Open

View V

View V

Comp

View V

Transa

Detail

View V

Inform

Job Card Date: 10/28/2009

Job Card Number: 796284

Repair Service Agent: 111928

Odometer Reading: 24,214 MI

KARL CHEVROLET, INC.
1101 SE ORALABOR RD
ANKENY IA 50021-4022
5159644255

Authorization Code:

Process Date:
11/06/2009

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Claim Code:
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op: E3800-Shock Absorber, Front - Right - Replace

Cause Part Number:

See other Parts and/or Net Items

Line Total: USD 136.36

Job Card Date: 07/22/2009

Job Card Number: 107412

Repair Service Agent: 111665

Odometer Reading: 22,903 MI

LAKE CHEVROLET
3005 WILLOW CREEK COURT
CLEAR LAKE IA 50428-8515
6413572612

Authorization Code:

Process Date:
07/24/2009

Transaction Type:
ZREG—Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Claim Code:
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
 Labour Op B7010-Emblem/Nameplate Replacement
 Causal Part Number:
 -See other Parts and/or Net Items Line Total: USD 51.87

Job Card Date: 04/25/2008 Job Card Number: 100116
 Repair Service Agent: 111665 Odometer Reading: 16,021 MI
 LAKE CHEVROLET Authorization Code
 3005 WILLOW CREEK COURT
 CLEAR LAKE IA 50428-8515
 6413572612

Process Date:
 05/02/2008
 Transaction Type:
 ZREG—Regular Vehicle Transaction
 Transaction Expense Category:
 Customer Complaint Code:
 0000-Converted Claim
 Job Card Line # 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
 Labour Op L0618-Fuel Tank Pressure Sensor Replacement
 Causal Part Number:
 -See other Parts and/or Net Items Line Total: USD 197.02

Job Card Date: 04/25/2008 Job Card Number: 100116
 Repair Service Agent: 111665 Odometer Reading: 16,021 MI
 LAKE CHEVROLET Authorization Code: B
 3005 WILLOW CREEK COURT
 CLEAR LAKE IA 50428-8515
 6413572612

Process Date:
 05/02/2008
 Transaction Type:
 ZREG—Regular Vehicle Transaction
 Transaction Expense Category:
 Customer Complaint Code:
 0000-Converted Claim
 Job Card Line # 2 Transaction Adjustment: Cause Code: 0000-Converted Claims
 Labour Op J5490-Throttle Body Assembly Replacement
 Causal Part Number:
 -See other Parts and/or Net Items Line Total: USD 264.01

Job Card Date: 04/25/2008 Job Card Number: 100116
 Repair Service Agent: 111665 Odometer Reading: 16,021 MI
 LAKE CHEVROLET Authorization Code: B
 3005 WILLOW CREEK COURT

CLEAR LAKE IA 50428-8515
6413572612

Process Date:
05/02/2008

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 J6354-Powertrain Control Module Engine Reprogramming with SPS

Causal Part Number:

Line Total: USD 52.39

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**Warranty**

Mr. GMVIS 2

March 26, 2010

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

INTERFACE WITH
CUSTOMER**View Vehicle Delivery Information**

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 1GNDT13S372

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract No

Branded Title No

Warranty Block: No

PDI Status: No

Order Type: 50 - FLEET

Field Actions: 0 Open

- View V

- View V

- Comp

- View V

- Transa

- Detail

- View V

- Inform:

Invoice Information

Invoicing Service Agent: 111571

Invoice Date: 11/10/2006

CAR/TRUCK CITY

1405 MAIN ST S

PINE CITY MN 55063-9092 3206296751

Ship to Information

Invoicing Service Agent: 135924

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 111571

Delivery Date: 11/11/2006

CAR/TRUCK CITY

Delivery Type: 020---DAILYRENTAL

1405 MAIN ST S

Delivery Odometer: 10

PINE CITY MN 55063-9092 3206296751

In Service Information

Invoicing Service Agent:

In Service Date: N/A

In Service Type: 0000

In Service Odometer: 0

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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

SHOP:	KARL CHEVROLET	INSP DATE:	05/06/10
ADDRESS:	1101 SE ORALABOR RD.	CONTACT:	MIKE HOBBS
CITY STATE:	ANKENY, IA	PHONE 1:	(515) 299-4337
ZIP:	50021-	PHONE 2:	(515) 299-4358
		FAX:	(515) 964-2293

OWNER: [REDACTED]

POINT OF IMPACT: 0

LIC#:	STATE:	VIN:	1GNDT13S372 [REDACTED]
BODY COLOR:		MILEAGE:	
CONDITION:		ACCTNG CTL#:	

*=USER-ENTERED VALUE	E=REPLACE OEM	NG=REPLACE NAGS
EC=REPLACE ECONOMY	UE=REPLACE OE SURPLUS	UC=RECONDITIONED PRT
UM=REMAN/REBUILT PRT	EU=REPLACE SALVAGE	EP=REPLACE PXN
OE=REPLACE PXN OE SRPLS	PC=PXN RECONDITIONED	PM=PXN REMAN/REBUILT
TE=PARTL REPL PRICE	ET=PARTL REPL LABOR	IT=PARTIAL REPAIR
I=REPAIR	L=REFINISH	BR=BLEND REFINISH
TT=TWO-TONE	CG=CHIPGUARD	SB=SUBLET
N=ADDITIONAL LABOR	RI=R&I ASSEMBLY	P=CHECK
AA=APPEAR ALLOWANCE	RP=RELATED PRIOR	UP=UNRELATED PRIOR

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	MC	DESCRIPTION	MFG. PART NO.	PRICE	AJ%	B%	HOURS	R
---	---	---	-----	-----	-----	---	---	-----	---
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 CHEVROLET TRAILBLAZER LS 4DOOR WAGON
CD LOG NO 39526-1

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
NET 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/00/00/00/00/00 CUM 00/00/00/00/00 GEOCODE 50021
EDU: 0415 HOST LOG
(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 UNFORESEEN CIRCUMSTANCES IN THE REPAIRING OF AUTOMOBILES,
WE REGRET THAT WE CAN ONLY ESTIMATE, NOT PROMISE, A COMPLETION TIME.



www.karlchevrolet.com



0101ICTCS830171

1-35 AT EXIT 90
 1101 S.E. ORALABOR
 ANKENY, IOWA 50021
 PHONE (515) 299-4402
 TOLL FREE 1-800-622-8264

CUSTOMER NO 73679	ADVISOR MARK ETHOFER	7633	TAG NO. 661	INVOICE DATE 05/28/10	CELL CTCS830171
WEST DES MOINES, IA	LABOR RATE	LICENSE NO.	MILEAGE 25,000	COLOR GRAYSTONE/	STOCK NO. 65915A
	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR	DELIVERY DATE 11/16/09		DELIVERY MILES 24,214	
	VEHICLE I.D. NO. 1GNDT13S372	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/25/10		
COMMENTS					MO: 25000

JOB# 1 CHARGES			
LABOR			
J# 1 25CTZ01A	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, TRANSFER CASE FLUID, FRONT AND REAR DIFFERENTIALS, ENGINE COOLANT, WASHER SOLVENT, REMOVED FUEL TANK. DID NOT REMOVE BRAKE FLUID.			
JOB# 1 TOTALS		LABOR	250.00
JOB# 2 CHARGES		JOB# 1 JOURNAL PREFIX CTCS	JOB# 1 TOTAL 250.00
LABOR			
J# 2 99CTZ002	*** NEEDS RENTAL **	TECH(S):2805	INTERNAL
CUSTOMER REQUEST RENTAL VEHICLE			
SUBLET	PO#	VEND INV#-INV.DATE-DESCRIPTION	
	121485	H32928755 05/28/10 RENTAL H32928755	
TOTAL - SUBLET			INTERNAL 0.00
JOB# 2 TOTALS			
JOB# 3 CHARGES		JOB# 2 JOURNAL PREFIX CTCS	JOB# 2 TOTAL 0.00
LABOR			
J# 3 99CTZ004	TOW IN	TECH(S):2805	0.00
TOW-IN			
SUBLET	PO#	VEND INV#-INV.DATE-DESCRIPTION	
	121464	124814 03/25/10 TOW IN	
TOTAL - SUBLET			55.00
JOB# 3 TOTALS		SUBLET	55.00
JOB# 3 JOURNAL PREFIX CTCS		JOB# 3 TOTAL	55.00
MISC			
JOB # A	CODE	DESCRIPTION	CONTROL NO
JOB # A	1TL	HAZ	
JOB # A	ISS	SHOP SUPPLIES & DISPOSAL FEES	
TOTAL - MISC			1.50
			20.00
			21.50

COMMENTS
 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
 JH
 YVETTE YOUNG FROM ESIS CALLED. PHONE # 800-888-0164 CASE #691047
 EMAIL ADDRESS YVETTE.YOUNG@GM.COM
 JH 04/06/10

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.

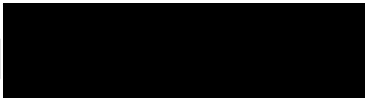


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 ANKENY, IOWA 50021
 PHONE (515) 299-4402
 TOLL FREE 1-800-622-8264



0101ICTCS830171



CELL [REDACTED]

IS/OMEF NO 73679	ADVISOR MARK ETHOFER	7633	TAG NO. 661	INVOICE DATE 05/28/10	INVOICE NO. CTCS830171
[REDACTED]	LABOR RATE	LICENSE NO. LV BLANK	MILEAGE 25,000	COLOR GRAYSTONE/	STOCK NO. 65915A
WEST DES MOINES, IA	YEAR / MAKE / MODEL 07/CHEVROLET TRUCK/TRAILBLAZER/4DR	DELIVERY DATE 11/16/09		DELIVERY MILES 24,214	
[REDACTED]	VEHICLE I.D. NO. 1 G N D T 1 3 S 3 7 2	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	F. T. E. NO.	P. O. NO.	R. O. DATE 03/25/10		
COMMENTS					MO: 25000

COMMENTS
 CALLED 5/5/10 AND LEFT MESSAGE WITH YVETTE. JH
 YVETTE CALLED AND SAID SHE IS GOING PRESENT CASE AND CALL ME BACK
 ON 05/06/10.
 NEED TO COLLECT \$58.30 FROM TOW COMPANY. OK TO RELEASE.
 JOSLYN BERRY 313-665-3366 CALLED AND WANTED US TO REMOVE
 COMPONETS SO VEHICEL CAN BE CRUSHED (PER BOB MASSEY)

TOTALS-----
 HERE AT KARL CHEVROLET INC WE APPRECIATE YOUR BUSINESS.
 IF YOU ARE SATISFIED, PLEASE TELL A FRIEND. IF YOU ARE NOT
 SATISFIED PLEASE TELL US.
 PAYMENT METHODS:
 CASH VISA/MC AMERICAN EXPRESS
 CHECK W/# ACCT. REC.
 12 MONTH 12,000 MILE WARRANTY ON MOST REPAIRS
 GSP LIFETIME WARRANTY PARTS ARE IDENTIFIED BY AN ASTERIK (*)
 PARTS REPLACED DURING THE FACTORY WARRANTY PERIOD DO NOT
 APPLY FOR LIFETIME WARRANTY
 AFTERMARKET PARTS WARRANTIES EXCLUDE LABOR
 OUR SERVICE DEPARTMENT IS OPEN 6 DAYS A WEEK,
 MON-THUR 6:30 AM-9 PM, FRI 6:30 AM-6 PM, SAT 7:30 AM-6 PM
 WE ARE CLOSED ON SUNDAY AND MAJOR HOLIDAYS

TOTAL LABOR....	250.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	55.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	21.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	18.30
TOTAL INVOICE \$	344.80

CUSTOMER SIGNATURE _____

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.

01/01/2021
01/01/2021
01/01/2021
01/01/2021
01/01/2021

Sale

01/01/2021
01/01/2021
Batch: 001664
09:05:21
Code: 533544
\$ 344.80

01/01/2021

Ankeny Towing, Inc.
 1205 S.W. Ordinance Road
 Ankeny, IA 50023
 (515) 964-9816 **FEIW**
 24 Hour Towing Service **27-1113091**

DATE 5-28-10		DRIVER M	AUTHORIZED BY Dun	
VEHICLE LOCATION Karl's				
MAKE GM			PHONE	
ADDRESS			ZIP	
YEAR	MAKE / MODEL / COLOR Truck: Blue / Gray			ODOMETER
STATE	PLATE #	VEHICLE I.D. #		
LOCATION VEHICLE TOWED TO Alter Mustang				
TOWING SERVICES				AMOUNT
MILEAGE FINISH		START	TOTAL	\$ PER MILE
RO#		PO#		
Hook Fee				70 75
pd Cash				
M				
NOT RESPONSIBLE FOR DAMAGE TO VEHICLE WHEN RECOVERING OR TOWING.			SUBTOTAL	70 75
			TAX	4 98
			TOTAL	75 73
AUTHORIZED SIGNATURE				

PLEASE PAY FROM THIS INVOICE



Ticket # TGKMTJ

PURCHASE TICKET

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



Date: 05/28/10
Ship Date: 05/28/10

Purchased From: CPODET
ESIS/GM

Shipment Material	Pounds		Adj	Pd wt
	Gross	Tare		
1 TGKMTJ CAR BODY	19180b	14900b	4280	0 4280
Totals			4280	0 4280
Gross Wght	Date/Time			GROSS TONS
Tare Wght	Date/Time			1.9107

Cashier Signature _____



Weightmaster Signature _____

Customer Signature _____

(All weights are reported in Pounds unless otherwise indicated)
(All non-Pound weights are assumed to be manual weights)
a=Scale 1 b=Scale 2 c=Scale 3 d=Scale 4 m=Manual Weight)
MATERIAL RADIATION CHECKED

ESIS/GM
Vendor # CPODET

Date: 05/28/2010
Check No: 05400590

TICKET#	SHP DATE	COMMODITY	GROSS	TARE	NET	ADJ PAID	WT	VEHICLE ID	PRICE	UM	FRT	EXT	TOTAL AMT
TGKMTJ	05/28/10	CAR BODY	19180	14900	4280	0	4280	ANKENY TOWI	110.0000	NT	0.00		235.40

SUPPLIER CPODET TOTALS (Pounds): 4280 0 4280 TOTAL AMOUNT DUE SUPPLIER: \$ 235.40

WARNING - THIS CHECK IS PROTECTED BY SPECIAL SECURITY GUARD PROGRAM™ FEATURES



ALTER METAL RECYCLING

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

VOID AFTER 120 DAYS

DATE

05/28/2010

No. 05400590

72-2151
739

CHECK AMOUNT

*****235.40

PAY EXACTLY Two Hundred Thirty Five and 40/100 Dollars

PAY TO THE ORDER OF ESIS/GM



REQUIRES TWO MANUAL SIGNATURES OVER 10,000
[Handwritten Signature]
AUTHORIZED SIGNATURE

5

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

800.888.0164 *tel*
313.665.0911 *fax*

Yvette Young
Claims Administrator

May 17, 2010

[REDACTED]
W Des Moines IA [REDACTED]

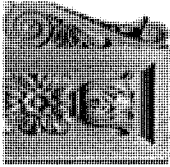
RE: Claimant: [REDACTED]
Our File No.: 691047
Our Client: General Motors LLC
Date/Event: 3/24/10
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDT13S372 [REDACTED]

Dear Mr & Mrs [REDACTED]:


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

Sincerely,

Yvette Young
Claims Administrator



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

To [REDACTED] Julie" <[REDACTED]>
cc
bcc
Subject RE: FW: #691047 

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 .

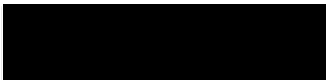


ESIS PD RELEASE - OELTJENBRUNS (691047)_2996904.DOC ESIS POA - OELTJENBRUNS (691047)_2997004.DOC



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>



05/19/2010 09:47 AM

To "yvette.young@gm.com" <yvette.young@gm.com>
cc
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
To: [REDACTED]
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

[REDACTED]

05/13/2010 09:21 AM

To: "yvette.young@gm.com" <yvette.young@gm.com>
cc
Subject: RE: 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: [REDACTED]
Subject: Re: FW: #691047

Ms [REDACTED] 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

[REDACTED]
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: [REDACTED]
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: [REDACTED]
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

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Service Request Detail

SR No.	71-828912837	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	Esopus	Involvd Dir	Romeo Chevrolet Buick GMC, L.L.C.	Safety	Yes	
State	NY	ZipCd		Source	Phone	Updated	6/11/2010 10:21:01 AM	
Serial #/VIN	1GNDT13S672	Model Year	2007	Priority	Medium	License #	Owner	CUNNINC1
Make	Chevrolet	Warr. Start	04/27/2007	Status	Open	Opened	5/10/2010 03:04:45 PM	
Model	TrailBlazer	Mileage	42000	Sub-Status	Dissatisfied	Closed		
Abstract	Electrical - Power Window Motor / Switch / Wiring / Regulator - Smoking							
Customer Description	Please Do Not Assume, This is a PAR File, Forward all inquiries to Patrick at xt31395							

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	6/8/2010 09:30:00 AM	N	0	1	Concrete	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'2"		None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
N/A	N/A		Preferred Mutual Insurance					
Incident Loc	Home Residence	Incident Desc	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.					
Component	Window Regulator	Damage Desc	There is no power to drivers side door					
Vehicle Loc	With Owner	Add'l Info	None					
Emgcy Svc Names	None	Maint Loc	Unknown					

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	N	Spec Equip	None		
Vehicle Speed	0	Weather Condition	Clear	Prop Owner	N/A	Property Type	N/A	Property Repair Cost	\$0.00	
Last Service Date		Loc Last Service		Property Location	N/A	Prop Damage Description	N/A	Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Est Repair Cost	\$0.00	Spec Equip Installer	N/A	Inspected By	Inspection Not Performed	Inspection Date/Time		Explain Other	Srv Date and Location: Unknown	
Primary Veh Use	Personal	Inspection Type	Thermal Event							
Veh Damage Description	There is no power to drivers side door									

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/24/2010 02:36:59 PM	MARTIRAM	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS- Thermal Event

Contact Last Name Contact First Name Account BAC Code

Thermal Event - 2007 Chevrolet Trailblazer

Ramiro/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2010 05:07:43 PM	CUNNING1	CUNNING1	Outbound Call Customer	Made Contact	Done	5/20/2010 05:08:27 PM	CRS Called Cust on Case

Contact Last Name Contact First Name Account BAC Code

Comments

CRS Adv: Case needs to be sent to ESIS, will contact you within 10 business days.

Cust Sls: OK Thanks.

Patrick Cunningham/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2010 05:07:05 PM	CUNNING1	MARTIRAM	Notify CRM		Done	5/24/2010 02:36:25 PM	ESIS - Thermal Event

Contact Last Name Contact First Name Account BAC Code

Comments

Per TL Patricia Burcham, Escalate to ESIS for Thermal Event

Patrick Cunningham/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2010 12:32:38 PM	CUNNING1	CUNNING1	Scheduled Follow-up		Scheduled Alarm		ESIS Pickup

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/20/2010 12:31:36 PM	CUNNING1	CUNNING1	Outbound Call Customer	Made Contact	Done	5/20/2010 12:32:36 PM	CRS Called Cust on Case
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS Adv: Wanted to make sure the inspector had contacted you.

Cust sta: Yes, the inspection is already complete.

CRS Adv: Thank you, I will FU once I have more information.

Patrick Cunningham/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/17/2010 09:14:23 AM	CUNNING1	CUNNING1	Scheduled Follow-up		Done	5/20/2010 12:31:35 PM	F/U on Inspection
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/14/2010 03:02:53 PM	CUNNING1	CUNNING1	Inbound Call Customer	Complex Request	Done	5/14/2010 03:09:58 PM	Cust called in on case
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sta: The inspector has called to set up an appointment. Want to know what I can do about a rental vehicle.

CRS Adv: We can't provide you with a rental vehicle until we have a resolution.

Patrick Cunningham/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/12/2010 09:27:13 AM	CUNNING1	CUNNING1	Scheduled Follow-up		Done	5/17/2010 09:14:22 AM	F/U on inspection

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/12/2010 09:27:13 AM	CUNNING1	CUNNING1	BRC PAR		Done	5/12/2010 09:37:29 AM	Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Romeo Chevrolet
Srv Mgr Arman
(845) 338-4000
Schwenk Drive
Kingston NY 12401

Patrick Cunningham/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/12/2010 09:27:12 AM	CUNNING1	CUNNING1	PAR Case Assessment	Collision	Done	5/12/2010 09:38:02 AM	Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Possible Thermal Event
Inspection to be completed by EAA
Business Reason: EAA needed for through analysis

Patrick Cunningham/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 05:13:49 PM	CUNNINC1	CUNNINC1	Scheduled Follow-up		Done	5/12/2010 09:16:20 AM	Send Inspection
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 05:07:37 PM	CUNNINC1	CUNNINC1	Outbound Call Dealer	Made Contact	Done	5/11/2010 05:12:12 PM	CRS Called Dir Srv Mgr Aman
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			

Comments

CRS Adv: Wondering if we can host an inspection there.

Dir Sts: Yes thats fine, just have them speak with me, Srv Mgr Aman.

Patrick Cunningham/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 10:21:01 AM	CUNNINC1	CUNNINC1	Ownership Changed	Ownership Escalated to BRC	Done	5/11/2010 10:21:01 AM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	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 First Name	Contact First Name	Account	BAC Code			

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 10:16:23 AM	CUNNING1	CUNNING1	Outbound Call Dealer	Left Message	Done	5/11/2010 10:20:25 AM	CRS Called Dir Srv Mgr Aman
Contact Last Name	Contact First Name	Contact First Name	Account			BAC Code	

Comments

CRS Adv: Need to see if we can host an inspection at your facility, Phone# and SR#.

Patrick Cunningham/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 10:06:43 AM	CUNNING1	CUNNING1	Outbound Call Customer	Made Contact	Done	5/11/2010 10:16:21 AM	CRS Called Cust on case
Contact Last Name	Contact First Name	Contact First Name	Account			BAC Code	

Comments

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	CUNNING1	CUNNING1	Inbound Call Dealer	Complex Request	Done	5/11/2010 10:06:03 AM	Dir Srv Mgr called in on case
Contact Last Name	Contact First Name	Contact First Name	Account			BAC Code	

Comments

Dir Sts: Calling you back.

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

Dir Sts: No History on that component.

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

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

Patrick Cunningham/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:34:09 AM	KINZERTH	CUNNING1	Ownership Changed		Done	5/11/2010 09:34:09 AM	Service Request Ownership has changed FROM: CASTROJO TO: CUNNING1
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:33:58 AM	KINZERTH	CUNNING1	BRC PAR	Initial Contact-AMM	Done	5/12/2010 09:17:53 AM	Called FFOM Zafonte Michael Mike 914055 8475
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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 reply, please if you have any questions.

Patrick Cunningham/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:33:49 AM	KINZERTH	CUNNING1	BRC PAR	Initial Contact-Dealer	Done	5/11/2010 09:47:24 AM	CRS Called Dir Srv Mgr to gather background info
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS Left Message with Dir Srv Mgr Andy

CRS Adv: Cust name and VIN, need to look into if there have ever been any problems 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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:33:41 AM	KINZERTH	CUNNINC1	BRC PAR	Initial Contact- Phone	Done	5/11/2010 10:08:27 AM	CRS Called Cust and Made Contact

Contact Last Name Contact First 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 damaged, 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:33:35 AM	KINZERTH	CUNNINC1	BRC PAR	Acknowledgement	Done	5/11/2010 09:52:12 AM	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 Cunningham/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:33:21 AM	KINZERTH	CUNNING1	Research		Done	5/11/2010 09:37:13 AM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Research Completed:
No Previous Related Repairs
No Related Recalls
Other SR Unrelated to concern

Patrick Cunningham/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:33:08 AM	KINZERTH	CUNNING1	BRC PAR	Case Assigned	Done	5/11/2010 09:35:38 AM	Assigned to Patrick Cunningham x31395
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:32:59 AM	KINZERTH	CASTROJO	SR Opened		Done	5/11/2010 09:32:59 AM	SR in Status of Closed has been Re-Opened by KINZERTH
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/11/2010 09:32:58 AM	KINZERTH	CASTROJO	SR Closed - Satisfied		Done	5/11/2010 09:32:58 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/10/2010 03:15:58 PM	CASTROJO	KINZERTH	Escalation	Initial PAR	Done	5/11/2010 09:32:54 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	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/10/2010 03:12:53 PM	CASTROJO	CASTROJO	Inbound Call Customer	Complex Request	Done	5/10/2010 03:15:56 PM	Window Regulator smoked

Contact Last Name Contact First Name Account BAC Code

Comments

Customer states:

Calling about parts with my car. Its a driver door module. The door smoked last Friday. I smelled a fiery 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 Code	Symptom	Description
N40	No Symptom Indicated	Electrical - Power Window Motor / Switch / Wiring / Regulator



Mr. GMVIS 2

May 25, 2010

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information



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

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract No

Branded Title No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions [0 Open](#)

• View V

View V

Compc

View V

• Transa

Detail

View V

Inform

Invoice Information

Invoicing Service Agent: 169651
ATLANTIC CHEVROLET CADILLAC
1356 SUNRISE HWY
BAY SHORE NY 11706-5914 6316650002

Invoice Date: 03/19/2007

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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Mr. GMVIS 2

May 25, 2010

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail



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

For this
-- View V

Vehicle Information

VIN: 1GNDT13S672 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD
 Service Contract No. Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions [Q_Open](#) [REDACTED]

· View V
 · View V
 · Comp
 · View V
 · Transa
 Detail
 · View V
 Inform:

Job Card Date: 03/29/2010

Job Card Number: 18354

Repair Service Agent: 255533
 GALLERIA CHEVROLET-CADILLAC, INC
 1960 SOUTH ROAD
 POUGHKEEPSIE NY 12601-6027
 8452981193

Odometer Reading 40,922 MI
 Authorization Code:

Process Date:
 04/11/2010

Transaction Type:
 ZREG—Regular Vehicle
 Transaction

Transaction Expense Category:
 Warranty

Customer Complaint Code:
 0390-Engine/Fuel/Exhaust -
 Other Issues

Job Card Line #. 1

Transaction Adjustment:

Cause Code: 6573-Module/Component -
 No/Incorrect Communication

Labour Op L1197-Fuel Level Sensor Replacement

Causal Part Number 00000000019178477-SENSORKIT,FUELLVL

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

Line Total: USD 271.10

Job Card Date: 06/16/2009

Job Card Number: 341987

Repair Service Agent: 207453
 GM ROADSIDE ASSISTANCE/CCAS
 ONE CABOT RD
 MEDFORD MA 02155-5117

Odometer Reading 29,000 MI
 Authorization Code:

Process Date
 06/26/2009

Transaction Type:
 ZREG—Regular Vehicle Transaction

Transaction Expense Category:
 Customer Enthusiasm

Customer Complaint Code:
0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

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

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 42.00

Job Card Date: 07/22/2008

Job Card Number: 108681

Repair Service Agent: 222749

Odometer Reading 17,001 MI

HIGHLAND CHEVROLET

Authorization Code.

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

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op R0760-Radio, Remove and Replace

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 99.65

Job Card Date: 10/19/2007

Job Card Number: 105389

Repair Service Agent: 222749

Odometer Reading: 6,753 MI

HIGHLAND CHEVROLET

Authorization Code.

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

Job Card Number: A49579

Repair Service Agent: 169651

Odometer Reading: 0 MI



Mr. GMVIS 2

May 25, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary



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 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions [Open](#) [REDACTED]

-

-

-

- View V

- View V

- Compc

- View V

- Transa

- Detail

- View V

- Informu

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability: 703090353
 Source Plant: V-CPC FLINT, MICHIGAN Part / Number Broadcast: NAX
 Date Scanned: 03/19/2007 Time Scanned: 12:48:00 Scan Station 01

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability: 005310647
 Source Plant S-SAGINAW DIVISION SAGINAW,MI Part / Number Broadcast: F9A
 Date Scanned: 03/19/2007 Time Scanned 13:58:00 Scan Station 05

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE) Traceability: 0BN392232
 Source Plant N- Part / Number Broadcast: JN
 Date Scanned: 03/19/2007 Time Scanned: 13:09:00 Scan Station: 03

Component Code: 61-TRANSMISSION Traceability: 45533611
 Source Plant Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast: 7TDD
 Date Scanned: 03/19/2007 Time Scanned: 13:06:00 Scan Station: 02

Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES Traceability: 3DN49387
 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 Traceability: 066151512
 Source Plant C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast: ZM4
 Date Scanned: 03/19/2007 Time Scanned: 13:47:00 Scan Station. 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability: 00111949
 Source Plant K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast: 3172
 Date Scanned: 03/19/2007 Time Scanned. 16:06:00 Scan Station. 21

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability: 1H35BV4
 Source Plant Q-RIMIR MATAMORS MEXICO Part / Number Broadcast: 2395
 Date Scanned: 03/19/2007 Time Scanned: 17:55:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-I/P	Traceability: 4BAEX90
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 8435
Date Scanned: 03/19/2007	Time Scanned: 13:50:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1670171
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 03/13/2007	Time Scanned: 03:02:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3155231
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 03/15/2007	Time Scanned: 19:28:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3155194
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 03/16/2007	Time Scanned: 17:34:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3154516
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 03/19/2007	Time Scanned: 09:39:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3154710
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 03/19/2007	Time Scanned: 10:11:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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ATLANTIC CHEVROLET CADILLAC
1356 SUNRISE HWY
BAY SHORE NY 11706-5914
6316650602

Authorization Code:

Process Date:
03/23/2007

Transaction Type:
ZPD:---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

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Mr. GMVIS 2

May 25, 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)

For this

- View V

Vehicle Information

VIN 1GNDT13S672

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract. No Branded Title. No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [Open](#)

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- View V

- View V

- Comps

- View V

- Transa

- Detail

- View V

- Inform

Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD

Order Number: KTZKN7

Gross Vehicle Weight: 2,611

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

1SZ - PREFERRED EQUIPMENT SAVINGS

28H - LIGHT GRAY

28I - INT TRIM LT GRAY/DK GRAY

49U - BORDEAUX RED METALLIC

6FB - COMP FRT LH COMPUTER SEL SUSP

7AA - FRONT SPRING

8UY - COMPONENT RR LH COMPUTER SEL

9UY - COMPONENT RR RH COMPUTER SEL

A50 - FRT BUCKET SEATS & FLR CONSOLE

AK5 - DUAL STAGE FRONT AIR BAGS

AL0 - SENSOR INF RESTR, CHILD DETECT

AM9 - 65/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

B30 - FULL CARPET-COLOR KEYED

B3N - FLOOR MATS, FRONT/REAR DELETE

C49 - REAR WINDOW DEFOGGER

C5N - GVW RATING - 5750 LBS

CJ3 - CLIMATE CONTROL

DAY - ASSEMBLY PLANT MORAIN, OHIO

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

EVA - EVAP EMISSION REQUIREMENT

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 I6

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N40 - POWER STEERING

N75 - 17" ALUMINUM WHEELS

NE1 - 50-STATE EMISSIONS

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NU5 - EMISSION SYSTEM CALIFORNIA

NZ3 - 16" FULL SIZE SPARE WHEEL

QTM - ALL-SEASON TIRES

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R6P - SPECIAL PAINT

R9L - SPRING WHOLESALE FLOORPLAN PLUS

R9N - LEATHER SEAT TRIM

R9U - GM ACCESS - AUTOBOOK IDENTIFIER

R9X - XM RADIO STANDARD IDENTIFER

SLM - STOCK ORDERS

T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE IDENT NUMBER

TB4 - LIFTGATE

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

UB0 - 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

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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Mr. GMVIS 2

May 25, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Summary



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

For this
- View v

Vehicle Information

VIN: 1GNDT13S672
Model: CT15506-2007 TRAILBLAZER 4WD
Service Contract No: Branded Title No: Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

View v
View v
Compt
View v
Transa
Detail
View v
Inform:

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	TSB 07-08-54-001	HORN INOP FROM STEERING WHEEL HORN PAD - REF. TSB 07-08-54-001.	11/21/2007

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		OnStar Status: Inactive
XM Equipped: Y	XM Radio ID: GU63T049	XM Status: Inactive
OnStar Vehicle Diagnostics: N		DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission 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 MI
	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 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/29/2010	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 Monitoring	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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Healey Chevrolet Inc.

Phone: 845-298-1193

FAX: 845-298-1006

1960 South Road

Poughkeepsie, NY 12601

TO: Shawn Kelly
FROM: Erika @ Healey Chevy
FAX #: 1313 665 0911
DATE: 07/16/10
FAX #: 845 298 1193
OF PAGES: 3

MESSAGE:

MR. Kelly,

Just refaxing invoices
to you ~~per~~ ~~per~~ as
per your request.

- Erika



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

Chevrolet Buick
183 Greenwich Ave., Goshen
(845) 264-6171
N.Y.S. M.V.R.S REG. NO. 2380536

Ford Lincoln Mercury
2328 Route 17M, Goshen
(845) 291-1998
N.Y.S. M.V.R.S REG. NO. 7060314

Used Car Outlet
130 Temple Hill Rd., Vails Gate
(845) 565-7033
N.Y.S. M.V.R.S REG. NO. 7068353

Mitsubishi
2528 Route 17M, Goshen
(845) 291-1998
N.Y.S. M.V.R.S REG. NO. 7062626

Chevrolet
410 Fishkill Ave., Beacon
(845) 831-1975
N.Y.S. M.V.R.S REG. NO. 7025000

Chrysler Dodge Jeep
557 Route 52, Beacon
(845) 831-1148
N.Y.S. M.V.R.S REG. NO. 7077504

Hyundai
344 Fishkill Ave., Beacon
(845) 831-3198
N.Y.S. M.V.R.S REG. NO. 7095414

10 of 2

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02CVZZRODATE	ROTATE TIRE	MI		02CVZZALIGN	ALIGN FT SUSPENSION	MI	
60CVZZ39	39000 MILE SERVICE	MO		02CVZZ45	45000 MILE SERVICE	MI	
34CVZZBGTTRANS	BG TRANS POWERFLUSH	MI		02CVZZSBELT	REP SERPT.BELT	MI	
34CVZZBGCO	BG COOLANT SERV	MI		34CVZZBGCODEX	BG COOLANT DEX	MI	
34CVZZBGDIESEL	BG DIESEL INJECTION	MI		55CVZZBGTTRANS	BG TRANS POWERFLUSH	MI	

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

SERVICE

STATE REG# R7025000

10NDT13S672

077/CHEVROLET TRUCK/TRAILBLAZER

PRODUCTION DATE: 06/27/07 STOCK NO: 37794

LICENSE NO: 37794

CUSTOMER NO: 184145 SERVICE CONTRACT: 06/27/07 DELIVERY MILES: 2186

DELIVERY DATE: 07/07/10

EXPIRATION DATE: 07/07/10

TURBO: CVZZ AIR COND: P S TRAIL: MILEAGE: 45,744 ADVISOR: 6188

ADVISOR: John Paraggio

APPOINTMENT: 10:55am 07/07/10 07:00pm

LABOR RATE: CELL

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO THE VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC LIEN IS HEREBY ACKNOWLEDGED ON THE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERE TO. IF YOU HIRE AN ATTORNEY TO COLLECT WHAT I OWE, I WILL PAY HIS REASONABLE FEE PLUS COURT COSTS. SEE BACK FOR WARRANTY INFORMATION.

OR CREDIT CARDS

1 C 18CVZZMISS FRONT DOORS GENERAL

CUSTOMER REPORTS THE DRIVER FRONT DOOR TRIM PANEL SMOKED WHEN THEY TRIED TO OPEN THAT WINDOW. CUSTOMER INSPECTED AND FOUND FUSE BLOWN. CUSTOMER REPLACED FUSE AND IT BLEW (NOW FUSE IS REMOVED). THE CUSTOMER CALLED GM ASSISTANCE; A GM ENGINEER INSPECTED THE VEHICLE IN KINGSTON. THERE WAS NO CONCLUSION BY THE ENGINEER. NOW GM REP SHAWN KELLY ADVISED CUSTOMER TO BRING TO A DEALER; THE SERVICE MANAGER WILL CONTACT SHAWN KELLY PRIOR TO WORKING ON THE VEHICLE.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS \$ _____	PARTS \$ _____
LABOR \$ _____	LABOR \$ _____
TOTAL \$ _____	TOTAL \$ _____

ADD'L REPAIRS AUTHORIZED BY: _____

DATE: _____

TIME: _____

DATE COMPLETED: _____ DATE CUSTOMER NOTIFIED: _____

GROSS REFERENCE R.O. _____ MILEAGE OUT _____

COMMENTS

0104J37794

Healey Chevrolet Estimate

██████████
VIN # 1GNDT13S672 ██████████

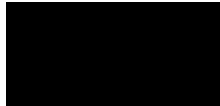
~~2006~~ Trailblazer
2007

Replace "melted" drivers door module and reprogram. \$204.85
note: After switch/module is replaced the operation
of the door locks and windows must be checked
and evaluated.

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

5

July 21, 2010



Esopus NY [redacted]

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: [redacted]
 Date of Event: 5-8-10
 Our File: 693429
 Our Client: General Motors, LLC

Dear Ms. [redacted],

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

SR No.	71-837825484	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR	
Account		Site	GW SubType		Bus. Unit	BRC	
Last Name		First Name	Approval	Not Initiated	Area	PAR	
Daytime #		Evening #	UCC	Electrical - General	Sub-Area	Initiate PAR- Thermal Event	
Address		City	Lansing	Involved Dir	Safety	Yes	
State	IL ZipCd	Con Acct	Source	Email	Updated	6/14/2010 10:55:41 AM	
Serial #/VIN	1GNET18S268	Model Year	2006	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	01/28/2006	Status	Open	Owner	GARCIAJR
Model	TrailBlazer	Mileage	65000	Sub-Status	Dissatisfied	Opened	6/10/2010 04:53:05 AM
Abstract	Thermal event - 06 Chevrolet TrailBlazer						Closed
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries #	Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	6/5/2010 10:00:19 AM	N	0	1	Concrete	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities	none			
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency	unk				
Incident Loc	Parking lot of Lansing village center 3141 Ridge road		Incident Desc	Vehicle was parked customer was sitting on the p/s when the driverside window started going up and down on it's own customer heard sizzling and popping small flames came out of the driverside door panel				
Component	unk		Damage Desc	thermal event damage limited to the driverside door				
Vehicle Loc	W/ customer		Add'l Info	no fire reports filed about the thermal event incident customer unable to provide additional information for insurance company/claim				
Emgcy Svc Names	n/a		Maint Loc	n/a				

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	
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		
Veh Est Repair Cost	Spec Equip Installer		Prop Damage Description	n/a				
Primary Veh Use	Inspection Thermal Event Type		Inspected By	Inspection Not Performed	Inspection Date/Time			
Veh Damage Description			Explain Other	being sent to ESIS, unk last svc date & loc				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/14/2010 11:04:22 AM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/14/2010 11:03:29 AM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

06 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 05:03:28 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Done	6/14/2010 10:27:42 AM	ct cust for initial

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 03:18:40 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	6/11/2010 03:18:40 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:59:14 AM	BURCHAM	GARCIAJR	Ownership Changed		Done	6/11/2010 10:59:14 AM	Service Request Ownership has changed FROM: VALERIER TO: GARCIAJR
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:59:05 AM	BURCHAM	GARCIAJR	BRC PAR	Initial Contact- AVM	Done	6/11/2010 03:16:38 PM	lrm for RCCDMV, Warren Carter
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

RCCDMV: Warren Carter
Node: 630961
Mailbox: 6733

Calling to provide heads-up/FYI on cust's product allegation case.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:59:02 AM	BURCHAM	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	6/11/2010 03:14:07 PM	called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Involved dlr out of business.

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:58:58 AM	BURCHAM	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	6/14/2010 11:03:26 AM	made initial ct w/cust

Contact Last Name	Contact First Name	Account	BAC Code

Crn stated calling to /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.

Crn verifd pre-par & par detail screen info.

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

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 /u w/cust re the product allegation case.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:58:44 AM	BURCHAM	GARCIAJR	Notify CRM		Done	6/11/2010 11:05:49 AM	File assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:58:37 AM	BURCHAM	GARCIAJR	Research		Done	6/11/2010 11:11:27 AM	Research VIN

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

Comments

Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe GPAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	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 First Name	Account	BAC Code
-------------------	--------------------	---------	----------

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:58:14 AM	BURCHAM	VALERIER	SR Opened		Done	6/11/2010 10:58:14 AM	SR In Status of Closed has been Re-Opened by BURCHAM

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:58:13 AM	BURCHAM	VALERIER	SR Closed - Dissatisfied		Done	6/11/2010 10:58:13 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2010 10:58:46 AM	VALERIER	MERCADTO	Escalation	Initiate PAR	Done	6/11/2010 10:58:07 AM	Assigning activity to PAR Queue Received and assigned in PAR Tonie Mercado/PAR Workflow/ATX

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Advised customer that someone from the PAR dept will be contacting her within 2 business days

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 Name	Account	BAC Code

Comments

customer experienced a thermal event w/ the driver side door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/10/2010 04:58:59 AM	VALERIER	VALERIER	Scheduled Outbound Call Cust	Initial Attempt	Done	6/10/2010 10:22:25 AM	Initial attempt Richard and Deborah Furmanek

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/10/2010 04:57:13 AM	VALERIER	VALERIER	Email - Outbound		Done	6/10/2010 04:58:52 AM	Chevrolet Vehicle Concern
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Service Request: 71-837925484
Customer Relationship Specialist: Eric

Dear [REDACTED]

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 file 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-DUJ1ZD]

-----Original Message-----

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/9/2010 08:13:50 PM		VALERIER	Email - Inbound		Done	8/10/2010 04:58:52 AM	Chevrolet Vehicle Concern

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Name: [REDACTED]
Email Address: [REDACTED]
Address: [REDACTED]
Lansing, IL [REDACTED]
Day Phone: [REDACTED]
Evening Phone: ()- ex

Comments: I notice that you have issued a recall for the windshield wipers and fire issue on suv's. I want to know if you are looking at problems similar to that of Chrysler on fire/short on left door panels. I know that Chrysler has issued a recall and my 2008 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 Chevrolet that I am completely unhappy with your cars now. I just 2 days prior to the fire had to replace sensors in the gas tank 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: mornings

Dealer Info:

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

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General



Mr. GMVIS 2

June 14, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Summary



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

For this

• View V

Vehicle Information

VIN: 1GNET16S266

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Service Contract: Yes

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST FOR OTHER VIN

• View V

• View V

• View V

• View V

• View V

• View V

• View V

• View V

• View V

• View V

• View V

Required Field Actions

Open field actions are highlighted

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

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).

OnStar Equipped: Y

OnStar Status: Active

XM Equipped: Y

XM Radio ID: 0H4UC0HP

XM Status: Active

OnStar Vehicle Diagnostics: Y

DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	02/23/2010	01/26/2006	0 MI	01/26/2009	36,000 MI
	Corrosion Limited Warranty	02/23/2010	01/26/2006	0 MI	01/26/2012	100,000 MI
	Emission Select Component Ltd Wty	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

Deductible Amount: 0.00

Effective Date: 06/24/2006

Expiration Date: 06/24/2010

Effective Odometer: 5950 MI

Expiration Odometer: 53950 MI

Daily Rental Limit: 35.00

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
06/15/2009	271980	ZSCT—Service 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	ZREG—Regular 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	ZREG—Regular 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	ZREG—Regular 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	ZREG—Regular 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	0 MI

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June 14, 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).

For this

View V

Vehicle Information

VIN: 1GNET16S266

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Service Contract: Yes

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST ANOTHER VIN

View V

View V

Comp

View V

Transa

Detail

View V

Inform

Vehicle Build

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Order Number: JMJD4

Gross Vehicle Weight: 2,906

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 W/AUDIO 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

271 - INT TRIM CASHMERE/EBONY

6HD - SPRING

7HD - SPRING

80U - RED JEWEL TINTCOAT

8NH -

9NH - SUSPENSION COMPONENT

A34 - POWER REAR QUARTER WINDOWS

AAB - MEMORY DRIVER CONVENIENCE PKG

AJ1 - TINTED GLASS

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AL0 - SENSOR INF RESTR, CHILD DETECT

AM7 - FOLDING REAR SEAT

AM9 - SPLIT FOLDING REAR SEAT BACK

AR9 - FRT BUCKET SEAT, DELUXE

ASF - HEAD CURTAIN SIDE IMPACT AIR BAGS

AU0 - KEYLESS REMOTE DOOR LOCK

AXP - MPV VIN IDENT POSITION

B30 - CARPETING, COLOR-KEYED

B32 - FLOOR MATS, FRONT AND REAR

B33 - REAR COLOR KEYED FLOOR MATS

B86 - MOLDING B/S COLOR

BG2 - THIRD ROW FLOOR MAT

BVE - RUNNING BOARDS

C49 - REAR WINDOW DEFOGGER

C7H - 6,400 LB GVW RATING

CF5 - ELECTRIC SUNROOF

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - ISRV MIRROR W/COMPASS& AUTODIM

DH2 - LIGHTED LH & RH VISOR MIRRORS

DK7 - OVERHEAD CONSOLE

DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS

EVA - EVAP EMISSION REQUIREMENT

G80 - LOCKING DIFFERENTIAL-REAR AXLE

GU8 - REAR AXLE 3.42 RATIO
 JF8 - BRAKE VAC POWER, 4 WHL DISC
 K34 - CRUISE CONTROL
 KG4 - GENERATOR 150 AMP
 M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL
 N74 - 17" BRIGHT ALUMINUM WHEELS
 NF4 - EMISSIONS CLEAN FUEL FLEET
 OKL - PLANT - OKLAHOMA CITY

PDC - SEAT, 8-WAY POWER DRIVER

PNI - REAR CARGO SHELF
 R6P - PREMIUM PAINT
 SLM - STOCK ORDERS

T61 - DAYTIME RUNNING LIGHTS
 T98 - STAMPING VEHICLE IDENT NUMBER
 TGA - LANGUAGE CONTROL ENG, FR, SPAN

U68 - DRIVER INFO CENTER DISPLAY
 UA6 - THEFT DETERRENT ALARM SYSTEM

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

UK6 - REAR SEAT RADIO & HVAC CONTROLS
 UY7 - TRAILER WIRING HARNESS
 V40 - POWER PASSENGER SEAT PROVISIONS

VCL - 50-STATE EMISSIONS-CFF LEV
 VXS - COMPLETE VEHICLE LABEL

YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT,OSRV MIRROR * OSRV MIRRORS W/TURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO W/CASS., CD RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO)

YD5 - BASE FRONT SPRING

ZO3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTR

ZY1 - SOLID PAINT

JF4 - ELECTRIC ADJUSTABLE PEDALS
 JJB - PT DRESS SUBASSY NOT INSTALLED
 KA1 - HEATED FRONT SEATS
 LL8 - VORTEC 4200 SFI I6
 N40 - POWER STEERING

N79 - FULL SIZE SPARE
 NP8 - 2-SPEED ACTIVE TRANSFER CASE
 PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES CD/CASSETTE RADIO)

PDF - LT PACKAGE 1 * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROL

QTR - P245/65R17 ON/OFF ROAD WOL TIRES

R9N - LEATHER SEAT TRIM

STW - LEATHER WRAPPED STG WHL W/CONTR

T96 - FRONT FOG LAMPS

TB4 - LIFTGATE

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

U73 - FIXED MAST ANTENNA

UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)

UG1 - HOMELINK

UQA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS-BARS

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

VK3 - LICENSE PLATE FRAME, FRONT

X88 - CHEVROLET CONVERSION

YD3 - BASE EQUIP FOR SCH GVV PL-FT AX

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

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June 14, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary



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: 1GNET16S266 [redacted] Model: CT15806-2006 TRAILBLAZER EXT 4WD
Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: No
Order Type: 70 - RETAIL - STOCK
Field Actions: 1 Open [redacted] REQUEST ANOTHER VIN

View V
View V
Comp
View V
Transa
Detail
View V
Inform

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 509260064
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 10/05/2005	Time Scanned: 12:22:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000682665
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: XUZ
Date Scanned: 10/05/2005	Time Scanned: 08:11:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BH354477
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 10/05/2005	Time Scanned: 12:34:00 Scan Station: 01
Component Code: 61-TRANSMISSION	Traceability: 42791620
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 10/05/2005	Time Scanned: 12:29:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: DBI29035
Source Plant: G-	Part / Number Broadcast: UP7
Date Scanned: 10/05/2005	Time Scanned: 12:46:00 Scan Station: 02
Component Code: 85-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 3527145NG
Source Plant: K-DELCO ELECTRONICS KOKOMO,IN	Part / Number Broadcast: YMSR
Date Scanned: 10/05/2005	Time Scanned: 20:28:00 Scan Station: 04
Component Code: 87-BODY CONTROL MODULE	Traceability: 152716XY3
Source Plant: M-	Part / Number Broadcast: 7809
Date Scanned: 10/05/2005	Time Scanned: 20:28:00 Scan Station: 08
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1FKTYUH
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 10/05/2005	Time Scanned: 18:02:00 Scan Station: 06

Component Code: AL-IR-MODULE ASM-IP	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: 5286X03YS
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 MODULE	Traceability: 25251A526
Source Plant: Y-	Part / Number Broadcast: 2757
Date Scanned: 10/05/2005	Time Scanned: 20:28:00 Scan Station: 09
Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE	Traceability: 052632H5T
Source Plant: Y-	Part / Number Broadcast: 4979
Date Scanned: 10/05/2005	Time Scanned: 20:28:00 Scan Station: 10
Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE	Traceability: 05263JFNR
Source Plant: Z-	Part / Number Broadcast: 5015
Date Scanned: 10/05/2005	Time Scanned: 20:28:00 Scan Station: 11
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0121737
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 09/23/2005	Time Scanned: 05:16:00 Scan Station:
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0475889
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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June 14, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail



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

For this

View V

Vehicle Information

VIN: 1GNET16S266

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Service Contract: Yes

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

Click on another VIN

View V

View V

Compc

View V

Transa

Detail

View V

Inform

Job Card Date: 06/15/2009

Job Card Number: 271980

Repair Service Agent: 177132

Odometer Reading: 49,700 MI

GIBSON CHEVROLET, INC.

Authorization Code:

1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

7083397400

Process Date:

06/19/2009

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 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 Date: 06/15/2009

Job Card Number: 271890

Repair Service Agent: 177132

Odometer Reading: 49,700 MI

GIBSON CHEVROLET, INC.

Authorization Code:

1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685

7083397400

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
 -See other Parts and/or Net Items Line Total: USD 268.84

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
 Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
 Labour Op L1020-Fuel Tank Filler Cap Replacement
 Causal Part Number
 -See other Parts and/or Net Items Line Total: USD 66.72

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
 Job Card Line #: 2 Transaction Adjustment: Cause Code: 0000-Converted Claims
 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 Odometer Reading: 47,229 MI
 GIBSON CHEVROLET, INC. 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 Enthusiasm

Customer Complaint Code:
0000-Converted Claim

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

Labour Op Z2175-\$15 Maintenance Card Promotion

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 15.00

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

Odometer Reading: 30,433 MI
Authorization Code:

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: Cause Code: 0000-Converted Claims

Labour Op K4123-Transfer Case Shift Control Switch Replacement

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 116.66

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

Odometer Reading: 30,433 MI
Authorization Code:

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

Odometer Reading: 27,797 MI

GIBSON CHEVROLET, INC.
1533 E 162ND ST
SOUTH HOLLAND IL 60473-2685
7083397400

Authorization Code:

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 Date: 10/02/2007

Job Card Number: 249886

Repair Service Agent: 177132

Odometer Reading: 24,219 MI

GIBSON CHEVROLET, INC.
1533 E 162ND ST
SOUTH HOLLAND IL 60473-2685
7083397400

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

Odometer Reading: 2,887 MI

GIBSON CHEVROLET, INC.
1533 E 162ND ST
SOUTH HOLLAND IL 60473-2685

Authorization Code:

7083397400

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 Odometer Reading: 2,453 MI
GIBSON CHEVROLET, INC. Authorization Code: E
1533 E 162ND ST
SOUTH HOLLAND IL 60473-2685
7083397400

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
Causal Part Number

Line Total: USD 57.25

Job Card Date: 10/05/2005 Job Card Number: A28345
Repair Service Agent: 177132 Odometer Reading: 0 MI
GIBSON CHEVROLET, INC. Authorization Code:
1533 E 162ND ST
SOUTH HOLLAND IL 60473-2685
7083397400

Process Date:
10/11/2005
Transaction Type:
ZPDI—Pre-Delivery Inspection
Transaction Expense Category:
Customer Complaint Code:
0000-Converted Claim
Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op Z7000-Pre-Delivery Inspection - Base Time
Causal Part Number

Line Total: USD 102.40

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June 14, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information



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 1GNET16S266

Model: CT15806-2006 TRAILBLAZER EXT 4WD

Service Contract Yes Branded Title No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [1 Open](#)



• View V

• View V

• Comp

• View V

• Transa

• Detail

• View V

• Informi

Invoice Information

Invoicing Service Agent: 177132

Invoice Date: 10/05/2005

GIBSON CHEVROLET, INC.

1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685 7083397400

Ship to Information

Invoicing Service Agent: 177132

Ship to Date: N/A

GIBSON CHEVROLET, INC.

1533 E 162ND ST

SOUTH HOLLAND IL 60473-2685 7083397400

Delivery Information

Delivery Service Agent: 177132

Delivery Date: 08/24/2006

GIBSON CHEVROLET, INC.

Delivery Type: 010—INDIVIDUAL

1533 E 162ND ST

Delivery Odometer: 0

SOUTH HOLLAND IL 60473-2685 7083397400

In Service Information

Invoicing Service Agent

In Service Date: 01/26/2006

In Service Type: 0002

In Service Odometer: 0

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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](#)

VIN :	1GNET16S266 [REDACTED]
-------	------------------------

VEHICLE INFORMATION

Merchandising Model :	CT15806 -2006 TRAILBLAZER EXT LT 4WD	Warranty Start Date :	01/26/2006				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	GIBSON CHEVROLET, INC. 1533 E 162ND ST SOUTH HOLLAND, IL 60473-2685 (708) 339-7400	Selling Source :	13 - CHEVROLET				
		Site Code :	11241				
		Business Associate Code :	177132				
Service Contract :	Yes	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Type	Number	Description	Posted Date	Status
YT	06022	SERVICE UPDATE - DRIVER'S SEAT MODULE REPROGRAM - EXPIRES W/BASE WARRANTY	03/23/2006	Open

SERVICE INFORMATIONAL ITEMS

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

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Active	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.			
XM Equipped	Yes	XM Radio ID	0H4UC0HP	XM Status	Active	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).	

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	01/26/2006	0 miles	01/26/2009	36000 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	01/26/2006	0 miles	01/26/2012	100000 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	Type	Labor Operation	Odometer Reading
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 miles
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	1	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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Service 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	Involved Dir		Safety	Yes		
State	TX ZipCd	Con Acct	Source	Phone	Updated	7/26/2010 03:25:06 PM		
Serial #/VIN	1GND513S77	Model Year	2007	Priority	Medium	License #	CHEVROL	
Make	Chevrolet	Warr. Start	06/20/2006	Status	Closed	Owner	BRUCED1	
Model	TrailBlazer	Mileage	115000	Sub-Status	Dissatisfied	Opened	7/19/2010 03:37:03 PM	
Abstract	E - Thermal Event - Electrical - Power Window Motor / Switch / Wiring / Regulator						Closed	7/26/2010 03:25:04 PM
Customer Description	This is a BRC PAR File. Please do not assume. DO NOT ADVISE. Forward all Inquiries to Deongella @ ext 21114							

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Relative	7/19/2010 03:00:00 PM	N	0	0	Asphalt	Dry	None	None
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'4		None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Unknown	Unknown		Unknown					
Incident Loc	7211 Navidad Rd	Incident Desc	Cust sts the veh was parked in the garaged and I saw smoke on the driver side door one then I saw flames					
Component	Window Motor / Switch / Wiring / Regulator	Damage Desc	Instrument cluster panel					
Vehicle Loc	7211 Navidad Rd	Add'l Info	At this point cust has not filed a claim, cust did not want to disclose DOB or insurance information					
Emgcy Svc Names	None	Maint Loc						

PAR Detail

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 Installer	None	Prop Damage Description	None						
Primary Veh Use	Personal	Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time					
Veh Damage Description	Unknown (Veh has not been looked at)			Explain Other	None						

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 Dissatisfied.

Contact Last Name Contact First Name Account BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/26/2010 03:24:34 PM	BRUCED1	BRUCED1	BRC PAR	Close	Done	7/26/2010 03:24:34 PM	Close File

Contact Last Name Contact First Name Account BAC Code

Customer claims thermal event originating from power window control console on driver's side door

695976 Josh Preister
313.685.3391
Joshua.preister@gm.com

Deongella/PAR/ATX

Confidential Comments

Created	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	7/28/2010 03:24:33 PM	Check on ESIS Pick Up

Contact Last Name Contact First Name Account BAC Code

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2010 08:13:34 AM	KINZERTH	TOPOROW M	Escalation	ESIS- Thermal Event	Done	7/26/2010 01:13:00 PM	ESIS - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Customer claims thermal event originating from power window control console on driver's side door

Thaddeus Kinzer/PARIATX

695976 Josh Preister
313.665.3381
Joshua.preister@gm.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 04:01:24 PM	BRUCED1	BRUCED1	Scheduled Follow-up		Done	7/22/2010 05:40:44 PM	Check on ESIS Pick Up

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 04:01:04 PM	BRUCED1	KINZERTH	Notify CRM		Done	7/20/2010 08:13:26 AM	ESC to ESIS

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

Comments

Due to Thermal Event

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:55:02 PM	BRUCED1	BRUCED1	Ownership Changed	Ownership Escalated to BRC	Done	7/19/2010 03:55:02 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:48:38 PM	BRUCED1	BRUCED1	Research		Done	7/19/2010 04:28:47 PM	VIN - 1GND513S71
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Recalls -

Service Update Bulletins N060091 06091 ENGINE/POWERTRAIN CONTROL MODULE REPROGRAM **EXTENDED TO NOVEMBER 30, 2008** 08/30/2008
Closed

No prev repairs

No prev SR's

Deongella/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:48:35 PM	BRUCED1	BRUCED1	BRC PAR	Initial Contact-AVM	Done	7/19/2010 04:59:29 PM	Called - FFOM Ralph Jason (9720438112) 800-248-8238
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

FFOM Name: Ralph Jason
Node/Mailbox: (9720438112)

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

The request number is: 71-950407780

The Customer's name is

The dealer involved is: None

Located in: Houston TX

The vehicle is a: 07 Chevy TrailBlazer

With current mileage: 115k

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.

Deongella /PAR/ATX

Confidential Comments

Service Request Detail

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 First Name	Account	BAC Code				
Comments							
Due to the fact teh veh has not been into the dr since 06							
Deongella/PAR/ATX							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:48:23 PM	BRUCED1	BRUCED1	BRC PAR	Initial Contact- Phone	Done	7/19/2010 04:11:23 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sts 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

Crs adv so the door was the concern

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 w/ 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 sts is there a recall for this part

Crs adv no, the only recall on the veh was for the PCM which has already been performed

Cust sts well that is the part that caused the problem

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

Cust sts yes

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

Cust sts 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

Deongella /PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:48:13 PM	BRUCED1	BRUCED1	BRC PAR	Acknowledgement	Done	7/19/2010 04:07:43 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Pls see initial phone call

Deongella/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:48:04 PM	BRUCED1	BRUCED1	BRC PAR	Case Assigned	Done	7/19/2010 03:49:06 PM	Case Assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Deongella/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/19/2010 03:48:01 PM	BRUCED1	BRUCED1	Ownership Changed		Done	7/19/2010 03:48:01 PM	Service Request Ownership has changed FROM: THOMASIS TO: BRUCED1
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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				

Comments

Customer states: He has a 2007 Chevrolet Trailblazer 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.

Isiah Thomas/Saginaw/Tier1/GWEmpowerment0

Confidential Comments

UCC Information

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



[Logout](#)

February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:

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

Vehicle Information

VIN: 1GNDS13S772 [REDACTED] 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](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

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

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

Applicable Warranties

Valid warranties are highlighted

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

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.

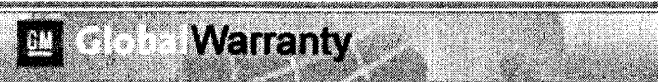
Transaction History[View Details](#)

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	ZREG---Regular Vehicle Transaction		J6354 - Powertrain Control Module Engine Reprogramming with SPS	13,168 MI
06/19/2006	A06479	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN: 1GNDS13S772 [REDACTED] 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](#) [REDACTED]

For this vehicle:

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

Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD Order Number: KCSMRQ
 Gross Vehicle Weight: 2,520 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 | 1SZ - PREFERRED EQUIPMENT SAVINGS |
| 28H - LIGHT GRAY | 28I - INT TRIM LT GRAY/DK GRAY |
| 41U - BLACK | 6AC - SUSPENSION |
| 7AB - FRONT SPRING | 8NS - SUSPENSION |
| 9NR - SUSPENSION | A50 - FRT BUCKET SEATS & FLR CONSOLE |
| AJ1 - GLASS, DEEP TINTED | AK5 - DUAL STAGE FRONT AIR BAGS |
| AL0 - SENSOR INF RESTR, CHILD DETECT | AM9 - 65/35 FOLDING 2ND ROW SEAT |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING | AU0 - REMOTE KEYLESS ENTRY |
| AXP - MPV VIN IDENT POSITION | B0L - GM PRODUCTION WEEK #29 |
| B30 - FULL CARPET-COLOR KEYED | B32 - FLOOR MATS, FRONT/REAR |
| B33 - REAR COLOR KEYED FLOOR MATS | B86 - MOLDING B/S COLOR |
| C1U - ENTERPRISE RENT A CAR | C49 - REAR WINDOW DEFROSTER |
| C4D - GVW RATING - 5550 LBS | CJ3 - CLIMATE CONTROL |
| DAY - ASSEMBLY PLANT MORaine, OHIO | DP2 - POWER OSRV MIRRORS |
| 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 |

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - TRANSMISSION, 4 SPD AUTOMATIC

N75 - 17" ALUMINUM WHEELS

NZ3 - 16" FULL SIZE SPARE WHEEL

R4W - TIRE BRAND-MICHELIN

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R7M - ONSTAR DELETE

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UB0 - AM/FM STEREO W/CD

UY7 - TRAILER WIRING HARNESS

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

VQ2 - FLEET ORDERING AND ASSISTANCE

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE AXLE

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

INSTALLED

K34 - CRUISE
CONTROL

LL8 - ENGINE, ,
VORTEC 4.2L SFI I6

N40 - POWER
STEERING

NT7 - EMISSION SYS
FED - TIER 2

QTM - ALL-SEASON
TIRES

R6F - IDENTIFY B
CODE USERS

R6P - SPECIAL
PAINT

R9N - LEATHER
SEAT TRIM

T98 - STAMPING
VEHICLE IDENT
NUMBER

TFD - RETAIL
AMENITY DELETE

UA6 - THEFT
DETERRENT ALARM
SYSTEM

UJ6 - TIRE
PRESSURE
MONITOR

V1K - LUGGAGE
RACK CROSS-BARS

VK3 - FRONT
LICENSE PLATE
BRACKET

VX7 - LONG TERM
DAILY RENTAL
PROGRAM

X88 - CHEVROLET
CONVERSION

YD5 - BASE FRONT
SPRING

ZNF - SPARE, ALL-
SEASON TIRE

ZY1 - SOLID PAINT

Added Option Codes

~BQ~

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February 22, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Component Summary

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

Vehicle Information

VIN: 1GNDS13S772 [REDACTED] 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](#)

For this vehicle:

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 606130179
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 06/19/2006	Time Scanned: 00:30:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000521656
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 06/19/2006	Time Scanned: 01:33:00 Scan Station: 05
Component Code: 61-TRANSMISSION	Traceability: 44393935
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7SDD
Date Scanned: 06/19/2006	Time Scanned: 00:38:00 Scan Station: 02
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 157131250
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 06/19/2006	Time Scanned: 01:28:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00006843
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 5724
Date Scanned: 06/19/2006	Time Scanned: 03:05:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GUWYS8
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 06/19/2006	Time Scanned: 05:26:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5AASD12
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 06/19/2006	Time Scanned: 01:25:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0100460
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 06/13/2006	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3006773
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 06/15/2006	Time Scanned: 18:17:00 Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 3006714
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 06/16/2006	Time Scanned: 11:42:00 Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 3006832
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 06/16/2006	Time Scanned: 22:02:00 Scan Station:

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

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

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

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

Vehicle Information

VIN: 1GNDS13S772 [REDACTED] 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](#)

For this vehicle:

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

Job Card Date: 11/30/2006

Job Card Number: 386004

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 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:

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

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

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 [REDACTED] 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](#) [RECALL AND TRIP MIA](#)

For this vehicle:

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

Invoice Information

Invoicing Service Agent: 116619 Invoice Date: 06/19/2006
 WESNER, INC. - HUNTSVILLE
 230 IH 45 N
 HUNTSVILLE TX 77320-3018 9362917500

Ship to Information

Ship to Service Agent: 116619 Ship to Date: N/A
 WESNER, INC. - HUNTSVILLE
 230 IH 45 N
 HUNTSVILLE TX 77320-3018 9362917500

Delivery Information

Delivery Service Agent: 116619 Delivery Date: 06/20/2006
 WESNER, INC. - HUNTSVILLE Delivery Type: 020---DAILY RENTAL
 230 IH 45 N Delivery Odometer: 10
 HUNTSVILLE TX 77320-3018 9362917500

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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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*

Joshua Preister
Claims Administrator

July 28, 2010

[REDACTED]
HOUSTON, TX [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 695976
Our Client: General Motors LLC
Date/Event: 07/19/2010
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S772 [REDACTED]

Dear Ms. [REDACTED]

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

In that regard, I am in receipt of your correspondence to GM concerning your loss. Your correspondence alleges that you sustained 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 than 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.	71-856855924	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir	Riehls Chevrolet, Inc.	Safety	Yes
State	PA ZipCd	Con Acct	Source	Phone	Updated	8/10/2010 03:48:58 PM
Serial #/VIN	1GNDY13S26	Model Year	Priority	Medium License #	Owner	KINZERTH
Make	Chevrolet	Warr. Start	Status	Open	Opened	8/7/2010 10:01:47 AM
Model	TrailBlazer	Mileage	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	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#	
Owner	7/12/2010 08:00:00 AM	N	0	2	Concrete	Dry	n/a	n/a	
Driver Last Name	Driver First Name	Height	DOB	Disabilities					
		52"		None					
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency	n/a - customer has not involved his insurance					
n/a	n/a								
Incident Loc	route 131 between jeannette and greensburg				Incident Desc	his wife was driving when smoke and then flames came from the control panel in the driver's door - she exited the vehicle on the passenger side and after a short time the flames went out on their own			
Component	driver's side door control panel				Damage Desc	melted a hole in the door control panel			
Vehicle Loc	with customer				Add'l Info	n/a			
Emgcy Svc Name	n/a				Maint Loc	Independent			

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None	Property Type	n/a
Vehicle Speed	45		Weather Condition	clear			Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost	
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a			Prop Damage Description	n/a	Inspection Date/Time	
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	inspection Not Performed	Inspection Date/Time	
Veh Damage Description	melted a hole in the door control panel						Explain Other	file forwarded to ESIS		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 04:08:04 PM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 03:49:07 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

06 Chevrolet Trailblazer - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 11:42:13 AM	KINZERTH	KINZERTH	Scheduled Follow-up		Done	8/10/2010 04:08:03 PM	ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 11:41:53 AM	KINZERTH	GARCIAJR	Notify CRM		Done	8/10/2010 03:49:01 PM	ESIS - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer claims thermal event originating from the power window & mirror control panel in the driver's door

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 10:05:48 AM	KINZERTH	KINZERTH	Outbound Call Dealer	Received No Answer	Done	8/10/2010 10:05:56 AM	

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Attempted to complete dealer initial - reached full voicemail and not able to leave message

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:32:31 AM	KINZERTH	KINZERTH	Outbound Call Dealer	Received No Answer	Done	8/10/2010 09:33:23 AM	

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Attempted to complete dealer initial - reached full voicemail and not able to leave message

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:19:01 AM	KINZERTH	KINZERTH	Research		Done	8/10/2010 09:21:49 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Open Recalls:None
Related Repairs:None
Previous SRs:None

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:18:52 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- AVM	Done	8/10/2010 09:38:58 AM	DVM Name Gordon Simmons

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

The request number is 71-856955824
The customer's name is [REDACTED]
The vehicle is a (year / make / model) 2008 Chevrolet TrailBlazer
The last 8 of the VIN are 62 [REDACTED]
The concern involved is Customer claims 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 Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:18:43 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	8/10/2010 11:41:35 AM	[REDACTED]

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

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 09:17:48 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
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Comments

Spoke with customer [REDACTED]

* 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 unlock so his wife exited the vehicle by the passenger's side, and after walking a short time the flames went out on their own
* Verified no injuries and no property damage
* Vehicle is still 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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:17:10 AM	KINZERTH	KINZERTH	BRC PAR	Acknowledgement	Done	8/10/2010 09:17:39 AM	Initial completed during acknowledgment

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:16:36 AM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	8/10/2010 09:17:10 AM	Assigned to Thaddeus Kinzer x41039

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:13:21 AM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	8/10/2010 09:13:21 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:08:59 AM	LICHAUCA	BALDERJA	Notify CRM	Customer Called	Done	8/10/2010 09:28:42 AM	**assisting only**

Contact Last Name	Contact First Name	Account	BAC Code

Comments

ple refer to IBCC thankll

Jayne Lichauco/CACMAN/T1/LVLO

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:08:40 AM	LICHAUCA	LICHAUCA	Outbound Call Third Party	Made Contact/Engineering Own	Done	8/10/2010 09:08:57 AM	PAR/assisting only

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

crs sls:
-hi this is jayne from GM cac I have a cust that had a thermal event w. his 08 trailblazer
-im just an assisting representative for this case
-basing on the notes that the veh had an actual fire from the driver side

PAR rep

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

Jayne /CAC/MANTIER 1/LVL1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:06:01 AM	KINZERTH	KINZERTH	Ownership Changed		Done	8/10/2010 09:06:01 AM	Service Request Ownership has changed FROM: BALDERJA TO: KINZERTH

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:02:03 AM	LICHAUCA	LICHAUCA	Inbound Call Customer	Complex Request	Done	8/10/2010 09:08:39 AM	**assisting only**

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

CUST STS:

-Im calling for jay r, is he available?

CUST SKS:

-crs

CRS ADV:

-I called his direct line but unfortunately I was routed to VM maybe he is away from his desk or attending to a cust
-Im also seeing here that you had a thermal event w/ your veh
-If call our product allegation department so they can give you further assistance re: this matter

Jayna/CAC/MAN/TIER 1/LVL1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 09:53:52 AM	BALDERJA	BALDERJA	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	8/10/2010 09:28:35 AM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Escalate to PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/10/2010 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 First Name	Account	BAC Code

Comments

Reached VM left message
-This is Jay-R of GM CAC calling in reference to SR 71-856955924,just wanted to further assist you with your concern.so if you could give us a callback we would appreciate that,thank you

Jay-R/CACT1/MLA/LVL1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/9/2010 05:04:42 PM	BALDERJA	BALDERJA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/10/2010 08:53:29 AM	F/U

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Escalate to PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/9/2010 09:49:28 AM	BALDERJA	BALDERJA	Outbound Call Customer	Left Message	Done	8/9/2010 09:50:52 AM	Updates

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Reached VM left message
-This is Jay-R of GM CAC calling in reference to SR 71-856955924,just wanted to further assist you with your concern.so if you could give us a callback we would appreciate that,thank you

Jay-R/CACT1/MLA/LVL1

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/7/2010 10:13:01 AM	BALDERJA	BALDERJA	Scheduled Outbound Call	Initial Attempt	Done	8/9/2010 09:49:27 AM	F/U

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Escalate to PAR

Confidential Comments

Created	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 event

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Cust st:

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

Cust sks:

-assistance

CRS st:

-so there was actual flame when she saw it?

Cust st:

-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 aren't any help as well
-I know it's out of the warranty but this shouldn't happen

CRs st:

-I see, we could further look into this
-but for this type of concern 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 st:

-okay, thank you

Jay-R/CACT1/MLA/LVL1

Confidential Comments

Service Request Detail

UCC Information

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



Mr. GMVIS 2

August 11, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Summary



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

For this

- View V

Vehicle Information

VIN 1GNDT13S262

Model: CT15506-2006 TRAILBLAZER 4WD

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

- View V

- View V

- Comp

View V

- Trans

Retail

- View V

Inform

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).

OnStar Equipped: Y

OnStar Status: Inactive

XM Equipped: Y

XM Radio ID Y4N8H0HP

XM Status: Inactive

OnStar Vehicle Diagnostics: N

DMR 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	06/22/2009	36,010 MI
	Corrosion Limited Warranty	02/23/2010	06/22/2006	10 MI	06/22/2012	100,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/31/2009	373063	ZREG—Regular 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	ZREG—Regular 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	ZREG—Regular Vehicle Transaction		J7913 - Replace Air Intake Plenum (API) Seal	15,521 MI
03/17/2006	A01790	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 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



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 1GNDT13S262

Model: CT15506-2006 TRAILBLAZER 4WD

Service Contract No

Branded Title No

Warranty Block No

PDI Status: No

Order Type: 70 - RETAIL - STOCK

Field Actions: [Open](#)

- View V

- View V

- Comp

- View V

- Transp

- Detail

- View V

- Inform

Vehicle Build

Model: CT15506-2006 TRAILBLAZER 4WD

Order Number JXPG1C

Gross Vehicle Weight: 2,611

Build Date 03/17/2006

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

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

1SZ - PREFERRED EQUIPMENT SAVINGS

28H - LIGHT GRAY

28I - INT TRIM LT GRAY/DK GRAY

62U - DARK GRAY METALLIC

6HP - SUSPENSION

7HP - SUSPENSION

8NT - SUSPENSION

9NS - SUSPENSION

AJ1 - TINTED GLASS

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AL0 - SENSOR INF RESTR, CHILD DETECT

AM9 - SPLIT FOLDING REAR SEAT BACK

AR9 - FRT BUCKET SEAT, DELUXE

AU0 - KEYLESS REMOTE DOOR LOCK

AXP - MPV VIN IDENT POSITION

B30 - CARPETING, COLOR-KEYED

B32 - FLOOR MATS, FRONT AND REAR

B33 - REAR COLOR KEYED FLOOR MATS

B86 - MOLDING B/S COLOR

C49 - REAR WINDOW DEFOGGER

C5N - GVW RATING - 5760 LBS

CF5 - ELECTRIC SUNROOF

CJ3 - CLIMATE CONTROL

DAY - ASSEMBLY PLANT MORAIN, OHIO

DK7 - OVERHEAD CONSOLE

DP2 - POWER OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT

FE9 - 50-STATE EMISSIONS

G80 - LOCKING DIFFERENTIAL-REAR AXLE

GU6 - REAR AXLE 3.42 RATIO

JF8 - BRAKE VAC POWER, 4 WHL DISC

JJB - PT DRESS SUBASSY NOT INSTALLED

K18 - ELECTRIC AIR INJECTION

K34 - CRUISE CONTROL
LL8 - VORTEC 4200 SFI 16

N40 - POWER STEERING

NT7 - EMISSION SYS FED - TIER 2
PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF *
BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE
FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/8 DISC
CHANGER (REPLACES STD/OPT PKG RADIO) * CUSTOM O/H
CONSOLE

QC3 - ALUMINUM WHEELS

R6P - PREMIUM PAINT

R9U - GM ACCESS - AUTOBOOK IDENTIFIER

RYJ - CARGO SHADE

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA

UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT
PKG RADIO)

UQA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS-BARS

VXS - COMPLETE VEHICLE LABEL

YD3 - BASE EQUIP FOR SCH GWV PL-FT AX

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

SYSTEM

KG4 - GENERATOR 150 AMP

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

NP8 - 2-SPEED ACTIVE
TRANSFER CASE

NZ3 - WHEEL, FULL SIZE SPARE

PDC - SEAT, 8-WAY POWER
DRIVER

QNG - P235/75R16 ALL SEASON
WOL TIRES

R8K -

R9Z - POMS EXPEDITE-SOLD
ORDERS/TSE

SLM - STOCK ORDERS

T98 - STAMPING VEHICLE IDENT
NUMBER

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

UA6 - THEFT DETERRENT
ALARM SYSTEM

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

UY7 - TRAILER WIRING
HARNES

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

X88 - CHEVROLET CONVERSION

YD5 - BASE FRONT SPRING

ZNF - TIRE, FULL SIZE SPARE

ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAID codos.

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Mr. GMVIS 2

August 11, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary



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

For this
- View V

Vehicle Information

VIN 1GNDT13S26[REDACTED] Model: CT15506-2006 TRAILBLAZER 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

- View V
- View V
- Compc
- View V
- Transp
- Detail
- View V
- Inform

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 603100036
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 03/17/2006	Time Scanned: 04:08:00 Sca: Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 008400886
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: XWM
Date Scanned: 03/17/2006	Time Scanned: 04:10:00 Sca: Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BJ536901
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 03/17/2006	Time Scanned: 04:19:00 Sca: Station: 03
Component Code: 61-TRANSMISSION	Traceability: 43703238
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 03/17/2006	Time Scanned: 04:16:00 Sca: Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 3DO52466
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 03/17/2006	Time Scanned: 04:59:00 Sca: Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 067070204
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: AA4
Date Scanned: 03/17/2006	Time Scanned: 04:17:00 Sca: Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00292607
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 03/17/2006	Time Scanned: 05:52:00 Sca: Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GRK6ZH
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 03/17/2006	Time Scanned: 07:41:00 Sca: Station: 06

Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5AABE48
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 03/17/2006	Time Scanned: 04:03:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 1540131
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 03/14/2006	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 2211078
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 03/15/2006	Time Scanned: 20:53:00 Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 2212264
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 03/16/2006	Time Scanned: 15:52:00 Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 2209552
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 03/16/2006	Time Scanned: 23:21:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2209993
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 03/16/2006	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

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail



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

For this

View V

Vehicle Information

VIN 1GNDT13S262 [REDACTED] Model: CT15506-2006 TRAILBLAZER 4WD
 Service Contract No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

View V

View V

View V

View V

View V

Comp

View V

Transa

Detail

View V

Inform

Job Card Date: 03/31/2009

Job Card Number: 373063

Repair Service Agent: 132506
 STAR CHEVROLET-NISSAN-VOLVO
 5200 STATE ROUTE 30
 GREENSBURG PA 15601-7873
 7248346100

Odometer Reading : 18,939 MI
 Authori ation Code.

Process Date
 04/07/2009

Transaction Type:
 ZREG---Regular Vehicle Transaction

Transaction Expense Category:
 Warranty

Customer Complaint Code:
 0000-Converted Claim

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

Labour Op 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

Job Card Number: 373063

Repair Service Agent: 132506
 STAR CHEVROLET-NISSAN-VOLVO
 5200 STATE ROUTE 30
 GREENSBURG PA 15601-7873
 7248346100

Odometer Reading : 18,939 MI
 Authori ation Code.

Process Date
 04/07/2009

Transaction Type:
 ZREG---Regular Vehicle Transaction

Transaction Expense Category:
 Warranty

Customer Complaint Code:
 0000-Converted Claim

Job Card Line # 2 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op 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 Odometer Reading: 15,521 MI
KEVIN COOK CHEVROLET Authorization 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 # 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
Labour Op D1002-Blower Motor Resistor Replacement
Causal Part Number
See other Parts and/or Net Items

Line Total: USD 145.37

Job Card Date: 08/28/2008 Job Card Number: 030276
Repair Service Agent: 225177 Odometer Reading: 15,521 MI
KEVIN COOK CHEVROLET Authorization 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 # 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 Odometer Reading: 15,521 MI
KEVIN COOK CHEVROLET Authorization 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-Coil, 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

Job Card Number: 030276

Repair Service Agent: 225177
KEVIN COOK CHEVROLET
393 LINCOLN HWY W
JEANNETTE PA 15644-3026
7245272861

Odometer Reading: 15,521 MI

Authorization 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

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

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 33.62

Job Card Date: 03/17/2006

Job Card Number: A01790

Repair Service Agent: 113447
TOM CLARK CHEVROLET, INC.
1063 LONG RUN RD
MC KEESPORT PA 15132-7445
4127512900

Odometer Reading: 0 MI

Authorization Code:

Process Date
03/21/2006

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

Customer Complaint Code:
0000-Converted Claim

Job Card Line # 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

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

Line Total USD 87.11

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Mr. GMVIS 2

August 11, 2010

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information



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 1GNDT13S262 [REDACTED] Model: CT15506-2006 TRAILBLAZER 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions [0 Open](#) [REDACTED]

• View V

• View V

• Comp

• View V

• Transa
[Detail](#)

• View V
• Inform

Invoice Information

Invoicing Service Agent: 113447 Invoice Date: 03/17/2006
 TOM CLARK CHEVROLET, INC.
 1063 LONG RUN RD
 MC KEESPORT PA 15132-7445 4127512900

Ship to Information

Invoicing Service Agent: 113447 Ship to Date: N/A
 TOM CLARK CHEVROLET, INC.
 1063 LONG RUN RD
 MC KEESPORT PA 15132-7445 4127512900

Delivery Information

Delivery Service Agent: 113447 Delivery Date: 06/22/2006
 TOM CLARK CHEVROLET, INC. Delivery Type: 010--INDIVIDUAL
 1063 LONG RUN RD Delivery Odometer: 10
 MC KEESPORT PA 15132-7445 4127512900

In Service Information

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

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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

August 26, 2010

Jeannette PA [REDACTED]

RE: Our File No.: 969769
Our Client: General Motors LLC
Date/Event: 7/12/10
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNNDT13S262 [REDACTED]

Dear Mr. [REDACTED]

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

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.

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- 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 than 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

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

800.888.0164 *tel*
313.665.0911 *fax*

Nikki Jackson
Claims Administrator

October 15, 2010

[REDACTED]
Jeannette, PA [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 696769
Our Client: General Motors LLC
Date/Event: 07/12/2010
Subject vehicle: 2006 Chevrolet Trailblazer
VIN: 1GNDT13S262 [REDACTED]

Dear Mr. [REDACTED]

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

Service Request Detail

SR No.	71-896945631	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 Keyless Remote	Sub-Area	initiate PAR- Thermal Event
Address		City	Belleville	Involved Dir		Safety	Yes
State	MI ZipCd	Con Acct		Source	Phone	Updated	12/8/2010 09:04:43 AM
Serial #/VIN	1GND513S172	Model Year	2007	Priority	Medium License #	Owner	KINZERTH
Make	Chevrolet	Warr. Start	12/18/2006	Status	Open	Opened	12/8/2010 08:23:42 AM
Model	TrailBlazer	Milage	82400	Sub-Status	Satisfied	Closed	
Abstract	(ESIS) Remote Keyless Door Lock - Thermal Event						
Customer Description	This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039						

Pre-PAR

PAR No/Ref	Incident Date/Time	Inquiries #	Other Veh #	People in Veh	Road Surface	Road Cond	Fire Report #	Police Report #
Insurance Agent	11/30/2010 11:00:00 AM	N	0	0		unknown		n/a
Driver Last Name		Driver First Name		Height	DOB	Disabilities		
n/a		n/a						
Insurance Agent Last Name		Insurance Agent First Name		Phone #		Insurance Agency		
						Citizens Insurance Company		

Incident Loc	4817 Fort Street - Detroit, MI	Incident Desc	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 fob 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
Component	drivers door area	Damage Desc	Interior cabin burned out - damage to the driver's door, instrument panel, steering wheel/column, carpeting & trim, windows broken
Vehicle Loc	Coparts (woodhaven yard)	Add'l Info	Mailing address for the insurance 808 N Highlander Way
Emgcy Svc Names	Detroit Fire Department	Maint Loc	Independent

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None
Vehicle Speed	0		Weather Condition		unknown		Prop Owner	n/a
Last Service Date			Loc Last Service				Property Location	n/a
Veh Est Repair Cost	\$8,584.00		Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	Interior cabin burned out - damage to the driver's door, instrument panel, steering wheel/column, carpeting & trim, windows broken			Explain Other	file forwarded to ESIS			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2010 05:26:17 PM	GARCIAJR	ESIS81QU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - Insurance involvement - ESIS

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

Comments: [REDACTED]

07 Chevrolet TrailBlazer - thermal event

Citizen's Insurance
Diann Ralko - claim rep
(517) 579-6610
1400506393 - claim #

Joe G/PAI/ATX

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2010 08:04:16 AM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS

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

Comments: [REDACTED]

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2010 08:02:54 AM	KINZERTH	GARCIAJR	Notify CRM		Done	12/8/2010 05:25:46 PM	ESIS - Insurance Involvement / Thermal Event

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

Comments: [REDACTED]

Insurance company seeks subrogation for a claim of thermal event originating from within the drivers door

Insurance contact information:
Diann Ralko
Citizens Insurance Company
(517) 579-6610
808 North Highlander Way
Howell, MI 48843
claim: [REDACTED]

Thaddeus Kinzer/PAI/ATX

Confidential Comments [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2010 08:44:55 AM	KINZERTH	KINZERTH	Research		Done	12/8/2010 08:58:27 AM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

Comments
Open Recalls:None
Related Repairs:None
Previous SRs:None

Thaddeus Kinzer/PARIATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2010 08:44:45 AM	KINZERTH	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

Comments
The request number is 71-888945631
The customer's name is [REDACTED]
The vehicle is a (year / make / model) 2007 Chevrolet TrailBlazer
The last 8 of the VIN are 7 [REDACTED]
The concern involved is insurance company seeking subrogation in relation to a claim of thermal event originating from within the drivers door

Thaddeus Kinzer/PARIATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2010 08:44:38 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	12/8/2010 08:58:36 AM	No initial contact required - vehicle has not been to dealer in two years

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
12/8/2010 08:44:27 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact-Phone	Done	12/8/2010 08:53:22 AM	Insurance agent called

Comments

Spoke with Diann Raiko 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 fob 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 alerted 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 Raiko
 Citizens Insurance Company
 (517) 578-8810
 808 North Highlander Way
 Howell, MI 48843
 claim 1400506393

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
12/8/2010 08:44:15 AM	KINZERTH	KINZERTH	BRC PAR	Acknowledgement	Done	12/8/2010 08:44:26 AM	Initial completed during acknowledgment

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2010 08:43:57 AM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	12/8/2010 08:44:11 AM	Assigned to Thaddeus Kinzar x41039

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2010 08:43:42 AM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	12/8/2010 08:43:42 AM	Ownership Escalated to BRC

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/8/2010 08:33:40 AM	KINZERTH	KINZERTH	Ownership Changed		Done	12/8/2010 08:33:40 AM	Service Request Ownership has changed FROM: ARMILLU TO: KINZERTH

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Activity Type	Activity Subtype	Activity Status	Activity	Completion Date	Description
12/8/2010 08:24:05 AM	ARM/MLICU	ARM/MLICU	Insurance Call - Customer	Complex Request	Done	12/8/2010 08:43:48 AM	Veh totally wrecked by fire caused by product failure

Comments

Cust ats:
name [REDACTED]
vin 1gnds13s172 [REDACTED]
Brian Demas
The citizens insurance
phone 5175786610
mileage 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 manually, as well as the locking. Ten minutes later they called her off the line because the veh was on fire, the fire started in the door. No injuries. The veh was totally wrecked. Up to now no other property damage has been claimed

Cust seeks:

6350751

CRS adv:

No further assistance needed

Janis/ CAC / BA/ Tier 1 Lvl 0

Confidential Comments

UCC Information

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



February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:

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

Vehicle Information

VIN: 1GNDS13S172 [REDACTED] 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](#) [REQUEST ANOTHER VIN](#)

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Inactive
 XM Equipped: Y XM Radio ID: 13EEL04C XM Status: Inactive
 OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	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

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

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

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[Logout](#)

February 22, 2012

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

INTERFACE WITH
CUSTOMERView Vehicle Build ?

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

Vehicle Information

VIN: 1GNDS13S172 [REDACTED] 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](#)

[REQUEST ANOTHER VIN](#)

For this vehicle:

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

Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD Order Number: KHRH6F
 Gross Vehicle Weight: 2,520 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	1SZ - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
32U - MOONDUST METALLIC	6AC - SUSPENSION
7AC - SUSPENSION	8UY - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	AJ1 - GLASS, DEEP TINTED
AK5 - DUAL STAGE FRONT AIR BAGS	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - 65/35 FOLDING 2ND ROW SEAT	AR9 - FRT BUCKET SEAT, DELUXE
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	B30 - FULL CARPET-COLOR KEYED
B32 - FLOOR MATS, FRONT/REAR	B33 - REAR COLOR KEYED FLOOR MATS
B86 - MOLDING B/S COLOR	C49 - REAR WINDOW DEFROSTER
C4D - GVW RATING - 5550 LBS	CF5 - POWER SUNROOF (INCLUDES OVERHEAD CONSOLE)
CJ3 - CLIMATE CONTROL	DAY - ASSEMBLY PLANT MORAIN, OHIO
DK7 - OVERHEAD CONSOLE	DP2 - POWER OSRV MIRRORS
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
G80 - DIFFERENTIAL, LOCKING REAR	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 I6
M30 - TRANSMISSION, 4 SPD AUTOMATIC	N40 - POWER STEERING
N75 - 17" ALUMINUM WHEELS	NT7 - EMISSION SYS FED - TIER 2
NZ3 - 16" FULL SIZE SPARE WHEEL	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

PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	QTM - ALL-SEASON TIRES
R4Y - TIRE BRAND-GOODYEAR	R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL
R6P - SPECIAL PAINT	R9N - LEATHER SEAT TRIM
SLM - STOCK ORDERS	T61 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	TB4 - LIFTGATE
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	U73 - FIXED MAST ANTENNA
UA6 - THEFT DETERRENT ALARM SYSTEM	UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)	UJ6 - TIRE PRESSURE MONITOR
UQA - AUDIO SYSTEM-BOSE PREM. SOUND	UY7 - TRAILER WIRING HARNESS
V1K - LUGGAGE RACK CROSS-BARS	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING
YD6 - BASE REAR SPRING	ZNF - SPARE, ALL-SEASON TIRE
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT

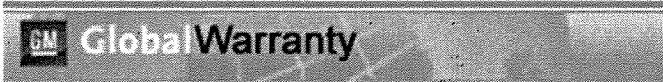
Added Option Codes

Vehicle has no current record of SAIO codes.

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February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

Vehicle Information

VIN: 1GNDS13S17[REDACTED] 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](#)

[REQUEST ANOTHER VIN](#)

For this vehicle:

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 608100570
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 08/23/2006	Time Scanned: 23:51:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 003322296
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 08/23/2006	Time Scanned: 23:37:00 Scan Station: 05
Component Code: 61-TRANSMISSION	Traceability: 44686558
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7SDD
Date Scanned: 08/23/2006	Time Scanned: 23:59:00 Scan Station: 02
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 219131133
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: AA4
Date Scanned: 08/24/2006	Time Scanned: 07:01:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00040450
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 5724
Date Scanned: 08/24/2006	Time Scanned: 08:22:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GX06NN
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 08/24/2006	Time Scanned: 10:31:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5ABB53
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 08/23/2006	Time Scanned: 23:29:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0380855
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 08/17/2006	Time Scanned: 03:03:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3036997
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 08/21/2006	Time Scanned: 20:57:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3036880
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 08/22/2006	Time Scanned: 19:17:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3037301
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 08/23/2006	Time Scanned: 19:15:00 Scan Station:

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

Traceability: 3037248
Part / Number Broadcast: 1GB
Time Scanned: 19:51:00 Scan Station:

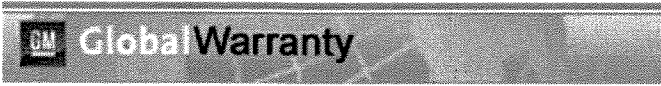
Service Agent Installed Component

Vehicle has no current record of vehicle component.

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February 22, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

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

Vehicle Information

VIN: 1GNDS13S172 [REDACTED] 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](#) [REQUEST ANOTHER VIN](#)

For this vehicle:

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

Job Card Date: 07/28/2008

Job Card Number: 066356

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

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

Job Card Number: 066356

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

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 Date: 07/28/2008

Job Card Number: 066356

Repair Service Agent: 115086

Odometer Reading: 30,626 MI

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

Job Card Number: A35850

Repair Service Agent: 115086

Odometer Reading: 0 MI

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

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

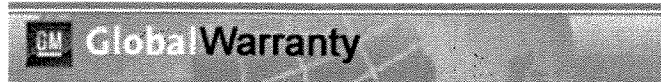
Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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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



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: 1GND513S172

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](#)
[REQUEST ANOTHER VIN](#)
For this vehicle:→ [View Vehicle Summary](#)→ Service
→ Contract

→ Branded Title

→ Warranty Block

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

Invoicing Service Agent: 115086

Invoice Date: 08/24/2006

MARK CHEVROLET, INC.

33200 MICHIGAN AVE

WAYNE MI 48184-1876 7347229100

Ship to Information

Ship to Service Agent: 115086

Ship to Date: N/A

MARK CHEVROLET, INC.

33200 MICHIGAN AVE

WAYNE MI 48184-1876 7347229100

Delivery Information

Delivery Service Agent: 115086

Delivery Date: 12/18/2006

MARK CHEVROLET, INC.

Delivery Type: 021---GM EMPLOYEE STOCK (GMS)

33200 MICHIGAN AVE

Delivery Odometer: 76

WAYNE MI 48184-1876 7347229100

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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5

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

800.888.0164 *tel*
313.665.0911 *fax*

Eric Wilt
Claims Administrator

December 21, 2010

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

RE: Claimant: [REDACTED]
Our File No.: 701408
Our Client: General Motors LLC
Date/Event: 11/30/10
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S172 [REDACTED]

Dear [REDACTED]

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

In that regard, I am in receipt of your correspondence to GM concerning your 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.

5

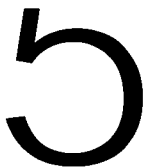
7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
8. Did the owner receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
9. Advise if the subject vehicle was ever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

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

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

Sincerely,

Eric Wilt
Claims Administrator



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: [REDACTED]
Our File No.: 701408
Our Client: General Motors LLC
Date/Event: 11/30/10
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S172 [REDACTED]

Dear [REDACTED]

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.

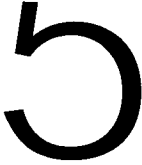
Correspondence that was sent to you on 12/21/10 requested specific information, which would enable us to perform our evaluation. Unless we are provided with the requested supporting technical documentation within thirty (30) days from the date of this letter, we will be unable to take further action 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

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

August 16, 2011

Citizens Insurance Company
Claim # 1400506393

RE: Claimant: [REDACTED]
Our File No.: 701408
Our Client: General Motors LLC
Date/Event: 11/30/10
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S172 [REDACTED]

Dear [REDACTED]

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

Eric Wilt
Claims Administrator



The Hanover Insurance Company
Citizens Insurance Company of America

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: [REDACTED]
Claim Number: [REDACTED]
Date of Loss: 11/30/2010
Claimant: [REDACTED]

RECEIVED
SEP 07 2011
ESIS-GM 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, AIC
Barbara Brandt, INS, AIC
Sr. Subrogation Adjuster
Citizens Insurance Company of the Midwest



The Hanover Insurance Company
Citizens Insurance Company of America

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: [REDACTED]
Claim Number: [REDACTED]
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, AIC

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

CLAIM INFORMATION

Owner:	[REDACTED]	Report Reference Number:	[REDACTED]
Insured:	[REDACTED]	Claim Reference:	[REDACTED]
Loss Vehicle:	2007 Chevrolet Trailblazer 4X2 LS 4 Door Sport Utility Vehicle	Adjuster:	Paul, Wayne
VIN:	1GND513S172 [REDACTED]	Adjuster ID:	29SC2
Odometer:	Unknown	Claim Submitted Date:	12/06/2010
Location:	Belleville, MI 48111	Date Last Updated:	Original
Loss Incident Date:	11/30/2010	Appraiser:	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	___ % \$ ___
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	Reported	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	Reported
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	Trailer Package	Standard
Reclining/Lounge Seats	Reported		
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, 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 Description		VINGuard® Analysis
Year	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	6-4.2l-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:  = 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 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
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



















 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 damage, theft, or other significant problems.

EVENTS CHECKED	RESULTS FOUND
NHTSA Crash Test Vehicle	 No NHTSA Crash Test Vehicle Record Found
Frame Damage	 No Frame Damage Record Found
Major Damage Incident	 No Major Damage Incident Record Found
Manufacturer Buyback/Lemon	 No Manufacturer Buyback/Lemon Record Found
Odometer Problem	 No Odometer Problem Record Found
Recycled	 No Recycled Record Found
Salvage Auction	 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 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 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 Found
Fleet and/or Rental	 No Fleet and/or Rental Record Found
Repossessed	 No Repossessed Record Found
Taxi use	 No Taxi use Record Found
Theft	 No Theft Record Found

 ODOMETER CHECK

THIS VEHICLE CHECKS OUT. For this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172) 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

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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 data from additional sources where possible, but all discrepancies may not be reflected on the Report.

These Reports are based on information supplied to Experian 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.

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Experian 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 caused by events beyond the reasonable control of Experian, including, without limitation, "acts of God", terrorism, or public enemies, labor disputes, equipment malfunctions, material or component shortages, supplier failures, embargoes, rationing, acts of local, state or national governments, or public agencies, utility or communication failures or delays, fire, earthquakes, flood, epidemics, riots and strikes.

These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (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 Cook, Illinois.

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 6-4.2L-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
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Options

Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	X	X	X
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X

Owner: [REDACTED]
 Claim R [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Dual Mirrors	✓	✓	✓	✓
Running Boards/Side Steps	X	✓	X	X
Trailing Package	✓	✓	✓	✓
Miles	Unknown	45,254	40,669	35,708
List Price		\$16,777	\$16,995	\$16,991
Take Price		\$16,777	\$15,995	\$16,991
Adjustments				
Options		-598	-455	-455
Mileage		-997	-1,228	-1,463
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$14,824	\$13,954	\$14,715
Location		Gordon Chevrolet	James-Marlin Chevrolet	Gordon Chevrolet
Contact		AL Denome.	Paul Kutscham	AL Denome.
Contact		734-427-6200	313-875-0500	734-427-6200
Stock ID		Stock: 4033	Stock: 904411	Stock: 4049
VIN		1GNDS13SX72 [REDACTED]	1GNDS13SX72 [REDACTED]	1GNDS13S672 [REDACTED]
Inspected		Inspected 11/30/2010	Inspected 11/30/2010	Inspected 11/30/2010
Distance from Belleville		11 Miles - Garden City	24 Miles - Detroit	11 Miles - 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: [REDACTED]
 Claim # [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	X	✓
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓

Owner: [REDACTED]
 Claim F: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

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	\$14,634	\$14,649
Location		Gordon	Gordon	Gordon
Contact		Chevrolet	Chevrolet	Chevrolet
Contact		AL Denome.	AL Denome.	AL Denome.
Stock ID		734-427-6200	734-427-6200	734-427-6200
VIN		Stock: 4039	Stock: 4050	Stock: 4032
Inspected		1GNDS13S672 [REDACTED]	1GNDS13S07 [REDACTED]	1GNDS13S572 [REDACTED]
Distance from Belleville		Inspected 11/30/2010 11 Miles - Garden City	Inspected 11/30/2010 11 Miles - Garden City	Inspected 11/30/2010 11 Miles - Garden City

Owner:
 Claim R

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 TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Mirrors	✓	✓	✓	✓
Air Conditioning	✓	x	x	x
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	x	x	x
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	✓	✓	✓
Bucket Seats	✓	x	x	x
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	x	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	x	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	✓	✓	✓	✓
Stability Control	x	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	✓	✓	✓
Privacy Glass	✓	x	x	x
Body Side Moldings	✓	✓	✓	✓
Dual Mirrors	✓	x	x	x
Trailer Package	✓	✓	✓	✓

Owner: [REDACTED]
 Claim F: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Miles	Unknown	28,214	28,097	27,403
List Price		\$16,991	\$17,950	\$17,333
Take Price		\$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		\$14,294	\$14,925	\$13,152
Location		Gordon	John Rogin	Gordon
Contact		Chevrolet	Buick	Chevrolet
Contact		AL Denome.	Ed Rogin	AL Denome.
Stock ID		734-427-6200	734-525-0900	734-427-6200
Stock ID		Stock: 4051	Stock: 7619	Stock: 3963
VIN		1GNDS13S672 [REDACTED]	1GNDS13S172 [REDACTED]	1GNDS13S572 [REDACTED]
Inspected		Inspected	Inspected	Inspected
		11/30/2010	11/30/2010	11/30/2010
Distance from Belleville		11 Miles - Garden City	13 Miles - Livonia	11 Miles - Garden City

Owner: [REDACTED]
 Claim # [REDACTED]
LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	X	✓	✓
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	X
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	✓	✓
Stability Control	✓	✓	✓	X
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim R: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Miles	Unknown	25,679	20,788	72,801
List Price		\$16,995	\$17,847	\$15,900
Take Price		\$16,995	\$17,847	\$12,900
Adjustments				
Options		-455	-550	+50
Mileage		-1,893	-2,083	+565
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$14,289	\$14,856	\$13,157
Location		John Rogin	John Rogin	Sundance Cars & Trucks
Contact		Buick	Buick	Phil Katcher
Contact		Ed Rogin	Ed Rogin	617-627-4051
Stock ID		734-525-0900	734-525-0900	617-627-4051
Stock ID		Stock: 7630	Stock: VIN9086	Stock: X63567
VIN		1GNDS13S372 [REDACTED]	1GNDS13S672 [REDACTED]	1GNDS13S272 [REDACTED]
Inspected		Inspected	Inspected	Inspected
Distance from Belleville		11/30/2010	11/30/2010	11/26/2010
		13 Miles - Livonia	13 Miles - Livonia	74 Miles - Grand Ledge

Owner:
 Claim F

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	X	✓
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	X	X
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓

Owner: [REDACTED]
 Claim F [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Miles	Unknown	22,551	56,881	47,659
List Price		\$19,990		
Take Price		\$16,518	\$14,988	\$15,588
Adjustments				
Options		-550	-155	-250
Mileage		-2,016	-346	-870
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$13,594	\$14,129	\$14,110
Location	Yark Automotive		Matthews-Hargreaves Chev	Matthews-Hargreaves Chev
Contact	Jason Miller.		Dave Burr	Dave Burr
Contact	418-842-7750		248-398-8800	248-398-8800
Stock ID	Stock: JP9906		Stock: 5966AA	Stock: 5959AA
VIN	1GNDS13S572 [REDACTED]		1GNDS13S072 [REDACTED]	1GNDS13S972 [REDACTED]
Inspected	Inspected 11/24/2010			
Distance from Belleville	39 Miles - Toledo		27 Miles - Royal Oak	27 Miles - Royal Oak

Owner:
 Claim R

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	X	✓
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Premium Radio	X	X	✓	X
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	X	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓

Owner: [REDACTED]
 Claim # [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Trailer Package	✓	✓	✓	✓
Miles	Unknown	38,263	27,761	36,036
Take Price		\$14,788	\$17,477	\$15,988
Adjustments				
Options		-50	-598	-550
Mileage		-1,344	-1,808	-1,448
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$13,036	\$14,713	\$13,632
Location		Gordon	Gordon	Gordon
Contact		Chevrolet	Chevrolet	Chevrolet
Contact		AL Denome.	AL Denome.	AL Denome.
Stock ID		734-427-6200	734-427-6200	734-427-6200
VIN		Stock: 3897	Stock: 3979	Stock: 3795
Distance from Belleville		1GNDS13S472 [REDACTED]	1GNDS13S172 [REDACTED]	1GNDS13S972 [REDACTED]
		11 Miles - Garden City	11 Miles - Garden City	11 Miles - Garden City

Owner: [REDACTED]
 Claim # [REDACTED]
LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	X	✓
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Premium Radio	X	X	✓	X
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	X	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓

Owner: [REDACTED]
 Claim #: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Running Boards/Side Steps	X	X	✓	X
Trailer Package	✓	✓	✓	✓
Miles	Unknown	28,662	25,578	33,479
Take Price		\$16,995	\$17,433	\$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 Chevrolet	Gordon Chevrolet	Gordon Chevrolet
Contact		Jerry Lopiccio	AL Denome.	AL Denome.
Contact		586-939-7300	734-427-6200	734-427-6200
Stock ID		Stock: G25597	Stock: 3971	Stock: 3896
VIN		1GNDS13S172 [REDACTED]	1GNDS13S37 [REDACTED]	1GNDS13S172 [REDACTED]
Distance from Belleville		37 Miles - Sterling Heights	11 Miles - Garden City	11 Miles - Garden City

Owner: [REDACTED]
 Claim R [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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
Options				
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	X	✓	✓
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Entertainment Center	X	X	✓	X
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	X	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓

Owner: [REDACTED]
 Claim: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Miles	Unknown	28,670	38,500	25,591
Take Price		\$15,480	\$17,888	\$16,980
Adjustments				
Options		-155	-513	-250
Mileage		-1,770	-1,332	-1,896
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$13,197	\$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: 6027AA	Stock: 1P18471
VIN		1GNDS13SX72 [REDACTED]	1GNDS13S672 [REDACTED]	1GNDS13S372 [REDACTED]
Distance from Belleville		30 Miles - Warren	27 Miles - Royal Oak	30 Miles - Warren

Owner: [REDACTED]
 Claim R: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Passenger Seat	X	X	✓	X
Power Mirrors	✓	X	X	X
Power Adjustable Pedals	X	X	✓	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	X	✓
Leather Seats	X	X	✓	X
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Steering Wheel Touch Controls	X	X	✓	X
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	X	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	X	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓



MARKET VALUATION REPORT

Owner
Claim

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Clearcoat Paint	✓	X	X	X
Fog Lamps	X	X	✓	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Running Boards/Side Steps	X	✓	X	X
Trailer Package	✓	✓	✓	✓
Miles	Unknown	35,657	41,602	19,672
Take Price		\$16,997	\$15,980	\$17,991
Adjustments				
Options		-893	-445	-550
Mileage		-1,485	-1,182	-2,125
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$14,481	\$13,995	\$14,958
Location		Gordon Chevrolet	Hamilton Chev	Gordon Chevrolet
Contact		AL Denome.	Tom Puckey	AL Denome.
Contact		734-427-6200	586-276-1504	734-427-6200
Stock ID		Stock: 3916	Stock: 1P18124	Stock: 3894
VIN		1GNDS13S372	1GNDS13S172	1GNDS13S772
Distance from Belleville		11 Miles - Garden City	30 Miles - Warren	11 Miles - Garden City

Owner: [REDACTED]
 Claim F: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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
Options				
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Passenger Seat	X	✓	X	X
Power Mirrors	✓	✓	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	X	X
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	✓
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	X	✓	X
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	✓	✓	✓
Tinted Glass	X	✓	X	X
Privacy Glass	✓	X	X	X
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓
Miles	Unknown	52,160	49,166	45,254



MARKET VALUATION REPORT

Owner: [REDACTED]
Claim F [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	\$13,950	\$14,900	\$14,895
List Price			
Adjustments			
Options	+698	+533	+890
Mileage	-622	-789	-997
Baseline Adjustment		-358	-358
Adjusted Value	\$14,026	\$14,286	\$14,430
Location	Autotrader.Com	Dick Morris Chevrolet	George Matick Chevrolet
Contact	586-873-8738	248-624-4500	313-532-5016
Stock ID		Stock: P1988	Stock: P9470
VIN	1GNDS13S472 [REDACTED]	1GNDS13S372 [REDACTED]	1GNDS13S172 [REDACTED]
Inspected	Pub Date 11/17/2010	Pub Date 11/26/2010	Pub Date 11/16/2010
Distance from Belleville	31 Miles - Warren	24 Miles - Walled Lake	16 Miles - Redford

Owner: [REDACTED]
 Claim R: [REDACTED]
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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	X	X	X
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	X	X	X
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	X	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	X	X	X
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Traffering Package	✓	✓	✓	✓
Miles	Unknown	46,557	34,672	31,865
List Price		\$13,780	\$14,995	\$15,650
Adjustments				



MARKET VALUATION REPORT

Owner: [REDACTED]
Claim F [REDACTED]

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 Cadillac Buick	Liberty Chevrolet
Contact	734-722-9100	248-643-0070	248-486-1900
Stock ID	Stock: 6761P	Stock: A18824	Stock: LA3832
VIN	1GNDS13S772 [REDACTED]	1GNDS13S072 [REDACTED]	1GNDS13S172 [REDACTED]
Inspected	Pub Date 11/09/2010	Pub Date 11/11/2010	Pub Date 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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	X	X	X
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Dual Air Conditioning	X	X	✓	X
Rear Defogger	✓	X	X	X
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	X	✓	X
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	X	X
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	X	X	X
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Traffering Package	✓	✓	✓	✓
Miles	Unknown	44,644	33,205	32,960

Owner: [REDACTED]
 Claim f [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

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	\$13,489
Location	Dick Genthe Chevrolet	Liberty Chevrolet	Mark Chevrolet
Contact	734-283-3400	248-486-1900	734-722-9100
Stock ID	Stock: A97352	Stock: LA3833	Stock: 6756P
VIN	1GNDS13SX72 [REDACTED]	1GNDS13SX72 [REDACTED]	1GNDS13S472 [REDACTED]
Inspected	Pub Date 11/16/2010	Pub Date 11/12/2010	Pub Date 11/09/2010
Distance from Belleville	14 Miles - Southgate	22 Miles - New Hudson	7 Miles - Wayne

Owner: [REDACTED]
 Claim # [REDACTED]

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	✓	✓	✓
Overdrive	✓	✓	✓
Power Steering	✓	✓	✓
Power Brakes	✓	✓	✓
Power Windows	✓	✓	✓
Power Locks	✓	✓	✓
Power Driver Seat	✓	x	x
Power Mirrors	✓	x	x
Air Conditioning	✓	✓	✓
Rear Defogger	✓	x	x
Intermittent Wipers	✓	✓	✓
Tilt Wheel	✓	✓	✓
Cruise Control	✓	✓	✓
Keyless Entry	✓	x	x
Console/Storage	✓	✓	✓
Communications System	✓	✓	✓
Cloth Seats	✓	✓	✓
Reclining/Lounge Seats	✓	x	x
Bucket Seats	✓	✓	✓
AM Radio	✓	✓	✓
FM Radio	✓	✓	✓
Stereo	✓	✓	✓
Search/Seek	✓	✓	✓
CD Player	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓
Electric Glass Roof	✓	✓	x
Drivers Side Air Bag	✓	✓	✓
Passenger Air Bag	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓
Stability Control	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓
Rear Window Wiper	✓	✓	✓
Clearcoat Paint	✓	x	x
Privacy Glass	✓	x	x
Body Side Moldings	✓	x	x
Dual Mirrors	✓	✓	✓
Trailer Package	✓	✓	✓
Miles	Unknown	23,864	30,040
List Price		\$15,995	\$14,580
Adjustments			

Owner: [REDACTED]
 Claim F: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Options	+533	+1,033
Mileage	-1,965	-1,713
Baseline Adjustment	-358	-358
Adjusted Value	\$14,205	\$13,542
Location	Suburban	Mark Chevrolet
Contact	Cadillac Buick	
Stock ID	248-643-0070	734-722-9100
VIN	Stock: A18827	Stock: 6748P
Inspected	1GNDS13S972 [REDACTED]	1GNDS13S872 [REDACTED]
Distance from Belleville	Pub Date 11/11/2010 29 Miles - Troy	Pub Date 11/10/2010 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, 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 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.



12/07/2010 AT 01:40 PM

CLAIM SUMMARY

ADJUSTER: RALKO, DIANN
APPRAISER: HILL 29305, BOB

CLAIM #: [REDACTED]
POLICY #: [REDACTED]

INSURED: [REDACTED]
OWNER: [REDACTED]
ADDRESS: [REDACTED]
BELLEVILLE, MI [REDACTED]

LOSS TYPE: COMPREHENSIVE
DAY:
EVENING:

VEHICLE: 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV
VIN: 1GNDS13S172[REDACTED] ODOMETER: 0 COLOR: SILVER LICENSE: MISSING MI
DRIVEABLE: NO PRIMARY IMPACT POINT: 15. TOTAL LOSS



PLACE OF INSPECTION:

BRYAN BEMIS
21000 HAYDEN DR
WOODHAVEN, MI 48183-4366

ESTIMATE TO REPAIR		TOTAL LOSS 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	0% NEGLIGENCE	0.00
APPEARANCE ALLOWANCE	0.00	CALCULATED NET LOSS	\$ 13,689.00
0% NEGLIGENCE	0.00	VALUATION REQUEST #	
CALCULATED NET LOSS	\$ 8,084.61		
LKQ PARTS INCLUDED			
A/M PARTS NOT INCLUDED			
OPT OEM PARTS NOT INCLUDED			
RECOND PARTS NOT INCLUDED			

SETTLEMENT

SETTLEMENT TYPE: TOTAL LOSS
NEGOTIATED SETTLEMENT: \$13,689.00 ON WITH
SETTLEMENT OUTSTANDING: \$13,689.00



12/07/2010 AT 01:40 PM CLAIM SUMMARY

OWNER: [REDACTED] CLAIM #: [REDACTED]
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.
12/06/2010	01:30 PM	WORKFILE WAS CREATED.
12/06/2010	01:30 PM	RECYCLED PART DATA FILES ADDED TO THE WORKFILE.
12/06/2010	03:26 PM	FIRST PRELIMINARY ESTIMATE LINE WRITTEN.
12/07/2010	01:31 PM	WORKFILE STATE CHANGED FROM ASSIGNED TO INSPECTED.
12/07/2010	01:31 PM	ESTIMATE OF RECORD CREATED.
12/07/2010	01:40 PM	ESTIMATE REPORT FILE WAS CREATED.
12/07/2010	01:40 PM	IMAGE WORKFILE WAS CREATED.
12/07/2010	01:40 PM	WORKFILE DATA COPY WAS PLACED IN OUT BOX.

12/07/2010 AT 01:40 PM
44466

[REDACTED]
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: [REDACTED] CLAIM [REDACTED]
OWNER: [REDACTED] POLICY [REDACTED]
ADDRESS: [REDACTED] DATE OF LOSS: 11/30/2010 AT 11:00 AM
BELLEVILLE, MI [REDACTED] TYPE OF LOSS: COMPREHENSIVE
DAY: POINT OF IMPACT: 15. TOTAL LOSS
EVENING:

INSPECT [REDACTED] OTHER
LOCATION: [REDACTED]
WOODHAVEN, MI [REDACTED]

REPAIR N/A DAYS TO REPAIR
FACILITY: LICENSE #

2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:
VIN: 1GND513S172 [REDACTED] 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 CD PLAYER ANTI-LOCK BRAKES (4)
DRIVER AIR BAG PASSENGER AIR BAG 4 WHEEL DISC BRAKES
STABILITY CONTROL COMMUNICATIONS SYSTEM CLOTH SEATS
BUCKET SEATS RECLINE/LOUNGE SEATS TRAILERING PACKAGE
AUTOMATIC TRANSMISSION OVERDRIVE ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		WINDSHIELD					
2*	REPL	LKQ WINDSHIELD GM W/O RAIN SENSOR +25%	1		156.25*		1.5*
3#		SEAL KIT	1		25.00		
4		INSTRUMENT PANEL					
5	REPL	INSTRUMENT PANEL ALL GRAY	1		1173.55		5.5
6		OVERHEAD CONSOLE					

12/07/2010 AT 01:40 PM
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ESTIMATE OF RECORD
2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
7	REPL	CONSOLE ASSY W/O G.P.S. W/GARAGE DR OPENE	1	338.99	0.3	
8		STEERING WHEEL				
9	REPL	STEERING WHEEL W/LEATHER, W/ACCESSORY CONTROLS W/O SS	1	281.89	M 0.7	M
10		STEERING COLUMN				
11	REPL	SHROUD EBONY	1	49.26	0.3	
12		ROOF				
13*	REPL	LKQ SUNROOF GLASS +25%	1	218.75	0.5*	
14	REPL	HEADLINER W/SUNROOF, W/O HEAD AIR BAG GRAY	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	REPL	LT FRONT SILL PLATE GRAY	1	60.35	0.2	
19	REPL	LT W/S PILLAR TRIM GRAY	1	47.93	INCL.	
20		FRONT DOOR				
21*	REPL	LKQ LT DOOR ASSY +25%	1	687.50*	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
25	REPL	LT DOOR TRIM PANEL CHEVROLET GRAY	1	255.71	0.7	
26	REPL	LT SWITCH ASSY CHEVROLET W/O HEATED SEAT	1	296.59	INCL.	
27	REPL	LT WATER DEFLECTOR	1	98.42	0.1	
28		REAR DOOR				
29	BLND	LT OUTER PANEL W/SHORT WHEEL BASE CHEVROLET				1.2
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 TIMED			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	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	REPL	LT SWITCH LUMBAR 2-WAY	1	71.87		
43#	REPL	CARPET	1	500.00	8.0	
44#	REPL	FLOOR MATS	1	80.00		

12/07/2010 AT 01:40 PM
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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 ==>			6603.03		27.2	8.4

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.

12/07/2010 AT 01:40 PM
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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 DRIGN02, 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. RECORDED 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.

12/07/2010 AT 01:40 PM
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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 HOUSE OF AUTO PARTS, INC. (800)241-1125 260 HALTINER ST. DON OR PETE RIVER ROUGE, MI 48218	\$ 156.25
13	LKQ SUNROOF GLASS +25% STOCK NO.: I00069 DIX AUTOMOTIVE RECYCLERS (800)851-4350 3298 DIX RD. PARTS DEPARTMENT LINCOLN PARK, MI 48146	\$ 218.75

12/07/2010 AT 01:40 PM
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ESTIMATE OF RECORD
2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 0

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 7

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 3

DPAY 1450639301

BEGINNING OF CLAIM

DATE SEARCH (MMDDYY) =

CLAIM PAYMENT RECORD

CLAIM NUMBER [REDACTED] FEA NO 01 POLICY [REDACTED] 00 LOSS DATE 113010

ISSUE DATE 010411 SIGNER 99 AMOUNT \$4,937.13 NUMBER 01273682
FOR TOTAL LOSS OF 2007 CHEVROLET TRAILBLAZER

PAYEE

PAYEE CODE 9

MAIL TO

BRYAN BEMIS

[REDACTED]
BELLEVILLE, MI [REDACTED]

[REDACTED]
BELLEVILLE, MI

PF8 SCROLL FORWARD PF7 SCROLL BACKWARD

DPAY 1450639301
DATE SEARCH (MMDDYY) =

CLAIM PAYMENT RECORD

CLAIM NUMBER [REDACTED] FEA NO 01 POLICY [REDACTED] LOSS DATE 113010

ISSUE DATE 010311 SIGNER 99 AMOUNT \$9,603.21 NUMBER 01272633
FOR ACCOUNT [REDACTED]

PAYEE	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



esis

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

800.885.0164 ext
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: [REDACTED]
Our File No.: 701408
Our Client: General Motors LLC
Date/Event: 11/30/10
Subject vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDS13S172 [REDACTED]

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

RECEIVED

OCT 12 2011

ESIS-GM CLAIMS UNIT

December 8, 2010

IN RE: Citizens Claim No. [REDACTED]
H&A File No. 10-1950VF
Date Received: December 3, 2010
[REDACTED]



Investigators/Consultants

36135 Schoolcraft
Livonia, Michigan 48150
1.800.961.2909
FAX: 734.591.0140

www.herndon-ayler.com

100 Onelore Ave. Suite 901
Windsor, Ontario N9A 6T3

P.O. Box 27
Bozette City, Michigan 49712
Phone/Fax 231 582 5433

P.O. Box 520
Coleman, Michigan 49028
Phone/Fax 269 168 3418

Licensed in Michigan, Ohio,
Illinois, Indiana, Arizona,
Florida and Ontario, Canada

PREDICATION:

This case is predicated upon the request of Ms. Diann Ralko, Claims Representative, to conduct an investigation into a [REDACTED] 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 [REDACTED]. The vehicle is titled in the name of [REDACTED] in Belleville, Michigan. The secured interest is listed as GMAC and the Michigan license plate of [REDACTED] was not due to expire until January 29, 2011. The driver's license number listed on the registration is [REDACTED] (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.

IN RE: Citizens Claim No. [REDACTED]
H&A File No. 10-1950VF
[REDACTED]

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 [REDACTED]

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.

IN RE: Citizens Claim No. [REDACTED]
H&A File No. 10-1950VF
[REDACTED]

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 Alldata 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 [REDACTED] one of the titleholders, named insured and last operator of the vehicle prior to the fire.

IN RE: Citizens Claim No. [REDACTED]
H&A File 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. [REDACTED]

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. [REDACTED] 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. [REDACTED] 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. [REDACTED] concurs. As a result, no other vehicles or property were damaged.

IN RE: Citizens Claim No. [REDACTED]
H&A File No. 10-1950VF
CHERYL BEMIS

December 8, 2010
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At this time, no further information could be obtained and the interview was terminated.

FIRE DEPARTMENT:

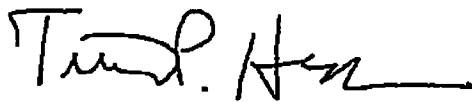
Upon receipt of the Detroit Fire Department report it will be forwarded to the Claims Representative.

CONCLUSION:

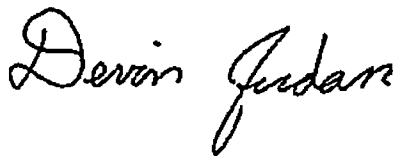
Having completed an examination of the vehicle, reviewed an interview obtained from the insured who last operated the vehicle prior to the fire, conducted research pertaining to the vehicle in question, ordered the Detroit fire report and based upon all of the information known at the time of the preparation 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



Devin C. Jordan, CFI

TPH/lkg



The Hanover Insurance Company
Citizens Insurance Company of America

Subrogation Unit
PO Box 15149
Worcester MA 01615-0149
Telephone: 800-628-0250 Ext: 4314
Fax Number: 508-926-5660

August 29, 2011

/ 11-11-11

Second submission

45 Pages

ESIS
POB 300 MAIL CODE 482 C20 D71
DETROIT MI 48265

Re: Our Insured: [REDACTED]
Claim Number: [REDACTED]
Date of Loss: 11/30/2010
Your Insured: GEMERA;L MOTORS,
Your File Number: 701408

Dear Sir or Madam: *Attn: Eric Wilt*

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, AIC

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

CCC ONE™

MARKET VALUATION REPORT

CLAIM INFORMATION

Owner:	[REDACTED]	Report Reference Number:	[REDACTED]
Insured:	[REDACTED]	Claim Reference:	[REDACTED]
Loss Vehicle:	2007 Chevrolet Trailblazer 4X2 LS 4 Door Sport Utility Vehicle	Adjuster:	Paul, Wayne
VIN:	1GNDS13S172 [REDACTED]	Adjuster ID:	29SC2
Odometer:	Unknown	Claim Submitted Date:	12/06/2010
Location:	Belleville, MI 48111	Date Last Updated:	Original
Loss Incident Date:	11/30/2010	Appraiser:	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	___ % \$ _____
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



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim # [REDACTED]

LOSS VEHICLE COMPONENTS

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

VIN: 1GNDS13S172 [REDACTED]

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	Reported	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	Reported
Keyless Entry	Reported	Privacy Glass	Reported
Console/Storage	Standard	Body Side Molding	Reported
Communications System	Standard	Dual Mirrors	Standard
Seating		Other - Trucks	
Cloth Seats	Standard	Trailer Package	Standard
Reclining/Lounge Seats	Reported		
Bucket Seats	Standard		
Radio			
AM Radio	Standard		



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim F: [REDACTED]

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	0/32 RIGHT AND LEFT
Total Adjustments:		\$14	



MARKET VALUATION REPORT

Owner: [Redacted]
Claim # [Redacted]

VINGUARD® VEHICLE IDENTIFICATION

2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR SPORT UTILITY
VEHICLE — BELLEVILLE, MI 48111
VIN: 1GNDS13S172 [Redacted]

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

Year 2007
Make Chevrolet
Model Trailblazer 4X2 LS
Model Number NS13
Body Style 4 Door Sport Utility Vehicle
Engine 6-4.2L-FI
Transmission Automatic Transmission Overdrive
Restraints Air Bags (Driver+Pass.)
Curb Weight

VINGUARD® Analysis

2007
Chevrolet
Trailblazer 4X2
NS13
6-4.2L-FI
Air Bags(D+P+Side(Opt.))
4,417

This vehicle was assembled in MORaine, OH

VINGUARD® VEHICLE HISTORY INFORMATION

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

CCC ONE™

MARKET VALUATION REPORT

Owner: [REDACTED]
Claim F [REDACTED]

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: = No Event Found = Event Found = Information Needed

TITLE CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172[REDACTED]) 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
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

EVENT CHECK

THIS VEHICLE CHECKS OUT. AutoCheck's result for this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172[REDACTED]) 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	RESULTS FOUND
NHTSA Crash Test Vehicle	No NHTSA Crash Test Vehicle Record Found
Frame Damage	No Frame Damage Record Found
Major Damage Incident	No Major Damage Incident Record Found
Manufacturer Buyback/Lemon	No Manufacturer Buyback/Lemon Record Found
Odometer Problem	No Odometer Problem Record Found
Recycled	No Recycled Record Found
Salvage Auction	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 Chevrolet Trailblazer 4X2 LS (1GNDS13S172[REDACTED])

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 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 Found
Fleet and/or Rental	No Fleet and/or Rental Record Found
Repossessed	No Repossessed Record Found
Taxi use	No Taxi use Record Found
Theft	No Theft Record Found

ODOMETER CHECK

THIS VEHICLE CHECKS OUT. For this 2007 Chevrolet Trailblazer 4X2 LS (1GNDS13S172[REDACTED]) 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



MARKET VALUATION REPORT

Owner: [Redacted]
Claim F [Redacted]

EXPERIAN® AUTOCHECK® VEHICLE HISTORY REPORT (CONTINUED)

2006-12-21

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FULL HISTORY

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

Table with 5 columns: Event Date, Event Location, Odometer Reading, Data Source, Event Detail. Rows include registration and title events from 2006-12-21 to 2010-09-15.

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.

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These terms and the relationship between you and Experian shall be governed by the laws of the State of Illinois (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 Cook, Illinois.



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim # [REDACTED]

LOCAL MARKET COMPARABLE VALUES

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

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

Automatic Transmission	✓	✓	✓
Overdrive	✓	✓	✓
Power Steering	✓	✓	✓
Power Brakes	✓	✓	✓
Power Windows	✓	✓	✓
Power Locks	✓	✓	✓
Power Driver Seat	✓	X	X
Power Mirrors	✓	X	X
Air Conditioning	✓	✓	✓
Rear Defogger	✓	✓	✓
Intermittent Wipers	✓	✓	✓
Tilt Wheel	✓	✓	✓
Cruise Control	✓	✓	✓
Keyless Entry	✓	X	X
Console/Storage	✓	✓	✓
Communications System	✓	✓	✓
Cloth Seats	✓	✓	✓
Reclining/Lounge Seats	✓	X	X
Bucket Seats	✓	✓	✓
AM Radio	✓	✓	✓
FM Radio	✓	✓	✓
Stereo	✓	✓	✓
Search/Seek	✓	✓	✓
CD Player	✓	✓	✓
CD Changer/Stacker	X	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓
Electric Glass Roof	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓
Passenger Air Bag	✓	✓	✓
Alarm	X	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓
Traction Control	X	✓	✓
Stability Control	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓
Rear Window Wiper	✓	✓	✓
Clearcoat Paint	✓	X	X
Privacy Glass	✓	✓	✓
Body Side Moldings	✓	X	X



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim F [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Dual Mirrors	✓	✓	✓	✓
Running Boards/Side Steps	X	✓	X	X
Trailer Package	✓	✓	✓	✓
Miles	Unknown	45,254	40,669	35,708
List Price		\$16,777	\$16,995	\$16,991
Take Price		\$16,777	\$15,995	\$16,991
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 Chevrolet	James-Martin Chevrolet	Gordon Chevrolet
Contact		AL Denome. 734-427-6200	Paul Kutscham 313-875-0500	AL Denome. 734-427-6200
Stock ID		Stock: 4033	Stock: 9044U	Stock: 4048
VIN		1GNDS13SX72 [REDACTED]	1GNDS13SX72 [REDACTED]	1GNDS13S672 [REDACTED]
Inspected		Inspected 11/30/2010	Inspected 11/30/2010	Inspected 11/30/2010
Distance from Belleville		11 Miles - Garden City	24 Miles - Detroit	11 Miles - 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.



MARKET VALUATION REPORT

Owner:
Claim F

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Table with 5 columns: 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), and Options. Rows include Automatic Transmission, Overdrive, Power Steering, Power Brakes, Power Windows, Power Locks, Power Driver Seat, Power Mirrors, Air Conditioning, Rear Defogger, Intermittent Wipers, Tilt Wheel, Cruise Control, Keyless Entry, Console/Storage, Communications System, Cloth Seats, Reclining/Lounge Seats, Bucket Seats, AM Radio, FM Radio, Stereo, Search/Seek, CD Player, CD Changer/Stacker, Aluminum/Alloy Wheels, Electric Glass Roof, Drivers Side Air Bag, Passenger Air Bag, Alarm, Anti-Lock Brakes (4), 4-Wheel Disc Brakes, Traction Control, Stability Control, Luggage/Roof Rack, Rear Window Wiper, Clearcoat Paint, Privacy Glass, Body Side Moldings, Dual Mirrors, and Trailering Package.



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim F [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

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	\$14,634	\$14,649
Location		Gordon	Gordon	Gordon
Contact		Chevrolet	Chevrolet	Chevrolet
Contact		AL Denome.	AL Denome.	AL Denome.
Stock ID		734-427-6200	734-427-6200	734-427-6200
VIN		Stock: 4039	Stock: 4050	Stock: 4032
Inspected		1GNDS13S672 [REDACTED]	1GNDS13S07 [REDACTED]	1GNDS13S572 [REDACTED]
		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



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim: [REDACTED]

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 TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Mirrors	✓	x	x	x
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	x	x	x
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	x	x	x
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	x	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	x	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	x	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	x	x	x
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	x	x	x
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim # [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Miles	Unknown	28,214	28,097	27,403
List Price		\$16,991	\$17,950	\$17,333
Take Price		\$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		\$14,294	\$14,925	\$13,152
Location		Gordon	John Rogin	Gordon
Contact		Chevrolet	Buick	Chevrolet
Contact		AL Denome.	Ed Rogin	AL Denome.
Contact		734-427-6200	734-625-0900	734-427-6200
Stock ID		Stock: 4051	Stock: 7619	Stock: 3963
VIN		1GNDS13S672 [REDACTED]	1GNDS13S172 [REDACTED]	1GNDS13S572 [REDACTED]
Inspected		Inspected	Inspected	Inspected
		11/30/2010	11/30/2010	11/30/2010
Distance from Belleville		11 Miles - Garden City	13 Miles - Livonia	11 Miles - Garden City



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim # [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	x	✓	✓
Power Mirrors	✓	x	x	x
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	x	x	x
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	x	x	x
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	x	✓	✓	x
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	x	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	x	✓	✓	x
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	x	x	x
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	x	x	x
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim I: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Miles	Unknown	25,679	20,788	72,801
List Price		\$16,995	\$17,847	\$15,900
Take Price		\$16,995	\$17,847	\$12,900
Adjustments				
Options		-455	-550	+50
Mileage		-1,893	-2,083	+565
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$14,289	\$14,856	\$13,157
Location		John Rogin Buick	John Rogin Buick	Sundance Cars & Trucks
Contact		Ed Rogin	Ed Rogin	Phil Katcher
Contact		734-525-0900	734-525-0900	517-627-4051
Stock ID		Stock: 7630	Stock: VIN9088	Stock: X63567
VIN		1GNDS13S372 [REDACTED]	1GNDS13S672 [REDACTED]	1GNDS13S272 [REDACTED]
Inspected		Inspected 11/30/2010	Inspected 11/30/2010	Inspected 11/26/2010
Distance from Belleville		13 Miles - Livonia	13 Miles - Livonia	74 Miles - Grand Ledge



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim # [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	X	✓
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	X	X
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Trailering Package	✓	✓	✓	✓



MARKET VALUATION REPORT

Owner [REDACTED]
 Claim [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Miles	Unknown	22,551	56,881	47,659
List Price		\$19,990		
Take Price		\$16,518	\$14,988	\$15,588
Adjustments				
Options		-550	-155	-250
Mileage		-2,016	-346	-870
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$13,594	\$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: JP9906		Stock: 5866AA	Stock: 5866AA
VIN	1GNDS13S572 [REDACTED]		1GNDS13S072 [REDACTED]	1GNDS13S972 [REDACTED]
Inspected	Inspected 11/24/2010			
Distance from Belleville	39 Miles - Toledo		27 Miles - Royal Oak	27 Miles - Royal Oak



MARKET VALUATION REPORT

Owner: [Redacted]
Claim F [Redacted]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Table with 5 columns: Options, 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). Rows include options like Automatic Transmission, Overdrive, Power Steering, etc.



MARKET VALUATION REPORT

Owner: [Redacted]
 Claim: [Redacted]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Trailer Package	✓	✓	✓	✓
Miles	Unknown	38,263	27,761	36,036
Take Price		\$14,788	\$17,477	\$15,988
Adjustments				
Options		-50	-598	-550
Mileage		-1,344	-1,808	-1,448
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$13,036	\$14,713	\$13,632
Location		Gordon	Gordon	Gordon
Contact		Chevrolet	Chevrolet	Chevrolet
Contact		AL Denome.	AL Denome.	AL Denome.
Stock ID		734-427-6200	734-427-6200	734-427-6200
VIN		Stock: 3897	Stock: 3979	Stock: 3796
Distance from Belleville		1GNDS13S472 [Redacted]	1GNDS13S172 [Redacted]	1GNDS13S972 [Redacted]
		11 Miles - Garden City	11 Miles - Garden City	11 Miles - Garden City



MARKET VALUATION REPORT

Owner:
 Claim F

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Premium Radio	X	X	✓	X
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	X	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim F [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Running Boards/Side Steps	X	X	✓	X
Trailer Package	✓	✓	✓	✓
Miles	Unknown	28,662	25,578	33,479
Take Price		\$18,995	\$17,433	\$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
Contact		Chevrolet	Chevrolet	Chevrolet
Contact		Jerry Lopiccio	AL Denome.	AL Denome.
Stock ID		586-939-7300	734-427-6200	734-427-6200
VIN		Stock: G25597	Stock: 3971	Stock: 3886
Distance from Belleville		1GNDS13S172 [REDACTED] 37 Miles - Sterling Heights	1GNDS13S372 [REDACTED] 11 Miles - Garden City	1GNDS13S172 [REDACTED] 11 Miles - Garden City



MARKET VALUATION REPORT

Owner:
 Claim #

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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
Options				
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Mirrors	✓	✓	✓	✓
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	✓	✓	✓
Console/Storage	✓	✓	✓	✓
Entertainment Center	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	✓	✓	✓
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	✓	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	✓	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	✓	✓	✓
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	✓	✓	✓
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓



MARKET VALUATION REPORT

Owner [REDACTED]
 Claim [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Miles	Unknown	28,670	38,500	25,591
Take Price		\$15,480	\$17,888	\$15,980
Adjustments				
Options		-155	-513	-250
Mileage		-1,770	-1,332	-1,896
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$13,197	\$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: 8027AA	Stock: 1P18471
VIN		1GNDS13SX7[REDACTED]	1GNDS13S67[REDACTED]	1GNDS13S372[REDACTED]
Distance from Belleville		30 Miles - Warren	27 Miles - Royal Oak	30 Miles - Warren



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim F: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Passenger Seat	X	X	✓	X
Power Mirrors	✓	X	X	X
Power Adjustable Pedals	X	X	✓	X
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	X
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	X	✓
Leather Seats	X	X	✓	X
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
CD Changer/Stacker	X	✓	✓	✓
Steering Wheel Touch Controls	X	X	✓	X
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	✓	X	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Alarm	X	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	X	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim R [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Clearcoat Paint	✓	x	x	x
Fog Lamps	x	x	✓	✓
Privacy Glass	✓	✓	✓	✓
Body Side Moldings	✓	x	x	x
Dual Mirrors	✓	✓	✓	✓
Running Boards/Side Steps	x	✓	x	x
Trailer Package	✓	✓	✓	✓
Miles	Unknown	35,657	41,602	19,672
Take Price		\$16,987	\$15,980	\$17,991
Adjustments				
Options		-693	-445	-550
Mileage		-1,465	-1,182	-2,125
Baseline Adjustment		-358	-358	-358
Adjusted Value		\$14,481	\$13,995	\$14,958
Location		Gordon Chevrolet	Hamilton Chev	Gordon Chevrolet
Contact		AL Danome.	Tom Puckey	AL Danome.
Contact		734-427-6200	586-276-1804	734-427-6200
Stock ID		Stock: 3916	Stock: 1P18124	Stock: 3894
VIN		1GNDS13S372 [REDACTED]	1GNDS13S172 [REDACTED]	1GNDS13S77 [REDACTED]
Distance from Belleville		11 Miles - Garden City	30 Miles - Warren	11 Miles - Garden City



MARKET VALUATION REPORT

Owner: [Redacted]
 Claim: [Redacted]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	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
Options				
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	✓	✓	✓
Power Passenger Seat	x	✓	x	x
Power Mirrors	✓	✓	x	x
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	✓	✓	✓
Intermittent Wipers	✓	✓	x	x
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	x	x	✓
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	x	x	x
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	x	✓	x
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	x	x	x
Tinted Glass	x	✓	x	x
Privacy Glass	✓	x	x	x
Body Side Moldings	✓	x	x	x
Dual Mirrors	✓	x	x	x
Trailer Package	✓	✓	✓	✓
Miles	Unknown	52,160	49,166	45,254



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim: [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

	\$13,950	\$14,900	\$14,895
List Price	\$13,950	\$14,900	\$14,895
Adjustments			
Options	+898	+633	+890
Mileage	-622	-789	-997
Baseline Adjustment		-358	-358
Adjusted Value	\$14,026	\$14,286	\$14,430
Location	Autotrader.Com	Dick Morris Chevrolet	George Matick Chevrolet
Contact	586-873-8738	248-624-4500	313-532-5016
Stock ID		Stock: P1888	Stock: P9470
VIN	1GNDS13S472 [REDACTED]	1GNDS13S372 [REDACTED]	1GNDS13S172 [REDACTED]
Inspected	Pub Date 11/17/2010	Pub Date 11/26/2010	Pub Date 11/16/2010
Distance from Belleville	31 Miles - Warren	24 Miles - Walled Lake	16 Miles - Redford



MARKET VALUATION REPORT

Owner
Claim

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	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	x	x	x
Power Mirrors	✓	x	x	x
Air Conditioning	✓	✓	✓	✓
Rear Defogger	✓	x	x	x
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	x	x	x
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	x	x	x
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	x	✓	✓
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	x	x	x
Privacy Glass	✓	x	x	x
Body Side Moldings	✓	x	x	x
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓
Miles	Unknown	46,557	34,672	31,665
List Price		\$13,780	\$14,995	\$15,650
Adjustments				



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim F: [REDACTED]

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
Contact	734-722-9100	Cadillac Buick	Chevrolet
Stock ID	Stock: 6761P	248-643-0070	248-486-1900
VIN	1GNDS13S772 [REDACTED]	Stock: A18824	Stock: J A3832
Inspected	Pub Date	1GNDS13S072 [REDACTED]	1GNDS13S172 [REDACTED]
Distance from Belleville	11/09/2010	Pub Date	Pub Date
	7 Miles - Wayna	11/11/2010	11/12/2010
		29 Miles - Troy	22 Miles - New Hudson



MARKET VALUATION REPORT

Owner: XXXXXXXXXX
 Claim F: XXXXXXXXXX

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 38 2007 CHEVROLET TRAILBLAZER 4X2 LS 4 DOOR UTV 6-4.2L
Options				
Automatic Transmission	✓	✓	✓	✓
Overdrive	✓	✓	✓	✓
Power Steering	✓	✓	✓	✓
Power Brakes	✓	✓	✓	✓
Power Windows	✓	✓	✓	✓
Power Locks	✓	✓	✓	✓
Power Driver Seat	✓	X	X	X
Power Mirrors	✓	X	X	X
Air Conditioning	✓	✓	✓	✓
Dual Air Conditioning	X	X	✓	X
Rear Defogger	✓	X	X	X
Intermittent Wipers	✓	✓	✓	✓
Tilt Wheel	✓	✓	✓	✓
Cruise Control	✓	✓	✓	✓
Keyless Entry	✓	X	X	X
Console/Storage	✓	✓	✓	✓
Communications System	✓	✓	✓	✓
Cloth Seats	✓	✓	✓	✓
Reclining/Lounge Seats	✓	X	X	X
Bucket Seats	✓	✓	✓	✓
AM Radio	✓	✓	✓	✓
FM Radio	✓	✓	✓	✓
Stereo	✓	✓	✓	✓
Search/Seek	✓	✓	✓	✓
CD Player	✓	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓	✓
Electric Glass Roof	✓	X	✓	X
Drivers Side Air Bag	✓	✓	✓	✓
Passenger Air Bag	✓	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓	✓
Traction Control	X	✓	X	X
Stability Control	✓	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓	✓
Rear Window Wiper	✓	✓	✓	✓
Clearcoat Paint	✓	X	X	X
Privacy Glass	✓	X	X	X
Body Side Moldings	✓	X	X	X
Dual Mirrors	✓	✓	✓	✓
Trailer Package	✓	✓	✓	✓
Miles	Unknown	44,644	33,205	32,960



MARKET VALUATION REPORT

Owner: [REDACTED]
 Claim # [REDACTED]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

List Price	\$15,990	\$15,650	\$14,380
Adjustments			
Options	+733	+151	+1,033
Mileage	-1,029	-1,575	-1,588
Baseline Adjustment	-358	-358	-358
Adjusted Value	\$15,336	\$13,868	\$13,469
Location	Dick Genthe Chevrolet	Liberty Chevrolet	Mark Chevrolet
Contact	734-283-3400	248-486-1900	734-722-9100
Stock ID	Stock: A97352	Stock: LA3833	Stock: 6756R
VIN	1GNDS13SX7[REDACTED]	1GNDS13SX7[REDACTED]	1GNDS13S47[REDACTED]
Inspected	Pub Date 11/16/2010	Pub Date 11/12/2010	Pub Date 11/09/2010
Distance from Belleville	14 Miles - Southgate	22 Miles - New Hudson	7 Miles - Wayne



MARKET VALUATION REPORT

Owner
Claim

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	✓	✓	✓
Overdrive	✓	✓	✓
Power Steering	✓	✓	✓
Power Brakes	✓	✓	✓
Power Windows	✓	✓	✓
Power Locks	✓	✓	✓
Power Driver Seat	✓	X	X
Power Mirrors	✓	X	X
Air Conditioning	✓	✓	✓
Rear Defogger	✓	X	X
Intermittent Wipers	✓	✓	✓
Tilt Wheel	✓	✓	✓
Cruise Control	✓	✓	✓
Keyless Entry	✓	X	X
Console/Storage	✓	✓	✓
Communications System	✓	✓	✓
Cloth Seats	✓	✓	✓
Reclining/Lounge Seats	✓	X	X
Bucket Seats	✓	✓	✓
AM Radio	✓	✓	✓
FM Radio	✓	✓	✓
Stereo	✓	✓	✓
Search/Seek	✓	✓	✓
CD Player	✓	✓	✓
Aluminum/Alloy Wheels	✓	✓	✓
Electric Glass Roof	✓	✓	X
Drivers Side Air Bag	✓	✓	✓
Passenger Air Bag	✓	✓	✓
Anti-Lock Brakes (4)	✓	✓	✓
4-Wheel Disc Brakes	✓	✓	✓
Stability Control	✓	✓	✓
Luggage/Roof Rack	✓	✓	✓
Rear Window Wiper	✓	✓	✓
Glosscoat Paint	✓	X	X
Privacy Glass	✓	X	X
Body Side Moldings	✓	X	X
Dual Mirrors	✓	✓	✓
Trailer Package	✓	✓	✓
Miles	Unknown	23,864	30,040
List Price		\$15,995	\$14,680

Adjustments



MARKET VALUATION REPORT

Owner: [Redacted]
Claim # [Redacted]

LOCAL MARKET COMPARABLE VALUES (CONTINUED)

Options	+533	+1,033
Mileage	-1,966	-1,713
Baseline Adjustment	-358	-358
Adjusted Value	\$14,205	\$18,542
Location	Suburban	Mark Chevrolet
Contact	Cadillac Buick	
Stock ID	248-643-0070	734-722-9100
VIN	Stock: A18827	Stock: 6748P
Inspected	1GNDS13S972 [Redacted]	1GNDS13S87 [Redacted]
Distance from Belleville	Pub Date 11/11/2010 29 Miles - Troy	Pub Date 11/10/2010 7 Miles - Wayns



MARKET VALUATION REPORT

Owner: [REDACTED]
Claim # [REDACTED]

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



MARKET VALUATION REPORT

Owner: [Redacted]
Claim R [Redacted]

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 database. In this market, CCC maintains a database of 10,006 inspected dealer vehicles located at 47 dealerships, and 36,259 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 18 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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[REDACTED]
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: [REDACTED] CLAIM [REDACTED]
OWNER: [REDACTED] POLICY [REDACTED]
ADDRESS: [REDACTED] DATE OF LOSS: 11/30/2010 AT 11:00 AM
Belleville, MI [REDACTED] TYPE OF LOSS: COMPREHENSIVE
DAY: [REDACTED] POINT OF IMPACT: 15. TOTAL LOSS
EVENING:

INSPECT [REDACTED] OTHER
LOCATION: [REDACTED]
WOODHAVEN, MI [REDACTED]

REPAIR N/A DAYS TO REPAIR
FACILITY: LICENSE #

2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:
VIN: 1GND813S172 [REDACTED] 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 CD PLAYER ANTI-LOCK BRAKES (4)
DRIVER AIR BAG PASSENGER AIR BAG 4 WHEEL DISC BRAKES
STABILITY CONTROL COMMUNICATIONS SYSTEM CLOTH SEATS
BUCKET SEATS RECLINE/LOUNGE SEATS TRAILERING PACKAGE
AUTOMATIC TRANSMISSION OVERDRIVE ALUMINUM/ALLOY WHEELS

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		WINDSHIELD					
2*	REPL	LKQ WINDSHIELD GM W/O RAIN SENSOR +25%	1	156.25*		1.5*	
3#		SEAL KIT	1	25.00			
4		INSTRUMENT PANEL					
5	REPL	INSTRUMENT PANEL ALL GRAY	1	1173.55		5.5	
6		OVERHEAD CONSOLE					

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ESTIMATE OF RECORD
2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV SILVER INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
7	REPL	CONSOLE ASSY W/O G.P.S. W/GARAGE DR OPENE	1		338.99	0.3	
8		STEERING WHEEL					
9	REPL	STEERING WHEEL W/LEATHER, W/ACCESSORY CONTROLS W/O SS	1		281.89	M 0.7	M
10		STEERING COLUMN					
11	REPL	SHROUD EBONY	1		49.26	0.3	
12		ROOF					
13*	REPL	LKQ SUNROOF GLASS +25%	1		218.75	0.5*	
14	REPL	HEADLINER W/SUNROOF, W/O HEAD AIR BAG GRAY	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	REPL	LT FRONT SILL PLATE GRAY	1		60.35	0.2	
19	REPL	LT W/S PILLAR TRIM GRAY	1		47.93	INCL.	
20		FRONT DOOR					
21*	REPL	LKQ LT DOOR ASSY +25%	1		687.50*	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
25	REPL	LT DOOR TRIM PANEL CHEVROLET GRAY	1		255.71	0.7	
26	REPL	LT SWITCH ASSY CHEVROLET W/O HEATED SEAT	1		296.59	INCL.	
27	REPL	LT WATER DEFLECTOR	1		98.42	0.1	
28		REAR DOOR					
29	BLND	LT OUTER PANEL W/SHORT WHEEL BASE CHEVROLET					1.2
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 TIMED				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	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	REPL	LT SWITCH LUMBAR 2-WAY	1		71.87		
43#	REPL	CARPET	1		500.00	8.0	
44#	REPL	FLOOR MATS	1		80.00		

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[REDACTED] 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 ==>			6603.03			27.2	8.4

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.

12/07/2010 AT 01:40 PM
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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. RECORDED 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.





06/12/2010



06/12/2010



06/12/2010



06/12/2010



06/12/2010



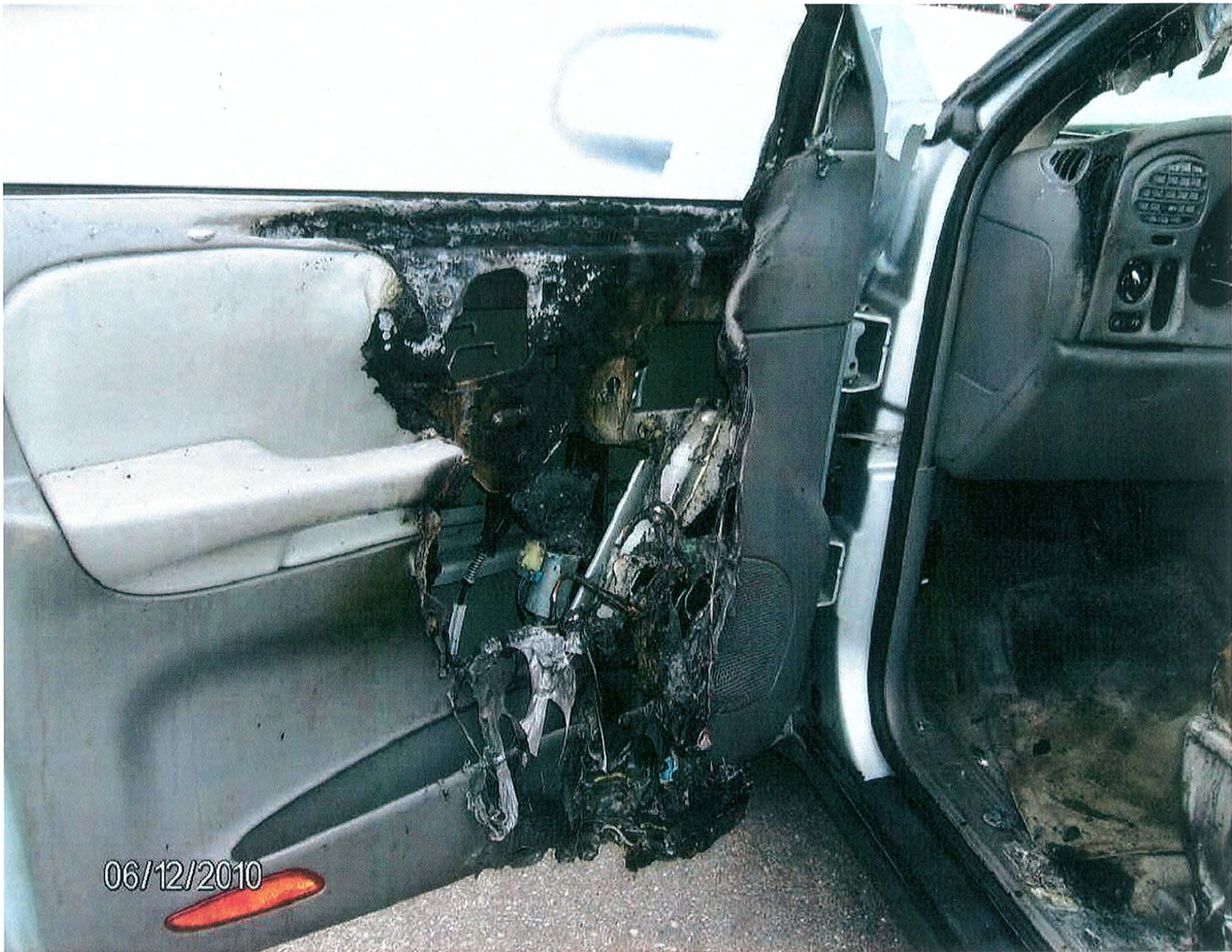
06/12/2010



06/12/2010



06/12/2010



06/12/2010



06/12/2010



06/12/2010

Service Request Detail

SR No.	71-899538904	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Barwick	Involved Dir	Safety	Yes
State	PA ZipCd	Con Acct		Source	Email	Updated
Serial #/VIN	1GNDY13S272	Model Year	2007	Priority	Medium License #	Owner
Make	Chevrolet	Warr. Start	01/19/2007	Status	Open	Opened
Model	TrailBlazer	Mileage	38000	Sub-Status	Dissatisfied	Closed
Abstract	Thermal Event - 07 Chevrolet Trailblazer					
Customer Description	This is a BRC - PAR case /do not assume /Forward all inquiries to Brandy ext. 31065					

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	12/13/2010 08:30:00 AM	N	0	0	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOR	Disabilities				
		5'8		n/a				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Snably	Nate	(570) 752-5931	Nationwide					
Incident Loc	1019 Rulhann Dr, Berwick, PA 18603			Incident Desc	-I wasn't driving, happened overnight, the fire was out already - whole 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			
Component	Thermal Event			Damage Desc	whole driver side door was burnt and melted, windows were all black, interior and steering wheel had melted			
Vehicle Loc	Insurance totalled and is going to pick it up			Add'l info				
Emgcy Svc Names	n/a			Maint Loc	Battan Tires - 11/10			

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a	
Vehicle Speed	0		Weather Condition	dry			Prop Owner	n/a	Property Type
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a			Prop Damage Description	n/a	
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	whole driver side door was burnt and melted, windows were all black, interior and steering wheel had melted			Explain Other	Battan Tires - 11/10				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 11:30:34 AM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS- Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments
Customer claims thermal event originating from area of drivers door
Thaddeus Kinzer/PAR/ATX
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 10:03:56 AM	FABIANBR	FABIANBR	Scheduled Follow-up	Scheduled Alarm			Schartzer

Contact Last Name	Contact First Name	Account	BAC Code

Comments
check esis pick up
brandy.par.atx
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 10:03:42 AM	FABIANBR	KINZERTH	Notify CRM		Done	12/22/2010 11:31:17 AM	ESIS- Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments
ESIS- Thermal Event
Escalating due to thermal event
brandy.par.atx
Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 10:03:02 AM	FABIANBR	FABIANBR	BRC PAR	ESIS- Thermal Event	Done	12/22/2010 10:03:38 AM	ESIS- Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

ESIS- Thermal Event

Escalating due to thermal event

brandy.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/21/2010 11:35:58 AM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	12/21/2010 11:37:07 AM	PAR Voice Mail
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Sta: Hi, we have a case under 71-599538804. Cust:
Sent 12/16/2010 4:24 PM

Tonle/BRC PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/20/2010 02:52:11 PM	FABIANBR	FABIANBR	Ownership Changed	Ownership Escalated to BRC	Done	12/20/2010 02:52:12 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/20/2010 08:40:18 AM	CALLOCO	FABIANBR	Notify CRM		Done	12/22/2010 10:02:39 AM	cust left msg
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

pls see IB notes. cust req for phone contact.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/20/2010 08:38:39 AM	CALLOCO	CALLOCO	Inbound Call Customer	Complex Request	Done	12/20/2010 08:41:23 AM	cust called in today
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

cust site: called in to make a fup on their PAR case.

cust site: case update

Acra adv: a PAR rep has taken over the case, provided contact detail of PAR agent, tried to transfer cust to ext but OCRS business hrs begins 930AM EST, offered cust to be transferred to ext but she said its ok to notify the OCRS that she called in that morning making a case fup.

connie callo /CACT1/EmpLv1/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		Done	12/17/2010 02:47:34 PM	Service Request Ownership has changed FROM: CALLOCO TO: FABIANBR
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:47:23 PM	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
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Comments
John Nemeth - no phone, email or contact info listed - no directory - no message left

My name is Brandy with the Product Allegation Dept with GM. My Service Request number is 71-899536904. The Customer's name is [REDACTED] Their telephone number is [REDACTED] The Vehicle involved is a Year, Make and Model. -The customer is alleging they exp a thermal event with vehicle, will escalate case to esls. You do not need to respond to this message unless you have any comments concerns or questions. pls contact me at 888-790-5600 x 31065

brandy.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:47:20 PM	MERCADTO	FABIANBR	BRC PAR	Initial Contact- Dealer	Done	12/22/2010 09:36:06 AM	called No Initial Contact required. Vehicle has not been to dealer in two years.

Contact Last Name	Contact First Name	Account	BAC Code
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Comments
No Initial Contact required. Vehicle has not been to dealer in two years.

brandy.par.atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:47:18 PM	MERCADTO	FABIANBR	BRC PAR	Initial Contact- Phone	Done	12/20/2010 02:52:59 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

crs sts: I was calling to get some additional info

cust sts:

-returning your call

1pndt13s272

-I wasn't driving, happened overnight, the fire was out already - whole 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@x

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 sts:

-I am doing hair right now, that sounds good thank you

brandy.pac@x

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	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 First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:47:05 PM	MERCADTO	FABIANBR	Research		Done	12/22/2010 09:35:18 AM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Research

No Related Repairs:

No Previous SR's:

No Open Recalls:

brandy.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:48:40 PM	MERCADTO	FABIANBR	BRC PAR	Case Assigned	Done	12/20/2010 10:03:23 AM	File assigned to Brandy Fabian @ ext 31065
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:46:34 PM	MERCADTO	CALLOCO	SR Opened		Done	12/17/2010 02:46:34 PM	SR in Status of Closed has been Re-Opened by MERCADTO

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 02:46:32 PM	MERCADTO	CALLOCO	SR Closed - Dissatisfied		Done	12/17/2010 02:46:32 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/18/2010 07:28:14 PM	CALLOCO	CALLOCO	Scheduled Follow-up		Done	12/17/2010 02:46:28 PM	PAR concern (setting to done, file will be assigned in PAR. Torla/BRC PAR/ATX)

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

Comments

reminder

Confidential Comments

Service Request Detail

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	Thrd Party	Done	12/17/2010 02:48:06 PM	transfer cust to PAR Received and assigned in PAR Tonia/BRC PAR/ATX

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

Comments

assist in xfering cust to PAR dept
* no live PAR Rep to take the call
* left msg to PAR Dept and provided SR#

connie callo /CACT1/Emplv11/MLA

Confidential Comments

Service Request Detail

Activities

Created	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 harness
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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 wiring 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 available Mondays through Saturdays from 8:00 a.m. to 9:00 p.m., Eastern Time. You may also contact me directly at 1-866-780-5700, 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 previously, 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.

Sincerely,

The Chevrolet Consumer Support Team

...

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2010 07:52:49 PM		CALOCO	Email - Inbound		Done	12/18/2010 09:55:53 AM	Chevrolet Vehicle Concern

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

Name: [REDACTED]
Email: [REDACTED]
Address: [REDACTED]
berwick
Day Phone: [REDACTED]
Evening Phone: [REDACTED]

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 chevys. It couldnt 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
VIN Number:
Mileage: 38000
Allow Phone Contact: yes
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	Description
N42	Short	Electrical - Power Door Lock Motor / Switch / Wiring



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December 22 2010

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Summary](#)

INTERFACE WITH
CUSTOMER

View Vehicle Summary ?

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

For this vehicle:

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

Vehicle Information

VIN 1GNDT13S27[REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

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).

OnStar Equipped: Y OnStar Status: Inactive
 XM Equipped N XM Radio ID [REDACTED] XM Status: NA
 OnStar Vehicle Diagnostics N OMN 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	02/21/2010	01/19/2007	10 MI	01/19/2015	80,010 MI
	Powertrain Limited Warranty	02/21/2010	01/19/2007	10 MI	01/19/2012	100,010 MI
	Bumper to Bumper Limited Warranty	02/21/2010	01/19/2007	10 MI	01/19/2010	36,010 MI
	Corrosion Limited Warranty	02/21/2010	01/19/2007	10 MI	01/19/2013	100,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Data	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/21/2007	103952	ZREG---Regular Vehicle Transaction		S0011 - Replacing Keys	10,589 MI
10/18/2006	A58941	ZPDI---Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	1 MI
10/02/2006	A58941	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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GM Global Warranty Mr. GMVIS 2 [Logout](#)
 December 22, 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 1GNDT13S272 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#) [REDACTED]

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

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD Order Number KKKQ4P
 Gross Vehicle Weight: 2,811 Build Date 10/02/2008
 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.

- | | |
|---------------------------------------|---|
| 15U - SANDSTONE METALLIC | 1SA - LS PREFERRED EQUIPMENT GROUP 1 |
| 1SZ - PREFERRED EQUIPMENT SAVINGS | 27H - LIGHT CASHMERE/EBONY |
| 27I - INT TRIM CASHMERE/EBONY | 6FB - COMP FRT LH COMPUTER SEL SUSP |
| 7AA - FRONT SPRING | 8UY - COMPONENT RR LH COMPUTER SEL |
| 9UY - COMPONENT RR RH COMPUTER SEL | A50 - FRT BUCKET SEATS & FLR CONSOLE |
| AK5 - DUAL STAGE FRONT AIR BAGS | AL0 - 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 | B30 - FULL CARPET-COLOR KEYED |
| B3N - FLOOR MATS, FRONT/REAR DELETE | C5N - GVWRATING - 5750 LBS |
| CJ3 - CLIMATE CONTROL | DAY - ASSEMBLY PLANT MORAIN, OHIO |
| DR1 - MIRROR O/S LR & RH MANUAL-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 I6 |
| M30 - TRANSMISSION, 4 SPD AUTOMATIC | N40 - POWER STEERING |
| N75 - 17" ALUMINUM WHEELS | NP8 - 2-SPEED ACTIVE TRANSFER CASE |
| NT7 - EMISSION SYS FED - TIER 2 | N23 - 16" FULL SIZE SPARE WHEEL |
| OTR1 - ALL-SEASON TIRES | R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL |
| R6P - SPECIAL PAINT | R9N - LEATHER SEAT TRIM |
| R9W - REAR DEFOGGER NOT DESIRED | SLM - STOCK ORDERS |
| T61 - DAYTIME RUNNING LIGHTS | T98 - STAMPING VEHICLE IDENT NUMBER |
| TB4 - LIFTGATE | U73 - FIXED MAST ANTENNA |
| UB0 - 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

ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAID codes.

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December 22, 2010

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Component Summary](#)

INTERFACE WITH CUSTOMER

View Vehicle Component Summary ?

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

Vehicle Information

VIN 1GNDT13S272 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 609200302
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NAX
Date Scanned 10/02/2008	Time Scanned 10:21:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 000602696
Source Plant S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast A1Z
Date Scanned 10/02/2008	Time Scanned 10:46:00 Scan Station 05
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability 0BL904592
Source Plant N-	Part / Number Broadcast FK
Date Scanned 10/02/2008	Time Scanned 10:37:00 Scan Station 03
Component Code 61-TRANSMISSION	Traceability 44840477
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 7TDD
Date Scanned 10/02/2008	Time Scanned 10:34:00 Scan Station 02
Component Code 83-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability D9P28036
Source Plant G-	Part / Number Broadcast UK2
Date Scanned 10/02/2008	Time Scanned 11:52:00 Scan Station 12
Component Code 65-REAR AXLE ASSEMBLY	Traceability 262085518
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast CN8
Date Scanned 10/02/2008	Time Scanned 11:57:00 Scan Station 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00018668
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3172
Date Scanned 10/02/2008	Time Scanned 13:38:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 1GY5FWJ
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2395
Date Scanned 10/02/2008	Time Scanned 16:26:00 Scan Station 06
Component Code AL-IR-MODULE ASM-I/P	Traceability 5AASJ45
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 5520
Date Scanned 10/02/2008	Time Scanned 10:36:00 Scan Station 04
Component Code CC-SEQ NUM (FLEX) BODY ASM	Traceability 0640804
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 09/22/2008	Time Scanned 03:01:00 Scan Station
Component Code CD-SEQ NUM (FLEX) BODY ASM	Traceability 3061401

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 09/28/2006	Time Scanned: 16:10:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3061263
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 09/29/2006	Time Scanned: 12:50:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3061076
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 09/29/2006	Time Scanned: 22:13:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3061062
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 09/29/2006	Time Scanned: 23:19:00 Scan Station:

Service Agent installed Component

Vehicle has no current record of vehicle component.

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December 22, 2010

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Transaction History Detail](#)

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail ?

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

Vehicle Information

VIN 1GNDT13S272 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No Branded Title No Warranty Block No PDI Status No
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 08/21/2007

Job Card Number: 103852

Repair Service Agent 113879
 HAWKINS CHEVROLET, INC.
 435 MILL ST
 DANVILLE PA 17821-1098
 5702750711

Odometer Reading 10,589 MI
 Authorization Code

Process Date
 08/28/2007

Transaction Type:
 ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code
 0000-Converted Claim

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

Labour Op S0011-Replacing Keys

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 17.18

Job Card Date: 10/16/2006

Job Card Number: A58941

Repair Service Agent 113879
 HAWKINS CHEVROLET, INC.
 435 MILL ST
 DANVILLE PA 17821-1098
 5702750711

Odometer Reading 1 MI
 Authorization Code:

Process Date
 10/24/2006

Transaction Type
 ZPDI—Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code
 0000-Converted Claim

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

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 0.70

Job Card Date: 10/02/2008

Job Card Number: A58941

Repair Service Agent 113879

Odometer Reading 0 MI

HAWKINS CHEVROLET, INC.
435 MILL ST
DANVILLE PA 17821-1098
5702760711

Authorization Code

Process Date
10/08/2008

Transaction Type
ZPDI—Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 66.94

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Mr. GMVIS 2

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December 22, 2010

Global Warranty Management: [Home](#) > [Interface With Customer](#) > [View Vehicle Delivery Information](#)INTERFACE WITH
CUSTOMERView Vehicle Delivery Information Ⓢ

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.

Vehicle Information

VIN 1GNDT13S27[REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type 70 - RETAIL - STOCK
 Field Actions [0 Open](#) [REDACTED]

Invoice Information

Invoicing Service Agent 113879 Invoice Date 10/02/2006
 HAWKINS CHEVROLET, INC.
 435 MILL ST
 DANVILLE PA 17821-1098 5702750711

Ship to Information

Invoicing Service Agent 113879 Ship to Date N/A
 HAWKINS CHEVROLET, INC.
 435 MILL ST
 DANVILLE PA 17821-1098 5702750711

Delivery Information

Delivery Service Agent 113879 Delivery Date 01/19/2007
 HAWKINS CHEVROLET, INC. Delivery Type: 010—INDIVIDUAL
 435 MILL ST Delivery Odometer 10
 DANVILLE PA 17821-1098 5702750711

In Service Information

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

For this vehicle:

→ [View Vehicle Summary](#)

- [Service Contract](#)

→ [Branded Title](#)→ [Warranty Block](#)→ [View Vehicle Build](#)→ [View Vehicle](#)→ [Component Summary](#)→ [View Vehicle](#)→ [Transaction History Detail](#)→ [View Vehicle Delivery Information](#)Global Warranty Management [Site Map](#)[Privacy Policy](#) | [Terms of Use](#)

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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: [REDACTED]

Loss Location: Copart, Duryea, PA.

Claim Number: [REDACTED]

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 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.

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 1GNDDT13S272[REDACTED]. The vehicle is owned by Jessica & John Scharzter. 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.

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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 caused it to overheat causing this event. General Motors should be placed on notice and a joint examination 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.

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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

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 Insurer [REDACTED] Claim/policy # [REDACTED]
Address [REDACTED]
City Berwick State MA Zip [REDACTED] Home Phone # _____
Cell Phone # [REDACTED] Date of birth [REDACTED] Age 34 Social Security # [REDACTED]
Do you have a valid driver's license? Yes No License Number [REDACTED]
Marital status Married Number of dependents 0
Name and address of employer All About Hair (self employed)
Berwick MA
Business phone # _____ Occupation Salon Owner
How long have you worked there? 3 1/2 yrs If less than 1 yr previous employer name/address _____
Current salary \$ 20,000 yr If hourly average hours worked per week _____
Do you have any other income? Yes No Type/Source of other income HUSBAND 30,000 yr
Individuals Living in Household besides yourself (do not include individuals under the age of 15)
Name [REDACTED] DOB 8-3-67 Time in Household 5 yrs Relationship HUSBAND
Name _____ DOB _____ Time in Household _____ Relationship _____
Name _____ DOB _____ Time in Household _____ Relationship _____
Does anyone else have permission to use your vehicle? Yes No If yes who and how often HUSBAND
How long have you lived at your current address? 5 years Own Rent (circle one)
List prior addresses in the last three years _____

II FIRE LOSS

Date of fire loss 12-13-10 Time Overnight AM PM
Specific location of vehicle at time of fire loss Driveway
Who left the vehicle at this location? HUSBAND
Why was your vehicle at this location? Always parked in our Driveway

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

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? Yes No

It occupied at time of the fire

Was fire first noticed by smell or by sight? Smell

From which side of the vehicle was exit made? WAS NOT IN VEHICLE AT TIME OF FIRE

Was any door left open after exiting vehicle? Yes No

Was the ignition key removed? Yes No

Was the hood raised / opened? Yes No

Was the gas cap removed? Yes No

Were you experiencing any mechanical issues with vehicle? Yes No

What color was the smoke? IT WAS OUT WHEN FOUND BUT INTERIOR WAS BLACK

In what area did the fire start?

engine compartment

passenger compartment

luggage compartment

DRIVERS SIDE DOOR

In your opinion what caused the fire? SOMETHING WITH THE POWER WINDOWS ON DOOR

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 No Was a police report made? Yes No

If yes what was name - address - phone number of police department that responded?

How long did you remain at the scene? 15 MINS

How did you / occupants get home? HAD TO CALL FOR A RIDE 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 fire occurred and what actions you took Please use additional paper if necessary

SOMETIME OVER NIGHT THE FIRE STARTED. WHEN I WENT OUT TO LEAVE FOR WORK IN THE MORNING I OPENED THE BACK AND IT SMELLED REALLY BAD SO I OPENED THE DRIVERS SIDE DOOR AND SAW THE WHOLE INSIDE OF DOOR WAS BURNED & MELTED. WINDOWS WERE BLACK AND SEATS WERE BLACK. I CALLED MY INS. CO. AND POLICE

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III VEHICLE PURCHASE INFORMATION

Date vehicle purchased/leased 2007 New ___ Used X Purchase price ?
Name of titled owner and complete address _____

Certification of title # _____ State _____ County _____
Previous owner/seller and their address _____

Type of title (check one) X Clean title _____ Memorandum title _____ Salvage title _____
_____ Duplicate title _____ Flood Title _____ Certificate of Origin _____

How was the vehicle paid for? Cash _____ Check _____
Lienholder? Yes No
If financed give name and address of the finance company BADRY BANK

Lienholder account # _____ Balance due _____
Loan terms 5 yrs months at \$ 328 Date of last payment 11-30-10
Is the account past due? _____ How long? _____
Do you have GAP insurance? Yes No
Registration Current? Yes No
Do you have insurance with another company? no 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 vehicle? 2
Have you had any duplicates made? Yes No If yes how many? _____
Have you ever lost any keys to the vehicles? Yes No
Were there any extra keys hidden in the vehicle to your knowledge? Yes No
Are all of your keys accounted for at this time? Yes No
Does anyone else have access to your keys? Yes No If so who? _____

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Are there any other vehicles in your household? Yes No

Describe year, make and model of all other vehicles in your household Chevy IMPALA 2007

Who are they insured with? Nationwide

IV VEHICLE CONDITION INFORMATION

Year 2007 Make Chevy Model TRAILBLAZER
Body type _____ Color Gold Vehicle Identification Number _____
License plate # _____ State PA Mileage on vehicle 38,000

Vehicle condition - Legend F - Fair G - Good and E - Excellent

Paint F G E Transmission F G E Interior F G E
Engine F G E Body F G E Tires F G E

Distinguishing features (i.e., dents, decals, etc) _____

Any aftermarket equipment? _____

Who performs routine maintenance? (name and address) BASTIAN TIRES BLOOMSBURG
Date last serviced NOVEMBER 2010

I swear that the information contained in this total affidavit consisting of four (4) pages and options addendum is complete, true, and correct under penalty of perjury. I agree to cooperate with Nationwide Insurance Company of America to aid in mitigating the loss associated with my claim.

Upon receiving information that the vehicle or property has been recovered, I agree to notify Nationwide Insurance Company of America immediately.

Date 12/20/10 Signature of insured 
State of PENNSYLVANIA County of COLUMBIA

Subscribed and sworn to in my presence this 20TH day of DECEMBER (month) 2010 (year)

Notary Signature *[Signature]*

COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Annemarie Fyke, Notary Public
Berwick Boro, Columbia County
My Commission Expires July 26, 2014
Member, Pennsylvania Association of Notaries (SEAL)

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.

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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 Schartzler, state that the odometer now reads 38,000 (no tenths) 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 (WARNING: Odometer Discrepancy)

Year 07 Make CHEV Model TRAILBLA

Vehicle Identification Number 1GNDT13S272 [REDACTED]

[REDACTED]
Transferor's (Seller's) Street Address

Berwick PA [REDACTED]

[REDACTED]
Date 12-20-10

Transferee's (Buyer's) Name (Printed)
Nationwide Insurance Company of America

Transferee's (Buyer's) Address
5525 Parkcenter Circle
CO 05 03
Dublin, OH 43017

Transferee's (Buyer's) Signature
Signature _____ I hereby certify that I have received a copy of this Odometer Disclosure Statement
Printed Name of Above 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.

CLAIM #	CLAIM REP Amy Thomburg	REQUEST #
LOSS TYPE <input type="checkbox"/> COLL <input type="checkbox"/> THEFT <input type="checkbox"/> OTHER	LOSS CODE	CONDITION CODE <input type="checkbox"/> (0) FAIR <input type="checkbox"/> (1) AVERAGE PRIVATE <input type="checkbox"/> (2) DEALER
POLICY HOLDER		
VEHICLE OWNER		
HOME PHONE	WORK PHONE	ZIP CODE

Vehicle Info	VIN										
	State	P	A	Loss Date	12 13 2010	Year	07	Make	CHEV	Model	TRAILBLA
	Body Style	<input type="checkbox"/> 2DR <input checked="" type="checkbox"/> 4DR <input checked="" type="checkbox"/> Lt/Hatchback <input type="checkbox"/> Convertible <input type="checkbox"/> Wagon <input type="checkbox"/> Pickup <input type="checkbox"/> Van <input type="checkbox"/> Utility <input type="checkbox"/> Motorcycle <input type="checkbox"/> 1/2 Ton <input type="checkbox"/> 3/4 Ton <input type="checkbox"/> 1 Ton <input type="checkbox"/> Shortbed <input type="checkbox"/> Longbed <input type="checkbox"/> Cab & Chassis <input type="checkbox"/> Fleetside <input type="checkbox"/> Fenderside									
	Engine Detail	Size	Cylinders		<input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 8 <input type="checkbox"/> 12 <input type="checkbox"/> 10 <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel						
	Transmission	<input checked="" type="checkbox"/> AT <input type="checkbox"/> S6 <input type="checkbox"/> S5 <input type="checkbox"/> S4 <input type="checkbox"/> S3 <input type="checkbox"/> OD <input type="checkbox"/> 4W <input type="checkbox"/> PO	Mileage	UNK If Unknown							

VEHICLE OPTIONS			REFURBISHMENTS																								
POWER OPTIONS <input type="checkbox"/> PS Power Steering <input type="checkbox"/> PB Power Brakes <input type="checkbox"/> PW Power Windows <input type="checkbox"/> PL Power Locks <input type="checkbox"/> SP Pwr Drive Seat <input type="checkbox"/> PC Pwr Pass Seat RADIO <input type="checkbox"/> AM AM <input type="checkbox"/> FM FM <input type="checkbox"/> ST Stereo <input type="checkbox"/> CA Cassette <input type="checkbox"/> SE Sook/Scan <input type="checkbox"/> CB CB Radio <input type="checkbox"/> EQ Equalizer <input type="checkbox"/> CD Compact Disc Player <input type="checkbox"/> BM Bose Music <input type="checkbox"/> IS Infinity Sound <input type="checkbox"/> JB JBL Stereo <input type="checkbox"/> MR Monterey Stereo <input type="checkbox"/> NK Nakamichi Stereo <input type="checkbox"/> SK CD Changer/Slacker WHEEL OPTIONS <input type="checkbox"/> AW Aluminum <input type="checkbox"/> AY Alloy <input type="checkbox"/> SY Styled Wheel <input type="checkbox"/> CJ Chrome Wheels <input type="checkbox"/> RW Rally Wheels <input type="checkbox"/> DC Deluxe Covers <input type="checkbox"/> FC Full Wheel Covers <input type="checkbox"/> WW Wire <input type="checkbox"/> WC Wire Covers	DECOR/CONVENIENCE <input type="checkbox"/> AC Air Conditioning <input type="checkbox"/> RD Rear Defogger <input type="checkbox"/> TW Tilt Wheel <input type="checkbox"/> CC Cruise Control <input type="checkbox"/> CS Cloth Seats <input type="checkbox"/> LS Leather Seats <input type="checkbox"/> DB 4 Wheel Disc brakes <input type="checkbox"/> TL Telescopic Wheel <input type="checkbox"/> AL Auto Load Level <input type="checkbox"/> JS 3rd Seat (Wagons Only) <input type="checkbox"/> DA Dual Air Conditioning <input type="checkbox"/> KE Keyless Entry <input type="checkbox"/> US Back Up Sensors <input type="checkbox"/> MH Heated Mirrors <input type="checkbox"/> SH Heated Seats ROOF OPTIONS <input type="checkbox"/> VR Vinyl Roof <input type="checkbox"/> RF Cabnotet Roof <input type="checkbox"/> ES Electric Slatel <input type="checkbox"/> EG Electric Glass <input type="checkbox"/> MS Manual Steel <input type="checkbox"/> MG Manual Glass <input type="checkbox"/> FR Flip Roof <input type="checkbox"/> TT T Tops/Panel <input type="checkbox"/> GT Glass T Tops/Panel <input type="checkbox"/> RR Roof Rack <input type="checkbox"/> RM Removable Hardtop	TRUCK/VANS/UTVs/OTHER <input type="checkbox"/> SB Step Bumper <input type="checkbox"/> SW Sliding Rear Window <input type="checkbox"/> XT Auxiliary Fuel Tank <input type="checkbox"/> ZT Two Tone Paint <input type="checkbox"/> D2 Deluxe 2 Tone Paint <input type="checkbox"/> MP Metallic Paint <input type="checkbox"/> TG Tinted Glass <input type="checkbox"/> DT Deep Tinted Glass <input type="checkbox"/> CT Soft Top <input type="checkbox"/> HT Hard Top <input type="checkbox"/> FL Fog Lights <input type="checkbox"/> BD Running Boards <input type="checkbox"/> BL Bod Liners <input type="checkbox"/> PD Pwr Sliding Door <input type="checkbox"/> SD Dual Sunroof <input type="checkbox"/> D3 Third Door <input type="checkbox"/> D4 Fourth Door <input type="checkbox"/> AR Chrome Bed Rails OTHER OPTIONS <input type="checkbox"/> WG Woodgrain <input type="checkbox"/> BN Body Side Moldings <input type="checkbox"/> BS Bucket Seats <input type="checkbox"/> IW Intermitent Wipers <input type="checkbox"/> PA Power Antenna <input type="checkbox"/> PM Power Mirrors <input type="checkbox"/> TP Trailering Package <input type="checkbox"/> RB Roll Bar <input type="checkbox"/> TB Permanent Tool Box <input type="checkbox"/> GG Grill Guards <input type="checkbox"/> PO Postiraction <input type="checkbox"/> TX Traccon Control <input type="checkbox"/> WD Dual Rear Wheels <input type="checkbox"/> A2 Rear Antilock Brakes <input type="checkbox"/> HB Hback Bucket Seats <input type="checkbox"/> SS Swivel Buckets (4) <input type="checkbox"/> 2P 12 Passenger <input type="checkbox"/> 5P 15 Passenger <input type="checkbox"/> 7P 7 Passenger <input type="checkbox"/> 8P 8 Passenger <input type="checkbox"/> 9P 9 Passenger	Transmission Purchase Price \$ _____ Mileage _____ Engine Purchase Price \$ _____ Mileage _____ <table border="1"> <thead> <tr> <th></th> <th>Left</th> <th>Right</th> </tr> </thead> <tbody> <tr> <td>Front Tires</td> <td>/32</td> <td>/32</td> </tr> <tr> <td>Rear Tires</td> <td>/32</td> <td>/32</td> </tr> <tr> <td>1/32</td> <td>+9%</td> <td>6/32 +55%</td> </tr> <tr> <td>2/32</td> <td>+18%</td> <td>7/32 +63%</td> </tr> <tr> <td>3/32</td> <td>+27%</td> <td>8/32 +72%</td> </tr> <tr> <td>4/32</td> <td>+38%</td> <td>9/32 +82%</td> </tr> <tr> <td>5/32</td> <td>45%</td> <td>10/32 +91%</td> </tr> </tbody> </table> Camper Shell Purchase Price \$ _____ Date (MMYY) _____ Carpet Kit Purchase Price \$ _____ Date (MMYY) _____ Special Wheels Purchase Price \$ _____ Date (MMYY) _____ Other _____ Description _____ Purchase Price \$ _____ Date (MMYY) _____ Restored _____ Restoration Amt \$ _____		Left	Right	Front Tires	/32	/32	Rear Tires	/32	/32	1/32	+9%	6/32 +55%	2/32	+18%	7/32 +63%	3/32	+27%	8/32 +72%	4/32	+38%	9/32 +82%	5/32	45%	10/32 +91%
	Left	Right																									
Front Tires	/32	/32																									
Rear Tires	/32	/32																									
1/32	+9%	6/32 +55%																									
2/32	+18%	7/32 +63%																									
3/32	+27%	8/32 +72%																									
4/32	+38%	9/32 +82%																									
5/32	45%	10/32 +91%																									
Package/Special Features/Additional Options/Condition																											

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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

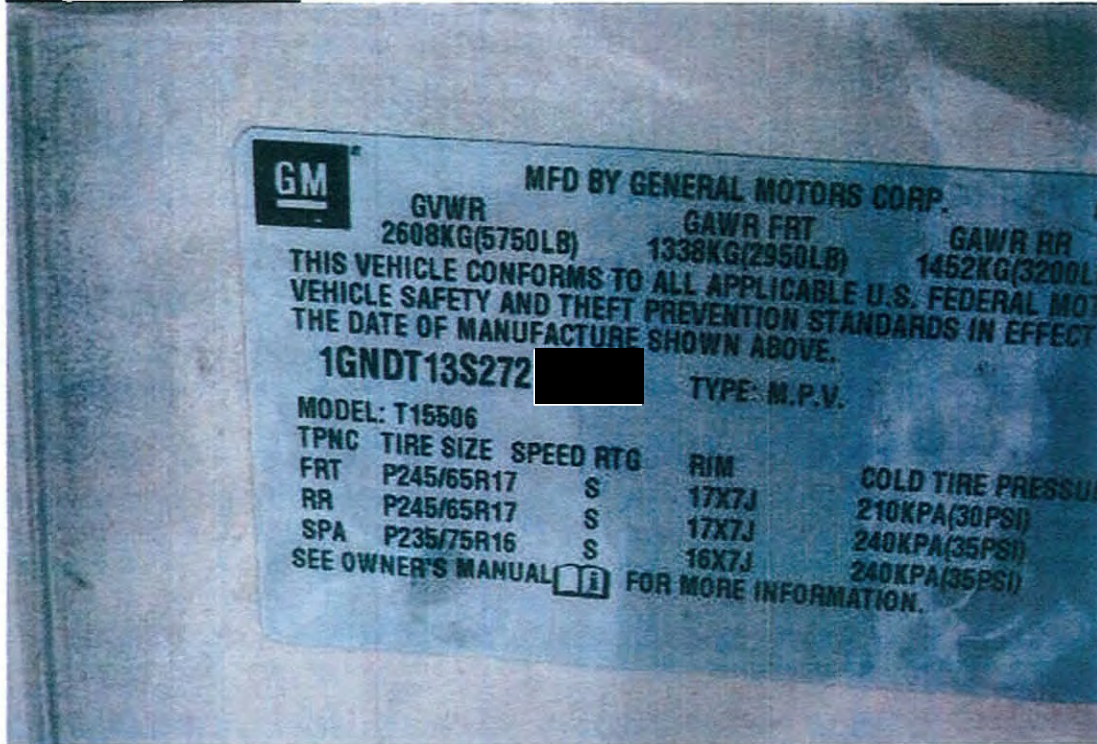


Photo #5 Views the vehicle identification number



Photo #6 Views the stock number

File # [REDACTED] 1-003/DM



Photo #7 Views the front of the interior



Photo #8 Views the rear of the interior

File: [REDACTED] 11-003/DM



Photo #9 Views the rear of the interior



Photo #10 Views the front of the interior

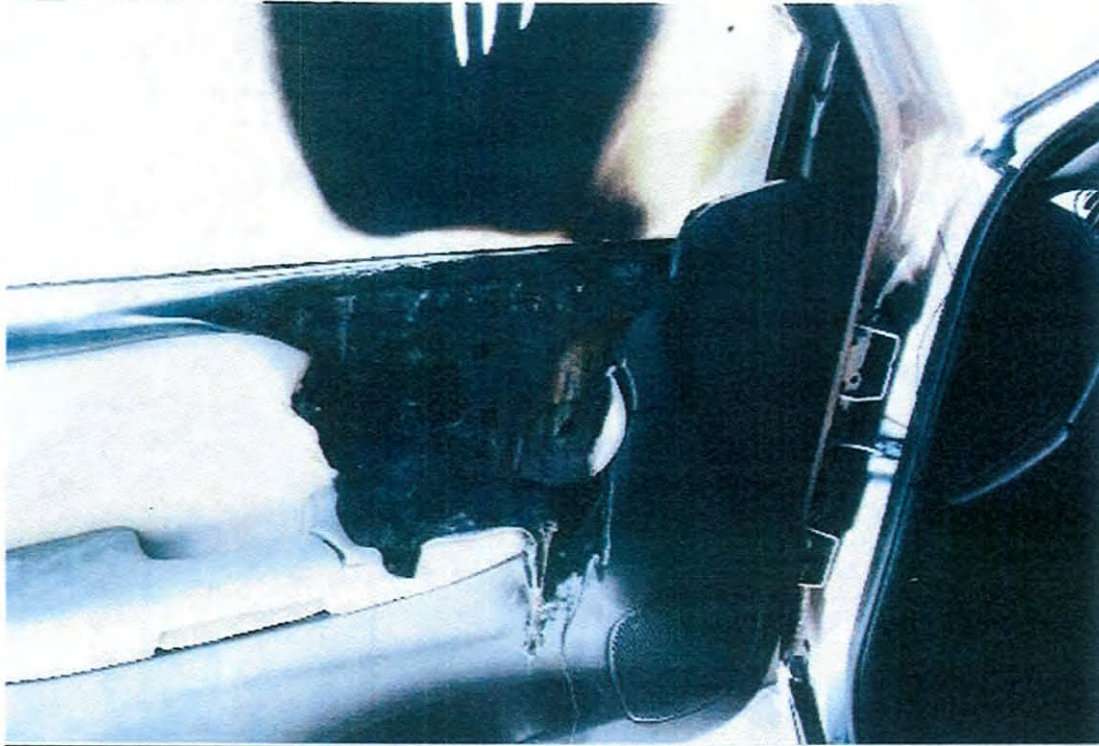


Photo #11 Views the burn pattern at the driver's door

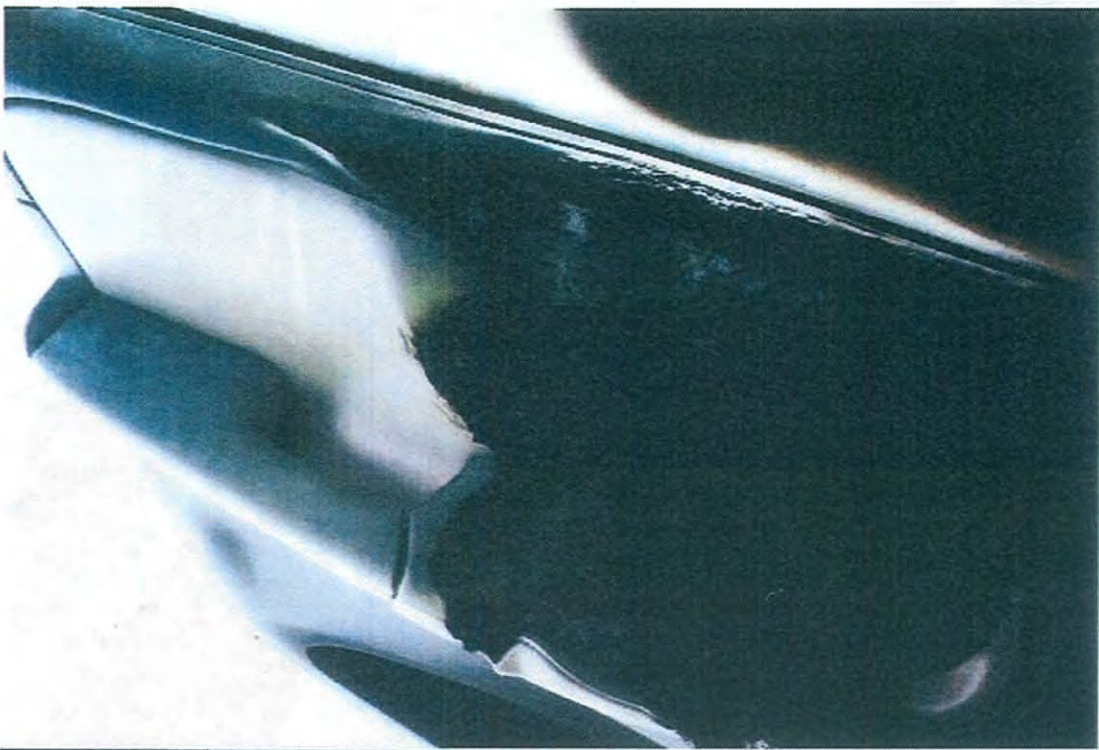


Photo #12 Views the burn pattern at the driver's door

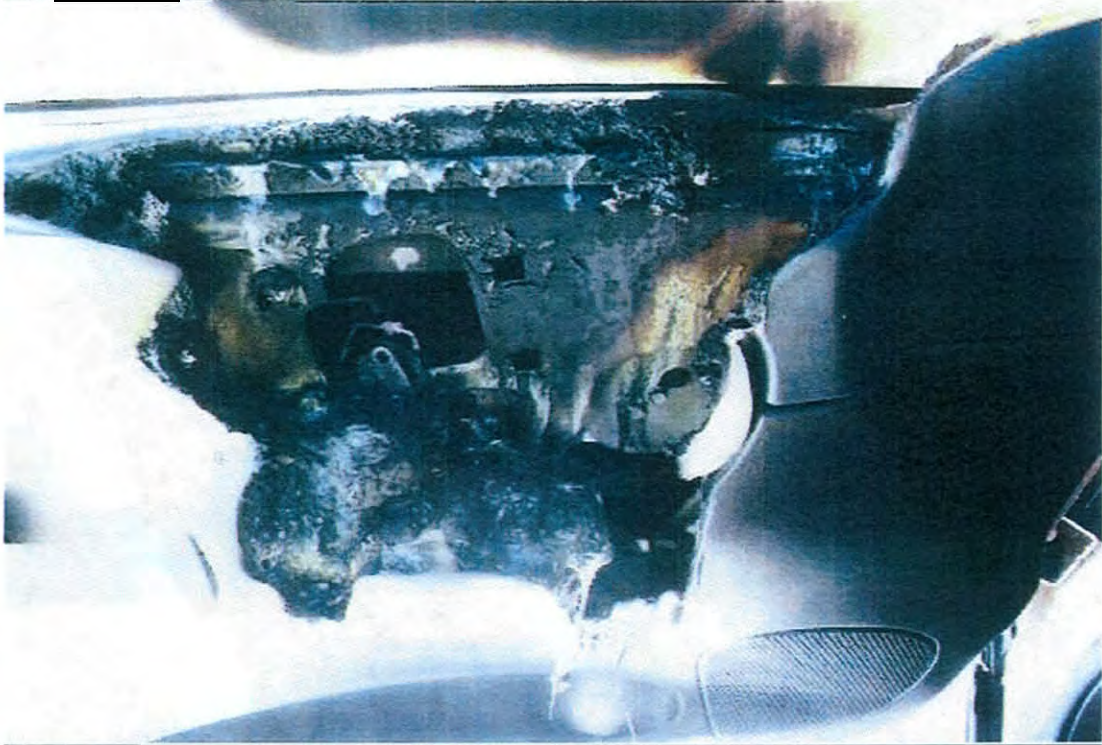


Photo #13 Views the burn pattern at the driver's door



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

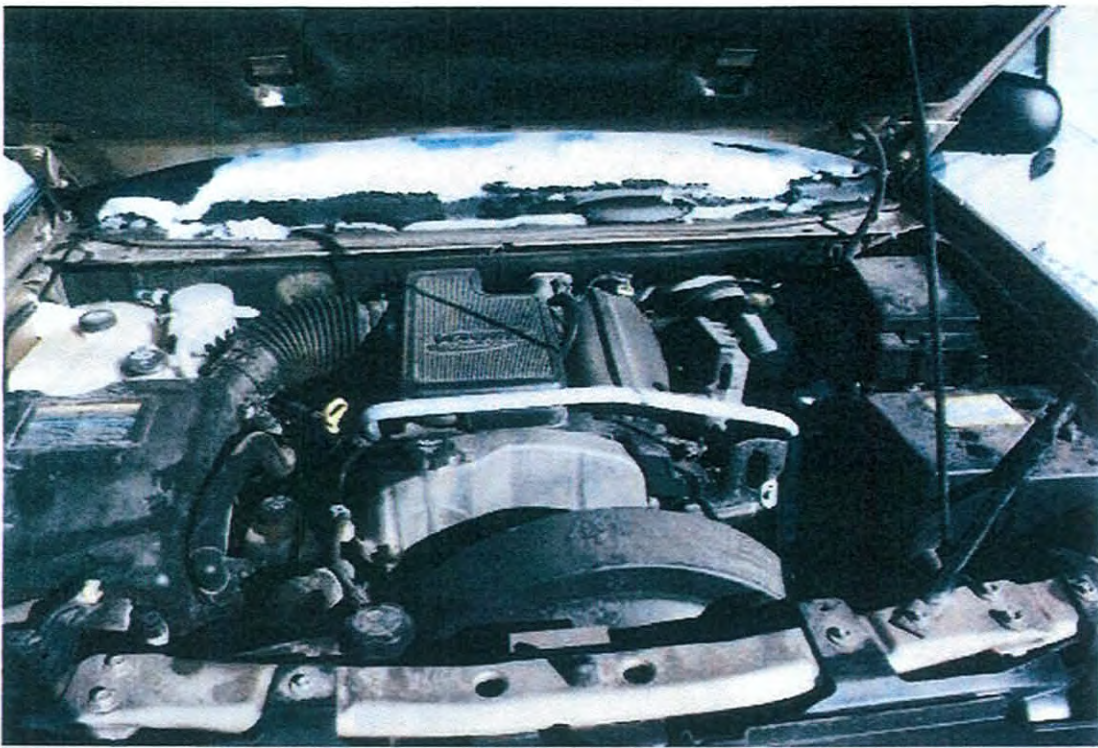


Photo #20 Views the engine compartment

File # [REDACTED] 1-003/DM



Photo #21 Views the engine compartment from the left side

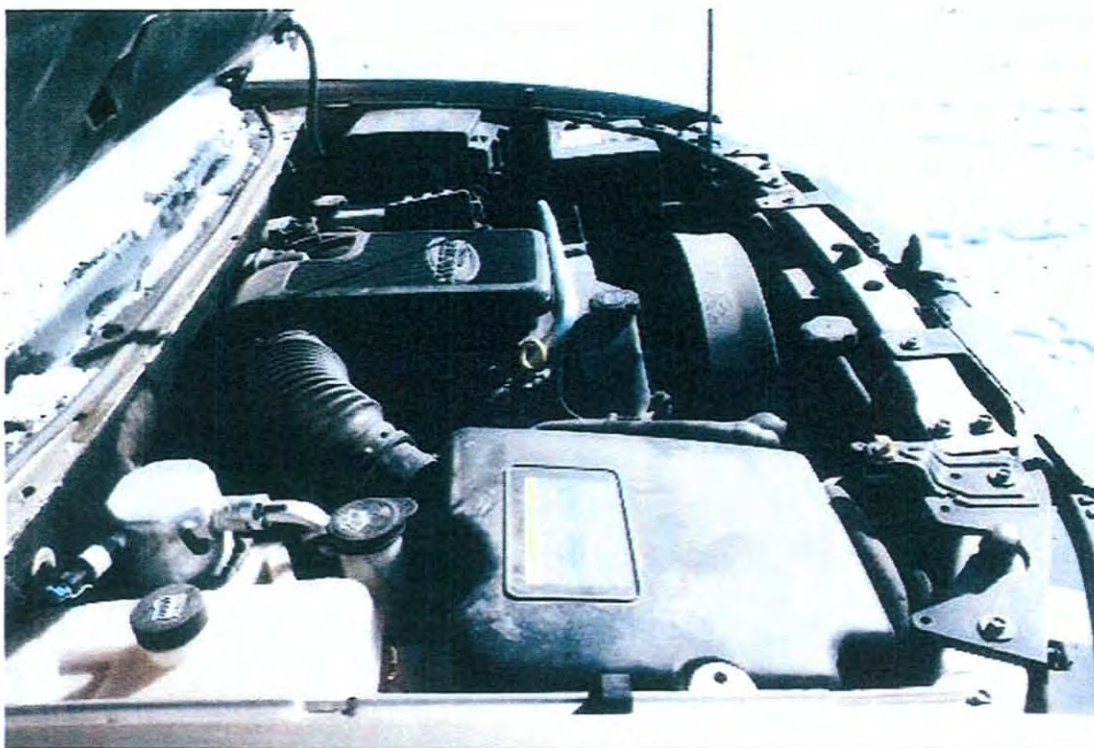


Photo #22 Views the engine compartment from the right side



Nationwide
On Your Side[®]

Nationwide Insurance
Allied Insurance
Nationwide Agribusiness
Titan Insurance
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 : [REDACTED]
OUR CLAIM NUM [REDACTED]
YOUR INSURED : GM
YOUR CLAIM NUMBER : VIN 1GNDDT13S272 [REDACTED] in PA
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 UNIT

**LAW OFFICE OF
SNYDER & ASSOCIATES**

LAW OFFICE OF JILL R. SNYDER
Bethlehem, 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
PLAINS, PENNSYLVANIA 18705

(570) 825-7360
(FAX) (570) 825-7366

SNYDER & DORER
Camp Hill, PA 17011

SNYDER & BARRETT
Philadelphia, PA 19103

SNYDER & VERBEKE
Conshohocken, PA 1938

REPLY TO:
PLAINS

AARON S. DECKER
MICHAEL A. GIANNETTA

PARALEGALS
BETSY JO BAGGS
GAIL ROSPENDOWSKI

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

RECEIVED
DEC 27 2011
ESIS-GM CLAIMS UNIT

RE: Case Name: General Motors - Nationwide v. General Motors
Claim Number: [REDACTED]
Team Connect Number: 11-005191
Date of Loss: 12/13/2010

ESIS: Claimant: [REDACTED]
File No: 722821
Client : General Motors
Date/Event: 12/13/10
Vehicle: 2007 Chevrolet Trailblazer
VIN : 1GNDT13S272 [REDACTED]

Dear Mr. Wilt,

Enclosed please find a Writ of Summons filed with the Luzerne County Court of Common Pleas in Wilkes-Barre, Pennsylvania.

Please be guided accordingly.

Very truly yours,



Michael A. Giannetta, Esq.

MAG/bjb
enc.

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 :
a/s/c [REDACTED] :
1000 Nationwide Drive :
Harrisburg, PA 17101 :
Plaintiffs :
v. :
General Motors, Corp., :
P.O. Box 300 :
Mail Code 482 C19 B61 :
Detroit MI 48265-3000 :
Defendant :
NO. 2011-15422

IN THE COURT OF COMMON PLEAS
OF LUZERNE COUNTY

CIVIL ACTION - LAW
JURY TRIAL DEMANDED

FILED
PROTHONOTARY
LUZERNE COUNTY
2011 DEC 15 PM 1:30

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

Date:

By: Michael Giannetta
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
(570) 825-7360

Counsel for Plaintiff

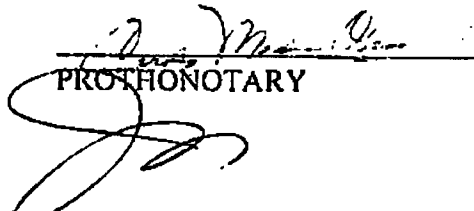
Nationwide Mutual Insurance Company :
a/s/c [REDACTED] :
1000 Nationwide Drive :
Harrisburg, PA 17101 :
Plaintiffs :
v. :
General Motors Corp :
P.O. Box 300 :
Mail Code 482 C19 B61 :
Detroit MI 48265-3000 :
Defendant :
IN THE COURT OF COMMON PLEAS
OF LUZERNE COUNTY
CIVIL ACTION - LAW
JURY TRIAL DEMANDED
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


PROTHONOTARY

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 [REDACTED]	:	OF LUZERNE COUNTY
1000 Nationwide Drive	:	
Harrisburg, PA 17101	:	
Plaintiffs	:	CIVIL ACTION - LAW
v.	:	JURY TRIAL DEMANDED
	:	
General Motors, Corp	:	
P.O. Box 300	:	
Mail Code 482 C19 B61	:	
Detroit MI 48265-3000	:	
Defendant	:	NO. 2011-15422

CERTIFICATE OF SERVICE

I, MICHAEL A. GIANNETTA, ESQUIRE hereby certify that I forwarded, by United States First Class Certified Mail, postage prepaid, this 15th day of December, 2011, a Praecipe for Writ of Summons to the following:

General Motors
P.O. Box 300
Mail Code 482 C19 B61
Detroit MI 48265-3000

SNYDER & ASSOCIATES

Date:

By: Michael Giannetta
MICHAEL A. GIANNETTA, ESQUIRE
Attorney I.D. # 47096
670 North River Street
Plains, PA 18705
(570) 825-7360

2011 DEC 15 PM 1:30

FILED
NOTHONDTAR
LUZERNE COUN

5

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

800.888.0164 *tel*
313.665.0911 *fax*

Eric Wilt
Claims Administrator

March 10, 2011

Nationwide
Attention: Lynn Ellis
Post Office Box 730
Liverpool, NY 13088-0730

RE: Claimant: [REDACTED]
Our File No.: 722821
Our Client: General Motors LLC
Date/Event: 12/13/10
Vehicle: 2007 Chevrolet Trailblazer
VIN: 1GNDT13S272 [REDACTED]

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	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 Cedar Hill	Involved Dtr		Safety	Yes
State TX ZipCd	Con Acct	Source	Phone	Updated	12/22/2010 03:45:15 PM
Serial #/VIN 1GNDS13S672	Model Year 2007	Priority	Medium License #	Owner	AMSTUTST
Make Chevrolet	Warr. Start 05/23/2007	Status	Open	Opened	12/15/2010 05:27:33 PM
Model TrailBlazer	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract thermal event					
Customer Description	PAR FILE, DO NOT ADVISE, DO NOT ASSUME, SEND ALL CALLS TO X41022 STACY				

Pre-PAR

PAR Notifier	Incident Date/Time	Injures #	Other Veh #	People In Veh	Road Surface	Road Cond.	Fire Report #	Police Report #
Owner	N	0	1	Asphalt	Dry	unk	n/a	n/a
Driver Last Name	DOB	Height	DOB	Disabilities				
		58		none				
Ins First Name	Phone #	Insurance Agency						
n/a	n/a	not Involved						
Incident Loc	HW 20 In Texas, westbound	Incident Desc	was driving down the HW, the veh filled with smoke, I pulled over to the side of the road and the veh had a thermal event, I pressed the button for onstar and got out of the passenger side of the veh, the window rolled down and then rolled back up leaving a gap of about an inch					
Component	window regulator on drivers side	Damage Desc	drivers door, interior					
Vehicle Loc	cust residence	Addl Info	the event occurred earlier this year, date unk, mileage unk					
Emgcy Svc Names	unk FD	Maint Loc	unk					

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0	Weather Condition	dry	Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost		Spec Equip Installer	n/a	Prop Damage Description	n/a	Inspected By	Inspection Not Performed	Inspection Date/Time
Primary Veh Use	Personal	Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	drivers door, interior	Explain Other	sent to ESIS, rep est unk, last date of svc unk					

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 04:04:56 PM	KINZERTH	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Customer claims thermal event originating from within drivers door

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 03:44:16 PM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alarm		check for ESIS pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

check for ESIS Pick up

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY AMSTUTZ @ X41022

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 03:42:57 PM	AMSTUTST	KINZERTH	Notify CRM		Done	12/22/2010 04:05:26 PM	thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

thermal event, veh had a thermal event from the drivers window regulator or power windows, veh is at cust's residence currently no insurance, no injuries, no property damage

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 03:38:03 PM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	12/22/2010 03:38:03 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 03:25:48 PM	AMSTUTST	AMSTUTST	Outbound Call Customer		Done	12/22/2010 03:42:51 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

CRS adv: calling for additional info on veh and Incident

cust sts: was driving down the HW, the veh filled with smoke, I pulled over to the side of the road and the veh had a thermal event, I pressed the button for onstar and got out of the passenger side of the veh, the window rolled down and then rolled back up leaving a gap of about an inch

CRS adv: read ESIS statement

cust sts: send the file to central claims

CRS adv: got pre-par and par info, someone from central claims will f/u within 7-10 business days

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/22/2010 11:48:50 AM	AMSTUTST	AMSTUTST	Inbound Call Customer	Voice Mail Received	Done	12/22/2010 11:50:07 AM	cust called in

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

This is [redacted] calling back, returning your call, he said you'd call me back at 3, so that's fine, I just want to add to my information with the trailblazer, the gas meter was showing empty when it was full. I look forward to speaking with you tomorrow, thank you

Stacy/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/21/2010 01:30:18 PM	AMSTUTST	AMSTUTST	Scheduled Outbound Call	Cust	Done	12/22/2010 03:25:42 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

get cust info, 2nd attempt

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/21/2010 01:28:39 PM	AMSTUTST	AMSTUTST	Outbound Call Customer	Left Message	Done	12/21/2010 01:30:15 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS adv: calling for additional info on veh and incident left SR# and CRS#

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/21/2010 11:54:03 AM	AMSTUTST	AMSTUTST	Inbound Call Customer	Voice Mail Received	Done	12/21/2010 11:54:22 AM	cust called in

Contact Last Name	Contact First Name	Account	BAC Code

Comments

71-899434738, 4892231780, 9722931073, calling about the drivers side door of my trailblazer

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/20/2010 11:25:50 AM	AMSTUTST	AMSTUTST	Scheduled Outbound Call	Cust	Done	12/21/2010 01:28:35 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

get cust info, 2nd attempt

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/20/2010 11:23:18 AM	AMSTUTST	AMSTUTST	Outbound Call Customer	Left Message	Done	12/20/2010 11:25:26 AM	

Contact Last Name Contact First Name Account BAC Code

Comments

CRS adv. calling for additional info on veh and incident left SR# and CRS#

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/17/2010 11:18:28 AM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	12/17/2010 11:18:45 AM	PAR Voice Mail

Contact Last Name Contact First Name Account BAC Code

Comments

Sis: Christina w/ GM CAC, I have SR: 71-899434738. She needs someone to contact her Sent 12/16/2010 5:38 PM

Tonie/BRC PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	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 Last Name Contact First Name Account BAC Code

Comments

do cust initial

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	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: AMSTUTST

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
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 Metcalf

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

Comments

DDMA John Metcalf

CRS adv: calling concerning cust, to adv that file has been recieved in your area, cust concern is a thermal event from the drivers door regulator, because of this we will be forwarding this file to ESIS for further handling

you are not required to respond to this msg, however if you do have any questions or concerns regarding this file, pls feel free to give me a call,

1-866-780-5700 x41022

SR# 71-899434738

last 6 of VIN: 72

no involved dir

Stacy/Amstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 01:48:43 PM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	12/17/2010 09:53:39 AM	called PARIS CHEVROLET CADILLAC, L.P. @ 803 784 7446

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

CRS spoke with Svc Mgr Steve Martin

CRS adv: calling on veh with thermal event, cust claims this occurred 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 01:48:37 PM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	12/17/2010 10:19:34 AM	

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

Comments

CRS adv: Calling to inform cust that we have received your file concerning your 2007 Chev Trailblazer, 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 groggy, would you be able to call me Monday?

CRS adv: yes ma'am

StacyAmstutz/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 01:48:23 PM	MERCADTO	AMSTUTST	BRC PAR	Acknowledgement	Done	12/17/2010 10:21:11 AM	

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

Comments

CRS adv: Calling to inform cust that we have received your file concerning your 2007 Chev Trailblazer, Do you have a few moments to speak with me?

cust sts: I'm actually going into surgery today and I'm on medication that makes me groggy, would you be able to call me Monday?

CRS adv: yes ma'am

StacyAmslutz/ATX/PAR

**closed Initial cust call in error, should have been acknowledgement

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 01:48:17 PM	MERCADTO	AMSTUTST	Notify CRM		Done	12/17/2010 10:20:14 AM	File assigned

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 01:48:11 PM	MERCADTO	AMSTUTST	Research		Done	12/17/2010 09:32:52 AM	Research 1GNDS13S67

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

no other files on cust or veh
no recalls

05/29/2009 075758 ZSCT—Service Contracts C0182 - Front Side Door Window Regulator Replacement - Right Side 68,960 MI

Stacy/ATx/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 01:47:58 PM	MERCADTO	AMSTUTST	BRC PAR	Case Assigned	Done	12/17/2010 08:28:30 AM	File assigned to Stacy Amstutz @ ext 41022

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 01:47:53 PM	MERCADTO	PENACH	SR Opened		Done	12/16/2010 01:47:53 PM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/16/2010 01:47:52 PM	MERCADTO	PENACH	SR Closed - Dissatisfied		Done	12/16/2010 01:47:52 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2010 05:37:34 PM	PENACH	MERCADTO	Notify CRM	Customer Called	Done	12/16/2010 01:47:50 PM	File Received and assigned in PAR Tonia/BRC PAR/JATX

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2010 05:29:11 PM	PENACH	PENACH	Inbound Call	Customer	Done	12/15/2010 05:37:32 PM	fire/ driver side window

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Customer stated:
8 months ago
Onstar towed vehicle
driver side caught on fire burn out.
dealer was no hope.
windows were up driving down the highway.

CSr asked if there 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 / Wiring / Regulator

 **Warranty** Mr. GMVIS 2 [Logout](#)
 December 23, 2010

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

View Vehicle Summary ?

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

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

Vehicle Information

VIN 1GNDS13S872 XXXXXXXXXX Model CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract **Yes** Branded Title **No** Warranty Block **No** PDI Status **No**
 Order Type **70 - RETAIL - STOCK**
 Field Actions [Open](#) XXXXXXXXXX

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 (877.438.9877).

OnStar Equipped Y	OnStar Status Active
XM Equipped N	XM Radio ID
OnStar Vehicle Diagnostics Y	XAI Status NA
	DMN Enabled N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/21/2010	05/23/2007	66 MI	05/23/2012	100,066 MI
	Emission Select Component Ltd Wty	02/21/2010	05/23/2007	66 MI	05/23/2015	80,066 MI
	Corrosion Limited Warranty	02/21/2010	05/23/2007	66 MI	05/23/2013	100,066 MI
	Bumper to Bumper Limited Warranty	02/21/2010	05/23/2007	66 MI	05/23/2010	36,066 MI

Service Contract

Policy Number: 818771082

Owner 

Description: GMPP 48/72 MAJOR GUARD

Deductible Amount: 0.00

Effective Date: 05/23/2007

Expiration Date: 05/23/2011

Effective Odometer: 66 MI

Expiration Odometer: 72066 MI

Daily Rental Limit: 35.00

Policy Number: 818771081

Owner 

Description: 02 COUPON GOODWRENCH \$20

Deductible Amount: 0.00

Effective Date: 05/23/2007

Expiration Date: 05/23/2011

Effective Odometer: 66 MI

Expiration Odometer: 100066 MI

Daily Rental Limit: 0.00

Transaction History

[View Details](#)

Job Card Date	Job Card 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	307328	ZREG—Regular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	68,000 MI
05/29/2009	075756	ZSCT—Service Contracts		C0182 - Front Side Door Window Regulator Replacement - Right Side	68,960 MI
01/16/2009	146722	ZSCT—Service Contracts		M0046 - Goodwrench Care - Oil and Filter Service	57,557 MI
10/18/2006	A68911	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: [Site Map](#)

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

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Mr. GMVIS 2

[Logout](#)

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 [REDACTED] Model: CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract: [Yes](#) Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#)

Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD Order Number: KMPP8V
 Gross Vehicle Weight: 2,520 Build Date: 10/18/2006
 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

- | | |
|---|--|
| 1SA - LS PREFERRED EQUIPMENT GROUP 1 | 1SZ - PREFERRED EQUIPMENT SAVINGS |
| 28H - LIGHT GRAY | 28I - INT TRIM LT GRAY/DK GRAY |
| 49U - BORDEAUX RED METALLIC | 6AC - SUSPENSION |
| 7AB - FRONT SPRING | 8UY - COMPONENT RR LH COMPUTER SEL |
| 9UX - COMPONENT RR RH COMPUTER SEL | A50 - FRT BUCKET SEATS & FLR CONSOLE |
| AK5 - DUAL STAGE FRONT AIR BAGS | AL0 - SENSOR INF RESTR, CHILD DETECT |
| AM9 - 65/35 FOLDING 2ND ROW SEAT | AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING |
| AXP - MPV VIN IDENT POSITION | B30 - FULL CARPET-COLOR KEYED |
| B3N - FLOOR MATS, FRONT/REAR DELETE | C4D - GVW RATING - 5550 LBS |
| CJ3 - CLIMATE CONTROL | DAY - ASSEMBLY PLANT MORAIN, OHIO |
| DR1 - MIRROR O/S LR & RH MANUAL-BLACK | EVA - EVAP EMISSION REQUIREMENT |
| FE9 - FEDERAL EMISSIONS | GU6 - REAR AXLE 3.42 RATIO |
| JF6 - 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 I6 |
| M30 - TRANSMISSION, 4 SPD AUTOMATIC | N40 - POWER STEERING |
| N75 - 17" ALUMINUM WHEELS | NT7 - EMISSION SYS FED - TIER 2 |
| NZ3 - 16" FULL SIZE SPARE WHEEL | QTM - ALL-SEASON TIRES |
| R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL | R6P - SPECIAL PAINT |
| R9N - LEATHER SEAT TRIM | R9W - REAR DEFOGGER NOT DESIRED |
| SLM - STOCK ORDERS | T61 - DAYTIME RUNNING LIGHTS |
| T98 - STAMPING VEHICLE IDENT NUMBER | T84 - LIFTGATE |
| U7J - FIXED MAST ANTENNA | UB0 - 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 |
| ZY7 - PREMIUM RIDE SUSPENSION | 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 Detail](#)
- [View Vehicle Delivery Information](#)

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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INTERFACE WITH
CUSTOMER

View Vehicle Component Summary

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

For this vehicle:

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

Vehicle Information

VIN 1GNDS13S672[REDACTED] Model: CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract: [Yes](#) Branded Title: [No](#) Warranty Block: [No](#) PDI Status: [No](#)
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#)

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 610090163
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 10/17/2006	Time Scanned: 18:05:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000632856
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: A1Z
Date Scanned: 10/17/2006	Time Scanned: 20:40:00 Scan Station: 05
Component Code: 61-TRANSMISSION	Traceability: 44820574
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7SDD
Date Scanned: 10/17/2006	Time Scanned: 19:13:00 Scan Station: 02
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 278103230
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 10/17/2006	Time Scanned: 19:50:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00035232
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 10/17/2006	Time Scanned: 21:39:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GYK037
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 10/17/2006	Time Scanned: 23:42:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5ABJG10
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 10/17/2006	Time Scanned: 20:05:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0750718
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 10/07/2006	Time Scanned: 03:01:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3071769
Source Plant: -	Part / Number Broadcast: 1WWW
Date Scanned: 10/16/2006	Time Scanned: 07:44:00 Scan Station
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3071645
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 10/17/2006	Time Scanned: 09:39:00 Scan Station
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3071406
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 10/17/2006	Time Scanned: 16:56:00 Scan Station

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 10/17/2006

Traceability: 3071413
Part / Number Broadcast: 1GB
Time Scanned: 17:30:00 Scan Station:


Service Agent Installed Component

Vehicle has no current record of vehicle component.

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail ?

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

For this vehicle:

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

Vehicle Information

VIN 1GNDS13S672 [REDACTED] Model CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract **Yes** Branded Title No Warranty Block No PDI Status No
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#) [REDACTED]

Job Card Date: 11/23/2010 Job Card Number: D59088
 Repair Service Agent 207453 Odometer Reading: 86,139 MI
 GM ROADSIDE ASSISTANCE/CCAS Authorization Code AMR
 ONE CABOT RD
 MEDFORD MA 02155-5117

Process Date 11/30/2010
 Transaction Type ZREG---Regular Vehicle Transaction
 Transaction Expense Category Warranty
 Customer Complaint Code 0090-No Customer Complaint - Other issues
 Job Card Line # 1 Transaction Adjustment Cause Code 9099-Other - Not Duplicated
 Labour Op Z2082-ROADSIDE SERVICE (FUEL DELIVERY)
 Causal Part Number
 -See other Parts and/or Net Items Line Total USD 41.79

Job Card Date: 05/29/2009 Job Card Number: 307326
 Repair Service Agent 207453 Odometer Reading: 68,000 MI
 GM ROADSIDE ASSISTANCE/CCAS Authorization Code
 ONE CABOT RD
 MEDFORD MA 02155-5117

Process Date 06/06/2009
 Transaction Type ZREG---Regular Vehicle Transaction
 Transaction Expense Category Customer Enthusiasm
 Customer Complaint Code 0000-Converted Claim
 Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
 Labour Op Z2080-ROADSIDE SERVICE (TOWING)
 Causal Part Number
 -See other Parts and/or Net Items Line Total USD 69.33

Job Card Date: 05/29/2009 Job Card Number: 075758
 Repair Service Agent 257008 Odometer Reading: 68,960 MI

PARIS CHEVROLET CADILLAC, L.P.
1915 N MAIN
PARIS TX 75460-2116
9037847446

Authorization Code

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
CHAMPION CHEVROLET
11400 RESEARCH BLVD
AUSTIN TX 78759-4154
5123457890

Odometer Reading: 57,557 MI
Authorization Code

Process Date
01/23/2009

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 M0046-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: 164064
CHAMPION CHEVROLET
11400 RESEARCH BLVD
AUSTIN TX 78759-4154
5123457890

Odometer Reading: 0 MI
Authorization Code

Process Date
10/24/2006

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 106.29



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Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Delivery Information](#)

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information

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 vehicle:

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

Vehicle Information

VIN 1GNDS13S672 [REDACTED] Model CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract **Yes** Branded Title **No** Warranty Block **No** PDI Status **No**
 Order Type **70 - RETAIL - STOCK**
 Field Actions [Open](#) [REDACTED]

Invoice Information

Invoicing Service Agent 164064 Invoice Date: 10/18/2006
 CHAMPION CHEVROLET
 11400 RESEARCH BLVD
 AUSTIN TX 78759-4154 5123457890

Ship to Information

Invoicing Service Agent 164064 Ship to Date: N/A
 CHAMPION CHEVROLET
 11400 RESEARCH BLVD
 AUSTIN TX 78759-4154 5123457890

Delivery Information

Delivery Service Agent 164064 Delivery Date: 05/23/2007
 CHAMPION CHEVROLET Delivery Type: 010—INDIVIDUAL
 11400 RESEARCH BLVD Delivery Odometer: 66
 AUSTIN TX 78759-4154 5123457890

In Service Information

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

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Service Request Detail

SR No.	71-916792705	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir		Safety	Yes
State	UT ZipCd	Con Acct	Source	Email	Updated	2/25/2011 03:36:36 PM
Serial #/VIN	1GNDS13S382	Model Year	Priority	Medium License #	Owner	FABIANBR
Make	Chevrolet	Warr. Start	Status	Open	Opened	2/10/2011 10:51:22 AM
Model	TraBlazer	Mileage	39930	Sub-Status	Dissatisfied	Closed
Abstract	Thermal Event - 06 Chevrolet TraBlazer					
Customer Description	MST (UT) This is a BRC - PAR case /do not assume /Forward all inquiries to Brandy ext. 31065					

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	2/2/2011 12:00:00 PM	N	0	5	Concrete	Dry	n/a	n/a
Driver Last Name		Driver First Name		Height	DOB	Disabilities		
				67"		n/a		
Insurance Agency/Company		Insurance Agent/First Name		Phone #		Insurance Agency		
No claim filed		No claim filed				No claim filed		
Incident Loc	on the hwy 115 going down to Salt Lake City airport in Salt Lake City, UT				Incident Desc	-we were on the hwy 115 going down to Salt lake City airport in Salt lake City, UT @ 65 mph to pick up dad, could smell plastic, pulled over and all of a sudden it decpated and didn't think of it, went to pick up dad and came back, next, day windows and locks on driverside panel doesn't		
Component	Thermal Event				Damage Desc	Melted panel and plastic		
Vehicle Loc	3176B Lexington St, Hill Afb, UT 84056				Add'l Info	n/a		
Emgcy Svc Names	n/a				Maint Loc	Firestone - 01/11		

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a
Vehicle Speed	65	Weather Condition	dry	Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	n/a	Inspected By	Inspection Not Performed	Inspection Date/Time
Primary Veh Use	Personal	Inspection Type	Thermal Event	Explain Other	Firestone - 01/11			
Veh Damage Description	Melted panel and plastic							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/25/2011 03:36:42 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name Contact First Name Account BAC Code

Comments

06 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2011 01:39:54 PM	FABIANBR	FABIANBR	Scheduled Follow-up		Scheduled Alarm		Blinski

Contact Last Name Contact First Name Account BAC Code

Check esis pick up

brandy.par,atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	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

Contact Last Name Contact First Name Account BAC Code

Comments

ESIS- Thermal Event

Escalating case due to Thermal Event

brandy.par,atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2011 01:39:04 PM	FABIANBR	FABIANBR	BRC PAR	ESIS- Thermal Event	Done	2/24/2011 01:39:31 PM	ESIS- Thermal Event
Contact Last Name		Contact First Name		Account		BAG Code	

Comments

ESIS- Thermal Event

Escalating case due to Thermal Event

brandy.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 04:17:47 PM	FABIANBR	FABIANBR	Ownership Changed		Done	2/23/2011 04:17:47 PM	Service Request Ownership has changed FROM: ROXASKR TO: FABIANBR
Contact Last Name		Contact First Name		Account		BAG Code	

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 04:17:14 PM	FABIANBR	FABIANBR	Inbound Call Customer	Voice Mail Received	Done	2/23/2011 04:17:32 PM	VM
Contact Last Name		Contact First Name		Account		BAG Code	

calling back with info you requested, the flag by firestone was Feb 5 and approx day would have been 02/02/11 and mileage was 38930 alright questions call me 480-522-7016 or 7017 wifes cell phone Margo Bilinski

brandy.par.atx

Confidential Comments