

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 11:22:18 AM	FABIANBR	FABIANBR	Ownership Changed	Ownership Escalated to BRC	Done	2/23/2011 11:22:18 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:52:19 AM	FABIANBR	FABIANBR	BRC PAR	Initial Contact-AVM	Done	2/23/2011 11:34:53 AM	Called Steven Robinson

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Steven Robinson

My name is Brandy with the Product Allegation Dept with GM. My Service Request number is 71-916792705. 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 experienced a thermal event with their vehicle, due to event escalating to esis. You do not need to respond to this message unless you have any comments concerns or questions.. pls contact me at 866-790-5600 x 31065

brandy.pac.abx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:52:10 AM	FABIANBR	FABIANBR	BRC PAR	Initial Contact- Dealer	Done	2/24/2011 01:39:00 PM	Called Jackie Cheney Svc Adv YOUNG CHEVROLET COMPANY

Jackie Cheney Svc Adv YOUNG CHEVROLET COMPANY  
645 N MAIN  
LAYTON UT 84041-2230  
8015441234

crs sts: I was calling in regards to svc history  
-escalating case to central claims due to thermal event

dir sts:  
-came in 4 of Jan this year, window was not working right -  
-14/ dec 07 passenger window wont roll up  
-both windows are passenger side windows

brandy.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:51:57 AM	FABIANBR	FABIANBR	BRC PAR	Initial Contact- Phone	Done	2/23/2011 11:35:30 AM	Called

Comments

lan  
71-916792705

cust sts:  
-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 decplated and didn't think of it, went to pick up dad and came back, next, day windows and locks on driverside panel doesn't work, contacted young Chevrolet in Blanton UT, 100.00 hr to find out whats wrongwith it, air force base firestone, did diag and they opened panel and showed me black where it melted on the inside, piece of it and didn't fix it - leave panel unwired to circuit it out.  
-Last 3 years - 2 had to replace the window motor, first time just went out and wouldn't work at all and wouldn't go all the way up, felt draft - 350 out of pocket the first time, trying to find out how fire happened  
-mileage unknown at this time

crs sts: adv cust of esis statement  
-adv cust escalating case due to thermal event 7-10 business days

brandy.par.atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:51:45 AM	FABIANBR	FABIANBR	BRC PAR	Acknowledgement	Done	2/23/2011 11:35:27 AM	Called

Contact Last Name Contact First Name Account BAC Code

#### Comments

Jan  
71-916792705  
cust sts:  
-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 work, contacted young Chevrolet in Blanton UT, 100.00 hr to find out whats wrongwith it, air force base firestone, did diag and they opened panel and showed me black where it melted on the inside, piece of it and didn't fix it - leave panel unwired to circuit it out.  
-Last 3 years - 2 had to replace the window motor, first time just went out and wouldn't work at all and wouldn't go all the way up, fall draft - 350 out of pocket the first time, trying to find out how fire happened  
-mileage unknown at this time

crs sts: adv cust of esls statement  
-adv cust escalating case due to thermal event 7-10 business days

brandy.par.abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:51:40 AM	FABIANBR	FABIANBR	Research		Done	2/23/2011 11:22:49 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.abx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:51:19 AM	FABIANBR	FABIANBR	BRC PAR	Case Assigned	Done	2/23/2011 10:51:39 AM	FABIANBR @ 31065
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

FABIANBR @ 31065

brandy.par.abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:48:11 AM	ROXASKR	ROXASKR	Outbound Call Third Party		Done	2/23/2011 10:50:55 AM	PAR
Contact Last Name	Contact First Name	Account	BAC Code				

forwarding case to PAR

spoke with: Brandy

Ian Roxas/EMAIL/MLA CAC Tier I/LVL 1 EMP ext (12769)

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:40:36 AM	ROXASKR	ROXASKR	Outbound Call Customer	Made Contact	Done	2/23/2011 10:47:20 AM	

Contact Last Name	Contact First Name	Account	BAC Code

**Cust Sls:**

- >it started from a smell, we are not sure where the smell is coming from
- >smell of plastic or fumes
- >the next day we talked to Young Chevrolet and they said its going to be an expensive charge to check on it
- >we went to Firestone did a diagnosis, they pulled the panel off and showed us where its melted
- >we already have the front passenger replaced twice within 3 years
- >they advised us not to hook up the panel, to leave unwired to prevent a fire

**Crs Adv:**

- >due to the nature of your situation i may need to make contact with PAR depl, please stay on the line

**Cust Sls:**

ok

Ian Roxas/EMAIL/MLA CAC Tier MLVL 1 EMP ext (12769)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:39:37 AM	ROXASKR	ROXASKR	Inbound Call Customer	Voice Mail Received	Done	2/23/2011 10:40:24 AM	Voice Mail Received

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**

**Cust Sls:**

- >I'm sorry i was out of town last week
- >look forward to talk to you

Ian Roxas/EMAIL/MLA CAC Tier MLVL 1 EMP ext (12769)

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 02:37:12 AM	ROXASKR	ROXASKR	Scheduled Outbound Call	Follow-up Attempt	Done	2/23/2011 10:38:51 AM	Follow-up Attempt

Contact Last Name	Contact First Name	Account	BAC Code
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Comments  
2/23/2011 10am-12pm EST

action plan:  
>escalate to PAR dept

Ian Roxas/EMAIL/MLA CAC Tier I/LVL 1 EMP ext (12789)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/22/2011 06:42:25 PM	LABAYOTE	ROXASKR	Notify CRM	Customer Called	Done	2/23/2011 02:37:05 AM	**Informing of cust contact

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

see lbcc

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/22/2011 06:37:25 PM	LABAYOTE	LABAYOTE	Inbound Call Customer	Complex Request	Done	2/22/2011 06:42:22 PM	**assisting only
Contact Last Name	Contact First Name	Account	BAC Code				

#### Cust sts:

>follow up on my case 71-816792705  
>been went out of town and I received email from an agent

#### Cust seeks:

>ocrs

#### CRS ADV:

>will contact ocrs  
>gave ocrs number  
\*\*calling ocrs  
>ocrs not available, leave VM?

#### Cust sts:

>yes pls

#### CRS STS:

>will also make a note to Ian that you called and asking for a call back

Ted/CAC Tier 1/ MAN/LVL 0 empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/22/2011 06:37:21 PM	LABAYOTE	ROXASKR	SR Opened		Done	2/22/2011 06:37:21 PM	SR in Status of Closed has been Re-Opened by LABAYOTE
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
2/22/2011 04:01:47 AM	ROXASKR	ROXASKR	SR Closed - Satisfied		Done	2/22/2011 04:01:47 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/22/2011 04:01:11 AM	ROXASKR	ROXASKR	SR Closed - Satisfied		Done	2/22/2011 04:01:39 AM	closing sat
Contact Last Name	Contact First Name	Account	BAC Code				

closing sat as per business rule

Ian Roxas/EMAIL/MLA CAC Tier II/LVL 1 EMP ext (12769)

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/22/2011 03:59:28 AM	ROXASKR	ROXASKR	Email - Outbound		Done	2/22/2011 04:00:56 AM	Chevrolet Customer Assistance
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

Service Request: 71-916792705  
Customer Relationship Specialist: Ian

Dear [REDACTED]

I was reviewing your file and observed that you have not contacted the Chevrolet Customer Assistance Center.

If you would still like to reach us in the future, please call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m. Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2011 05:50:21 AM	ROXASKR	ROXASKR	Scheduled Outbound Email	Email 5 Day Follow-up	Done	2/22/2011 03:52:11 AM	Email 5 Day Follow-up
Contact Last Name		Contact First Name		Account		BAC Code	

2/22/2011 03am-05am EST

action plan:

>gather more info prior to PAR warm transfer

Ian Roxas/EMAIL/MLA CAC Tier I/LVL 1 EMP ext (12769)

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2011 01:05:44 PM	CALLOCO	ROXASKR	Notify CRM		Done	2/17/2011 05:49:55 AM	CB made

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

pls see notes

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2011 01:04:09 PM	CALLOCO	CALLOCO	Outbound Call Customer	Received No Answer	Done	2/16/2011 01:05:42 PM	*Assisting*

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Acra sta:  
tried to contact cust but not there.  
no reply  
unable to leave msg.

connie callo /CACT1/EmpLv1/MLA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2011 10:58:57 AM	ROXASKR	CALLOCO	Scheduled Outbound Call	Follow-up Attempt	Done	2/16/2011 01:04:02 PM	Follow-up Attempt

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

2/16/2011 12pm-2pm EST

#### Action plan:

>gather more info prior to PAR warm transfer

Jan Roxas/EMAIL/MLA CAC Tier II/LVL 1 EMP ext (12769)

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/15/2011 10:56:31 AM	ROXASKR	ROXASKR	Outbound Call Customer	Left Message	Done	2/15/2011 10:56:40 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

provided:

1-866-790-5600 ext 12769  
working hours 8am-11am ET mon-fri  
SR provided

Ian Roxas/EMAIL/MLA CAC Tier I/LVL 1 EMP ext (12769)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/15/2011 01:47:05 AM	ROXASKR	ROXASKR	Scheduled Outbound Call Cust	Initial Attempt	Done	2/15/2011 10:56:26 AM	Initial Attempt
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

2/15/2011 10am-12pm EST

action plan:  
warm transfer to PAR

Ian Roxas/EMAIL/MLA CAC Tier I/LVL 1 EMP ext (12769)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/14/2011 07:20:02 AM	DEGUIAME	ROXASKR	Notify CRM	Other	Done	2/15/2011 01:46:48 AM	VM Received
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Please refer to JB Cust Activity

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/14/2011 07:17:22 AM	DEGUIAME	DEGUIAME	Inbound Call Customer	Voice Mail Received	Done	2/14/2011 07:19:59 AM	VM from Cust (Assisting Only)
Contact Last Name	Contact First Name	Account			BAC Code		

#### Comments

Cust sts.: just received your email, sorry I haven't gotten back to you quicker. This is Steve Bilinski, SR # 71-916792705, regarding the '06 TrailBlazer with the internal fire in the power window panel. There really isn't a set time to call me, my number is [REDACTED] anytime Mon-Fri I'd be willing to talk to you if you can give me a call, sorry I wasn't able to get back to you quicker, give me a call Mon-Fri coming up and hopefully we can resolve this issue quickly. Thank you very much.

Sent: 2/12/11 2:07 pm EST

Mel/Tier 1/CAC Email/MLA/Level 1 Emp.

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2011 11:00:45 AM	ROXASKR	ROXASKR	Scheduled Outbound Email	Cancelled - Cust Called Prior	Done	2/15/2011 01:46:59 AM	Email 5 Day Follow-up
Contact Last Name	Contact First Name	Account			BAC Code		

#### Comments

2/15/2011 03am-05am EST

action plan:  
>waiting for cust response

Ian Roxas/EMAIL/MLA CAC Tier I/ML 1 EMP ext (12769)

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/10/2011 10:57:24 AM	ROXASKR	ROXASKR	Email - Outbound		Done	2/10/2011 11:00:06 AM	Chevrolet Customer Assistance
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

Service Request: 71-916792705  
Customer Relationship Specialist: Ian

Dear [REDACTED]

Thank you for contacting Chevrolet Customer Assistance Center.

We understand that an internal fire recently occurred on your 2006 Chevrolet TrailBlazer. We recognize your disappointment and inconvenience towards this experience. We would be glad to further look into this matter.

Based on the nature of your email, it is apparent that contacting you by phone would allow us a better opportunity to assist you and ensure that we respond to your concern in a timely manner.

Please reply to this email with a date and time that we may contact you, along with the telephone number where you can be reached during this time. Or, to reach me by telephone, please call at 1-866-790-5600 extension 12769.

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 71-916792705. Please refer to this number on any future correspondence about your case.

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

[THREAD ID:1-F5RIN7]

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

From: [REDACTED]  
Sent: 2/9/2011 11:40:20 PM  
To: cac@chevrolet.com  
Subject: Chevrolet Vehicle Concern

Name [REDACTED]  
Email [REDACTED]  
Address [REDACTED]  
Hill AFB, UT  
Day Phone: ()-- ex ...

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/9/2011 11:40:51 PM		ROXASKR	Email - Inbound		Done	2/10/2011 11:00:00 AM	Chevrolet Vehicle Concern

Contact Last Name	Contact First Name	Account	BAC Code

Hill AFB, UT  
Day Phone: 0-- ex  
Evening Phone: 0-- ex

Comments: Dear Sir/Maam,

I am wondering why am I being charged for a malfunction/fire in my Chevy Trailblazer (power window panel front drivers)? The entire panel does not work because of an internal fire which luckily was contained to the inside. I was told that it was started because of the regulator/motor. Please explain to me why I should have to pay for an internal fire in the panel which is a manufacturer defect. I have also had to replace the front passenger window regulator twice. Once during warranty period and again 3 years later after warranty. I have seen multiple complaints about the same panel malfunctioning that caused the buttons to die. Please reply ASAP! This needs to be resolved before an even bigger fire occurs and someone dies. I do not believe that I should have to pay for any malfunctioning fire. Thank you for your time.

Vehicle Concern Info:  
Nature of Concern: vehicle  
Model:  
Year: 2006  
VIN Number: 1GNDS13S3B2  
Mileage:  
Allow Phone Contact: no  
Best Time for Phone Contact:

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

Confidential Comments

### UCC Information

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

Report Generated for toporowm

on 2/28/2011

Page 17 of 17



[Logout](#)

February 28, 2011

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 1GNDS13S362[REDACTED] Model CS15506-2006 TRAILBLAZER SUV 2WD  
 Service Contract: No Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [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 Poik 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: N	XM Status NA
OnStar Vehicle Diagnostics Y	DMN Enabled N
XM Radio ID:	

#### 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	08/03/2006	18 MI	08/03/2014	80,018 MI
	Corrosion Limited Warranty	02/23/2010	08/03/2006	18 MI	08/03/2012	100,018 MI
	Bumper to Bumper Limited Warranty	02/23/2010	08/03/2006	18 MI	08/03/2009	36,018 MI

**Service Contract**


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Vehicle has no current record of service contracts.

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**Transaction History**[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/27/2009	259422	ZREG—Regular Vehicle Transaction		D1002 - Blower Motor Resistor Replacement	26,683 MI
07/27/2009	259422	ZREG—Regular Vehicle Transaction		H9991 - Customer Concern Not Duplicated - Brakes	26,683 MI
10/08/2008	243650	ZREG—Regular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	21,540 MI
10/08/2008	243650	ZREG—Regular Vehicle Transaction		N2328 - Switch - Ignition/Key Warning - Replace	21,540 MI
12/14/2007	225994	ZREG—Regular Vehicle Transaction		N3314 - Front Side Door Window Regulator Motor Replacement - Right Side	13,597 MI
12/14/2007	225994	ZREG—Regular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	13,597 MI
05/24/2006	A47468	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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[Logout](#)

February 28, 2011

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 1GNDS13S362[REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [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 CS15506-2006 TRAILBLAZER SUV 2WD Order Number KBZD4P  
 Gross Vehicle Weight: 2,520 Build Date: 05/24/2006  
 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

- |   |   |
|---|---|
| 1S8 - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODY SIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM | 1S2 - PREFERRED EQUIPMENT SAVINGS                     |
| 28H - LIGHT GRAY  | 28I - INT TRIM LT GRAY/DK GRAY                        |
| 49U - BORDEAUX RED METALLIC   | 6A8 - FRONT SPRING                                    |
| 7A8 - FRONT SPRING  | 6NS - SUSPENSION                                      |
| 9NR - SUSPENSION  | A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE |
| AJ1 - TINTED GLASS  | AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG          |
| AL0 - SENSOR INF RESTR, CHILD DETECT  | AM9 - SPLIT FOLDING REAR SEAT BACK                    |
| 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  | C4D - GVW RATING - 5550 LBS                           |
| CJ3 - CLIMATE CONTROL   | DAY - ASSEMBLY PLANT MORaine, OHIO                    |
| DP2 - POWER OSRV MIRRORS  | EVA - EVAP EMISSION REQUIREMENT                       |
| FE9 - 50-STATE 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 - VORTEC 4200 SFI I6                              |
| M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL   | N40 - POWER STEERING                                  |
| N75 - 17" SPORT ALUMINUM WHEELS   | N77 - EMISSION SYS FED - TIER 2                       |
| N23 - WHEEL, FULL SIZE SPARE  | QTM - P245/85R17 BWALS TIRES                          |
| R4Y - TIRE BRAND-GOODYEAR   | R6P - PREMIUM PAINT                                   |
| R6D - IDENTIFIER - TIRE CHANGE  | R8K - .....   |

R9U - GM ACCESS - AUTOBOOK IDENTIFIER  
T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE  
UA8 - THEFT DETERRENT ALARM SYSTEM  
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN

V1K - LUGGAGE RACK CROSS-BARS

VXS - COMPLETE VEHICLE LABEL  
YD3 - BASE EQUIP FOR SCH GVW PL-FT AX  
YD6 - BASE REAR SPRING  
ZW7 - PREMIUM RIDE SUSPENSION

SLM - STOCK ORDERS  
T98 - STAMPING VEHICLE IDENT NUMBER  
U73 - FIXED MAST ANTENNA  
UB0 - AM/FM STEREO W/CD  
UY7 - TRAILER WIRING HARNESS  
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA  
X88 - CHEVROLET CONVERSION  
YD5 - BASE FRONT SPRING  
ZNF - TIRE, FULL SIZE SPARE  
ZY1 - SOLID PAINT

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**Added Option Codes**

Vehicle has no current record of SAID codes.

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February 28, 2011

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 1GNDS13S362 [REDACTED] Model CS15506-2006 TRAILBLAZER SUV 2WD  
 Service Contract: No Branded Title: No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [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 605100027
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NFS
Date Scanned 05/24/2006	Time Scanned 05:39:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 003461356
Source Plant S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast A1Z
Date Scanned 05/24/2006	Time Scanned 06:28:00 Scan Station 05
Component Code 61-TRANSMISSION	Traceability 43954698
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 6SDD
Date Scanned 05/24/2006	Time Scanned 05:47:00 Scan Station 02
Component Code 65-REAR AXLE ASSEMBLY	Traceability 123121435
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast CN8
Date Scanned 05/24/2006	Time Scanned 06:33:00 Scan Station 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00344695
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3051
Date Scanned 05/24/2006	Time Scanned 07:56:00 Scan Station 21
Component Code A8-IR-MODULE ASM-INFLATOR	Traceability 1GTTVPL
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2395
Date Scanned 05/24/2006	Time Scanned 09:54:00 Scan Station 06
Component Code AL-IR-MODULE ASM-I/P	Traceability 5AAML00
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 5521
Date Scanned 05/24/2006	Time Scanned 06:18:00 Scan Station 04
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 2050048
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 05/12/2006	Time Scanned 00:03:00 Scan Station
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability 2259034
Source Plant -	Part / Number Broadcast 1WW
Date Scanned 05/23/2006	Time Scanned 00:39:00 Scan Station
Component Code CK-SEQ NUM (FLEX) GEN ASM	Traceability 2260164
Source Plant -	Part / Number Broadcast 1PT
Date Scanned 05/23/2006	Time Scanned 18:17:00 Scan Station
Component Code CM-SEQ NUM (FLEX) GEN ASM	Traceability 2256922
Source Plant -	Part / Number Broadcast 1PH
Date Scanned 05/24/2006	Time Scanned 03:50:00 Scan Station

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant -  
Date Scanned: 05/24/2006

Traceability: 2257543  
Part / Number Broadcast: 1GB  
Time Scanned: 04:21:00 Scan Station:

---

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

---

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February 28, 2011

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 1GNDS13S362 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PD/Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Q Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 07/27/2009

Job Card Number: 259422

Repair Service Agent 113111  
 YOUNG CHEVROLET COMPANY  
 845 N MAIN  
 LAYTON UT 84041-2230  
 8015441234

Odometer Reading: 28,683 MI  
 Authorization Code

Process Date  
07/31/2009

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 D1002-Blower Motor Resistor Replacement  
 Causal Part Number

--See other Parts and/or Net Items

Line Total USD 166.11

Job Card Date: 07/27/2009

Job Card Number: 259422

Repair Service Agent 113111  
 YOUNG CHEVROLET COMPANY  
 845 N MAIN  
 LAYTON UT 84041-2230  
 8015441234

Odometer Reading: 28,683 MI  
 Authorization Code

Process Date  
07/31/2009

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 H9991-Customer Concern Not Duplicated - Brakes  
 Causal Part Number

Line Total USD 27.33

Job Card Date: 10/08/2008

Job Card Number: 243650

Repair Service Agent 113111  
 YOUNG CHEVROLET COMPANY  
 645 N MAIN  
 LAYTON UT 84041-2230  
 8015441234

Odometer Reading 21,540 MI  
 Authorization Code

Process Date  
 10/14/2008

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

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 2                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
 Labour Op Z5000-DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 75.29

Job Card Date: 10/08/2008

Job Card Number: 243650

Repair Service Agent 113111  
 YOUNG CHEVROLET COMPANY  
 645 N MAIN  
 LAYTON UT 84041-2230  
 8015441234

Odometer Reading: 21,540 MI  
 Authorization Code

Process Date  
 10/24/2008

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 N2328-Switch - Ignition/Key Warning - Replace

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 480.28

Job Card Date: 12/14/2007

Job Card Number: 225994

Repair Service Agent 113111  
 YOUNG CHEVROLET COMPANY  
 645 N MAIN  
 LAYTON UT 84041-2230  
 8015441234

Odometer Reading: 13,597 MI  
 Authorization Code

Process Date:  
 12/21/2007

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

Customer Complaint Code  
 0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
 Labour Op N3314-Front Side Door Window Regulator Motor Replacement - Right Side

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 342.66

Job Card Date: 12/14/2007

Job Card Number: 225894

Repair Service Agent: 113111  
YOUNG CHEVROLET COMPANY  
845 N MAIN  
LAYTON UT 84041-2230  
8015441234

Odometer Reading: 13,597 MI  
Authorization Code:

Process Date:  
12/21/2007

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

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

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

Causal Part Number

--See other Parts and/or Net Items

Line Total: USD 76.20

Job Card Date: 05/24/2006

Job Card Number: A47468

Repair Service Agent: 114880  
THOROBRED CHEVROLET, INC.  
2121 N ARIZONA AVE  
CHANDLER AZ 85225-3414  
4808890131

Odometer Reading: 0 MI  
Authorization Code:

Process Date:  
05/30/2008

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 105.73

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February 28, 2011

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.

#### Vehicle Information

VIN	1GNDS13S362	Model	CS15506-2006 TRAILBLAZER SUV 2WD
Service Contract No		Branded Title No	
Warranty Block No		PDI Status	No
Order Type	70 - RETAIL - STOCK		
Field Actions	<a href="#">Open</a>		

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	114880	Invoice Date	05/24/2008
THOROBRED CHEVROLET, INC.			
2121 N ARIZONA AVE			
CHANDLER AZ 85225-3414 4808990131			

#### Ship to Information

Invoicing Service Agent	114880	Ship to Date	N/A
THOROBRED CHEVROLET, INC.			
2121 N ARIZONA AVE			
CHANDLER AZ 85225-3414 4808990131			

#### Delivery Information

Delivery Service Agent	114880	Delivery Date	08/03/2006
THOROBRED CHEVROLET, INC.			
2121 N ARIZONA AVE			
CHANDLER AZ 85225-3414 4808990131			
		Delivery Type	010--INDIVIDUAL
		Delivery Odometer	18

#### In Service Information

Invoicing Service Agent		In Service Date	N/A
		In Service Type	0000
		In Service 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*

**Lawrence Harrington**  
Claims Administrator

March 7, 2011

Steven Bilinski  
3176B Lexington Street  
Hill Airforce Base, UT 84056

RE: Claimant: [REDACTED]  
Our File No.: 725268  
Our Client: General Motors LLC  
Date/Event: 2/2/11  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDS13S362 [REDACTED]

Dear Mr. [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Utah is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on August 3, 2006, and this statute would have expired on August 3, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

Lawrence Harrington  
Claims Administrator

## Service Request Detail

SR No. 71-923590868	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 Camden	Involved Dir	Safety Yes
State NY ZipCd	Con Acct	Source Phone	Updated 3/2/2011 04:47:04 PM
Serial #/VIN 1GNDT13S072	Model Year 2007	Priority Medium License #	Owner SANCHERI
Make Chevrolet	Warr. Start 03/24/2007	Status Open	Opened 3/2/2011 03:51:39 PM
Model TrailBlazer	Mileage 63000	Sub-Status Dissatisfied	Closed

Abstract esis - thermal event / door controls/ electrical ✓

Customer Description \*\*\*This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.31227 \*\*\*

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	2/27/2011 09:23:51 PM	N	0	0	Asphalt	Icy na	na	na
Driver Last Name	Driver First Name	Height	DOB	Disabilities	no driver in the vehicle at the time of incident			
na	na	na	na					
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Eastern Shores	Associates	(315) 245-1750	utica mutual					
Incident Loc	11015 florencevill rd Camden NY	Incident Desc	It happened sunday night sometime, when I went into my vehicle monday is smelted so bad and the control panels were all black I took the vehicle to my mechanic and they removed the panel and all the controls and wiring is all burned, I didnt see a flame but it is evident that the their was					
Component	electrical controls to driver door	Damage Desc	driver interior door damage panel					
Vehicle Loc	11015 florencevill rd Camden NY	Add'l Info	no claim was filed with the insurance					
Emgcy Svc Names	none	Main Loc	na					

### PAR Detail

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

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2011 06:11:48 PM	GARCIAJR	ESISSIBQU	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
3/2/2011 04:45:20 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		fu esis pick up

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:45:05 PM	SANCHERI	GARCIAJR	Notify CRM		Done	3/3/2011 06:11:36 PM	esis - thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:39:04 PM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	3/2/2011 04:39:04 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:38:38 PM	SANCHER	SANCHER	Ownership Changed		Done	3/2/2011 04:38:38 PM	Service Request Ownership has changed FROM: SAXTONAN TO: SANCHER

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
3/2/2011 04:32:27 PM	SAXTONAN	SAXTONAN	PAR Case Assessment	Thermal	Done	3/2/2011 04:33:57 PM	transfer

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Transfer call to Rita.

Angela Saxton/CAC Tier 1/SAG/GW1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:17:16 PM	SANCHER	SANCHER	BRC PAR	Initial Contact- AVM	Done	3/2/2011 04:44:40 PM	call Clifford Nadine

Contact Last Name      Contact First Name      Account      BAC Code

This is Rita Sanchez calling from gm par dept.

Customer:

Service Request:71-923590888

Vehicle information:2007 Chevrolet Trail Blazer

Last 8 of the VIN: 7

Involved Dealership:none

Nature of allegation: thermal event

CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 1-866-790-5600 X 31227 If not then this is an FYI to let

you know what is going on in your district.

Rita Sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:17:12 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	3/2/2011 04:21:17 PM	call

Contact Last Name	Contact First Name	Account	BAC Code

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

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:16:45 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Phone	Done	3/2/2011 04:38:25 PM	call

Contact Last Name	Contact First Name	Account	BAC Code

Comments

verified allegation and information

provided required esis statements

cust sls i want to proceed

crs sts what happen

cust sls it happened sunday night sometime, when i went into my vehicle monday is smelled so bad and the control panels were all black I took the vehicle to my mechanic and they removed the panel and all the controls and wiring is all burned, I didnt see a flame but it is evident that the their was one there. I am just glad that the vehicle was not in my garage and nothing else happened

crs sts i understand ma'am what i will be doing is getting this over to our central claims department and they will be in contact with you within 7-10 business days

cust sls ok thanks

crs sts no problem

Rita sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:16:37 PM	SANCHER	SANCHER	Research		Done	3/2/2011 04:20:52 PM	vin 1GN0T13S072

Contact Last Name	Contact First Name	Account	BAC Code

CRS Performed VIN Scan  
GMVIS: Found No Open Recalls

VIN: - Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:16:28 PM	SANCHER	SANCHER	BRC PAR	Acknowledgement	Done	3/2/2011 04:20:17 PM	call

Contact Last Name	Contact First Name	Account	BAC Code

See Initial Contact

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:16:15 PM	SANCHER	SANCHER	BRC PAR	Case Assigned	Done	3/2/2011 04:20:01 PM	File assigned to Rita Sanchez @ ext 31227

Contact Last Name	Contact First Name	Account	BAC Code

COMMENTS

File received and reviewed  
Rita Sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 03:58:07 PM	SAXTONAN	SAXTONAN	Inbound Call Customer	Complex Request	Done	3/2/2011 04:34:01 PM	door panel melted

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

#### Comments

Cust sts: Customer went out to leave for work and the door panel was melted, customer states there appears to have been a fire on the drivers side door of the vehicle with smoke damage and melted plastic. She claims fumes are strong and could be toxic.

Cust sts: She said she has put a lot of money into this car already and it only has 63000 miles on it and she sts she purchased an additional warranty from the dealer.

CSR adv: customer to go to the dealership so we can determine what the cause was. Offered to set appt up for customer with dealer she declined said she would do it.

Angela Saxton/CAC Tier 1/SAG/GWI

#### Confidential Comments

### 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



esis

ESIS/GM Central Claims Unit  
P.O. Box 300  
Mail Code 482 C19 D61  
Detroit, MI 48265-3000

800.888.0164 *tel*  
313.665.0911 *fax*

Nikki Jackson  
Natrice.Jackson@gm.com  
Claims Administrator

March 15, 2011

(Via Email)

Camden NY

RE: Our File No.: 725483  
Our Client: General Motors LLC  
Date/Event: 2/27/11  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDT13S072

Dear Ms.

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

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

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

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





**esis**

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

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

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

**Sincerely,**

**Nikki Jackson  
Claims Administrator**



[Logout](#)

October 6, 2011

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 1GNDT13S462 [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]

#### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N050086	05086	POWER STEERING HOSE FRACTURE	10/05/2005	Closed

#### Branded Title

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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: G7A9C0HA XM Status: Active  
 OnStar Vehicle Diagnostics: N DMN Enabled: N

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/05/2011	12/30/2005	101 MI	12/30/2008	36,101 MI
	Emission Limited Warranty	08/05/2011	12/30/2005	101 MI	12/30/2008	50,101 MI
	Corrosion Limited Warranty	08/05/2011	12/30/2005	101 MI	12/30/2011	100,101 MI

Emission Select Component Ltd Wty	08/05/2011	12/30/2005	101 MI	12/30/2013	80,101 MI
Emission Select State Component Lty Wty	08/05/2011	12/30/2005	101 MI	12/30/2012	70,101 MI
Special Coverage 10054	08/05/2011	12/30/2005	101 MI	12/30/2015	120,101 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
10/31/2006	763053	ZREG—Regular Vehicle Transaction		N1720 - Fuse Replacement	15,626 MI
10/31/2006	763053	ZREG—Regular Vehicle Transaction		N9995 - Customer Concern Not Duplicated - Electrical	15,626 MI
12/31/2005	694281	ZFAT—Field Action Recall		V1415 - 05086 - Inspect Hose(s) Only - No Further Action Required	5 MI
09/07/2005	040145	ZPDI—Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
08/04/2005	A15314	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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**\*\*\*BODYSIDE MOLDINGS\*\*\***

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

UC5 - AM/FM RADIO,RDS,8 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)

UG1 - HOMELINK

UQA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS-BARS

VK3 - LICENSE PLATE FRAME, FRONT

X88 - CHEVROLET CONVERSION

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD5 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

T81 - DAYTIME RUNNING LIGHTS

T88 - 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 &amp; SOUND PLAN

UK6 - REAR SEAT RADIO &amp; HVAC CONTROLS

UY7 - TRAILER WIRING HARNESS

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

VX5 - COMPLETE VEHICLE LABEL

YCS - LT DECOR

YD5 - BASE FRONT SPRING

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

ZY1 - SOLID PAINT

**Added Option Codes**

-BQ -

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October 6, 2011

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 1GNDT13S462  
 Service Contract No.      Branded Title No      Model: GT15505-2006 TRAILBLAZER 4WD  
 Order Type: 70 - RETAIL - STOCK      Warranty Block: No      PDI Status No  
 Field Actions [Open](#)

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 508021398
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 08/04/2005	Time Scanned: 02:43:00      Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 101001995
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: XWF
Date Scanned: 08/04/2005	Time Scanned: 03:48:00      Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 08G356491
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 08/04/2005	Time Scanned: 02:58:00      Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 41612179
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 08/04/2005	Time Scanned: 02:52:00      Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: ADK48235
Source Plant: G-	Part / Number Broadcast: UP7
Date Scanned: 08/04/2005	Time Scanned: 03:58:00      Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 207074335
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 08/04/2005	Time Scanned: 04:02:00      Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00028333
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 08/04/2005	Time Scanned: 05:35:00      Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1FHCUFC
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 08/04/2005	Time Scanned: 07:24:00      Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 7ZACA93
Source Plant: M-MORTON-THIOLKOL	Part / Number Broadcast: 0900
Date Scanned: 08/04/2005	Time Scanned: 03:41:00      Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0130800
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 07/29/2005	Time Scanned: 00:03:00      Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 2016290

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 08/02/2005	Time Scanned: 21:45:00 Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 2017498
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 08/03/2005	Time Scanned: 13:11:00 Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 2016093
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 08/03/2005	Time Scanned: 22:56:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2016043
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 08/03/2005	Time Scanned: 23:45:00 Scan Station:

---

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

---

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October 6, 2011

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 1GNDT13S46[REDACTED] Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract: No Branded Title No Warranty Block: No PDI Status No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 10/31/2006 Job Card Number: 763053  
 Repair Service Agent: 111163 Odometer Reading: 15,826 MI  
 W.S. HEALEY CHEVROLET-BUICK, INC. Authorization Code: B  
 183 GREENWICH AVE  
 GOSHEN NY 10924-2019  
 8452948171

Process Date: 11/10/2006  
 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 N1720-Fuse Replacement  
 Causal Part Number  
 --See other Parts and/or Net Items

Job Card Date: 10/31/2006 Job Card Number: 763053  
 Repair Service Agent: 111163 Odometer Reading: 15,826 MI  
 W.S. HEALEY CHEVROLET-BUICK, INC. Authorization Code:  
 183 GREENWICH AVE  
 GOSHEN NY 10924-2019  
 8452948171

Process Date: 11/03/2006  
 Transaction Type: ZREG---Regular Vehicle Transaction  
 Transaction Expense Category  
 Customer Complaint Code: 0000-Converted Claim  
 Job Card Line # 1 Transaction Adjustment Cause Code: 0000-Converted Claims  
 Labour Op N9995-Customer Concern Not Duplicated - Electrical  
 Causal Part Number

Job Card Date: 12/31/2005 Job Card Number: 694281  
 Repair Service Agent: 111163 Odometer Reading: 5 MI  
 W.S. HEALEY CHEVROLET-BUICK, INC. Authorization Code:



183 GREENWICH AVE  
GOSHEN NY 10924-2019  
8452946171

---

Process Date  
02/03/2008  
Transaction Type  
ZFAT---Field Action Recall  
Transaction Expense Category  
Customer Complaint Code  
0000-Converted Claim  
Job Card Line #: 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op V1415-05086 - Inspect Hose(s) Only - No Further Action Required  
Causal Part Number

---

---

Job Card Date: 09/07/2005                      Job Card Number: 040145  
Repair Service Agent: 184303                      Odometer Reading: 3 MI  
GREAT AMERICAN CHEVROLET, LLC                      Authorization Code  
55 HACKENSACK AVENUE  
HACKENSACK NJ 07601-6006  
2016557500

---

Process Date  
09/13/2005  
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 Z6999-PDI Related Fluid Adds  
Causal Part Number  
--See other Parts and/or Net Items

---

---

Job Card Date: 08/04/2005                      Job Card Number: A15314  
Repair Service Agent: 184303                      Odometer Reading: 0 MI  
GREAT AMERICAN CHEVROLET, LLC                      Authorization Code  
55 HACKENSACK AVENUE  
HACKENSACK NJ 07601-6006  
2016557500

---

Process Date  
08/09/2005  
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

---

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October 6, 2011

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 1GNDT13S462	Model CT15508-2006 TRAILBLAZER 4WD
Service Contract No	Branded Title No
Order Type 70 - RETAIL - STOCK	Warranty Block No
Field Actions: <a href="#">Open</a>	PDI Status No

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 184303	Invoice Date 08/10/2005
GREAT AMERICAN CHEVROLET, LLC	
55 HACKENSACK AVENUE	
HACKENSACK NJ 07601-8008 2016557500	

#### Ship to Information

Invoicing Service Agent 184303	Ship to Date: N/A
GREAT AMERICAN CHEVROLET, LLC	
55 HACKENSACK AVENUE	
HACKENSACK NJ 07601-8008 2016557500	

#### Delivery Information

Delivery Service Agent: 111163	Delivery Date: 12/30/2005
W.S. HEALEY CHEVROLET-BUICK, INC.	Delivery Type: 015---RETAILLEASE-INDIVIDUAL
183 GREENWICH AVE	Delivery Odometer: 101
GOSHEN NY 10924-2019 8452946171	

#### In Service Information

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

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7113 E. Dominick St., Rome, NY 13440  
 Phone: 315-281-2168 Fax: 315-281-2169

From the Desk  
 of: \_\_\_\_\_

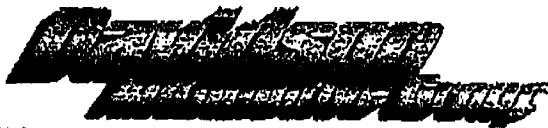
*Lisa*

Pages including cover: \_\_\_\_\_

*2*

*Claim # 725483*

Dealer code 15034



**DAVIDSON FORD**  
 Box 401 Outer Washington St.  
 WATERTOWN, NY 13601  
 PH# 315-788-2400  
 R-7070722

**DAVIDSON CHEVROLET CADILLAC  
 BUICK PONTIAC GMC**  
 Box 5062 Outer Washington St.  
 WATERTOWN, NY 13601  
 PH# 315-782-0300  
 R-7024288

**DAVIDSON NISSAN, INC.**  
 Box 320 Outer Washington St.  
 WATERTOWN, NY 13601  
 PH# 315-782-7700  
 R-7087241

**DAVIDSON COLLISION  
 REPAIR CENTER**  
 Box 320 Outer Washington St.  
 WATERTOWN, NY 13601  
 PH# 315-782-4600  
 R-7087241

**DAVIDSON CHEVROLET CADILLAC  
 BUICK PONTIAC GMC**  
 Box 271 Donnick St.  
 ROME, NY 13440  
 PH# 315-337-2440  
 R-7027533

www.davidsonautogroup.com

CUSTOMER NO. <b>120517</b>	ADVISOR <b>LISA</b>	TAG NO. <b>200</b>	INVOICE DATE <b>06/08/11</b>	INVOICE NO. <b>CTCS475118</b>
	LABOR RATE	USERID NO.	COLOR <b>SILVER/</b>	ORDER NO. <b>W077456</b>
			DELIVERY DATE <b>10/16/09</b>	DELIVERY MILES <b>54,811</b>
	YEAR / MAKE / MODEL <b>07/CHEVROLET TRUCK/TRAILBLAZER/4DR</b>	VEHICLE ID. NO. <b>1GNDT13S072</b>	SELLING DEALER NO.	PRODUCTION DATE
CAMDEN, NY	P.T.E. NO.	P.O. NO.	A.C. DATE <b>06/08/11</b>	
BUSINESS PHONE	COMMENTS	MO: 65384		

**LABOR & PARTS**  
 J# 1 82CVZZ TRIM ELECT CONCERN TECH(S):176 INTERNAL  
 C/STATES NEEDS AN ESTIMATE ON D/SIDE DOOR MODULE AREA  
 NEEDS LF DOOR PANEL 25933507 255.71  
 LF DOOR HARNESS 25867005 296.59  
 LF DOOR MODULE 15913483 130.81  
 LABOR 4.0 359.60  
 TOTAL 1012.71 + TAX  
 PROVIDED ESTIMATE

JOB # 1 TOTAL LABOR & PARTS 0.00

**COMMENTS**  
 WAIT

**TOTALS**

TOTAL LABOR.....	0.00
TOTAL PARTS.....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>0.00</b>

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

**DISCLAIMER OF WARRANTIES**

THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

**LIMITED EXPRESS WARRANTY**

All factory replacement parts are warranted for 12 months or 12,000 miles, whichever comes first. All other parts installed are warranted for 90 days parts & labor.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.

We want you "Completely Satisfied". We work very hard to satisfy our customers. Should you receive a survey, we would appreciate you completing it and return it "Completely Satisfied". Please contact your Service Advisor or a member of our management staff if you not "Completely Satisfied" prior to mailing your survey. It is our sincere desire to provide you with the finest in quality service for many years to come. Your satisfaction is our # 1 goal

The Remanufactured Computer Engine/Transmission Oil Filter

CTCS481480

CTCS481480

DAVIDSON CHEVROLET INC.  
P.O. Box 271, E. Dominick St.  
Rons, New York 13440

120517

LISA

200

08/12/11

CTCS481480

BYE9554

67,816 SILVER/

W077456

07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4

10/16/09

54,811

I G N O T 1 3 S O , 7 2

08/12/11

MO: 67816

LABOR & PARTS

J# 1 52CVZ TRIM ELECTRICAL TECH(S):176 329.00  
REPAIR PER EST. ON LAST RO#475118  
REPLACED DOOR MODULE AND RELATED PARTS  
FTRF-D/SIDE FRT DOOR  
CLAIM # 124483  
REPLACED D/SIDE FRT DOOR MODULE/PANEL AND HARNESS  
PROGRAM TO VEHICLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
JOB # 1	1	25933507	PANEL 16.165	255.71	255.71
JOB # 1	1	25867005	SWITCH 16.263	296.59	296.59
JOB # 1	1	15913483	HARNESS 16.263	130.81	130.81
				JOB # 1 TOTAL PARTS	683.11

JOB # 1 TOTAL LABOR & PARTS 1012.71

J# 2 00CV200 QA/QC TECH(S):176 INTERNAL  
QA/QC CHECK  
200

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMMENTS

SOP/ WAITING - AR

TOTALS

\*\*\*\*\*

* [ ] CASH [ ] CHECK CK NO [ ] *	TOTAL LABOR...	329.60
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *	TOTAL PARTS...	683.11
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	0.00
	TOTAL HISC CHG...	0.00
	TOTAL HISC DISC...	0.00
	TOTAL TAX.....	88.61
	<b>TOTAL INVOICE \$</b>	<b>1101.32</b>

\*\*\*\*\*

THANK YOU FOR YOUR BUSINESS!!

*Rec'd by [unclear] 16-1230125*

## Service Request Detail

SR No.	71-928598726	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	Body - Door	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir	Fox Chevrolet, L.L.C.	Safety	Yes
State	MD ZipCd	Con Acct	Source	Phone	Updated	3/18/2011 10:27:33 AM
Serial #/VIN	1GNDT13S072	Model Year	Priority	Medium License #	Owner	STEWARDE
Make	Chevrolet	Warr. Start	Status	Open	Openod	3/17/2011 09:18:10 AM
Model	TrailBlazer	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract	(ESIS)Body - Door (Thermal)					
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to Debbie Stewart @ ext 31117					

### Pre-PAR

PAR Nofifier	Incident Date/Time	Injuries - # Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	3/18/2011 02:00:00 PM	N	0	2 Asphalt	Dry	N/A	N/A
Driver Last Name	Driver First Name	Height	DOR	Disabilities			
		6'2"		None			
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency				
N/A	N/A		Geico Insurance				
Incident Loc	3 miles from 1509 King William Dr Cantonville, MD			Incident Desc	I started smelling something and when I pulled near my driveway the was smoke in the driver's front door panel. I turned off the car and got out. It went from smoke to flames. I called 911 and I put water on it and they put it out.		
Component	driver's front door panel			Damage Desc	front driver's door, window scorched		
Vehicle Loc	Fox Chevrolet, L.L.C.			Add'l Info	No repair estimates		
Emgcy Svc Names	Woodlawn Fire Dept			Maint Loc	Jiffy Lube		

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	XM radio	
Vehicle Speed	35		Weather Condition	partly sunny		Prop Owner	N/A	Property Type	N/A
Last Service Date	3/10/2011		Loc Last Service			Property Location	N/A	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00		Spec Equip Installer	Best Buy		Prop Damage Description	N/A		
Primary Veh Use	Personal		Inspection Thermal Event Type			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	front driver's door, window scorched			Explain Other	Forwarding to ESIS				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/18/2011 10:27:41 AM	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
3/17/2011 11:47:01 AM	STEWARDE	STEWARDE	Scheduled Follow-up	Scheduled Alarm			ESIS

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Check to see if ESIS picked up file

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 11:46:37 AM	STEWARDE	GARCIAJR	Notify CRM		Done	3/18/2011 10:27:28 AM	Forwarding to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Cust alleges a thermal event in their veh

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 11:46:00 AM	STEWARDE	STEWARDE	BRC PAR	Business Case	Done	3/17/2011 11:46:33 AM	Business Case
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Cust alleges a thermal event in their veh

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 11:30:28 AM	STEWARDE	STEWARDE	Outbound Call Dealer	Made Contact	Done	3/17/2011 11:42:21 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Continue to DLR INI

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 10:21:18 AM	STEWARDE	STEWARDE	Scheduled Outbound Call Dir		Done	3/17/2011 11:30:52 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 10:20:01 AM	STEWARDE	STEWARDE	Outbound Call Dealer	Made Contact	Done	3/17/2011 10:21:14 AM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

The service manager is out and will be back in an hour.

Debbie Stewart/PAR/ATX

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:53:15 AM	STEWARDE	STEWARDE	Research		Done	3/17/2011 09:57:16 AM	Research

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

VIN and CUST scan-  
71-681182714 time setting  
71-828485001 fuel gauge

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

Research completed

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:52:22 AM	STEWARDE	STEWARDE	BRC PAR	Initial Contact-AVM	Done	3/17/2011 10:18:46 AM	Called DDMACHEV Reardon Michael @ 717-817-6488

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

DDMACHEV Name: Michael Reardon  
This is Debbie calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.  
The request number is: 71-928598726  
The Customer's name is [REDACTED]  
The dealer involved is: Fox Chevrolet, L.L.C.  
Located in: Baltimore, MD  
The vehicle is a: 2007 Chevrolet TrailBlazer  
With current mileage: 112,000  
The last 8 digits of the VIN# are: 72 [REDACTED]  
This involves: Cust alleges a theft event in their veh.  
I will be forwarding this file to our Central Claims office, ESIS 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 at 866-790-6600 x31117.

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:50:58 AM	STEWARDE	STEWARDE	BRC PAR	Initial Contact- Dealer	Done	3/17/2011 11:36:24 AM	Called

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

#### Comments

Spoke to: Chris Meriman, service adviser  
Mark Hame, service manager  
Brian Manning, commercial fleet manager

CRS adv: Do you have any related history on this veh? I will be forwarding this file to our Central Claims office, ESIS for further handling.

Dir sts: No related history. It may have started in the driver's door module.  
transferred to Brian Manning and left message

CRS adv: Thank you

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:43:36 AM	STEWARDE	STEWARDE	BRC PAR	Initial Contact- Phone	Done	3/17/2011 09:50:56 AM	Cust transferred from CAC

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

#### Comments

confirmed cust contact info and allegation

CRS adv: completed PAR questions

Cust sts: I started smelling something and when I pulled in near my driveway there was smoke in the driver's front door panel. I turned off the car and got out. It went from smoke to flames. I called 911 and I put water on it and they put it out. I'm not calling my insurance and I'm not paying for this repair. The media contacted me but I will not go that route. There were no injuries or other property damage. The veh is at the dir now. I do not have a rental. I'm using my other car.

CRS adv: CRS advised customer of required verbiage as stated in d\_1075834

Cust sts: continue

CRS adv: gave ph# and SR#

Cust sts: Thank you

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:43:07 AM	STEWARDE	STEWARDE	BRC PAR	Acknowledgement	Done	3/17/2011 09:43:35 AM	Cust transferred from CAC
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

See INI

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:41:28 AM	STEWARDE	STEWARDE	BRC PAR	Case Assigned	Done	3/17/2011 09:43:05 AM	STEWARDE x 31117
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
3/17/2011 09:41:22 AM	STEWARDE	STEWARDE	Ownership Changed	Ownership Escalated to BRC	Done	3/17/2011 09:41:22 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
3/17/2011 09:32:37 AM	STEWARDE	STEWARDE	Ownership Changed		Done	3/17/2011 09:32:37 AM	Service Request Ownership has changed FROM: CASTRONA TO: STEWARDE
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
3/17/2011 09:28:16 AM	CASTRONA	CASTRONA	Outbound Call Customer	Made Contact	Done	3/17/2011 09:30:14 AM	lost connection.
Contact Last Name	Contact First Name	Account	BAC Code				

**Comments**  
CRS STS: Looks like we lost connection. I do apologize. I will get someone on the line from our product allegations dept.

Cust STS: It was my fault on my end. Thanks for calling back. Ok I will hold Thanks

Nancy Castro/CAC/aTX/T1/LVLD

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:20:36 AM	CASTRONA	CASTRONA	Inbound Call Customer	Complex Request	Done	3/17/2011 09:30:11 AM	veh caught fire.
Contact Last Name	Contact First Name	Account	BAC Code				

**Comments**  
Cust Sts: I am calling bc yesterday I was on my way home and I was like 2 min. away from my house and I started smelling this bad odor then I started to see smoke. When I got home and got out the veh. The car just started fire. yes I did see flames. The fire dept came and put the fire out and wanted to start a big issue with it and wanted media involved, but this is the first time I have had problems with this veh and I didnt want any problems. but I did have the veh towed to Fox Chevrolet.

Cust Sts: veh caught fire

CRS Adv: Ok I do apologize for that sir. I am glad you are ok. Let me go on ahead and get some info from you and what I will be doing is sending your case to our product allegations dept.

Nancy Castro/CAC/aTX/T1/LVLD

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
CD4	No Symptom Indicated	Body - Door



[Logout](#)

March 18, 2011

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 1GNDT13S07[REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type 50 - FLEET  
 Field Actions: [Open](#)

#### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Updates 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
	Corrosion Limited Warranty	02/21/2010	06/30/2006	10 MI	06/30/2012	100,010 MI
	Emission Select Component Ltd Wty	02/21/2010	06/30/2006	10 MI	06/30/2014	80,010 MI
	Powertrain Limited Warranty	02/21/2010	06/30/2006	10 MI	06/30/2011	100,010 MI
	Bumper to Bumper Limited Warranty	02/21/2010	06/30/2006	10 MI	06/30/2009	38,010 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
05/07/2010	971870	ZREG—Regular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	95,000 MI
06/29/2006	A16483	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

---

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[Logout](#)

March 18, 2011

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 1GNDT13S07[REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No Branded Title No Warranty Block: No PDI Status No  
 Order Type 50 - FLEET  
 Field Actions [Open](#)

For this vehicle:

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

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD Order Number: KCSG5P  
 Gross Vehicle Weight 2,811 Build Date: 06/29/2006  
 Build Plant: 2-

Option Codes

\*VIN 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 | 1S2 - PREFERRED EQUIPMENT SAVINGS    |
| 28H - LIGHT GRAY   | 281 - INT TRIM LT GRAY/DK GRAY       |
| 49U - BORDEAUX RED METALLIC  | 6FB - COMP FRT LH COMPUTER SEL SUSP  |
| 7AA - FRONT SPRING   | 8NS - SUSPENSION                     |
| 9NS - SUSPENSION   | A50 - FRT BUCKET SEATS & FLR CONSOLE |
| AJ1 - GLASS, DEEP TINTED   | AK6 - DUAL STAGE FRONT AIR BAGS      |
| AL0 - SENSOR INF RESTR, CHILD DETECT   | AM9 - 65/35 FOLDING 2ND ROW SEAT     |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING   | AU0 - REMOTE KEYLESS ENTRY           |
| AXP - MPV VIN IDENT POSITION   | B0Q - GM PRODUCTION WEEK #33         |
| B30 - FULL CARPET-COLOR KEYED  | B32 - FLOOR MATS, FRONT/REAR         |
| B33 - REAR COLOR KEYED FLOOR MATS  | B86 - MOLDING B/S COLOR              |
| C1U - ENTERPRISE RENT A CAR  | C49 - REAR WINDOW DEFROSTER          |
| C6N - GVWRATING - 5750 LBS   | CJ3 - CLIMATE CONTROL                |
| 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                      |

JJB - PT DRESS SUBASSY NOT INSTALLED	POWER, 4 WHL DISC
K34 - CRUISE CONTROL	K18 - ELECTRIC AIR INJECTION SYSTEM
LL8 - ENGINE, VORTEC 4.2L SFI I6	KG4 - GENERATOR 150 AMP
N40 - POWER STEERING	M30 - TRANSMISSION, 4 SPD AUTOMATIC
NP8 - 2-SPEED ACTIVE TRANSFER CASE	N75 - 17" ALUMINUM WHEELS
NZ3 - 18" FULL SIZE SPARE WHEEL	NT7 - EMISSION SYS FED - TIER 2
R4Y - TIRE BRAND-GOODYEAR	QTM - ALL-SEASON TIRES
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6F - IDENTIFY B CODE USERS
R7M - ONSTAR DELETE	R6P - SPECIAL PAINT
T61 - DAYTIME RUNNING LIGHTS	R9N - LEATHER SEAT TRIM
TB4 - LIFTGATE	T88 - STAMPING VEHICLE IDENT NUMBER
U73 - FIXED MAST ANTENNA	TFD - RETAIL AMENITY DELETE
UB0 - AM/FM STEREO W/CD	UA6 - THEFT DETERRENT ALARM SYSTEM
UY7 - TRAILER WIRING HARNESS	UJ6 - TIRE PRESSURE MONITOR
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	V1K - LUGGAGE RACK CROSS-BARS
VQ2 - FLEET ORDERING AND ASSISTANCE	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	VX7 - LONG TERM DAILY RENTAL PROGRAM
YD3 - BASE AXLE	X88 - CHEVROLET CONVERSION
YD6 - BASE REAR SPRING	YD5 - BASE FRONT SPRING
ZW7 - PREMIUM RIDE SUSPENSION	ZNF - SPARE, ALL-SEASON TIRE
	ZY1 - SOLID PAINT

---

#### Added Option Codes

Vehicle has no current record of SAIO codes.

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March 18, 2011

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 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 1GNDT13S072 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No. Branded Title No. Warranty Block No. PDI Status No.  
 Order Type 50 - FLEET  
 Field Actions [Open](#) [REDACTED]

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 606260525
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 06/28/2006	Time Scanned: 17:59:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001681776
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: A1Z
Date Scanned: 06/28/2006	Time Scanned: 18:30:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BK937355
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 06/28/2006	Time Scanned: 18:09:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44400920
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 06/28/2006	Time Scanned: 18:06:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 8EU15518
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 06/28/2006	Time Scanned: 18:46:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 170123917
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 06/28/2006	Time Scanned: 18:41:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00004051
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 5724
Date Scanned: 06/28/2006	Time Scanned: 20:25:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GVD5AD
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 06/28/2006	Time Scanned: 22:20:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5AAUW50
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 06/28/2006	Time Scanned: 18:23:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0171491
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 06/22/2006	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3017306

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 06/27/2006	Time Scanned: 15:29:00 Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 3017235
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 06/28/2006	Time Scanned: 04:14:00 Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 3017156
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 06/28/2006	Time Scanned: 12:14:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3017102
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 06/28/2006	Time Scanned: 14:08:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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March 18, 2011

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 1GNDT13S072 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 50 - FLEET  
 Field Actions [Open](#)

For this vehicle:

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

Job Card Date: 05/07/2010

Job Card Number: 971870

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

Odometer Reading: 95,000 MI  
 Authorization Code: AMR

Process Date:  
05/25/2010

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 Z2080-ROADSIDE SERVICE (TOWING)

Causal Part Number

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

Line Total USD 69.33

Job Card Date: 06/29/2006

Job Card Number: A18493

Repair Service Agent: 113645  
 KOONS CHEVROLET, INC.  
 10207 PHILADELPHIA RD  
 WHITE MARSH MD 21162-3401  
 4109318600

Odometer Reading: 0 MI  
 Authorization Code:

Process Date:  
07/04/2006

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

Customer Complaint Code:  
0000-Converted Claim

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

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total USD 98.72

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March 18, 2011

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.

#### Vehicle Information

VIN 1GNDT13S07	Model: CT15506-2007 TRAILBLAZER 4WD
Service Contract: No	Branded Title: No
Warranty Block: No	PDI Status: No
Order Type: 50 - FLEET	
Field Actions: <a href="#">Open</a>	

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: 113645	Invoice Date: 06/29/2008
KOONS CHEVROLET, INC.	
10207 PHILADELPHIA RD	
WHITE MARSH MD 21162-3401 4109318600	

#### Ship to Information

Invoicing Service Agent: 113645	Ship to Date: N/A
KOONS CHEVROLET, INC.	
10207 PHILADELPHIA RD	
WHITE MARSH MD 21162-3401 4109318600	

#### Delivery Information

Delivery Service Agent: 113645	Delivery Date: 05/30/2008
KOONS CHEVROLET, INC.	
10207 PHILADELPHIA RD	
WHITE MARSH MD 21162-3401 4109318600	
	Delivery Type: 020—DAILYRENTAL
	Delivery Odometer: 10

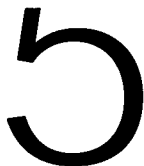
#### In Service Information

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

March 28, 2011

[REDACTED]  
Cantonsville, MD [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 726019  
Our Client: General Motors LLC  
Date/Event: 3/16/11  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDT13S072116493

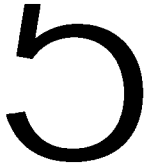
Dear Mr. [REDACTED]

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.

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

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

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



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

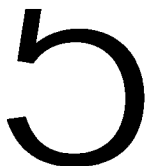
As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, I will contact you with our position.

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

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator



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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

April 28, 2011

[REDACTED]  
Cantonsville, MD [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 726019  
Our Client: General Motors LLC  
Date/Event: 3/16/11  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDDT13S072 [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 March 29, 2011 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,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator

## Service Request Detail

SR No.	71-929098515	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	Shelby	Involved Dir	Rocket Chevrolet-Olds-Geo, Inc.	Safety	Yes	
State	OH ZipCd	Con Acct		Source	Phone	Updated	3/30/2011 01:48:20 PM	
Serial #/VIN	1GNDT13S872	Model Year	2007	Priority	Medium License #	CHEVROL	Owner	STEWARDE
Make	Chevrolet	Warr. Start	10/26/2006	Status	Open		Opened	3/18/2011 11:24:39 AM
Model	TraillBlazar	Mileage	78066	Sub-Status	Dissatisfied		Closed	
Abstract	(ESIS)Electrical - Power Door Lock Motor / Switch / Wiring							
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all Inquiries to Debbie Stewart @ ext 31117							

### Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Police Officer	3/12/2011 10:27:57 AM	N	0	0	Asphalt	Dry	N/A	N/A
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		6'		None				
Sargent First Name	Phone #	Insurance Agency						
unknown	unknown	unknown						
Incident Loc	unknown	Incident Desc	My sargent discovered this after the window stopped working. They smelled something burning. There is evidence of a small fire but no one saw it.					
Component	driver's door switch	Damage Desc	switch melted					
Vehicle Loc	driving	Add'l Info	Cust does not have veh speed, weather condition, insurance info, whether or not anyone was in the veh at the time of the incident, the incident location or road conditions					
Emgcy Svc Names	N/A	Main Loc	Rocket Chevrolet					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	police veh
Vehicle Speed	0		Weather Condition	clear and dry			Prop Owner	N/A
Last Service Date	11/16/2010		Loc Last Service				Property Location	N/A
Veh Est Repair Cost	\$272.00		Spec Equip Installer	self and Basso Communications			Prop Damage Description	N/A
Primary Veh Use	Fleet		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	switch melted						Inspection Date/Time	
							Explain Other	Forwarding to ESIS.



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/30/2011 01:48:27 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code
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#### 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
3/29/2011 10:52:30 AM	STEWARDE	STEWARDE	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

Check to see if ESIS picked up file

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 10:52:11 AM	STEWARDE	GARCIAJR	Notify CRM		Done	3/30/2011 01:48:24 PM	Forwarding to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

Cust alleges a thermal event in their veh

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2011 10:51:31 AM	STEWARDE	STEWARDE	BRC PAR	Business Case	Done	3/29/2011 10:52:08 AM	Business Case

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Cust alleges a thermal event in their veh

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2011 10:25:12 AM	STEWARDE	STEWARDE	Inbound Call Customer	Complex Request	Done	3/29/2011 10:40:47 AM	called

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Continue to INI

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2011 09:02:11 AM	STEWARDE	STEWARDE	Scheduled Outbound Call Cust	Cancelled - Cust Called Prior	Done	3/29/2011 10:40:56 AM	called

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2011 09:00:02 AM	STEWARDE	STEWARDE	Outbound Call Customer	Left Message	Done	3/29/2011 09:01:48 AM	called
Contact Last Name	Contact First Name	Contact Ext Name	Account	BAC Code			

#### Comments

left message with ph# and SR#  
f/u 3-5pm est 3/29/11

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 02:44:29 PM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	3/28/2011 02:44:49 PM	PAR Voice Mail
Contact Last Name	Contact First Name	Contact Ext Name	Account	BAC Code			

#### Comments

Sta: SR is 71-929098515, customer is  
Sent 3/25/11 814pm

Tonle/BRC PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 02:31:02 PM	ADMIN	STEWARDE	Inbound White Mail		Done	3/29/2011 08:57:34 AM	Scanned: 2011-03-28-13.19.33, SourceDocNum: STE4D908B2, worldst : BRC PAR SR Status: Open
Contact Last Name	Contact First Name	Contact Ext Name	Account	BAC Code			

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 12:31:58 PM	STEWARDE	STEWARDE	Scheduled Outbound Call Cust	Follow-up Attempt	Done	3/29/2011 09:00:33 AM	called
Contact Last Name	Contact First Name	Contact Ext Name	Account	BAC Code			

#### Comments

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 11:48:12 AM	STEWARDE	STEWARDE	Ownership Changed	Ownership Escalated to BRC	Done	3/28/2011 11:48:12 AM	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
3/28/2011 09:28:08 AM	MERCADTO	STEWARDE	Ownership Changed		Done	3/28/2011 09:28:08 AM	Service Request Ownership has changed FROM: ABELLAAN TO: STEWARDE

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
3/28/2011 09:27:59 AM	MERCADTO	STEWARDE	BRC PAR	Initial Contact-AVM	Done	3/29/2011 10:46:51 AM	called RCCDMACH Oberhelman Tyler @ 630861 6407

Contact Last Name	Contact First Name	Account	BAC Code
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RCCDMACH Name: Tyler Oberhelman  
Node/Mailbox: 630861 6407

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

The request number is: 71-929098515

The Customer's name is: [REDACTED]

The dealer involved is: Rocket Chevrolet-Olds-Geo, Inc.

Located in: Shelby, OH

The vehicle is a: 2007 Chevrolet TrailBlazer

With current mileage: 78,066

The last 8 digits of the VIN# are: 7 [REDACTED]

This involves: Cust alleges a thermal event in their veh.

I will be forwarding this file to our Central Claims office, ESIS 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 at 866-790-5800 x31117.

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:27:55 AM	MERCADTO	STEWARDE	BRC PAR	Initial Contact- Dealer	Done	3/28/2011 12:39:00 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Spoke to: Chris Prounder, service manager

CRS adv: Do you have any related history? Please fax me a repair estimate.

Dir sts: We replaced the switch and they paid for it. The cust had the switch already out when he brought it in for us to replace it. It was melted.

CRS adv: Can you fax me the RO?

Dir sts: Sure

CRS adv: Thank you. gave ph#, SR# and fax#

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2011 09:27:51 AM	MERCADTO	STEWARDE	BRC PAR	Initial Contact- Phone	Done	3/29/2011 10:44:54 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

confirmed cust contact info and allegation

CRS adv: CRS advised customer of required verbiage as stated in d\_1075834

Cust sts: Continue

CRS adv: completed PAR questions

Cust sts: This is a police vehicle used by 2 sergeants. My sergeant discovered this after the window stopped working. They smelled something burning. There is evidence of flames but no one saw it. There were no injuries or other property damage. I paid to have it repaired and I'm now seeking reimbursement.

CRS adv: CRS advised customer of required verbiage as stated in d\_1075834

Cust sts: continue

CRS adv: Please fax me the receipt of payment for the repair. gave fax#

Cust sts: OK

CRS adv: confirmed cust has ph# and SR#

Cust sts: Thank you

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:27:44 AM	MERCADTO	STEWARDE	BRC PAR	Acknowledgement	Done	3/28/2011 12:31:51 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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#### Comments

left message with ph# and SR#  
#u 9-11am est 3/29/11

Crs Adv: This is Debbie calling from the GM Product Allegation Dept. I have received your file and do require further information.

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:27:37 AM	MERCADTO	STEWARDE	Notify CRM		Done	3/28/2011 11:48:25 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
3/28/2011 09:27:28 AM	MERCADTO	STEWARDE	Research		Done	3/28/2011 11:51:16 AM	Research

Contact Last Name	Contact First Name	Account	BAC Code
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VIN and CUST scan- no files

No recalls

Repairs:

01/28/2009 110323 ZREG—Regular Vehicle Transaction C0182 - Front Side Door Window Regulator Replacement - Right Side 39,731 MI

Research completed

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:26:58 AM	MERCADTO	STEWARDE	BRC PAR	Case Assigned	Done	3/28/2011 11:48:21 AM	File assigned to Debbie Stewart @ ext 31117
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:26:52 AM	MERCADTO	ABELLAAN	SR Opened		Done	3/28/2011 09:26:52 AM	SR in Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:26:51 AM	MERCADTO	ABELLAAN	SR Closed - Dissatisfied		Done	3/28/2011 09:26:51 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
3/25/2011 08:07:30 PM	RUVIVAMA	MERCADTO	Notify CRM	Other	Done	3/28/2011 09:28:47 AM	BRC-PAR escalation Received and assigned in PAR Tonia/BRC PAR/ATX
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

alleged product allegation - thermal event

BNTC:  
4193472242

BTTC:  
1 to 3 PM EST

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/25/2011 02:48:28 PM	ABELLAAN	ABELLAAN	Outbound Call Customer	Left Message	Done	3/25/2011 08:24:27 PM	vm 419

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

#### Comments

hi chief rub, this is ann of Chevrolet cac, i would just want to inform you sir that since i wasn't able to reach you live i would just forward your file to a different number, please take note of the SR, thank you and have a great day.

ann,cac (1,man,level 0 empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/24/2011 10:02:59 PM	ABELLAAN	ABELLAAN	Scheduled Outbound Call Cust	Follow-up Attempt	Done	3/25/2011 02:48:27 PM	

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

#### Comments

NAME:  
Chief Rub

BNTC:  
4193472242

BTTC:  
1 to 3 PM EST

Action Plan:  
-forward file to PAR

ann,cac (1,man,level 0 empowered

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/24/2011 02:59:40 PM	YBANEZJE	YBANEZJE	Outbound Call Customer	Made Contact	Done	3/24/2011 10:02:57 PM	update cust on the case
Contact Last Name	Contact First Name	Account	BAG Code				

#### Comments

CRS Spoke with: Mr [REDACTED]  
CRS Advised:  
-This is Jeff of Chevrolet CAC, Im calling in behalf of Ann  
- We just want to inform you that we will have to forward the case to PAR

#### Cust States:

- if you could ask them to call me tomorrow  
- i dont have time this afternoon  
- BTTC 1pm-3pm EST  
- BNTC 419-347-2242

Jeffray/CAC T1/MAN/Level 0 Empowered

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/24/2011 01:25:11 PM	ABELLAAN	ABELLAAN	Inbound Call Customer	Voice Mail Received	Done	3/24/2011 01:25:44 PM	cust left vm
Contact Last Name	Contact First Name	Account	BAG Code				

#### Comments

#### Cust States:

this is [REDACTED] is in reference to Service # 71-929098515. give me a call back between now and three o'clock that would be great. thank you.

ann.cac.t1.man.level 0 empowered

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/24/2011 01:22:03 PM	ABELLAAN	ABELLAAN	SR Opened		Done	3/24/2011 01:22:03 PM	SR In Status of Closed has been Re-Opened by ABELLAAN

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/23/2011 11:07:27 PM	ABELLAAN	ABELLAAN	SR Closed - Dissatisfied		Done	3/23/2011 11:07:27 PM	Service Request has been Closed Dissatisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/22/2011 12:02:29 PM	ABELLAAN	ROYOAM1	Manager Review	Case Assessment	Done	3/23/2011 10:30:58 PM	review for closing dissat

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

Comments

-cust called because veh caught fire  
-transfer to PAR but cust cannot be contacted  
-provided SR# and direct and ext to cust

ann.cac11.man.level 0 empowered

TL Approved for Closing

Amy Royo, TM.T1.Lvl1.MLA

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/22/2011 12:00:49 PM	ABELLAAN	ABELLAAN	Outbound Call Customer	Left Message	Done	3/22/2011 12:02:23 PM	vm

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

-provide sr #  
-gave direct and ext

ann.cac t1.man.level 0 empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/22/2011 12:04:11 AM	ABELLAAN	ABELLAAN	Scheduled Outbound Call Cust	Follow-up Attempt	Done	3/22/2011 12:00:47 PM	

Contact Last Name      Contact First Name      Account      BAC Code

-call to forward file to PAR

ann.cac t1.man.level 0 empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:00:56 PM	ABELLAAN	ABELLAAN	Outbound Call Customer	Left Message	Done	3/21/2011 02:10:22 PM	vm 419

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

-Inform cust that file will be forwarded to a different department  
-provide SR number

ann.cac t1.man.level 0 empowered

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/18/2011 11:51:46 AM	ABELLAAN	ABELLAAN	Scheduled Outbound Call Cust	Follow-up Attempt	Done	3/21/2011 02:00:54 PM	

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

-call cust warm transfer to PAR

ann.cac.t1.man.level 0 empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/18/2011 11:38:00 AM	ABELLAAN	ABELLAAN	Outbound Call Dealer	Made Contact	Done	3/18/2011 11:46:13 AM	called chris at service

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

CRS Advised:

-can you give me information about this particular concern

-is there any evidences of misuse

-is there anything that we can do to provide help to cust

Dir States:

-it was melted

-brought the switch in, they already pulled it to inspect.

-it was on the bottom side just presented to us melted.

-there are no evidences of misuse

-\$272.84

-at 78,068mi it's beyond my empowerment

ann.cac.t1.man.level 0 empowered

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/18/2011 11:24:45 AM	ABELLAAN	ABELLAAN	Inbound Call Customer	Complex Request	Done	3/18/2011 11:08:16 PM	door switch issue

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

##### Cust States:

- 2007 chevrolet trailblazer
- ridiculous because it caught fire
- issue on master door switch
- rocket chevrolet
- 44875
- chris preuning
- it happened last week, we took the veh to the dealer
- part of the switch melted
- we had to replace it for the cost of \$300
- call me back on monday 1-3 pm EST because I have a meeting

##### Cust Seeks:

- veh to be fixed

##### CRS Advised:

- call dealer to verify information
- inform cust that I will introduce cust to a representative from a different department

ROCKET CHEVROLET-OLDS-GEO, INC.  
1.8 MILES  
233 MANSFIELD AVE  
SHELBY OH 44875-1861

Phone: (419) 342-3010

ann.cac11.man.level 0 empowered

#### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N42	No Symptom Indicated	Electrical - Power Door Lock Motor / Switch / Wiring



[Logout](#)

March 31, 2011

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 1GNDT13S87[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 [0 Open](#) [REDACTED]

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### Branded Title

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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

OnStar Equipped Y	OnStar Status Inactive
XM Equipped Y	XM Status Inactive
OnStar Vehicle Diagnostics N	DMN Enabled N
	XM Radio ID ZRKB80WQ

#### 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	10/26/2006	168 MI	10/26/2011	100,168 MI
	Emission Select Component Ltd Wty	02/21/2010	10/26/2006	168 MI	10/26/2014	80,168 MI
	Corosion Limited Warranty	02/21/2010	10/26/2006	168 MI	10/26/2012	100,168 MI
	Bumper to Bumper Limited Warranty	02/21/2010	10/26/2006	168 MI	10/26/2009	36,168 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
01/28/2008	110323	ZREG---Regular Vehicle Transaction		C0182 - Front Side Door Window Regulator Replacement - Right Side	39,731 MI
03/28/2008	199404	ZREG---Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	31,884 MI
08/13/2007	138423	ZREG---Regular Vehicle Transaction		R0260 - Cable, Coaxial Antenna Lead-In (Standard) - Replace	13,057 MI
10/18/2006	241793	ZPDI---Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	6 MI
10/11/2006	A85067	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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Logout

March 31, 2011

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: 1GNDT13S872 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

- 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: KMKFQD
Gross Vehicle Weight: 2,611 Build Date: 10/11/2006
Build Plant: 2-

Option Codes

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

- 1SB - LS PREFERRED EQUIPMENT GROUP 2: \* POWER DUAL OUTSIDE MIRRORS \* FLOOR MATS, FRONT/REAR \* REAR WINDOW DEFROSTER \* GLASS, DEEP TINTED \* BODY SIDE MOLDING, BODY COLOR \* LUGGAGE RACK CROSS BARS \* WIRE HARNESS, TRAILER \* REMOTE KEYLESS ENTRY \* THEFT DETERRENT SYSTEM
28H - LIGHT GRAY
41U - BLACK
7FB - COMP FRT RH COMPUTER SEL SUSP
9UY - COMPONENT RR RH COMPUTER SEL
AK5 - DUAL STAGE FRONT AIR BAGS
AM9 - 65/35 FOLDING 2ND ROW SEAT
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AXP - MPV VIN IDENT POSITION
B32 - FLOOR MATS, FRONT/REAR
B86 - MOLDING B/S COLOR
C5N - GVW RATING - 5750 LBS
CJ3 - CLIMATE CONTROL
DK7 - OVERHEAD CONSOLE
EVA - EVAP EMISSION REQUIREMENT
GUB - REAR AXLE 3.42 RATIO
JJB - PT DRESS SUBASSY NOT INSTALLED
K34 - CRUISE CONTROL
LL6 - ENGINE, VORTEC 4.2L SFI I6
N40 - POWER STEERING
NP6 - 2-SPEED ACTIVE TRANSFER CASE
NZ3 - 16" FULL SIZE SPARE WHEEL
1SZ - PREFERRED EQUIPMENT SAVINGS
28I - INT TRIM LT GRAY/DK GRAY
6FB - COMP FRT LH COMPUTER SEL SUSP
8UZ - COMPONENT RR LH COMPUTER SEL
AJ1 - GLASS, DEEP TINTED
AL0 - SENSOR INF RESTR, CHILD DETECT
AR9 - FRT BUCKET SEAT, DELUXE
AU0 - REMOTE KEYLESS ENTRY
B30 - FULL CARPET-COLOR KEYED
B33 - REAR COLOR KEYED FLOOR MATS
C49 - REAR WINDOW DEFROSTER
CF5 - POWER SUNROOF
DAY - ASSEMBLY PLANT MORAIN, OHIO
DP2 - POWER OSRV MIRRORS
FE9 - FEDERAL EMISSIONS
JF8 - BRAKE VAC POWER, 4 WHL DISC
K18 - ELECTRIC AIR INJECTION SYSTEM
KG4 - GENERATOR 150 AMP
M30 - TRANSMISSION, 4 SPD AUTOMATIC
N75 - 17" ALUMINUM WHEELS
NT7 - EMISSION SYS FED - TIER 2
PCR - SUN, SOUND, ENTERTAINMENT PKG: \* POWER SUNROOF \* AUDIO SYSTEM-BOSE PREM. SOUND \* XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. \* AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) \* OVERHEAD CONSOLE
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY
QTM - ALL-SEASON TIRES



R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL  
R9N - LEATHER SEAT TRIM  
T61 - DAYTIME RUNNING LIGHTS  
TB4 - LIFTGATE  
  
U73 - FIXED MAST ANTENNA  
UC6 - AM/FM STEREO W/6 DISC CD PLAYER,  
AUTOTONE CONTROL, RADIO DATA SYSTEM  
(REPLACES STD/OPT PKG RADIO)  
UJ5 - TIRE PRESSURE MONITOR  
UY7 - TRAILER WIRING HARNESS  
V73 - STATEMENT OF VEHICLE CERT.-  
U.S. /CANADA  
X88 - CHEVROLET CONVERSION  
YD5 - BASE FRONT SPRING  
ZNF - SPARE, ALL-SEASON TIRE  
ZY1 - SOLID PAINT

R6P - SPECIAL PAINT  
SLM - STOCK ORDERS  
T88 - STAMPING VEHICLE IDENT NUMBER  
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA  
1ST 3 MONTHS INCL  
UA6 - THEFT DETERRENT ALARM SYSTEM  
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR  
ABOUT TURN-BY-TURN UPGRADE)  
  
UQA - AUDIO SYSTEM-BOSE PREM. SOUND  
V1K - LUGGAGE RACK CROSS-BARS  
VXS - COMPLETE VEHICLE LABEL  
  
YD3 - BASE AXLE  
YD6 - BASE REAR SPRING  
ZW7 - PREMIUM RIDE SUSPENSION

---

**Added Option Codes**

---

Vehicle has no current record of SAID codes.

---



Logout

March 31, 2011

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary



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

#### Vehicle Information

VIN 1GNDT13S872 [REDACTED] Model CT15505-2007 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](#)

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 609290558
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 10/11/2006	Time Scanned: 10:41:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000372796
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 10/11/2006	Time Scanned: 12:16:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 08M023344
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 10/11/2006	Time Scanned: 10:53:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44698595
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 10/11/2006	Time Scanned: 10:50:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: E2I26056
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 10/11/2006	Time Scanned: 11:57:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 271111304
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 10/11/2006	Time Scanned: 11:52:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00026045
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 10/11/2006	Time Scanned: 13:23:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GYHGGD
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 10/11/2006	Time Scanned: 16:17:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5ABIS34
Source Plant: M-MORTON-THOKOL	Part / Number Broadcast: 5521
Date Scanned: 10/11/2006	Time Scanned: 12:08:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0710490
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 10/03/2006	Time Scanned: 03:02:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3067749

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 10/09/2006	Time Scanned: 17:13:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3067622
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 10/10/2006	Time Scanned: 18:24:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3067434
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 10/10/2006	Time Scanned: 23:30:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3067416
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 10/11/2006	Time Scanned: 07:12:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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Logout

March 31, 2011

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 1GNDT13S872 [REDACTED] Model GT15508-2007 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: 01/28/2009 Job Card Number: 110323  
 Repair Service Agent 113621 Odometer Reading 39,731 MI  
 ROCKET CHEVROLET-OLDS-GEO, INC. Authorization Code  
 233 MANSFIELD AVE  
 SHELBY OH 44875-1881  
 4193423010

Process Date 02/17/2009  
 Transaction Type ZREG---Regular Vehicle Transaction  
 Transaction Expense Category Policy  
 Customer Complaint Code 0000-Converted Claim  
 Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims  
 Labour Op C0182-Front Side Door Window Regulator Replacement - Right Side  
 Causal Part Number  
 -See other Parts and/or Net Items Line Total USD 242.66

Job Card Date: 03/28/2008 Job Card Number: 199404  
 Repair Service Agent 115123 Odometer Reading 31,884 MI  
 MIKE SAVOIE CHEVROLET, INC. Authorization Code  
 1900 W MAPLE RD  
 TROY MI 48064-7105  
 2486438000

Process Date 04/04/2008  
 Transaction Type ZREG---Regular Vehicle Transaction  
 Transaction Expense Category  
 Customer Complaint Code 0000-Converted Claim  
 Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims  
 Labour Op L1197-Fuel Level Sensor Replacement  
 Causal Part Number  
 -See other Parts and/or Net Items Line Total USD 252.44

Job Card Date: 06/13/2007 Job Card Number: 138423

Repair Service Agent 115093  
 JOHN BOWMAN CHEVROLET, INC.  
 8750 DIXIE HWY  
 CLARKSTON MI 48346-2918  
 2486255071

Odometer Reading: 13,057 MI  
 Authorization Code:

Process Date  
 06/15/2007

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 R0260-Cable, Coaxial Antenna Lead-In (Standard) - Replace

Causal Part Number

Line Total USD 60.56

Job Card Date: 10/18/2006

Job Card Number: 241793

Repair Service Agent 115114  
 CHAMPION CHEVROLET, INC.  
 5000 E GRAND RIVER  
 HOWELL MI 48843-9101  
 5175458800

Odometer Reading 6 MI  
 Authorization Code

Process Date  
 10/27/2006

Transaction Type  
 ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 2.73

Job Card Date: 10/11/2006

Job Card Number: A65067

Repair Service Agent 115114  
 CHAMPION CHEVROLET, INC.  
 5000 E GRAND RIVER  
 HOWELL MI 48843-9101  
 5175458800

Odometer Reading 0 MI  
 Authorization Code

Process Date  
 10/17/2006

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 104.72



[Logout](#)

March 31, 2011

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.

Vehicle Information

VIN	1GNDT13S872	Model	CT15506-2007 TRAILBLAZER 4WD
Service Contract No		Branded Title No	
Order Type	70 - RETAIL - STOCK	Warranty Block No	
Field Actions	<a href="#">Open</a>	PDI Status	No

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	115114	Invoice Date	10/11/2006
CHAMPION CHEVROLET, INC.			
5000 E GRAND RIVER			
HOWELL MI 48843-9101 5175458800			

Ship to Information

Invoicing Service Agent	115114	Ship to Date:	N/A
CHAMPION CHEVROLET, INC.			
5000 E GRAND RIVER			
HOWELL MI 48843-9101 5175458800			

Delivery Information

Delivery Service Agent	115143	Delivery Date	10/28/2006
WALDECKER CHEVROLET INC.		Delivery Type	032—RETAILLEASE-EMPLOYEEESTOCK(GMS)
880 S GRAND		Delivery Odometer	168
FOWLERVILLE MI 48836-8970 5172239142			

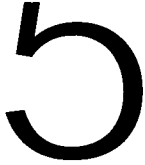
In Service Information

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

313.665.3387 *tel*  
313.665.0911 *fax*

Lawrence Harrington  
Claims Administrator

April 5, 2011

[REDACTED]  
SHELBY, OH [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 726412  
Our Client: General Motors LLC  
Date/Event: 3/12/2011  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDT13S872 [REDACTED]

Dear Mr. [REDACTED]

ESIS is the third party claim administrator for General Motors LLC (GM). We have been put on notice of a claim involving property damage as a result of an alleged manufacturer's product defect. Please provide the following information listed below.

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

**The following items are mandatory:**

1. Color photos taken of the area of the subject vehicle damaged in the event and the Vehicle Identification Number (VIN) Plate. Please do not send originals, as they may not be returned.
2. A copy of the police and/or fire report, if applicable.
3. A written summary of the facts surrounding your claim. This should include events prior to and immediately following the incident.
4. A copy of the title for the subject vehicle. Please do not send the original, as it may not be returned.
5. If the subject vehicle is repairable, send a written repair estimate which includes a list of parts, cost breakdown, and total dollar amount.

**The following items are recommended:**

6. Advise if you noted anything wrong or unusual about the vehicle prior to the incident.

7. Provide copies of all available maintenance, warranty, or repair orders on the subject vehicle. If you performed service or maintenance work on the subject vehicle, a chronological summary of operations performed is needed. .
8. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies of relevant installation receipts.
9. Did you receive any Recall Notices for the subject vehicle? If so, please provide copies of the notices.
10. Advise if there is any property damage other than the subject vehicle.

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

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

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, we will contact you with our position. If we do not receive the requested information within ninety (90) days from the date of this letter, we will assume that you are not pursuing this matter and will be closing our file.

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

If you have any questions, please contact ESIS at 313.665.3387

Sincerely,

*Lawrence Harrington*

Lawrence Harrington  
Claims Administrator



**Received from BRC**  
State Farm Insurance Companies®



March 7, 2010

P.O. Box 3020  
Newark, OH 43058-3020  
1-800-886-4670

Chevrolet  
Atten: Customer Claims Resolution Group  
PO Box 33170  
Detroit, MI 48232-5170

RE: Claim Number: [REDACTED]  
Insured: [REDACTED]  
Date of Loss: March 05, 2011  
Vehicle: 2007 Chevrolet Trailblazer  
VIN Number: 1GNDT13S872 [REDACTED]

**RECEIVED**  
APR 29 2011  
ESIS-GM CLAIMS UNIT

**CERTIFIED MAIL – RETURN RECEIPT REQUESTED**

Dear Customer Claims Resolution Group:

This notice is to advise the damage to our insured's vehicle was caused from a manufacture defect. Our investigation indicates that Chevrolet Motor Company is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to Chevrolet.

In order to assist you in evaluation and processing the subrogation claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by our customer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim or (2) disclose or share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Enclosed is our supporting documentation for your review. At this time we are seeking reimbursement in the total of \$1,376.61. Please mail a draft payable to State Farm Insurance to the following address:

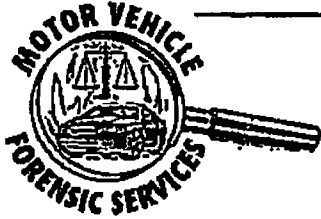
**State Farm Insurance**  
**Atten: Claim#35-Z505-827**  
**PO Box 3020**  
**Newark, OH 43058**

Please feel free to contact me with any questions regarding this matter at the toll free number listed below.

Sincerely,

A handwritten signature in black ink that reads "Maria Fisher" followed by a stylized flourish.

**Maria Fisher**  
**1-800-886-4670 ext 3643528**  
**Claim Representative**  
**MAZ Collections/ Subrogation**  
**State Farm Mutual Automobile Insurance Company**



5255 Commerce Parkway West • Parma • OH • 44130  
Phone: (440)887-0645 • Fax: (216)398-7202

March 17, 2011

State Farm Insurance Company  
1440 Granville Road  
Newark, Ohio 43055

ATT: Mr. Dave Howell

RE:	INSURED:	[REDACTED]
	TYPE OF VEHICLE:	2007 Chevrolet Trailblazer
	DATE OF LOSS:	March 5, 2011
	CLAIM NO:	[REDACTED]
	OUR FILE NO:	PE100 ✓

Dear Mr. Howell:

This report is in regard to the fire origin and cause evaluation of a 2007 Chevrolet Trailblazer bearing short VIN [REDACTED]. Examination of the subject vehicle took place at the residence of Ms [REDACTED] in Columbus, Ohio.

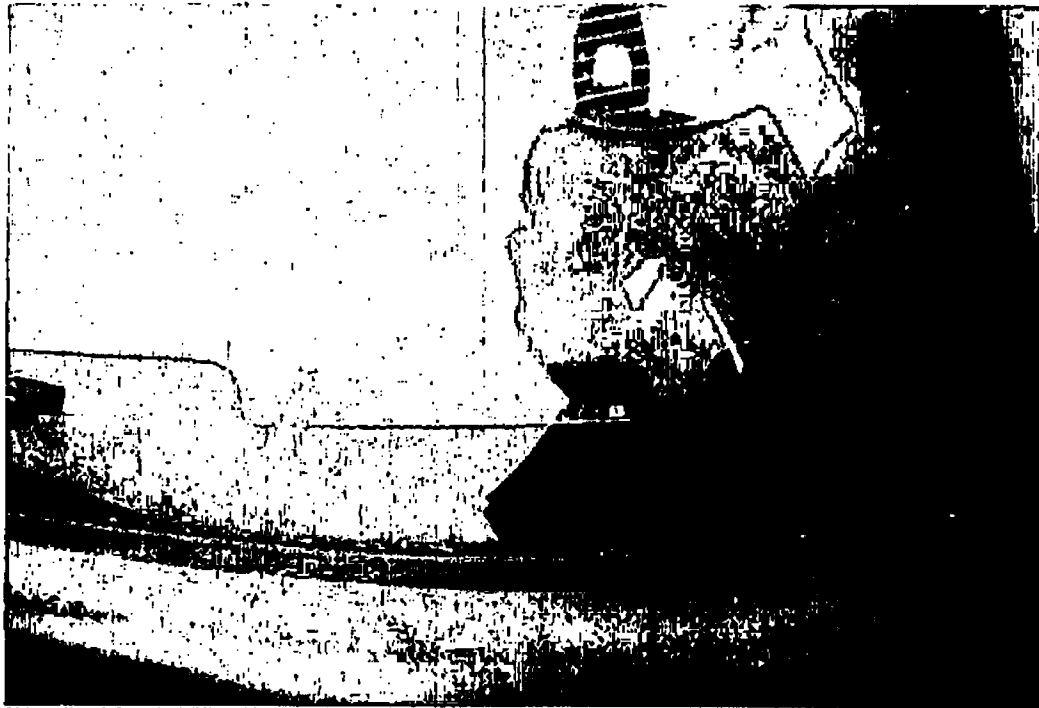
Prior to the evaluation, we were informed that the insured had parked the vehicle in the parking lot of a store, entered the store, and upon exiting the store she attempted to unlock the vehicle with the remote key fob at which time a fire was noted in the left side door of the vehicle. The fire department responded. The fire was small and was isolated to the door panel area. The fire department removed the left side window and door lock control module, cut some of the wiring and removed some of the wiring from the module and stated that the vehicle would be safe to drive at that point.

We were asked by your office to perform an examination of the subject vehicle and determine the cause of the vehicle fire.

As part of the evaluation, I was able to interview Ms [REDACTED]. Ms [REDACTED] indicated that she is a smoker, although she does not recall smoking in the vehicle prior to the fire. Ms [REDACTED] indicated that she was not aware of having any problems with the power window or lock switches. She indicated that she was in the store for a significant amount of time and was unaware of any problems with the vehicle. No recent work had been performed on the vehicle.

Examination of the subject vehicle began with verification that the VIN number, seen in Figure No. 1, matched the VIN supplied by your office. The VIN did match and positively identified the subject vehicle. At this point I proceeded with my inspection.

FIGURE #1



Figures No. 2, 3 and 4 show exterior views of the vehicle. No exterior collision related damage was found. Examination revealed that only minor fire damage was present in the interior of the vehicle and it did not progress to the exterior of the vehicle.

FIGURE #2



FIGURE #3

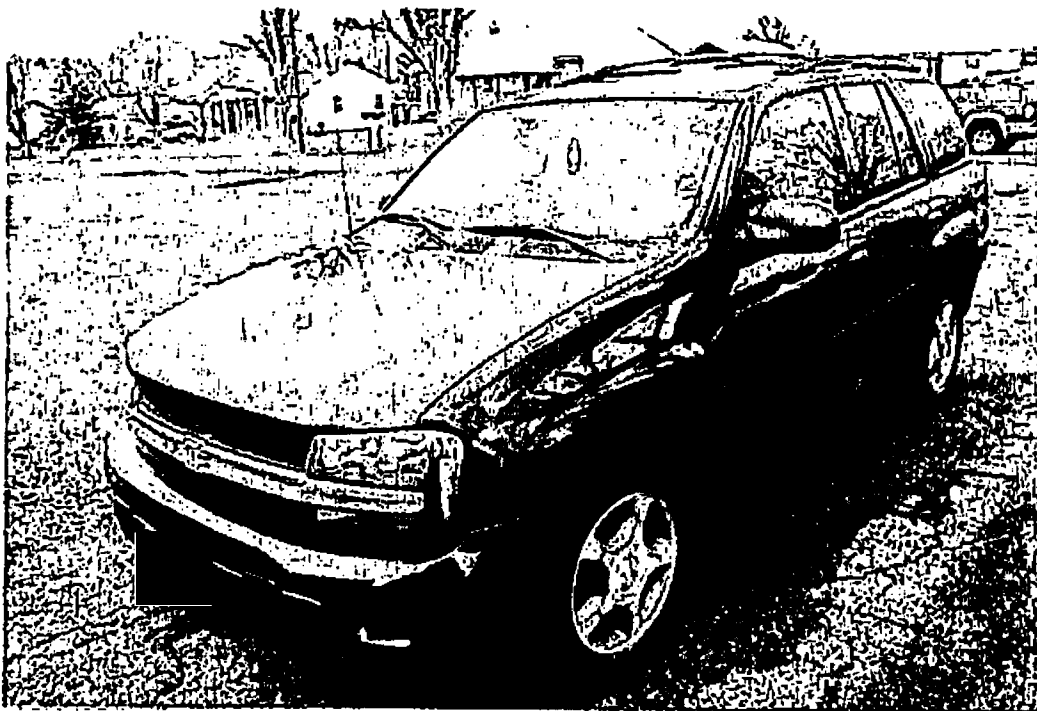


FIGURE #4



Figure No. 5 shows a view of the left front door. The door module had been removed by the fire department. Several of the wiring harnesses for the door module that controlled the windows and the locks had been removed by the fire department. The module was retained in the vehicle. Please note that only a minor fire occurred. The fire erupted within the door panel assembly at the electrical circuit board area of the module. There was minimal exterior fire damage. It was determined that this was not a smoking related fire.

FIGURE: #5



Figures No. 6 and 7 show closer views of the area of fire origination. The electrical switch that controls the windows and the power door locks is the area of origination. The fire erupted within the switch assembly.

FIGURE #6

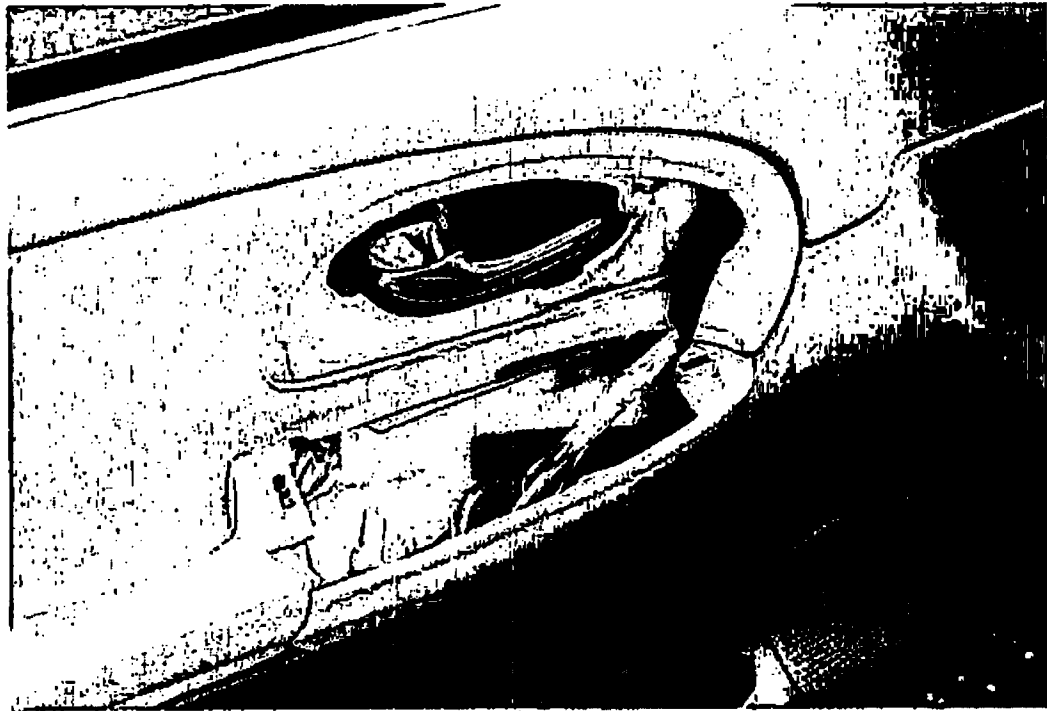


FIGURE #7





Figure No. 8 shows a view across the forward occupant compartment area. The module was located on the front seat area of the vehicle. Please note that there are signs of fire damage on the underside of the module that emitted from the circuit board area in an upward and outward progression. The opposing side of the module, i.e. the side that faced the driver, showed no evidence of fire damage. The fire clearly erupted within the module assembly and inside the door panel, therefore smoking was ruled out as a possible cause. During the examination of the vehicle, I found no evidence of aftermarket component installation that may have caused or contributed to this event.

FIGURE #8

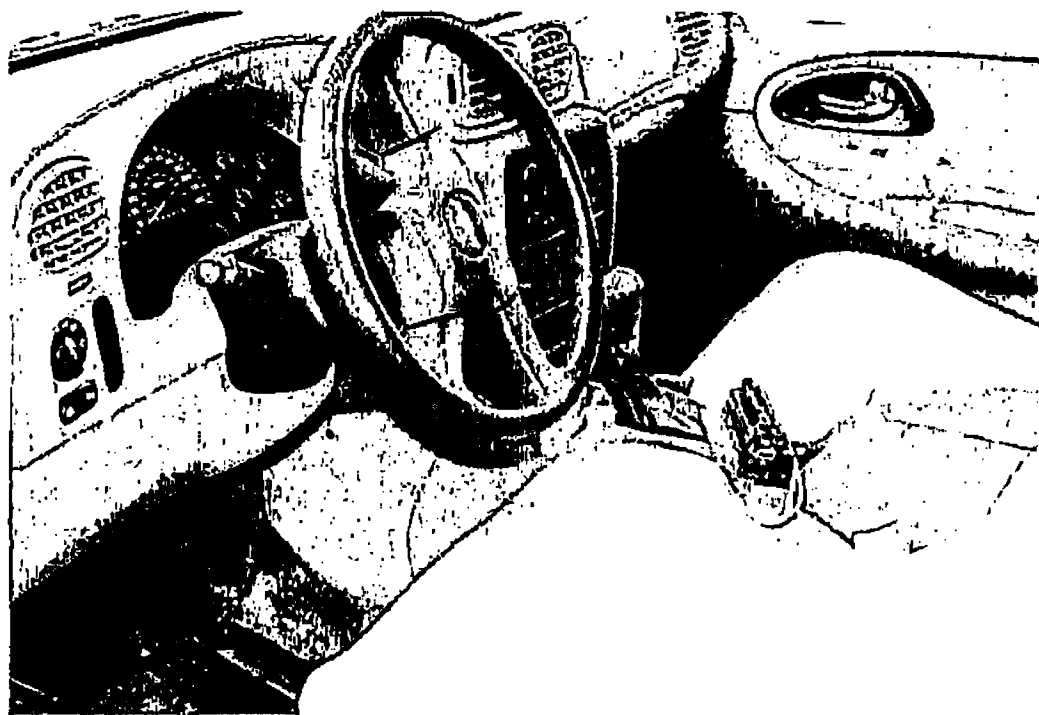


Figure No. 9 shows a view of the center dash area and again indicates no evidence of aftermarket components.

FIGURE #9

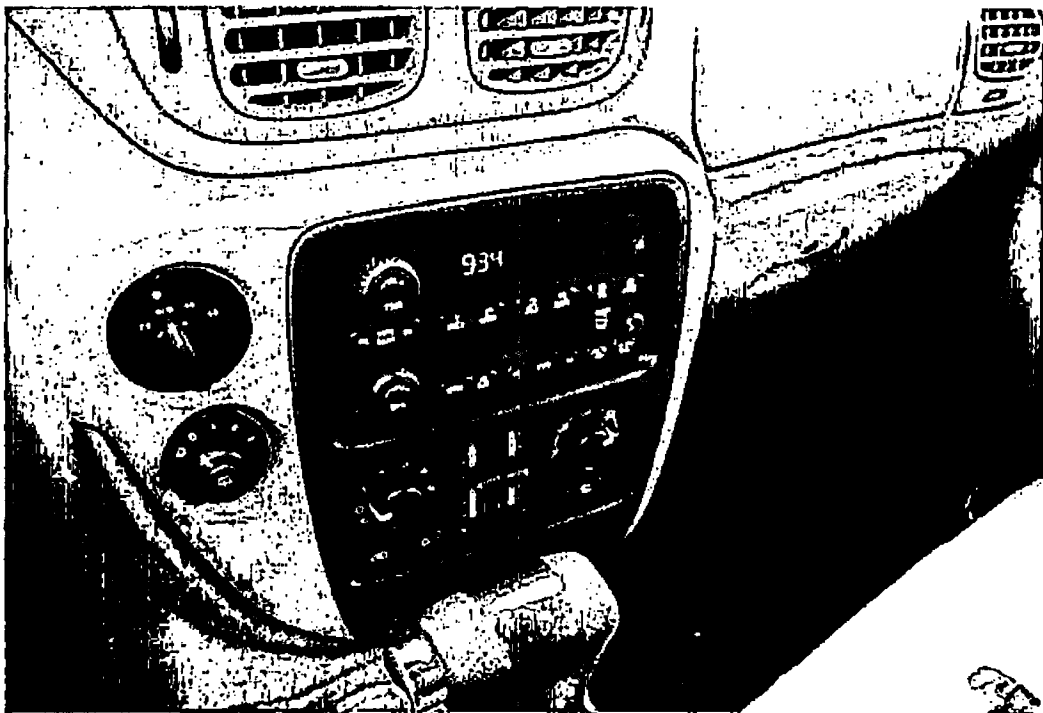


Figure No. 10 shows a view of the surface side of the module. Please note that the plastic escutcheon around the module showed no evidence of fire or heat damage. The fire damage in the module assembly took place below the main power cutoff switch in the most forward portion of the module.

FIGURE #10

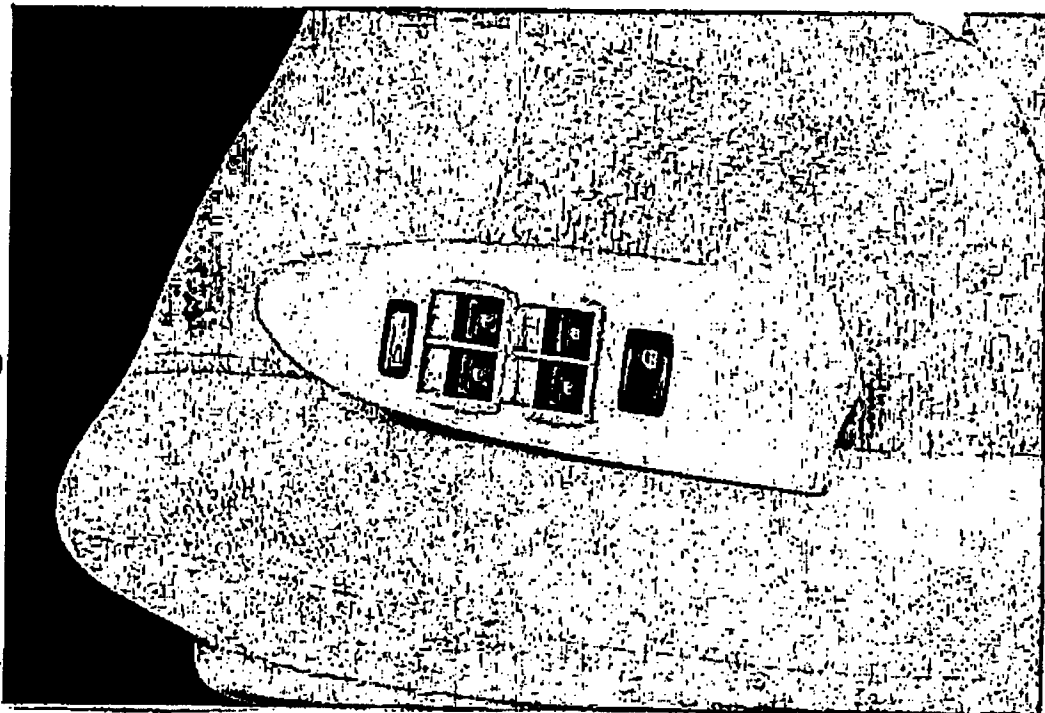
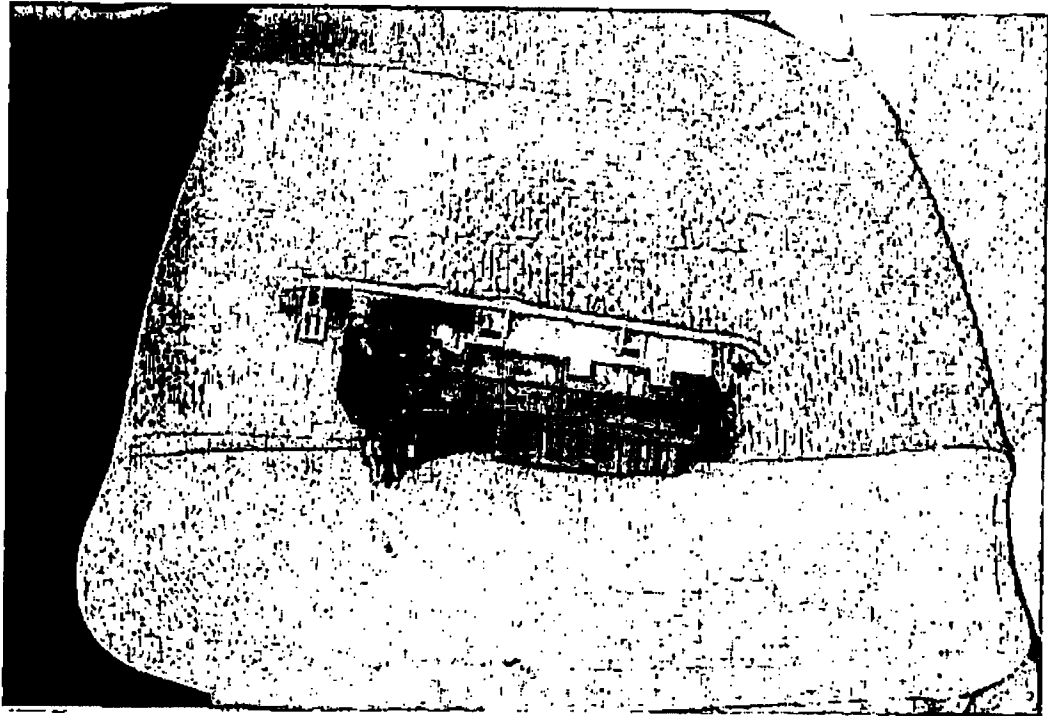


Figure No. 11 shows a side view of the module and indicates the area where the fire erupted. The fire erupted within the circuit board area and rose in a typical upward and outward progression. The fire was small and was confined to this area.

FIGURE #11



At this time the vehicle was started. After the fire it was complained that several of the warning indicator lights had illuminated on the instrument cluster. The warning indicator lights on the instrument cluster were determined to be a result of the removal of the module as it is controlled by the body control module.

FIGURE #12

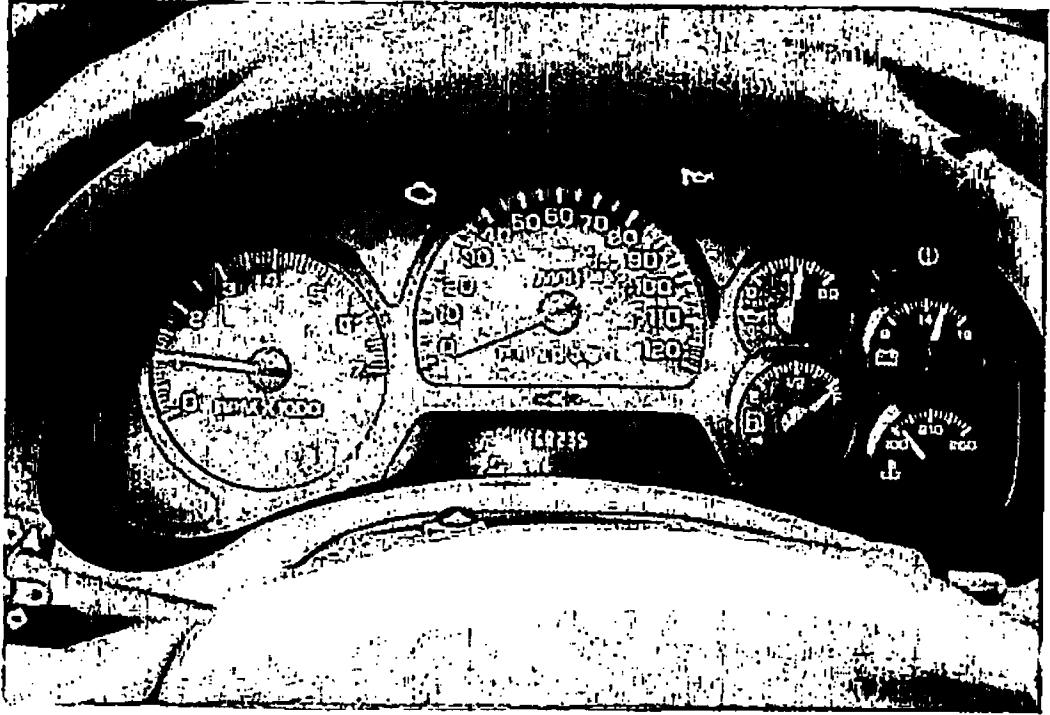


Figure No. 13 shows a view of the current mileage on the vehicle, 68.235 miles.

FIGURE #13

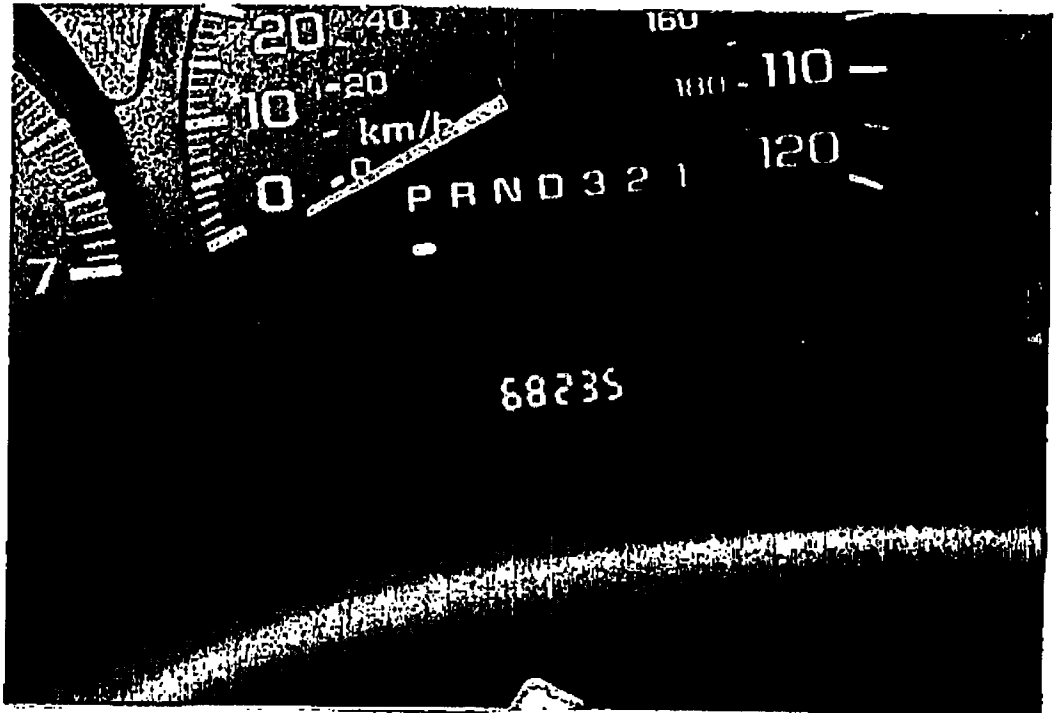


Figure No. 14 shows a view of the identification number for the module.

FIGURE #14



Figures No. 15, 16 and 17 show views of the area of fire origination, which was within the circuit board and connector area of the module. Please note that within the circuit board and connector area there is evidence of beading and electrical activity. This would indicate an isolated electrical fault within the circuit board and module assembly. This resulted in the small fire that took place within the module area and extended to the door panel.

FIGURE #15



FIGURE #16



FIGURE #17



The module has not been disassembled at this point due to the fact that a third party evaluation may become necessary. Should this evaluation become necessary, please contact my office and arrangements will be made.

The module is being maintained at the office of Motor Vehicle Forensic Services for evidence. Should any further evaluation become necessary, please feel free to contact me at any time.

Following a thorough and complete evaluation of all remaining evidence in this case, and based on my knowledge, training and years of experience as a Forensic Mechanic and Vehicle Fire Investigator, it is my professional opinion that the fire erupted within the module assembly for the left front door and window motors. The fire took place at and around the circuit board area with minimal upward and outward progression. The door panel became involved.

It is my opinion that a fault within the circuit board area of the vehicle was the cause of the fire. Further evaluation was not performed due to the fact that destructive testing would be necessary. Examination of the electrical schematics indicated that battery power is supplied to this module at all times. This supplied the electrical current for the fault to take place and create the fire in the module assembly.

If I can be of any further assistance in this matter, please feel free to contact me at any time.

Respectfully Submitted,



Mark Sargent  
Forensic Mechanic  
Licensed Investigator  
Ohio License No. 6868  
ASE Recertified Master Technician

MS/sk





RBZ00032  
date: 04-22-11  
time: 01:29 PM

route to: Weekly, Susan

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

# VEHICLE DAMAGE REPORT

~~claim number~~  
[Redacted]

date of loss  
03-05-11

```

*****
* Estimate Vehicle Info *
* *
* Vehicle Owner: [Redacted] *
* Vehicle Description: 07 CHEV TRAILBLAZER 4X4 4D UTV DARK BLU *
* *
*****

```

03/22/2011 AT 05:38 PM  
15256

JOB NUMBER: 207787

BYERS CHEVROLET  
FEDERAL ID #:314139860  
WE FIX ALL MAKES AND MODELS  
555 W. BROAD ST  
P.O. BOX 163158  
COLUMBUS, OH 43215  
(614)737-7213 FAX: (614)228-4255

SUPPLEMENT OF RECORD 2 WITH SUMMARY

WRITTEN BY: PATRICK BOYLAN 03/22/2011 05:36 PM  
ADJUSTER: DAVE HOWELL (614)898-8000

INSURED: [REDACTED] CLAIM: [REDACTED]  
OWNER: [REDACTED] POLICY #: [REDACTED]  
ADDRESS: [REDACTED] DEDUCTIBLE: \$250.00  
COLUMBUS, OH [REDACTED] DATE OF LOSS: 03/05/2011 AT 03:30 PM  
EVENING: [REDACTED] TYPE OF LOSS: COMPREHENSIVE  
POINT OF IMPACT: 10. LEFT FRONT PIL  
DAY: ()-

INSPECT  
LOCATION: INSD RESIDENCE

INSURANCE STATE FARM INSURANCE COMPANIES BUSINESS: (888)816-6937  
COMPANY: WESTERVILLE SERVICE CENTER DAYS TO REPAIR  
P.O. BOX 6121  
WESTERVILLE, OH 43086-6121

VEHICLE DROP OFF DATE:03/10/2011 REPAIR START DATE:03/10/2011  
PROMISE DATE:03/17/2011 REPAIR COMPLETION DATE:03/22/2011  
VEHICLE PICK UP/RETURN DATE:03/22/2011

2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV DARK BLUE INT:GRAY  
VIN: 1GNDT13S872 [REDACTED] LIC: [REDACTED] OH PROD DATE: ODOMETER: 68235  
BUCKET SEATS CLOTH SEATS ALUMINUM/ALLOY WHEELS  
TRAILERING PACKAGE AUTOMATIC TRANSMISSION 4 WHEEL DRIVE  
OVERDRIVE POWER STEERING TILT WHEEL  
POWER BRAKES 4 WHEEL DISC BRAKES ANTI-LOCK BRAKES (4)  
TINTED GLASS POWER WINDOWS REAR WINDOW WIPER  
AM RADIO FM RADIO STEREO  
SEARCH/SEEK CD PLAYER POWER LOCKS  
AIR CONDITIONING CRUISE CONTROL DRIVER AIR BAG  
PASSENGER AIR BAG CONSOLE/STORAGE DIGITAL CLOCK  
INTERMITTENT WIPERS POWER MIRRORS DUAL MIRRORS  
LUGGAGE/ROOF RACK CLEAR COAT PAINT

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
N 1#	RPR	INITIAL DIAGNOSIS				1.0	M
2		FRONT DOOR					
3	REPL	LT DOOR TRIM PANEL CHEVROLET GRAY	1		255.71	0.7	
4#	REPL	LT DOOR TRIM PANEL INSULATOR	1		98.42	0.3	

03/22/2011 AT 05:38 PM  
15256

JOB NUMBER: 207787

SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV DARK BLUE INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
5#	REPL	LT FRT DOOR WINDOW SWITCH	1		296.59	INCL.*	
6#	SUBL	PROGRAM WINDOW SWITCH TO VEHICLE	1		70.00	T	
7#	REPL	LT FRT DOOR WINDOW SWITCH CONNECTOR	1		33.86	0.3	M
8#	REPL	LT FRT DOOR MIRROR SWITCH	1		53.98	INCL.*	
9#		*****MISC. ITEMS*****	1				
N 10#	S01	SUBL CLEAN & DEODORISE INTERIOR	1		225.00	T	
11#	S01	TRANSPORTATION TO & FROM TRIM SHOP	1		40.00		
12#	S02	FINAL BILL	1				
13		OTHER CHARGES					
14#		TOWING	1		81.00		
SUBTOTALS ==>					1154.56	2.3	0.0

LINE 1 : VEHICLE WAS TOWED IN BECAUSE THE ASSIGNMENT STATES THAT THERE WAS AN ELECTRICAL FIRE IN THE LEFT DOOR TRIM PANEL AND THE DASH. NECESSARY TO TRACE WIRING AND MAKE SURE THAT THE PROBLEM WAS ISOLATED IN THE LEFT FRONT DOOR ONLY. SOMEONE HAS REMOVED THE LEFT FRONT DOOR WINDOW SWITCH BEFORE THE VEHICLE WAS TOWED IN.

LINE 10 : SUBLET REPAIR TO J&J AUTO UPHOLSTRY, 212 S GLENWOOD AVE., COLUMBUS, OH 43223. PH#614-221-4750

PARTS			778.56
BODY LABOR	1.0 HRS	@ \$ 44.00/HR	44.00
MECHANICAL LABOR	1.3 HRS	@ \$ 70.00/HR	91.00
SUBLET/MISC.			295.00
OTHER CHARGES			81.00
SUBTOTAL			\$ 1289.56
SALES TAX		\$ 1289.56 @ 6.7500%	87.05
GRAND TOTAL			\$ 1376.61
ADJUSTMENTS:			
DEDUCTIBLE			250.00
CUSTOMER PAY			\$ 250.00
INSURANCE PAY			\$ 1126.61

03/22/2011 AT 05:38 PM  
15256

JOB NUMBER: 207787

SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV DARK BLUE INT:GRAY

BYERS COLLISION CENTER GUARANTEES AGAINST DEFECTS IN WORKMANSHIP FOR AS LONG AS THE ORIGINAL OWNER OWNS THE VEHICLE. DEFECTS IN PARTS ARE GUARANTEED BY THE PARTS SUPPLIER AND/OR THE INSURANCE CARRIER. REFINISH MATERIALS ARE GUARANTEED FOR AS LONG AS THE ORIGINAL OWNER OWNS THE VEHICLE. REPAIRS THAT FALL UNDER THIS "LIMITED" WARRANTY MUST BE PERFORMED ONLY AT THE BYERS COLLISION CENTER. THE BYERS COLLISION "LIMITED" WARRANTY DOES NOT APPLY TO 2ND OWNERS, STONE CHIPS, RUST REPAIRS, RUST DAMAGE AND PAINTED URETHANE BUMPERS WHICH HAVE "FLEXED" DUE TO IMPACT.

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD. DUE TO UNFORESEEN CIRCUMSTANCES BEYOND THE CONTROL OF BYERS COLLISION CENTER, COMPLETION AND DELIVERY DATES ARE TO BE CONSIDERED AN APPROXIMATE DATE OF COMPLETION OF THE REPAIRS. DELIVERY DATES ARE NOT GUARANTEED AND BYERS COLLISION CENTER IS NOT RESPONSIBLE FOR VEHICLE RENTAL COSTS INCURRED BY YOU AFTER THE ESTIMATED COMPLETION DATE.

SIGNATURE \_\_\_\_\_

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DRIGN02, CCC DATA DATE 03/01/2011, 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.

03/22/2011 AT 05:38 PM  
15256

JOB NUMBER: 207787

SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV DARK BLUE INT:GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
12#	S02	FINAL BILL	1				
SUBTOTALS ==>					0.00	0.0	0.0

PARTS	0.00
SUBTOTAL	\$ 0.00

ESTIMATE	1360.59	GARY HENKEL
SUPPLEMENT S01	16.02	GARY HENKEL
SUPPLEMENT S02	0.00	PATRICK BOYLAN
JOB TOTAL	\$ 1376.61	

CUSTOMER PAY	\$ 250.00
INSURANCE PAY	\$ 1126.61

BYERS COLLISION CENTER GUARANTEES AGAINST DEFECTS IN WORKMANSHIP FOR AS LONG AS THE ORIGINAL OWNER OWNS THE VEHICLE. DEFECTS IN PARTS ARE GUARANTEED BY THE PARTS SUPPLIER AND/OR THE INSURANCE CARRIER. REFINISH MATERIALS ARE GUARANTEED FOR AS LONG AS THE ORIGINAL OWNER OWNS THE VEHICLE. REPAIRS THAT FALL UNDER THIS "LIMITED" WARRANTY MUST BE PERFORMED ONLY AT THE BYERS COLLISION CENTER. THE BYERS COLLISION "LIMITED" WARRANTY DOES NOT APPLY TO 2ND OWNERS, STONE CHIPS, RUST REPAIRS, RUST DAMAGE AND PAINTED URETHANE BUMPERS WHICH HAVE "FLEXED" DUE TO IMPACT.

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SIGNATURE \_\_\_\_\_

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03/22/2011 AT 05:38 PM  
15256

JOB NUMBER: 207787

SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV DARK BLUE INT:GRAY

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR1GN02, CCC DATA DATE 03/01/2011, 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.

03/22/2011 AT 05:38 PM  
15256

JOB NUMBER: 207787

SUPPLEMENT OF RECORD 2 WITH SUMMARY  
2007 CHEV TRAILBLAZER 4X4 LS 6-4.2L-FI 4D UTV DARK BLUE INT:GRAY

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: AUTOMATICALLY 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: 0

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



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May 2, 2011

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)

### Vehicle Information

VIN 1GNDT13S872 [REDACTED] Model: CT15508-2007 TRAILBLAZER 4WD  
 Service Contract No Branded Title: No Warranty Block: No PDI Status No  
 Order Type: 50 - FLEET  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### Branded Title

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

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	02/21/2010	04/12/2007	10 MI	04/12/2010	35,010 MI
	Corrosion Limited Warranty	02/21/2010	04/12/2007	10 MI	04/12/2013	100,010 MI
	Emission Select State Component Ltd Wty	02/21/2010	04/12/2007	10 MI	04/12/2014	70,010 MI
	Emission Select Component Ltd Wty	02/21/2010	04/12/2007	10 MI	04/12/2015	80,010 MI
	Powertrain Limited Warranty	02/21/2010	04/12/2007	10 MI	04/12/2012	100,010 MI
	Emission Limited Warranty	02/21/2010	04/12/2007	10 MI	04/12/2010	50,010 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
02/20/2009	110935	ZREG—Regular Vehicle Transaction		ZZ084 - ROADSIDE SERVICE (FLAT TIRE)	5,602 MI
01/13/2009	428828	ZREG—Regular Vehicle Transaction		L0616 - Evaporative Emission Canister Vent Solenoid Valve Replacement	40,299 MI

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May 2, 2011

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 1GNDT13S87[REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status No  
 Order Type 50 - FLEET  
 Field Actions: [Open](#)

**For this vehicle:**

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

**Vehicle Build**

Model CT15506-2007 TRAILBLAZER 4WD Order Number KTTTP16  
 Gross Vehicle Weight 2,611 Build Date 04/11/2007  
 Build Plant 2-

**Option Codes**

\*RVH 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       |
| 37U - IMPERIAL BLUE METALLIC   | 6FB - COMP FRT LH COMPUTER SEL SUSP  |
| 7FB - COMP FRT RH COMPUTER SEL SUSP  | 8UY - COMPONENT RR LH COMPUTER SEL   |
| 9UY - COMPONENT RR RH COMPUTER SEL   | 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  | BQ2 - AVIS RENT A CAR                |
| BZ7 - GM PRODUCTION WEEK #16   | C49 - REAR WINDOW DEFROSTER          |
| C5N - GVW RATING - 5750 LBS  | CJ3 - CLIMATE CONTROL                |
| DAY - ASSEMBLY PLANT MORAIN, OH#0  | OP2 - POWER OSRV MIRRORS             |
| DT4 - ASHTRAY AND LIGHTER  | EVA - EVAP EMISSION REQUIREMENT      |
| 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  
 NU5 - EMISSION SYSTEM CALIFORNIA  
 PDC - PWR SEAT ADJUST-DRIVER, 8 WAY  
 R6F - IDENTIFY B CODE USERS  
 R6P - SPECIAL PAINT  
 R9N - LEATHER SEAT TRIM  
 T61 - DAYTIME RUNNING LIGHTS  
  
 TB4 - LIFTGATE  
 U2J - DELETE XM SATELLITE RADIO  
 UA6 - THEFT DETERRENT ALARM SYSTEM  
 UJ6 - TIRE PRESSURE MONITOR  
 V1K - LUGGAGE RACK CROSS-BARS  
  
 VK3 - FRONT LICENSE PLATE BRACKET  
  
 VXS - COMPLETE VEHICLE LABEL  
 YA7 - CALIF. ASSY. LINE EMISSION TEST  
 YD5 - BASE FRONT SPRING  
 YF5 - 50-STATE EMISSIONS  
 ZNF - SPARE, ALL-SEASON TIRE  
 ZY1 - SOLID PAINT

INSTALLED  
 K34 - CRUISE CONTROL  
 LL8 - ENGINE, VORTEC 4.2L SFI I6  
 N40 - POWER STEERING  
 NP8 - 2-SPEED ACTIVE TRANSFER CASE  
 NZ3 - 16" FULL SIZE SPARE WHEEL  
 QT1 - ALL-SEASON TIRES  
 R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL  
 R7M - ONSTAR DELETE  
 R9X - XM RADIO STANDARD IDENTIFER  
 T98 - STAMPING VEHICLE IDENT NUMBER  
 TFD - RETAIL AMENITY DELETE  
 U73 - FIXED MAST ANTENNA  
 UB0 - AM/FM STEREO W/CD  
 UY7 - TRAILER WIRING HARNESS  
 V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA  
 VN9 - DAILY RENTAL REPURCHASE PROGRAM  
 X88 - CHEVROLET CONVERSION  
 YD3 - BASE AXLE  
 YD6 - BASE REAR SPRING  
 YT1 - DAILY RENTAL FLAT RATE DEPREC.  
 ZW7 - PREMIUM RIDE SUSPENSION

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#### Added Option Codes

Vehicle has no current record of SAIO codes.

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Global Warranty Management: Site Map

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May 2, 2011

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

| (2)

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

#### Vehicle Information

VIN 1GNDT13S872 [REDACTED]      Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No      Branded Title: No      Warranty Block: No      PDI Status: No  
 Order Type: 50 - FLEET  
 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 704010044
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NAX
Date Scanned: 04/11/2007	Time Scanned 08:42:00      Scan Station: 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 005450927
Source Plant S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast F9A
Date Scanned: 04/11/2007	Time Scanned 09:51:00      Scan Station: 05
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability 0BN496939
Source Plant N-	Part / Number Broadcast JN
Date Scanned 04/11/2007	Time Scanned 08:53:00      Scan Station: 03
Component Code 61-TRANSMISSION	Traceability 45832205
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 7TDD
Date Scanned: 04/11/2007	Time Scanned 08:50:00      Scan Station: 02
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability 4DF29197
Source Plant G-	Part / Number Broadcast UM1
Date Scanned: 04/11/2007	Time Scanned 09:40:00      Scan Station: 12
Component Code 65-REAR AXLE ASSEMBLY	Traceability 081076346
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast ZM4
Date Scanned: 04/11/2007	Time Scanned 09:33:00      Scan Station: 11
Component Code 82-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00126686
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3172
Date Scanned 04/11/2007	Time Scanned 10:58:00      Scan Station: 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 1H3MBZB
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2395
Date Scanned 04/11/2007	Time Scanned 13:24:00      Scan Station: 06
Component Code AL-IR-MODULE ASM-IP	Traceability 4BAHF37
Source Plant M-MORTON-THIokol	Part / Number Broadcast 8435
Date Scanned: 04/11/2007	Time Scanned: 09:42:00      Scan Station: 04
Component Code CC-SEQ NUM (FLEX) BODY ASM	Traceability 1810702
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned: 03/31/2007	Time Scanned 03:01:00      Scan Station:
Component Code CD-SEQ NUM (FLEX) BODY ASM	Traceability 3168584

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 04/05/2007	Time Scanned: 17:04:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3168549
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 04/10/2007	Time Scanned: 17:28:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3167735
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 04/11/2007	Time Scanned: 01:28:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3167957
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 04/11/2007	Time Scanned: 01:55:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

Global Warranty Management Site Map

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Logout

May 2, 2011

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: 1GNDT13S872 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No POI Status: No  
 Order Type: 50 - FLEET  
 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: 02/20/2009 Job Card Number: 110935  
 Repair Service Agent: 207453 Odometer Reading: 5,602 Mi  
 GM ROADSIDE ASSISTANCE/CCAS Authorization Code:  
 ONE CABOT RD  
 MEDFORD MA 02155-5117

Process Date: 02/27/2009  
 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 Z2084-ROADSIDE SERVICE (FLAT TIRE)  
 Causal Part Number  
 -See other Parts and/or Net Items Line Total: USD 42.21

Job Card Date: 01/13/2009 Job Card Number: 428828  
 Repair Service Agent: 125251 Odometer Reading: 40,299 MI  
 ENTERPRISE RENT A CAR Authorization Code:  
 600 CORPORATE PARK DR, 4TH FLOOR  
 SAINT LOUIS MO 63105-4204

Process Date: 05/19/2009  
 Transaction Type: ZREG—Regular Vehicle Transaction  
 Transaction Expense Category: Policy  
 Customer Complaint Code: 0000-Converted Claim  
 Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims  
 Labour Op L0616-Evaporative Emission Canister Vent Solenoid Valve Replacement  
 Causal Part Number  
 -See other Parts and/or Net Items Line Total: USD 291.14

Global Warranty Management: Site Map

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May 2 2011

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: 1GNNDT13S872 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title: No Warranty Block No PDI Status: No  
 Order Type: 50 - FLEET  
 Field Actions [Open](#) [REDACTED]

Invoice Information

Invoicing Service Agent 119587 Invoice Date 04/11/2007  
 MORENO VALLEY CHEVROLET  
 12625 AUTO MALL DR  
 MORENO VALLEY CA 92555-4408 8514853500

Ship to Information

Invoicing Service Agent 138976 Ship to Date N/A  
 AVIS R.A.C.  
 230 HARBOR WY  
 SAN FRANCISCO CA 94124-2472

Delivery Information

Delivery Service Agent 119587 Delivery Date 04/12/2007  
 MORENO VALLEY CHEVROLET Delivery Type 020-DAILYRENTAL  
 12625 AUTO MALL DR Delivery Odometer 10  
 MORENO VALLEY CA 92555-4408 8514853500

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.	71-951292195	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	Kingsley	Involved Dir		Safety	Yes
State	MI ZipCd	Con Acct		Source	Phone	Updated	5/25/2011 03:40:50 PM
Serial #/VIN	1GNDT13S962	Model Year	2006	Priority	Medium License #	Owner	RANGELD
Make	Chevrolet	Warr. Start	05/29/2006	Status	Open	Opened	5/25/2011 10:57:43 AM
Model	TrailBlazer	Mileage	75000	Sub-Status		Closed	
Abstract	(es)PAR Electrical - Power Door Lock Motor / Switch / Wiring						
Customer Description	This is a BRC Par Case, Do not assume case. Forward any inquiries to Delta at ext 11350						

### Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	5/9/2011 08:00:00 AM	N	0	0	Oiled/Dirt and Gravel	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'9"		none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a		All State Insurance					
Incident Loc	cust home	Incident Desc	went to get into veh. smelled like an electrical burn smell, looked around and saw flames coming from drivers side door switch panel. flames went out					
Component	door switch	Damage Desc	door switch on drivers door					
Vehicle Loc	cust has veh	Add'l Info	n/a					
Emgcy Svc Names	n/a	Makr Loc	KCS Auto					

### PAR Detail

Collision	N	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	Prop Est Repair Cost	\$0.00
Last Service Date		Loc Last Service		Property Location	n/a	Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	n/a	ExplaIn Other	escalate to esis		
Primary Veh Use	Personal	Inspection Type	Thermal Event						
Veh Damage Description	switches on drivers door burnt								



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 03:41:04 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 GIPAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 12:53:39 PM	RANGELD	RANGELD	Research	Case Update	Done	5/25/2011 01:18:18 PM	1GNDY13S962
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

prev sr #'s associated w/cust name or vin  
71-612961156 unable to duplicate concern

no recalls

no prev repairs related to allegation

Dalia Rangel/parfabx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 12:52:26 PM	RANGELD	RANGELD	Outbound Call Customer	Made Contact	Done	5/25/2011 12:53:30 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Crs adv  
calling you back  
Cust adv of vin #  
Cust sis  
any recalls on this concern  
Crs adv  
no recalls on veh

Dalia Rangel/parfabx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 12:49:11 PM	RANGELD	RANGELD	Inbound Call Customer	Voice Mail Received	Done	5/25/2011 12:52:24 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

Cust sta  
i now have vin  
if you can call me back at (231) 844-3158  
i can give that to you

Dalia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:53:34 AM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been p/u by esis
Contact Last Name		Contact First Name		Account		BAC Code	

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:52:59 AM	RANGELD	GARCIAJR	Notify CRM		Done	5/25/2011 03:41:44 PM	escalate file to esis
Contact Last Name		Contact First Name		Account		BAC Code	

escalate file to esis due to

thermal event  
vin not avail

Dalia Rangel/par/abx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:52:16 AM	RANGELD	RANGELD	BRC PAR	Business Case	Done	5/25/2011 11:52:58 AM	case assessment
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

Cust sts had thermal event on veh  
Crs escalated file to esis

#### Data Range/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:38:03 AM	RANGELD	RANGELD	Research		Done	5/25/2011 11:52:15 AM	vin not avail
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:37:51 AM	RANGELD	RANGELD	BRC PAR	Initial Contact- AVM	Done	5/25/2011 11:51:39 AM	called DDMACHEV Ken Wood 616-490-8628
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

Crs adv ddma of cust file  
DDMA's cell phone number is for BRC use only

#### Data Range/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:37:38 AM	RANGELD	RANGELD	BRC PAR	Initial Contact- Dealer	Done	5/25/2011 11:52:10 AM	vin not avail
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
5/25/2011 11:33:05 AM	RANGELD	RANGELD	BRC PAR	Initial Contact- Phone	Done	5/25/2011 11:37:38 AM	cust transferred from cac

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Cust sts  
 went to get into veh.smelled like an electrical burn smell,looked around and saw flames coming from drivers side door switch panel.flames went out on there own  
 took veh to indep mech and he adv to take veh to gm dir due to electrical concern and computer may need to be reporg.  
 has purch switch from indep but switch was not installed on veh  
 purch veh used  
 does not have vin  
 can call back w/vin # when husband gets home  
 main performed at KC's auto  
 not sure when veh was last svc'd  
 Cust aks to adv of thermal event on veh  
 Cts adv  
 will need to escalate file to central claims dept  
 someone will contact you 7-10 business days

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:32:37 AM	RANGELD	RANGELD	BRC PAR	Acknowledgement	Done	5/25/2011 11:33:04 AM	transferred from cac

Contact Last Name	Contact First Name	Account	BAC Code

Continued In Initial

Dalia Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:32:12 AM	RANGELD	RANGELD	BRC PAR	Case Assigned	Done	5/25/2011 11:32:27 AM	Dalia Rangel x11350

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
5/25/2011 11:32:00 AM	RANGELD	RANGELD	Ownership Changed		Done	5/25/2011 11:32:00 AM	Service Request Ownership has changed FROM: MORENOYO TO: RANGELD

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:31:48 AM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	5/25/2011 11:31:48 AM	Ownership Escalated to BRC

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 10:58:52 AM	MORENOTO	MORENOTO	Inbound Call Customer	Complex Request	Done	5/25/2011 11:15:53 AM	driver side door
Contact Last Name	Contact First Name	Account	BAC Code				

cust sts  
-I have a 2006 trailblazer  
-I have the door switch assembly replace  
-there was a fire on the door  
-the fuse never blew, the fire was on the inside on the door  
-there was smoke and a flame  
-I just glad we were not inside the car  
-I have a 18 month old  
-it was the drivers side door  
Original owner? No  
Where purchased? Chevrolet dlr  
If 2nd Owner of Vehicle, when/what mig? I don't remember  
Current approx mig? 75,000  
When 1st notice concern? 5-23-11  
What conditions does concern occur? the car was park next to the house  
Where diagnosed? Independent shop  
Estimated cost of the repak? we have to replace the switch it was about \$300 and the guy told us that we have to take the veh to GM dlr

Toans Moreno/CAC/ATX/T1/LVL 1

Confidential Comments

### UCC Information

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



[Logout](#)

May 26, 2011

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 1GNDT13S96 [REDACTED] Model CT15508-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status No [REDACTED]  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REDACTED]

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

OnStar Equipped Y		OnStar Status Inactive
XM Equipped Y	XM Radio ID U6CUH00D	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
	Corrosion Limited Warranty	05/18/2011	05/26/2006	420 MI	05/26/2012	100,420 MI
	Emission Select Component Ltd Wty	05/18/2011	05/26/2006	420 MI	05/26/2014	80,420 MI
	Bumper to Bumper Limited Warranty	05/18/2011	05/26/2006	420 MI	05/26/2009	36,420 MI
	Certified Used Limited Warranty	05/18/2011	07/13/2009	44,917 MI	07/13/2010	56,917 MI

Certified Used Powertrain 05/18/2011 05/26/2006 420 MI 05/26/2011 100,420 MI  
 Limited Wty

**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
03/20/2008	315408	ZREG---Regular Vehicle Transaction		Z7903 - 3-DAY COURTESY TRANSPORTATION	36,814 MI
03/20/2008	315408	ZREG---Regular Vehicle Transaction		N6800 - Brake System/Traction Control Wiring and/or Connector Repair or Replacement	36,814 MI
03/20/2008	315408	ZREG---Regular Vehicle Transaction		T2020 - Towing	36,814 MI
03/14/2008	315222	ZREG---Regular Vehicle Transaction		N2833 - Exterior Lighting Relay Replacement	35,972 MI
03/14/2008	315222	ZREG---Regular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	35,972 MI
02/19/2008	314274	ZREG---Regular Vehicle Transaction		J9991 - Customer Concern Not Duplicated - Engine Mechanical	35,214 MI
02/19/2008	314274	ZREG---Regular Vehicle Transaction		J0667 - Drive Belt Replacement - Accessory	35,214 MI
01/18/2008	313101	ZREG---Regular Vehicle Transaction		J5490 - Throttle Body Assembly Replacement	34,098 MI
12/11/2007	311703	ZREG---Regular Vehicle Transaction		J6354 - Powertrain Control Module Engine Reprogramming with SPS	33,333 MI
10/03/2007	309104	ZREG---Regular Vehicle Transaction		Z7902 - 2-DAY COURTESY TRANSPORTATION	30,048 MI
10/03/2007	309104	ZREG---Regular Vehicle Transaction		D1322 - Motor And/Or Fan, Blower - R&R Or Replace	30,048 MI
08/24/2007	308762	ZREG---Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	29,533 MI
03/20/2006	A02693	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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[Logout](#)

May 26, 2011

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 1GNDT13S98[REDACTED] Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#)

For this vehicle:

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

#### Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD Order Number: JWKN08  
 Gross Vehicle Weight 2,811 Build Date 03/20/2006  
 Build Plant 2-

#### Option Codes

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

- |   |  |
|---|--|
| 16U - GRAYSTONE METALLIC                                  | 1S8 - 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 |
| 1S2 - PREFERRED EQUIPMENT SAVINGS                         | 28H - LIGHT GRAY   |
| 28I - INT TRIM LT GRAY/DK GRAY                            | 8HP - SUSPENSION   |
| 7HP - SUSPENSION  | 8NT - SUSPENSION   |
| 9N5 - 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  |
| BVE - RUNNING BOARDS                                      | C49 - REAR WINDOW DEFOGGER   |
| C5N - GVW RATING - 5750 LBS                               | CF5 - ELECTRIC SUNROOF   |
| CJ3 - CLIMATE CONTROL                                     | DAY - ASSEMBLY PLANT MORAIN, OHIO  |
| DK7 - OVERHEAD CONSOLE                                    | DNR - DEALER INSTALLED EQUIPMENT   |
| DP2 - POWER OSRV MIRRORS                                  | DT4 - ASHTRAY AND LIGHTER  |
| EVA - EVAP EMISSION REQUIREMENT                           | FE9 - FEDERAL 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 SYSTEM                       | K34 - CRUISE CONTROL   |
| KG4 - GENERATOR 150 AMP                                   | LL8 - VORTEC 4200 SF1 I6   |
| M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL | N40 - POWER STEERING   |

NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - WHEEL, FULL SIZE SPARE	PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO) * CUSTOM O/H CONSOLE
PDC - SEAT, 8-WAY POWER DRIVER	QC3 - ALUMINUM WHEELS
QNG - P235/75R16 ALL SEASON WOL TIRES	R6P - PREMIUM PAINT
R8K - .....	R9Z - POMS EXPEDITE-SOLD ORDERS/TSE
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
UA8 - THEFT DETERRENT ALARM SYSTEM	UC8 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN	UQA - BOSE PREMIUM SOUND SYSTEM
UY7 - TRAILER WRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	V76 - RECOVERY HOOKS
VHS - TRAILER HITCH RECEIVER COVER ***DEALER INSTALLED***	VXS - COMPLETE VEHICLE LABEL
X88 - CHEVROLET CONVERSION	YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
YD5 - BASE FRONT SPRING	YD6 - BASE REAR SPRING
ZNF - TIRE, FULL SIZE SPARE	ZW7 - PREMIUM RIDE SUSPENSION
ZY1 - SOLID PAINT	

**Added Option Codes**

Vehicle has no current record of SAID codes.



[Logout](#)

May 26 2011

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 1GNDT13S96[REDACTED] Model: CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#)

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 603090259
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NFS
Date Scanned 03/17/2008	Time Scanned 21:38:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability: 007470656
Source Plant S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast XWM
Date Scanned 03/17/2008	Time Scanned 22:02:00 Scan Station 05
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BJ596909
Source Plant N-	Part / Number Broadcast: FK
Date Scanned 03/17/2008	Time Scanned 21:48:00 Scan Station 03
Component Code 61-TRANSMISSION	Traceability 43715373
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned 03/17/2008	Time Scanned 21:44:00 Scan Station 02
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 3DV23496
Source Plant G-	Part / Number Broadcast UK2
Date Scanned 03/17/2008	Time Scanned 22:25:00 Scan Station 12
Component Code 65-REAR AXLE ASSEMBLY	Traceability 067093822
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast AA4
Date Scanned 03/17/2008	Time Scanned 21:31:00 Scan Station 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00294792
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3051
Date Scanned 03/19/2008	Time Scanned 23:04:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 1GRPQUP
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2395
Date Scanned 03/20/2008	Time Scanned 01:24:00 Scan Station 06
Component Code AL-IR-MODULE ASM-I/P	Traceability 5AABR42
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 5521
Date Scanned 03/17/2008	Time Scanned 21:56:00 Scan Station 04
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 15D1142
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 03/08/2008	Time Scanned 00:03:00 Scan Station
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability 2207279

Source Plant -  
Date Scanned: 03/13/2006

Part / Number Broadcast: 1WW  
Time Scanned: 02:16:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 03/13/2006

Traceability: 2208295  
Part / Number Broadcast: 1PT  
Time Scanned: 19:32:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 03/14/2006

Traceability: 2205654  
Part / Number Broadcast: 1PH  
Time Scanned: 04:21:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 03/17/2006

Traceability: 2210988  
Part / Number Broadcast: 1GB  
Time Scanned: 19:42:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

Global Warranty Management: Site Map

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[Logout](#)

May 26, 2011

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 1GNDT13S962 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 03/20/2008 Job Card Number: 315408  
 Repair Service Agent: 112930 Odometer Reading 36,814 MI  
 BARRY BUNKER CHEVROLET, INC. Authorization Code GA  
 1307 N WABASH AVE  
 MARION IN 46952-1805  
 7656641275

Process Date: 04/15/2008  
 Transaction Type: ZREG---Regular Vehicle Transaction  
 Transaction Expense Category  
 Customer Complaint Code: 0000-Converted Claim  
 Job Card Line # 1 Transaction Adjustment: Cause Code: 0000-Converted Claims  
 Labour Op Z7903-3-DAY COURTESY TRANSPORTATION  
 Causal Part Number  
 --See other Parts and/or Not Items

Job Card Date: 03/20/2008 Job Card Number: 315408  
 Repair Service Agent: 112930 Odometer Reading 36,814 MI  
 BARRY BUNKER CHEVROLET, INC. Authorization Code EA  
 1307 N WABASH AVE  
 MARION IN 46952-1805  
 7656641275

Process Date: 04/04/2008  
 Transaction Type: ZREG---Regular Vehicle Transaction  
 Transaction Expense Category  
 Customer Complaint Code: 0000-Converted Claim  
 Job Card Line # 1 Transaction Adjustment: Cause Code: 0000-Converted Claims  
 Labour Op N8600-Brake System/Traction Control Wiring and/or Connector Repair or Replacement  
 Causal Part Number

Job Card Date: 03/20/2008 Job Card Number: 315408  
 Repair Service Agent: 112930 Odometer Reading 36,814 MI  
 BARRY BUNKER CHEVROLET, INC. Authorization Code A

1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

---

Process Date  
04/04/2008  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Customer Complaint Code  
0000-Converted Claim  
Job Card Line # 2                      Transaction Adjustment                      Cause Code. 0000-Converted Claims  
Labour Op T2020-Towing  
Causal Part Number  
--See other Parts and/or Net Items

---

---

Job Card Date: 03/14/2008                      Job Card Number: 315222  
Repair Service Agent 112930                      Odometer Reading: 35,972 MI  
BARRY BUNKER CHEVROLET, INC.                      Authorization Code.  
1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

---

Process Date  
03/21/2008  
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 N2833-Exterior Lighting Relay Replacement  
Causal Part Number  
--See other Parts and/or Net Items

---

---

Job Card Date: 03/14/2008                      Job Card Number: 315222  
Repair Service Agent 112930                      Odometer Reading: 35,972 MI  
BARRY BUNKER CHEVROLET, INC.                      Authorization Code  
1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

---

Process Date  
03/21/2008  
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 Z5000-DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)  
Causal Part Number  
--See other Parts and/or Net Items

---

---

Job Card Date: 02/19/2008                      Job Card Number: 314274  
Repair Service Agent 112930                      Odometer Reading 35,214 MI  
BARRY BUNKER CHEVROLET, INC.                      Authorization Code B

1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

Process Date  
03/07/2008

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 J9991-Customer Concern Not Duplicated - Engine Mechanical  
Causal Part Number

Job Card Date: 02/19/2008

Job Card Number: 314274

Repair Service Agent 112930  
BARRY BUNKER CHEVROLET, INC.  
1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

Odometer Reading 35,214 MI  
Authorization Code

Process Date:  
02/29/2008

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 J0667-Drive Belt Replacement - Accessory  
Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 01/18/2008

Job Card Number: 313101

Repair Service Agent 112930  
BARRY BUNKER CHEVROLET, INC.  
1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

Odometer Reading: 34,098 MI  
Authorization Code

Process Date:  
02/19/2008

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 J5480-Throttle Body Assembly Replacement  
Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 12/11/2007

Job Card Number: 311703

Repair Service Agent 112930  
BARRY BUNKER CHEVROLET, INC.  
1307 N WABASH AVE  
MARION IN 46952-1805

Odometer Reading 33,333 MI  
Authorization Code

7656641275

---

Process Date  
12/14/2007  
Transaction Type:  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Customer Complaint Code  
0000-Converted Claim  
Job Card Line # 1                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op J6354-Powertrain Control Module Engine Reprogramming with SPS  
Causal Part Number

---



---

Job Card Date: 10/03/2007                      Job Card Number: 308104  
Repair Service Agent 112930                      Odometer Reading 30,048 MI  
BARRY BUNKER CHEVROLET, INC.                      Authorization Code: G  
1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

---

Process Date  
10/26/2007  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Customer Complaint Code  
0000-Converted Claim  
Job Card Line #: 2                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op Z7902-2-DAY COURTESY TRANSPORTATION  
Causal Part Number  
-See other Parts and/or Net Items

---



---

Job Card Date: 10/03/2007                      Job Card Number: 309104  
Repair Service Agent 112930                      Odometer Reading 30,048 MI  
BARRY BUNKER CHEVROLET, INC.                      Authorization Code P  
1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

---

Process Date  
10/23/2007  
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 D1322-Motor And/Or Fan, Blower - R&R Or Replace  
Causal Part Number  
-See other Parts and/or Net Items

---



---

Job Card Date: 09/24/2007                      Job Card Number: 308762  
Repair Service Agent 112930                      Odometer Reading 29,533 MI  
BARRY BUNKER CHEVROLET, INC.                      Authorization Code  
1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

---



---

Process Date:  
09/28/2007  
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 R4490-Remote Control Door Lock Transmitter Replacement  
Causal Part Number  
--See other Parts and/or Net Items

---



---

Job Card Date: 03/20/2006                      Job Card Number: A02693  
Repair Service Agent: 112930                      Odometer Reading: 0 MI  
BARRY BUNKER CHEVROLET, INC.                      Authorization Code  
1307 N WABASH AVE  
MARION IN 46952-1805  
7656641275

---



---

Process Date:  
03/24/2006  
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

---



[Logout](#)

May 26, 2011

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.

#### Vehicle Information

VIN	1GNDT13S96	Model	CT15506-2006 TRAILBLAZER 4WD
Service Contract No		Branded Title No	
Order Type	70 - RETAIL - STOCK	Warranty Block No	
Field Actions	<a href="#">Open</a>	PDI Status No	

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	112930	Invoice Date	03/20/2006
BARRY BUNKER CHEVROLET, INC.			
1307 N WABASH AVE			
MARION IN 46952-1805 7656641275			

#### Ship to Information

Invoicing Service Agent	112930	Ship to Date	N/A
BARRY BUNKER CHEVROLET, INC.			
1307 N WABASH AVE			
MARION IN 46952-1805 7656641275			

#### Delivery Information

Delivery Service Agent	112930	Delivery Date	05/26/2006
BARRY BUNKER CHEVROLET, INC.		Delivery Type	032--RETAILEASE*EMPLOYEEESTOCK(GMS)
1307 N WABASH AVE		Delivery Odometer	420
MARION IN 46952-1805 7656641275			

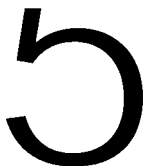
#### In Service Information

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

June 20, 2011

[REDACTED]  
Kingsley, MI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 728499  
Our Client: General Motors LLC  
Date/Event: 5/9/11  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDT13S962 [REDACTED]

Dear Ms. [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Michigan is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on May 26, 2006, and this statute would have expired on May 26, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator

## Service Request Detail

SR No.	71-956960396	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	Detroit	Involved Dir	George Matick Chevrolet, Inc.	Safety	Yes
State	MI ZipCd	Con Acct		Source	Phone	Updated	6/14/2011 12:48:40 PM
Serial #/VIN	1GNDT13S172	Model Year	2007	Priority	Medium License #	Owner	AMSTUTST
Make	Chevrolet	Warr. Start	12/18/2006	Status	Open	Opened	6/13/2011 12:43:16 PM
Model	TrailBlazer	Mileage	84000	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	Injuries	# Other Veh	# People in Veh	Road Surface	Road Corid.	Fire Report#	Police Report#
Owner	5/13/2011 12:56:48 PM	N	0	0	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
n/a	no driver			no driver at time of incident				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unk	unk		State Farm					
Incident Loc	cust residence	Incident Desc	went out to get in the veh in the morning, the driver window was smoked up and exploded, I went and opened the door, the wires in the sun visor had melted and the plastic had melted and the dash had burned up, the buttons on the drivers door were melted, I opned the hood and					
Component	electrical	Damage Desc	smoke damage, wiring, plastic, console, front console					
Vehicle Loc	dir	Add'l Info	Incident occured sometime in May, date unk					
Emgcy Svc Names	n/a	Maint Loc	dir					

### 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	sent to ESIS, no rep est			
Veh Damage Description	smoke damage, wiring, plastic, console, front console							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/14/2011 12:48:52 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
8/13/2011 01:28:24 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

Stacy/ATX/PAR

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY AMSTUTZ @ X41022

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/13/2011 01:28:04 PM	AMSTUTST	GARCIAJR	Notify CRM		Done	8/14/2011 12:48:47 PM	thermal event

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

veh had a thermal event from the electrical system while parked and turned off overnight, no injuries, insurance involvement - extent unk, no property damage

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/13/2011 01:24:50 PM	AMSTUTST	AMSTUTST	BRG-PAR	Business Case	Done	8/13/2011 01:26:00 PM	Business case for escalation to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

veh had a thermal event from the electrical system while parked and turned off overnight, no injuries, insurance involvement - extent unk, no property damage

Stacy/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2011 01:11:25 PM	AMSTUTST	AMSTUTST	BRC PAR	Initial Contact-AVM	Done	6/13/2011 01:23:34 PM	called DDMA Chev Douglas Campbell
Contact Last Name	Contact First Name	Account	BAC Code				

DDMA Chev Douglas Campbell

CRS adv: calling concerning cust, to adv that file has been received in your area, cust concern is a thermal event from the electrical system, 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,  
1-866-790-5700 x41022  
SR# 71-956960886  
last 8 of VIN: 71-  
George Malick Chev

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2011 01:11:20 PM	AMSTUTST	AMSTUTST	BRC PAR	Initial Contact-Dealer	Done	6/13/2011 01:19:39 PM	called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS spoke with: Svc Mgr John Peters VM

CRS adv: calling on veh with thermal event possibly from electrical, any info on veh/incident?  
insurance involvement? file will be going to central claims for further handling  
left SR# and CRS# and last 8 of VIN

Stacy/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2011 01:10:40 PM	AMSTUTST	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	6/13/2011 01:14:35 PM	called requests to please call his wife Arlene to make further decisions as he has Parkinson's Disease

Contact Last Name Contact First Name Account BAC Code

#### Comments

cust sts: went out to get in the veh in the morning, the driver window was smoked up and exploded, I went and opened the door, the wires in the sun visor had melted and the pasic had melted and the dash had burned up, the buttons on the drivers door were melted, I opned the hood and disconnected the battery just in case, there was a lot of smoke damage to the veh, didn't see flames, but the veh clearly had a thermal event, prob from the electrical system

CRS adv: got pre-par and par info, read ESIS statement

cust sts: go ahead with central claims

CRS adv: someone from central claims will fu within 7-10 business days

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2011 01:10:29 PM	AMSTUTST	AMSTUTST	BRC PAR	Acknowledgement	Done	6/13/2011 01:11:35 PM	see initial

Contact Last Name Contact First Name Account BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2011 01:10:23 PM	AMSTUTST	AMSTUTST	Research		Done	6/13/2011 01:12:41 PM	Research 1GNDY13S172

Contact Last Name Contact First Name Account BAC Code

#### Comments

71-807835504 - fuel gauge concern, on cust and veh

no recalls

no related repairs

Stacy/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2011 01:10:08 PM	AMSTUTST	AMSTUTST	BRC PAR	Case Assigned	Done	6/13/2011 01:11:32 PM	File assigned to Stacy Amstutz @ x41022

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
6/13/2011 01:09:59 PM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	6/13/2011 01:09:59 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
6/13/2011 01:09:59 PM	AMSTUTST	AMSTUTST	Ownership Changed		Done	6/13/2011 01:09:59 PM	Service Request Ownership has changed FROM: RODRIGG2 TO: AMSTUTST

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
6/13/2011 12:44:48 PM	RODRIGG2	RODRIGG2	Inbound Call Customer	Complex Request	Done	6/13/2011 12:53:03 PM	veh caught fire

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

#### Comments

Cust state: veh caught fire due to electrical problems

Cust sks: information on how to proceed

Crs advises: will escalate to PAR

German / BA / CAC T1 M 0

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General



[Logout](#)

June 14, 2011

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 1GNDT13S172 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 81 - DEALER USED CAR (CVMS USE)  
 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 (877.438.8677).

OnStar Equipped Y XM Radio ID JN0CQ083 OnStar Status Inactive XM Status Active DMN Enabled: N  
 XM Equipped Y  
 OnStar Vehicle Diagnostics N

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/03/2011	11/23/2007	7 MI	11/23/2010	36,007 MI
	Corrosion Limited Warranty	08/03/2011	11/23/2007	7 MI	11/23/2013	100,007 MI
	Emission Select Component Lid Wty	06/03/2011	11/23/2007	7 MI	11/23/2015	80,007 MI
	Powertrain Limited Warranty	06/03/2011	11/23/2007	7 MI	11/23/2012	100,007 MI

Certified Used Limited Warranty 06/03/2011 11/23/2007 7 MI 02/23/2011 39,007 MI

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/06/2006	078920	ZREG - Regular Vehicle Transaction		N0110 - Battery Replacement	30,816 MI
12/01/2006	767562	ZPD - Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1 MI

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June 14, 2011

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 1GNDT13S172 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 81 - DEALER USED CAR (CVMS USE)  
 Field Actions: [Open](#)

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

**Vehicle Build**

Model: CT15506-2007 TRAILBLAZER 4WD Order Number: KMTVR1  
 Gross Vehicle Weight: 2,611 Build Date: 11/21/2006  
 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

- |  |   |
|--|---|
| 1SD - LT PREFERRED EQUIPMENT GROUP 1                   | 1SZ - PREFERRED EQUIPMENT SAVINGS   |
| 282 - LIGHT GRAY                                       | 281 - INT TRIM LT GRAY/DK GRAY  |
| 50U - SUMMIT WHITE                                     | 6FB - COMP FRT LH COMPUTER SEL SUSP   |
| 7FB - COMP FRT RH COMPUTER SEL SUSP                    | 6UZ - COMPONENT RR LH COMPUTER SEL  |
| 9U2 - 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                       | AP9 - CONVENIENCE NET, CARGO  |
| AR9 - FRT BUCKET SEAT, DELUXE                          | ASF - HEAD CURTAIN SIDE AIRBAGS FRONT/REAR  |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING   | AU0 - REMOTE KEYLESS ENTRY  |
| AXP - MPV VIN IDENT POSITION                           | B30 - FULL CARPET-COLOR KEYED   |
| B32 - FLOOR MATS, FRONT/REAR                           | B33 - REAR COLOR KEYED FLOOR MATS   |
| B42 - REVERSIBLE CARGO MAT                             | B88 - MOLDING B/S COLOR   |
| C49 - REAR WINDOW DEFROSTER                            | C5N - GVW RATING - 5750 LBS   |
| CF5 - POWER SUNROOF DAY - ASSEMBLY PLANT MORaine, OHIO | CJ2 - AUTOMATIC CLIMATE CONTROL   |
| DH2 - LIGHTED LH & RH VISOR MIRRORS                    | OD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS   |
| DK7 - OVERHEAD CONSOLE                                 | DK2 - POWER HEATED OUTSIDE MIRRORS  |
| FE9 - FEDERAL EMISSIONS                                | EVA - EVAP EMISSION REQUIREMENT   |
| GU6 - REAR AXLE 3.42 RATIO                             | G80 - DIFFERENTIAL, LOCKING REAR  |
| JJB - PT DRESS SUBASSY NOT INSTALLED                   | JF8 - BRAKE VAC POWER, 4 WHL DISC   |
| K34 - CRUISE CONTROL                                   | K18 - ELECTRIC AIR INJECTION SYSTEM   |
| LL8 - ENGINE, VORTEC 4.2L SFI 18                       | KG4 - GENERATOR 150 AMP   |
| N40 - POWER STEERING                                   | M30 - TRANSMISSION, 4 SPD AUTOMATIC   |
| NP8 - 2-SPEED ACTIVE TRANSFER CASE                     | N74 - 17" BRIGHT ALUMINUM WHEELS  |
| NZ3 - 16" FULL SIZE SPARE WHEEL                        | NT7 - EMISSION SYS FED - TIER 2   |
|  | PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - |

<p>PDC - PWR SEAT ADJUST-DRIVER, 8 WAY</p> <p>R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL</p> <p>R9N - LEATHER SEAT TRIM</p> <p>STW - LEATHER WRAPPED STG WHL W/CONTR</p> <p>T95 - FOG LAMPS</p> <p>TB4 - LIFTGATE</p> <p>U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL</p> <p>U73 - FIXED MAST ANTENNA</p> <p>UC6 - AM/FM STEREO W/8 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)</p> <p>UG1 - UNIVERSAL HOME REMOTE</p> <p>UK6 - REAR SEAT RADIO &amp; HVAC CONTROLS</p> <p>UY7 - TRAILER WIRING HARNESS</p> <p>V40 - PWR SEAT ADJ- PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER</p> <p>VX5 - COMPLETE VEHICLE LABEL</p> <p>YC5 - LT DECOR</p> <p>YD5 - BASE FRONT SPRING</p> <p>ZNF - SPARE, ALL-SEASON TIRE</p> <p>ZW7 - PREMIUM RIDE SUSPENSION</p>	<p>SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/8 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)</p> <p>QTR - WOL ON/OFF ROAD TIRES</p> <p>R6P - SPECIAL PAINT</p> <p>SLM - STOCK ORDERS</p> <p>T61 - DAYTIME RUNNING LIGHTS</p> <p>T88 - STAMPING VEHICLE IDENT NUMBER</p> <p>TGA - LANGUAGE CONTROL ENG, FR, SPAN</p> <p>U88 - DRIVER INFO CENTER DISPLAY</p> <p>UA6 - THEFT DETERRENT ALARM SYSTEM</p> <p>UE1 - 1 YR ONSTAR SAFE &amp; SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)</p> <p>UJ6 - TIRE PRESSURE MONITOR</p> <p>UQA - AUDIO SYSTEM-BOSE PREM. SOUND</p> <p>V1K - LUGGAGE RACK CROSS-BARS</p> <p>V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA</p> <p>X88 - CHEVROLET CONVERSION</p> <p>YD3 - BASE AXLE</p> <p>YD6 - BASE REAR SPRING</p> <p>ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTR</p> <p>ZY1 - SOLID PAINT</p>
---	--

**Added Option Codes**

Vehicle has no current record of SAIO codes.

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June 14, 2011

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: 1GNDT13S172 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 81 - DEALER USED CAR (CVMS USE)  
 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: 611140358
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 11/20/2006	Time Scanned: 19:28:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000463196
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: A2C
Date Scanned: 11/20/2006	Time Scanned: 19:59:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 06M380261
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 11/20/2006	Time Scanned: 18:41:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44838449
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 11/20/2006	Time Scanned: 19:38:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: G1G02586
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 11/20/2006	Time Scanned: 20:47:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 310144534
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: AA4
Date Scanned: 11/20/2006	Time Scanned: 19:57:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00049729
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 11/20/2006	Time Scanned: 21:46:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GZT11T
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 11/20/2006	Time Scanned: 23:42:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5AB0T53
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 11/20/2006	Time Scanned: 19:51:00 Scan Station: 04
Component Code: AP-RH SIDE IMPACT AIRBAG MODULE	Traceability: 5F08774
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2251
Date Scanned: 11/20/2006	Time Scanned: 19:59:00 Scan Station: 16
Component Code: AQ-LH SIDE IMPACT AIRBAG MODULE	Traceability: 5F087VS

Source Plant: Q-RIMIR MATAMORS MEXICO  
Date Scanned: 11/20/2008

Part / Number Broadcast: 2280  
Time Scanned: 19:58:00 Scan Station: 15

Component Code: CG-SEQ NUM (FLEX) BODY ASM  
Source Plant: -  
Date Scanned: 11/10/2008

Traceability: 0980080  
Part / Number Broadcast: 1ZZ  
Time Scanned: 03:01:00 Scan Station:

Component Code: CD-SEQ NUM (FLEX) BODY ASM  
Source Plant: -  
Date Scanned: 11/17/2008

Traceability: 3092035  
Part / Number Broadcast: 1WW  
Time Scanned: 07:49:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 11/17/2008

Traceability: 3091907  
Part / Number Broadcast: 1PT  
Time Scanned: 23:12:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 11/20/2008

Traceability: 3081547  
Part / Number Broadcast: 1PH  
Time Scanned: 14:27:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 11/20/2008

Traceability: 3091605  
Part / Number Broadcast: 1GB  
Time Scanned: 16:04:00 Scan Station:

---

**Service Agent installed Component**

Vehicle has no current record of vehicle component.

---

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June 14, 2011

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.

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 1GNDT13S172 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 81 - DEALER USED CAR (CVMS USE)  
 Field Actions: [Open](#) [REDACTED]

Job Card Date: 09/08/2008

Job Card Number: 078920

Repair Service Agent: 115124  
 WINK CHEVROLET COMPANY  
 10700 FORD RD  
 DEARBORN MI 48126-3384  
 3135825400

Odometer Reading: 30,518 MI  
 Authorization Code:

Process Date: 09/12/2008

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

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Labour Op ND110-Battery Replacement

Causal Part Number

--See other Parts and/or Nel Items

Transaction Adjustment: Cause Code: 0000-Converted Claims

Job Card Date: 12/01/2006

Job Card Number: 787582

Repair Service Agent: 165940  
 GENERAL MOTORS COMPANY  
 7111 E. 11 MILE ROAD  
 WARREN MI 48092-2709

Odometer Reading: 1 MI  
 Authorization Code:

Process Date: 12/19/2006

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

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Transaction Adjustment: Cause Code: 0000-Converted Claims

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June 14, 2011

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.

- 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 1GNDT13S172 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No. [REDACTED] Branded Title: No Warranty Block No. [REDACTED] PDI Status: No  
 Order Type: 81 - DEALER USED CAR (CVMS USE)  
 Field Actions: [Open](#) [REDACTED]

**Invoice Information**  
 Invoicing Service Agent: 000025 USA-VSSM Invoice Date: 11/22/2007  
 DETROIT MI 48265

**Ship to Information**  
 Invoicing Service Agent: 165940 GENERAL MOTORS COMPANY  
 7111 E 11 MILE ROAD WARREN MI 48092-2709 Ship to Date: N/A

**Delivery Information**  
 Delivery Service Agent: 000025 USA-VSSM Delivery Date: 11/23/2007  
 DETROIT MI 48265 Delivery Type: 018--BUSINESS/ORGANIZATION Delivery Odometer: 7

**In Service Information**  
 Invoicing Service Agent: [REDACTED] In Service Date: 12/18/2006  
 In Service Type: 0007 In Service Odometer: 0

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## Service Request Detail

SR No.	71-974575960	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	Muncy	Involved Dir	Blaise Alexander Chevrolet Buick	Safety	Yes
State	PA ZipCd	Con Acct		Source	Email	Updated	8/9/2011 01:59:05 PM
Serial #/VIN	1GNDT13S162	Model Year	2006	Priority	Medium License # CHEVROL	Owner	KINZERTH
Make	Chevrolet	Warr. Start	07/05/2006	Status	Open	Opened	8/8/2011 04:28:18 AM
Model	TrailBlazer	Mileage	62000	Sub-Status	Satisfied	Closed	

**Abstract** (ESIS 08/09) Window Switch - 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	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#	
Owner	8/6/2011 06:00:00 PM	N	0	0	Crushed Rock	Wet	n/a	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						
n/a	n/a		n/a - not involved						
<b>Incident Loc</b>	customers home - 200 Amber Lane - Muncy PA 17756				<b>Incident Desc</b>	the vehicle had been parked for several hours when they noticed the drivers window was partway open (it had been left closed) and when they investigated, the interior of the vehicle smelled like smoke - when he removed the window control panel from the door (which had been inoperative			
<b>Component</b>	drivers side window switch				<b>Damage Desc</b>	drivers side window control panel and wiring burned and melted			
<b>Vehicle Loc</b>	with customer				<b>Add'l info</b>	n/a			
<b>Emgcy Svc Names</b>	n/a				<b>Maint Loc</b>	Independent			

### PAR Detail

<b>Collision</b>	Non Collision	Y	<b>Property Damage</b>	N	<b>Thermal Evt</b>	Y	<b>Spec Equip</b>	None	
<b>Vehicle Speed</b>	0		<b>Weather Condition</b>	raining		<b>Prop Owner</b>	n/a	<b>Property Type</b>	n/a
<b>Last Service Date</b>			<b>Loc Last Service</b>			<b>Property Location</b>	n/a	<b>Prop Est Repair Cost</b>	
<b>Veh Est Repair Cost</b>	\$0.00		<b>Spec Equip Installer</b>	n/a		<b>Prop Damage Description</b>	n/a		
<b>Primary Veh Use</b>	Personal		<b>Inspection Type</b>	Thermal Event		<b>Inspected By</b>	Inspection Not Performed	<b>Inspection Date/Time</b>	
<b>Veh Damage Description</b>	drivers side window control panel and wiring burned and melted				<b>Explain Other</b>	file forwarded to ESIS			

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2011 01:57:08 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
8/8/2011 10:10:45 AM	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
8/8/2011 09:34:22 AM	KINZERTH	GARCIAJR	Notify CRM		Done	8/9/2011 01:57:04 PM	ESIS - Thermal Event

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Customer claims thermal event originating from drivers side window control switch  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2011 09:33:56 AM	KINZERTH	KINZERTH	BRC PAR	Business Case	Done	8/8/2011 10:10:20 AM	Business Case

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Customer claims thermal event originating from drivers side window control switch  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2011 09:31:49 AM	KINZERTH	KINZERTH	Research		Done	8/8/2011 09:37:38 AM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Open Recalls:None  
Related Repairs:None  
Previous SRs:  
71-972047714 - CAC / drivers door locks and window control knob - prior to incident

Thaddeus Kinzer/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2011 09:31:09 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- AVM	Done	8/8/2011 10:10:42 AM	DVM Name Robert Kramer
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

The request number is 71-974575980  
The customer's name is [REDACTED]  
The vehicle is a (year / make / model) 2008 Chevrolet TrailBlazer  
The last 8 of the VIN are 6: [REDACTED]  
The concern involved is Customer claims thermal event originating from drivers side window control switch

Thaddeus Kinzer/PA/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2011 09:30:59 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	8/8/2011 09:37:50 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
8/8/2011 09:28:24 AM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Phone	Done	8/8/2011 10:04:52 AM	Customer called
Contact Last Name	Contact First Name	Account	BAC Code				

Spoke with customer Terry Lynn

- \* Customer claims thermal event originating from drivers side window control switch
- \* Customer states the vehicle had been parked for several hours when they noticed the drivers window was partway open (it had been left closed) and when they investigated, the interior of the vehicle smelled like smoke - when he removed the window control panel from the door (which had been inoperative for the last two weeks) he discovered the wiring inside the door all burnt
- \* Verified no injuries and no property damage
- \* Vehicle still in customers possession and no repairs done, but customer had already purchased a new window panel control switch to replace the old one that was already inoperative
- \* Advised customer file would be forwarded to ESIS and read ESIS scripting
- \* Provided contact information

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2011 09:28:10 AM	KINZERTH	KINZERTH	BRC PAR	Acknowledgement	Done	8/8/2011 09:28:22 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
8/8/2011 09:27:40 AM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	8/8/2011 09:28:09 AM	Assigned to Thaddeus Kinzer x41039
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
8/8/2011 09:27:36 AM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	8/8/2011 09:27:36 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
8/8/2011 09:19:32 AM	KINZERTH	KINZERTH	Ownership Changed		Done	8/8/2011 09:19:32 AM	Service Request Ownership has changed FROM: CAGUIALE TO: 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
8/8/2011 09:16:02 AM	CAGUIALE	CAGUIALE	Outbound Call Third Party	Made Contact/Engineering Own	Done	8/8/2011 09:16:32 AM	PAR X2455

Contact Last Name	Contact First Name	Account	BAC Code

Comments

\*\*\*spoke w Sedius

crs sts:  
-transferring a cust abt drivers side window switch that caught on fire

PAR sts:  
\*check on file  
-you can transfer him over

Ann Caguiat/Survey/WM/Email/RR/CAC T1/MAN/Lv1

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2011 09:11:52 AM	CAGUIALE	CAGUIALE	Outbound Call	Customer	Done	8/8/2011 09:17:35 AM	transfer to PAR X2455
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

crs sts:  
-transfer to PAR X2455 to have this matter investigated

cust sts:  
-ok

Ann Caguala/Survey/WME/Email/RR/CAC T1/MAN/Lvl1

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2011 04:34:52 AM	CAGUIALE	CAGUIALE	Scheduled Outbound Call	Initial Attempt	Done	8/8/2011 09:18:36 AM	transfer to PAR 72455
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

\*name:  
\*contact:  
\*date: 8/8/11  
\*time: 8-10am  
\*time zone: EST

\*summary:  
-window switch burned out  
-caught fire on cust drive way

\*reason for call:  
-transfer to PAR X2455 to have this matter investigated

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2011 04:34:32 AM	CAGUIALE	CAGUIALE	Email - Outbound		Done	8/8/2011 04:34:49 AM	RE: Chevrolet Vehicle Concern
Contact Last Name	Contact First Name	Account	BAC Code				

Service Request: 71-974575960  
Customer Relationship Specialist: Ann

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer assistance Center. We appreciate you taking the time to write us with regard to the window switch on your 2006 Chevrolet Trailblazer.

I will contact you later today, August 8, 2011 between the hours of 8:00 a.m. to 10:00 a.m. Eastern Time to discuss your concern further. If you wish to contact me at an earlier time, you can simply reply to this message or call me at 1-866-790-5600 extension 32738. If I am not available, you can leave a message and I will get back to you within 24 hours. If you should need immediate assistance, you can call our Chevrolet Customer Assistance Center at 1-800-222-1020. Customer Relationship Specialists are available Monday through Saturday from 8:00 a.m. to 9:00 p.m., Eastern Time.

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

[THREAD ID:1-G47BIA]

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

From: [REDACTED]  
Sent: 8/6/2011 09:14:18 PM  
To: cac@chevrolet.com  
Subject: Chevrolet Vehicle Concern

```
<html>  
<head>  
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1" />  
<title></title>  
</head>  
<body>
```

```
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin-bottom: 5px;">[REDACTED]
```



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/6/2011 09:14:50 PM		CAGUIALE	Email - Inbound		Done	8/8/2011 04:34:43 AM	Chevrolet Vehicle Concern
Contact Last Name	Contact First Name	Account	BAC Code				

<html>  
<head>  
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1" />  
<title></title>  
</head>  
<body>

Muncy, PA  
Day Phone: ( )  
Evening Phone: ( )

<p>Comments: ON 8-6-11, MY WIFE AND I GOT INTO OUR 2006 CHEVY TRAILBLAZER LT. WE NOTICED A VERY STRONG, BURNING ELECTRICAL SMELL. WE HAVE HAD A PROBLEM WITH THE DRIVER'S SIDE WINDOW SWITCH SO I CHECKED THAT FIRST AND FOUND IT CAUGHT FIRE WHILE PARKED IN OUR DRIVEWAY! DUE TO THE ELECTRICAL FIRE, THE DRIVER'S THE WINDOW ROLLED DOWN APROX 5 INCHES CAUSED BY THE WINDOW SWITCH THAT HASN'T WORKED IN TWO WEEKS! WE HAD ALREADY ORDERED A NEW PART WHICH CAME IN ONLY A FEW DAYS AGO AND I DIDNT HAVE A CHANCE TO PUT IT IN. I USUALLY PARK THIS CAR IN MY GARAGE. THIS COULD HAVE CAUSED DEATH OR INJURY TO MY FAMILY!!!! NOT TO MENTION THE LOSE OF OUR HOME AND PETS!!!!!! I AM REQUESTING YOU LOOK INTO THIS MATTER AND PROMPTLY REPLY.  
Terry A. and Lorraine M. Lynn</p>

<p>Vehicle Concern Info:<br/>  
Nature of Concern: vehicle<br/>  
Model: <br/>  
Year: 2006<br/>  
VIN Number: 1GNDT13S162 <br/>  
Mileage: 62,000<br/>  
Allow Phone Contact: yes<br/>  
Best Time for Phone Contact: 7:00 a.m. to 9:00 p.m.  
</p>

<p>Dealer Info:<br/>  
Preferred Dealer: BLAISE ALEXANDER CHEVROLET PONTIAC BUICK<br/>  
Authorized Dealer: yes<br/>  
Dealership Contact: B...</p>

Confidential Comments

## Service Request Detail

### UCC Information

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



[Logout](#)

August 10, 2011

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 1GNDT13S162 [REDACTED] Model: CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

#### 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 (888.867.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped Y OnStar Status Active  
 XM Equipped Y XM Radio ID 2BDRD04M XM Status: Active  
 OnStar Vehicle Diagnostics Y DMN Enabled Y

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	07/05/2006	22 MI	07/05/2012	100,022 MI
	Emission Select Component Ltd Wty	08/05/2011	07/05/2006	22 MI	07/05/2014	80,022 MI
	Bumper to Bumper Limited Warranty	08/05/2011	07/05/2006	22 MI	07/05/2009	36,022 MI
	Special Coverage 10054	08/05/2011	07/05/2006	22 MI	07/05/2016	120,022 MI

**Service Contract**


---

 Vehicle has no current record of service contracts.
 

---

**Transaction History**[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
04/04/2008	403224	ZREG—Regular Vehicle Transaction		B7876 - Molding, Front Door - Left - Side - R&R Or Replace	18,609 MI
04/04/2008	403224	ZREG—Regular Vehicle Transaction		E7700 - Shaft, Steering Intermediate - Replace	18,609 MI
04/04/2008	403224	ZREG—Regular Vehicle Transaction		B4401 - Rear Side Door Up/Down Adjustment - Left Side	18,609 MI
04/04/2008	403224	ZREG—Regular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	18,609 MI
02/26/2007	362669	ZREG—Regular Vehicle Transaction	Full Debit	K4123 - Transfer Case Shift Control Switch Replacement	7,000 MI
02/26/2007	362669	ZREG—Regular Vehicle Transaction		K4123 - Transfer Case Shift Control Switch Replacement	7,056 MI
09/16/2005	312676	ZPDI—Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
09/12/2005	A52787	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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August 10, 2011

Global Warranty Management: [Home](#) > [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 1GNDT13S162 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD

Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]

Order Type: 70 - RETAIL - STOCK

Field Actions [Open](#)

For this vehicle:

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

Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD Order Number JKST8P

Gross Vehicle Weight: 2,811 Build Date 09/12/2005

Build Plant 2-

Option Codes

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

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

1S2 - PREFERRED EQUIPMENT SAVINGS

272 - LIGHT CASHMERE/EBONY

6HP - SUSPENSION

80U - RED JEWEL TINTCOAT

9NS - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AJ0 - KEYLESS REMOTE DOOR LOCK

B30 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

B86 - MOLDING B/S COLOR

C5N - GVW RATING - 5750 LBS

CJ2 - AUTOMATIC CLIMATE CONTROL

OD7 - ISRV MIRROR W/COMPASS & AUTOIDIM

OK2 - POWER OSRV MIRROR - HEATED

EVA - EVAP EMISSION REQUIREMENT

GT4 - REAR AXLE - 3.73 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SFI I6

271 - INT TRIM CASHMERE/EBONY

7HP - SUSPENSION

8NT - SUSPENSION

AJ1 - TINTED GLASS

AL0 - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND REAR

B42 - REVERSIBLE CARGO MAT

C49 - REAR WINDOW DEFOGGER

CF5 - ELECTRIC SUNROOF

DAY - ASSEMBLY PLANT MORaine, OHIO

OH2 - LIGHTED LH & RH VISOR MIRRORS

OK7 - OVERHEAD CONSOLE

FE9 - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

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

N75 - 17" SPORT ALUMINUM WHEELS

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/8 DISC CHANGER (REPLACES STD/OPT PKG RADIO)

PDF - LT PACKAGE 1 \* LEATHER WRAPPED

N40 - POWER STEERING

N79 - FULL SIZE SPARE

NT7 - EMISSION SYS FED - TIER 2

PDC - SEAT, 8-WAY POWER DRIVER

QTE - P245/65R17 ON/OFF ROAD BLACKWALL TIRES	STEERING WHL WAUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROL
R9N - LEATHER SEAT TRIM	R6P - PREMIUM PAINT
STW - LEATHER WRAPPED STG WHL W/CONTR	SLM - STOCK ORDERS
T95 - FRONT FOG LAMPS	T81 - DAYTIME RUNNING LIGHTS
T84 - LIFTGATE	T98 - STAMPING VEHICLE IDENT NUMBER
U2K - XM SATELLITE RADIO-SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.	TGA - LANGUAGE CONTROL ENG, FR, SPAN
U73 - FIXED MAST ANTENNA	U68 - DRIVER INFO CENTER DISPLAY
UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)	UA6 - THEFT DETERRENT ALARM SYSTEM
UG1 - HOMELINK	UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
UQA - BOSE PREMIUM SOUND SYSTEM	UK6 - REAR SEAT RADIO & HVAC CONTROLS
V1K - LUGGAGE RACK CROSS-BARS	UY7 - TRAILER WIRING HARNESS
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	V40 - POWER PASSENGER SEAT PROVISIONS
VXS - COMPLETE VEHICLE LABEL	VK3 - LICENSE PLATE FRAME, FRONT
YC5 - LT DECOR	X88 - CHEVROLET CONVERSION
Y05 - BASE FRONT SPRING	Y03 - BASE EQUIP FOR SCH GWV PL-FT AX
Z03 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTR	Y06 - BASE REAR SPRING
ZY1 - SOLID PAINT	ZW7 - PREMIUM RIDE SUSPENSION

---

**Added Option Codes**

-8Q -

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August 10, 2011

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 1GNDT13S162 [REDACTED] Model CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 509080177
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NFS
Date Scanned 09/10/2005	Time Scanned 15:55:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 002792455
Source Plant S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast XWF
Date Scanned 09/10/2005	Time Scanned 18:45:00 Scan Station 05
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability 0BG994931
Source Plant N-	Part / Number Broadcast FK
Date Scanned 09/10/2005	Time Scanned 16:08:00 Scan Station 03
Component Code 61-TRANSMISSION	Traceability 42637267
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 6TDD
Date Scanned 09/10/2005	Time Scanned 18:05:00 Scan Station 02
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability C2L20245
Source Plant G-	Part / Number Broadcast UP6
Date Scanned 09/10/2005	Time Scanned 18:49:00 Scan Station 12
Component Code 65-REAR AXLE ASSEMBLY	Traceability 237140638
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast CN7
Date Scanned 09/10/2005	Time Scanned 16:12:00 Scan Station 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00102417
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3051
Date Scanned 09/10/2005	Time Scanned 17:40:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 1FJW5FE
Source Plant Q-RJMIR MATAMORS MEXICO	Part / Number Broadcast 2395
Date Scanned 09/10/2005	Time Scanned 19:58:00 Scan Station 06
Component Code AL-IR-MODULE ASM-IP	Traceability 7ZAKE10
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 0900
Date Scanned 09/10/2005	Time Scanned 16:38:00 Scan Station 04
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 0400911
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 09/07/2005	Time Scanned 00:03:00 Scan Station
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability 2054450

Source Plant: -  
Date Scanned: 09/09/2005

Part / Number Broadcast: 1WW  
Time Scanned: 08:14:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 09/10/2005

Traceability: 2055835  
Part / Number Broadcast: 1PT  
Time Scanned: 00:02:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 09/10/2005

Traceability: 2054192  
Part / Number Broadcast: 1PH  
Time Scanned: 12:17:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 09/10/2005

Traceability: 2054225  
Part / Number Broadcast: 1GB  
Time Scanned: 13:19:00 Scan Station:

---

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

---

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August 10, 2011

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 1GNDT13S162	Model CT15508-2008 TRAILBLAZER 4WD
Service Contract No	Branded Title No
Warranty Block No	PDI Status No
Order Type 70 - RETAIL - STOCK	
Field Actions: <a href="#">Open</a>	

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: 04/04/2008

Job Card Number: 403224

Repair Service Agent 113926  
 BLAISE ALEXANDER CHEVROLET BUICK  
 933 BROAD ST  
 MONTOURSVILLE PA 17754-2407  
 5703688677

Odometer Reading 18,609 MI  
 Authorization Code:

Process Date:  
05/13/2008

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 B7876-Molding, Front Door - Left - Side - R&R Or Replace  
Causal Part Number

Job Card Date: 04/04/2008

Job Card Number: 403224

Repair Service Agent 113926  
 BLAISE ALEXANDER CHEVROLET BUICK  
 933 BROAD ST  
 MONTOURSVILLE PA 17754-2407  
 5703688677

Odometer Reading 18,609 MI  
 Authorization Code:

Process Date:  
05/13/2008

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 E7700-Shaft, Steering Intermediate - Replace  
Causal Part Number

Job Card Date: 04/04/2008

Job Card Number: 403224

Repair Service Agent 113926  
 BLAISE ALEXANDER CHEVROLET BUICK  
 933 BROAD ST  
 MONTOURSVILLE PA 17754-2407

Odometer Reading 18,609 MI  
 Authorization Code:

5703688677

---

Process Date  
05/13/2008  
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 B4401-Rear Side Door Up/Down Adjustment - Left Side  
Causal Part Number

---



---

Job Card Date: 04/04/2008                      Job Card Number: 403224  
Repair Service Agent 113926                      Odometer Reading: 18,609 MI  
BLAISE ALEXANDER CHEVROLET BUICK                      Authorization Code  
933 BROAD ST  
MONTGOMERYVILLE PA 17754-2407  
5703688677

---

Process Date  
05/13/2008  
Transaction Type  
ZREG—Regular Vehicle Transaction  
Transaction Expense Category  
Customer Complaint Code  
0000-Converted Claim  
Job Card Line # 4                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op B7010-Emblem/Nameplate Replacement  
Causal Part Number  
-See other Parts and/or Net Items

---



---

Job Card Date: 02/28/2007                      Job Card Number: 362669  
Repair Service Agent 113926                      Odometer Reading 7,000 MI  
BLAISE ALEXANDER CHEVROLET BUICK                      Authorization Code  
933 BROAD ST  
MONTGOMERYVILLE PA 17754-2407  
5703688677

---

Process Date:  
05/08/2007  
Transaction Type:  
ZREG—Regular Vehicle Transaction  
Transaction Expense Category  
Customer Complaint Code  
0000-Converted Claim  
Job Card Line #: 1                      Transaction Adjustment Full Debit                      Cause Code: 0000-Converted Claims  
Labour Op K4123-Transfer Case Shift Control Switch Replacement  
Causal Part Number  
-See other Parts and/or Net Items

---



---

Job Card Date: 02/28/2007                      Job Card Number: 362669  
Repair Service Agent 113926                      Odometer Reading 7,056 MI  
BLAISE ALEXANDER CHEVROLET BUICK                      Authorization Code  
933 BROAD ST  
MONTGOMERYVILLE PA 17754-2407  
5703688677

---

---

Process Date  
03/09/2007

Transaction Type  
ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code:  
0000-Converted Claim

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

Labour Op K4123-Transfer Case Shift Control Switch Replacement

Causal Part Number

-See other Parts and/or Net Items

---



---

Job Card Date: 09/16/2005                      Job Card Number: 312676

Repair Service Agent: 113926                      Odometer Reading: 3 MI

BLAISE ALEXANDER CHEVROLET BUICK                      Authorization Code:

933 BROAD ST

MONTOURSVILLE PA 17754-2407

5703688677

---



---

Process Date:  
09/23/2005

Transaction Type:  
ZPDI—Pre-Delivery Inspection

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

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

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

---



---

Job Card Date: 09/12/2005                      Job Card Number: A52787

Repair Service Agent: 113926                      Odometer Reading: 0 MI

BLAISE ALEXANDER CHEVROLET BUICK                      Authorization Code:

933 BROAD ST

MONTOURSVILLE PA 17754-2407

5703688677

---



---

Process Date  
09/16/2005

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

---

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August 10, 2011

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	1GNDT13S162	Model	CT15506-2006 TRAILBLAZER 4WD
Service Contract No		Branded Title No	Warranty Block No
Order Type	70 - RETAIL - STOCK		PDI Status No
Field Actions:	<a href="#">Open</a>		

For this vehicle:

→ [View Vehicle Summary](#)

- Service
- Contract
- Branded Title
- Warranty Block

→ [View Vehicle Build](#)

→ [View Vehicle Component Summary](#)

→ [View Vehicle Transaction History](#)

→ [View Vehicle Delivery Detail](#)

→ [View Vehicle Delivery Information](#)

#### Invoice Information

Invoicing Service Agent	113926	Invoice Date	09/12/2005
BLAISE ALEXANDER CHEVROLET BUICK			
933 BROAD ST			
MONTGOMERYVILLE PA 17754-2407 5703688677			

#### Ship to Information

Invoicing Service Agent	113926	Ship to Date	N/A
BLAISE ALEXANDER CHEVROLET BUICK			
933 BROAD ST			
MONTGOMERYVILLE PA 17754-2407 5703688677			

#### Delivery Information

Delivery Service Agent	113926	Delivery Date	07/05/2006
BLAISE ALEXANDER CHEVROLET BUICK			
933 BROAD ST			
MONTGOMERYVILLE PA 17754-2407 5703688677			
		Delivery Type	010--INDIVIDUAL
		Delivery Odometer	22

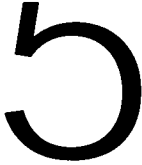
#### In Service Information

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Nikki Jackson**  
Claims Administrator

August 10, 2011

[REDACTED]  
Muncy PA [REDACTED]

RE: Our File No.: 732559  
Our Client: General Motors LLC  
Date/Event: 8/6/11  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNDT13S162 [REDACTED]

Dear Mr. [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Pennsylvania is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on or about July 5, 2006, and this statute would have expired on July 5, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

*Nikki Jackson*  
Nikki Jackson  
Claims Administrator

## Service Request Detail

SR No.	71-977085008	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	FL ZipCd	Tarpon Springs	Source	Phone	Updated	8/17/2011 10:50:19 AM
Serial #/VIN	1GNDS13S77	Model Year	Priority	Medium License #	Owner	RJOHNS38
Make	Chevrolet	Warr. Start	Status	Open	Opened	8/15/2011 02:32:08 PM
Model	TrailBlazer	Mileage	Sub-Status	Dissatisfied	Closed	

Abstract (ESIS 8/28) Electrical - Power Door Lock Motor / Switch / Wiring (Thermal Event)

Customer Description This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all inquiries to Renea @ ext 21071

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Relative	8/14/2011 10:00:52 AM	N	0	0	Concrete	Dry	none	none
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
no occupant	no occupant	no occupant	no occupant	no occupant				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unknown	unknown		Travelers Insurance					
Incident Loc	driveway of residence	Tarpon Springs FL	Incident Desc	Cust sts she noticed the incident on 8/14/11 @ 1000AM. Cust sts the veh was parked in the driveway of her father's residence. The windows were foggy. attempted to use the key fob to unlock the driver door but the door did not unlock. Cust manually opened the				
Component	drivers door		Damage Desc	driver side panel was burnt, controls, driver seat melted, smoke damage, windows				
Vehicle Loc	driveway of residence,	Tarpon Springs FL	Add'l Info	800claim33, preowned, father is borrowing Stormy's vehicle, no injuries				
Emgcy Svc Names	none		Maint Loc	unsure				

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0		Weather Condition		Clear & Dry		Prop Owner	n/a
Last Service Date			Loc Last Service				Property Location	n/a
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type	Inspection	Thermal Event		Inspected By	Inspection Not Performed
Veh Damage Description	driver side panel was burnt, controls, driver seat melted, smoke damage, windows			Explains Other	Escalating to ESIS Thermal Event			

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/17/2011 10:50:32 AM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

2007 Chevrolet Trailblazer - Thermal Event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 03:18:04 PM	RJOHNS38	RJOHNS38	Scheduled Follow-up		Scheduled Alarm		SIS Pick Up

Contact Last Name	Contact First Name	Account	BAC Code

Comments:

This is NOT a SOCC, do no adv cust of this sched activity, direct all inquiries to OCRS Renea @ ext 21071

Renea/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 03:18:25 PM	RJOHNS38	GARCIAJR	Notify CRM		Done	8/17/2011 10:50:25 AM	Escalating to ESIS Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments:

2007 Chevrolet Trailblazer - Thermal Event

Renea/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
8/15/2011 03:17:22 PM	RJOHNS36	RJOHNS36	BRG PAR	Business Case	Done	8/15/2011 03:18:23 PM	PAR Case Assessment
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Cust veh had a thermal event. File will be referred to the Central claims dept for evaluation.

Renea/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 03:10:25 PM	RJOHNS36	RJOHNS36	Research		Done	8/15/2011 03:13:09 PM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

No Open/Closed Recalls

No Previous Related Claim History

No Branded Title

No Warranty Block

Customer/ VIN Scan: No Previous Cases

Renea/PAR/ATX

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 03:10:14 PM	RJOHNS36	RJOHNS36	BRC PAR	Initial Contact- AVM	Done	8/15/2011 03:16:51 PM	Called DDMA Dave Coval 813-758-6417

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

DDMA/RCCDMA cell phone number is for BRC use only  
This is Renea calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.  
The request number is: 71-977085008  
The Customer's name is: [REDACTED]  
The dealer involved is: none  
The vehicle is a: 2007 Chevrolet Trailblazer  
With current mileage: unknown  
The last 8 digits of the VIN# are: 7 [REDACTED]  
This involves: Customers vehicle had an thermal event. We will be sending the file to our Central Claims dept for evaluation.  
This message is for informational purposes only, However if you do have any questions please feel free to give me a call. My phone number is 866-790-5700 ext 21071.  
Renea/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 03:10:04 PM	RJOHNS36	RJOHNS36	BRC PAR	Initial Contact- Dealer	Done	8/15/2011 03:11:28 PM	No Initial Contact required, Vehicle has not been to dealer in two years

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Comments

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

Renea/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 03:09:00 PM	RJOHNS36	RJOHNS36	Ownership Changed	Ownership Escalated to BRC	Done	8/15/2011 03:09:00 PM	Ownership Escalated to BRC

Contact Last Name                      Contact First Name                      Account                      BAC Code

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 02:53:06 PM	RJOHNS36	RJOHNS36	BRC PAR	Initial Contact- Phone	Done	8/15/2011 03:10:03 PM	called in
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Ms [redacted] calling on behalf of her father, owner [redacted] Cust does not have the veh mileage  
 Crs verified cust contact information. Cust sts she noticed the incident on 8/14/11 @ 1000AM. Cust sts the veh was parked in the driveway of her father,s residence. The windows were foggy. Ms [redacted] attempted to use the key fob to unlock the driver door but the door did not unlock. Cust manually opened the door. There was a burnt odor, and saw the driver side door panel, controls and driver seat melted. There was smoke damage throughout the vehicle. No third party damages were found. No injuries.  
 Are you the original owner? Cust sts her father [redacted] purchased veh preowned  
 Crs asked are you currently in a rental or loaner vehicle? [redacted] is using her vehicle  
 Crs asked if cust sustained injuries? Cust sts no.  
 Crs gathered prePAR and PAR Detail info. Last date of service/location and maintenance location not available.  
 CRS advised customer of required verbiage as stated in d\_1075834  
 Cust requested the file to be referred to the Central Claims dept.  
 Crs advised cust someone from our Central Claims department will follow up with you within 7-10 business days.  
 Crs provided my contact information and the case number.

#### Renea/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 02:52:22 PM	RJOHNS36	RJOHNS36	BRC PAR	Acknowledgement	Done	8/15/2011 02:53:05 PM	Ms [redacted] (daughter) called in
Contact Last Name	Contact First Name	Account	BAC Code				

see initial

#### Renea/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 02:50:55 PM	RJOHNS36	RJOHNS36	BRC PAR	Case Assigned	Done	8/15/2011 02:52:21 PM	File assigned to [redacted]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

received

#### Renea/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 02:41:08 PM	RJOHNS36	RJOHNS36	Ownership Changed		Done	8/15/2011 02:41:08 PM	Service Request Ownership has changed FROM: WILLIAB3 TO: RJOHNS36
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/15/2011 02:32:14 PM	WILLIAB3	WILLIAB3	Inbound Call Customer	Complex Request	Done	8/15/2011 02:37:08 PM	Drivers Doors Caught Fire
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Cust Sta: 2007 Chevrolet Trailblazer  
stated drivers side door caught fire while sitting in driveway - windows are burned up ....  
stated contacted insurance company and waiting on someone to come out and inspect vehicle - cust believes product failure caused fire ...

Cust sks: To have issue inspected

Crs adv: \*\* Transferd cust to PAR \*\*\*\*\*

Brittany Williams/CAC/ATX/T1/ LVL0

Confidential Comments

### UCC Information

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



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August 17, 2011

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: 1GNDS13S77[REDACTED] Model: GS15506-2007 TRAILBLAZER SUV 2WD  
 Service Contract No: [REDACTED] Branded Title No: [REDACTED] Warranty Block: No PDI Status: No  
 Order Type: 50 - FLEET  
 Field Actions: [0 Open](#) [REDACTED]

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### Branded Title

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	08/05/2011	11/30/2006	10 MI	11/30/2012	100,010 MI
	Emission Select Component Ltd Wty	08/05/2011	11/30/2006	10 MI	11/30/2014	80,010 MI
	Special Coverage 10054	08/05/2011	11/30/2006	10 MI	11/30/2016	120,010 MI
	Powertrain Limited Warranty	08/05/2011	11/30/2006	10 MI	11/30/2011	100,010 MI
	Bumper to Bumper Limited Warranty	08/05/2011	11/30/2006	10 MI	11/30/2009	36,010 MI

**Service Contract**

---

Vehicle has no current record of service contracts.

---

**Transaction History**

---

Vehicle has no current record of transaction history.

---

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August 17, 2011

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	Model CS15506-2007 TRAILBLAZER SUV 2WD
Service Contract No	Branded Title No
Order Type 50 - FLEET	Warranty Block No
Field Actions <a href="#">Open</a>	PDI Status No

- 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: KPBK6B
Gross Vehicle Weight: 2,520	Build Date: 11/29/2006
	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       |
| 49U - BORDEAUX RED METALLIC  | 6AC - SUSPENSION                     |
| 7AB - FRONT SPRING   | 8UY - COMPONENT RR LH COMPUTER SEL   |
| 9UX - COMPONENT RR RH COMPUTER SEL   | AJ1 - GLASS, DEEP TINTED             |
| AK5 - DUAL STAGE FRONT AIR BAGS  | AL0 - SENSOR INF RESTR, CHILD DETECT |
| AM9 - 85/35 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  | B8X - GM PRODUCTION WEEK #48         |
| C49 - REAR WINDOW DEFROSTER  | C4D - GVW RATING - 5550 LBS          |
| CJ3 - CLIMATE CONTROL  | DAY - ASSEMBLY PLANT MORAIN, OHIO    |
| DP2 - POWER OSRV MIRRORS   | DT4 - ASHTRAY AND LIGHTER            |
| EVA - EVAP EMISSION REQUIREMENT  | FE9 - FEDERAL EMISSIONS              |
| FLT - FLEET PROCESSING OPTION  | GUB - REAR AXLE 3.42 RATIO           |
| JF8 - BRAKE VAC POWER, 4 WHL DISC  | JJB - PT DRESS SUBASSY NOT INSTALLED |
| K16 - ELECTRIC AIR INJECTION SYSTEM  | K34 - CRUISE                         |

KCV - VANGUARD RAC  
 LL6 - ENGINE, VORTEC 4.2L SFI I8  
 N40 - POWER STEERING  
 NT7 - EMISSION SYS FED - TIER 2  
 PDC - PWR SEAT ADJUST-DRIVER, 8 WAY  
 R6F - IDENTIFY 8 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  
 VN9 - DAILY RENTAL REPURCHASE PROGRAM  
 X88 - CHEVROLET CONVERSION  
 YD5 - BASE FRONT SPRING  
 YT1 - DAILY RENTAL FLAT RATE DEPREC.  
 ZW7 - PREMIUM RIDE SUSPENSION

CONTROL  
 KG4 - GENERATOR 150 AMP  
 M30 - TRANSMISSION, 4 SPD AUTOMATIC  
 N75 - 17" ALUMINUM WHEELS  
 N23 - 16" FULL SIZE SPARE WHEEL  
 QTM - ALL-SEASON TIRES  
 R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL  
 R7M - ONSTAR DELETE  
 T61 - DAYTIME RUNNING LIGHTS  
 TB4 - LIFTGATE  
 U73 - FIXED MAST ANTENNA  
 UB0 - AM/FM STEREO WCD  
 UY7 - TRAILER WIRING HARNESS  
 V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA  
 VX5 - COMPLETE VEHICLE LABEL  
 YD3 - BASE AXLE  
 YD6 - BASE REAR SPRING  
 ZNF - SPARE, ALL-SEASON TIRE  
 ZY1 - SOLID PAINT

---

#### Added Option Codes

-8Q -

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August 17, 2011

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 [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: No  
 Order Type 50 - FLEET  
 Field Actions: [Open](#)

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 611170768
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 11/27/2008	Time Scanned: 23:11:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001963246
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: A1Z
Date Scanned: 11/27/2008	Time Scanned: 23:50:00 Scan Station: 05
Component Code: 61-TRANSMISSION	Traceability: 44973436
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7SDD
Date Scanned: 11/27/2008	Time Scanned: 23:19:00 Scan Station: 02
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 312095830
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 11/27/2008	Time Scanned: 23:56:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00054007
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 11/28/2006	Time Scanned: 08:14:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GZYBEN
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 11/28/2008	Time Scanned: 10:14:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5ABQ035
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 11/27/2006	Time Scanned: 23:42:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1010142
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 11/18/2006	Time Scanned: 03:01:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3094879
Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 11/22/2006	Time Scanned: 12:51:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3094752
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 11/27/2006	Time Scanned: 08:38:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3094309
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 11/27/2006	Time Scanned: 16:50:00 Scan Station:



Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 11/27/2008

Traceability: 3094339  
Part / Number Broadcast: 1GB  
Time Scanned: 18:51:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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August 17, 2011

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 [REDACTED] Branded Title: No Warranty Block: No PDI Status: No

Order Type: 50 - FLEET

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](#)

#### Transaction History

Vehicle has no current record of transaction history.

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August 17, 2011

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	Model CS15508-2007 TRAILBLAZER SUV 2WD
Service Contract No	Branded Title No
Order Type: 50 - FLEET	Warranty Block No
Field Actions: <a href="#">Open</a>	PDI Status: No

- 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 111571	Invoice Date 11/29/2008
CAR/TRUCK CITY	
1405 MAIN ST S	
PINE CITY MN 55083-8092 3206296751	

#### Ship to Information

Invoicing Service Agent 141493	Ship to Date: N/A
NATIONAL CAR RENTAL	
8450 HANGER BLVD	
ORLANDO FL 32827-5420	

#### Delivery Information

Delivery Service Agent 111571	Delivery Date 11/30/2008
CAR/TRUCK CITY	Delivery Type: 020—DAILYRENTAL
1405 MAIN ST S	Delivery Odometer 10
PINE CITY MN 55083-8092 3206296751	

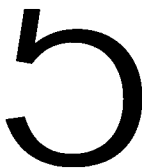
#### In Service Information

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

August 22, 2011

[REDACTED]  
Tarpon Springs, FL [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 732888  
Our Client: General Motors LLC  
Date/Event: 8/14/11  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDS13S772 [REDACTED]

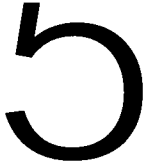
Dear Ms. [REDACTED]

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 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.



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

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

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

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator



**Re: LETTER FROM GM**  
Jvb508 to: bryan.schwartz

08/22/2011 07:18 PM

Dear Mr. Schwartz,  
There isn't a "Fire report" as Fire Dept. not called.  
The fire was out by the time our daughter noticed the burnt windows.  
Sincerely, [REDACTED]

In a message dated 8/22/2011 2:55:25 P.M. Eastern Daylight Time, bryan.schwartz@gm.com writes:

Bryan T. Schwartz  
ESIS/General Motors LLC  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
Phone: 313-665-3395  
Fax: 313-665-0911

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

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

=

727-939-9706 → LYNNE SUBJECK 8-24-11  
TO FERMAN CHEVROLET - SERVICE MANAGER

ITEMS BEYOND APPRAISAL

- ① ALL DOOR HANDLES PITTED - REPLACE
- ② MOTOR NOT START
- ③ GAS GAUGE NOT WORK
- ④ DAMAGE TO ALL WINDOWS
- ⑤ MUST NOT USE OZONE,  
BLEACH OR AMMONIA - HIGHLY ALLERGIC TO ALL
- ⑥ INTERIOR LITES NOT STAY ON.

NOONE IS TO TOUCH VEHICLE UNTIL  
YOU CONTACT RE: FILE NO: 732888

BRYAN SCHWARTZ

ESIS | GM CENTRAL CLAIMS UNIT

1-800-888-0164

FAX NO: 313-665-0911.

HE WILL REQUEST COLOR PHOTOS AND  
OTHER ITEMS. POSSIBLY A GM ENGINEER  
WILL COME SEE VEHICLE.

RECEIVED

AUG 30 2011

ESIS-GM CLAIMS UNIT

OUR INSURANCE IS:

TRAVELERS.

STEPHANIE WILLIAMS 813-890-4150

FIRE CLAIM # [REDACTED]

PLEASE KEEP ME UPDATED. THANK YOU.

AUGUST 24, 2011

MR. BRYAN SCHWARTZ  
ESIS/GM CENTRAL CLAIMS UNIT  
P.O. BOX 300  
MAIL CODE 482 C19 B61  
DETROIT, MI. 48265-3000

DEAR MR. SCHWARTZ,

ENCLOSED FIND COPIES OF ALL INFORMATION,  
INCLUDING 8 PAGE DETAILED FORM SENT TO  
TRAVELERS AND ADD ON SHEET FOR DAMAGES  
TO FERMAN CHEVROLET IN TARPON SPRINGS, FL

SERVICE MANAGER - HYNNE SUBJECT  
DIRECT LINE: 727-939-9706

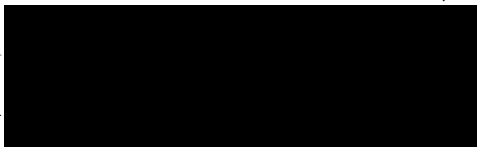
NO POLICE OR FIRE REPORT AS NEITHER  
WAS CALLED. (FIRE OUT WHEN DAUGHTER  
DISCOVERED IT)

THANK YOU FOR YOUR ASSISTANCE.  
PRESUME TRAVELERS CAN PROVIDE YOU A  
COPY OF THEIR ORIGINAL ESTIMATE.

SINCERELY,



TARPON SPRINGS, FL





FIRE LOSS AFFIDAVIT

DATE:	August 15, 2011
INSURED/CLAIMANT:	[REDACTED]
POLICY NUMBER:	[REDACTED]
FILE NUMBER:	[REDACTED]
DATE OF LOSS:	08/13/2011

INSTRUCTIONS: This affidavit must be completed, signed, notarized and returned in the attached, postage-paid envelope within five days of receipt. All questions, blanks or statements must be answered. Enter NA for not applicable or UNK for unknown. We may also require, or have already obtained, a recorded statement, a signed statement and/or an examination under oath.

**WARNING: YOUR FAILURE TO RETURN THIS AFFIDAVIT IMMEDIATELY MAY SERIOUSLY DELAY YOUR CLAIM SETTLEMENT.**

[REDACTED]  
after being duly sworn, deposes and states as follows:

1. I am the owner of the following Vehicle:
  - (a) Year: 2007
  - (b) Make: CHEVROLET
  - (c) Model: TRAILBLAZER 4DR SUV
  - (d) Body style: UT
  - (e) Color: DARK CHERRY METALLIC
  - (f) Vehicle Identification Number: 1GNDS135772 [REDACTED]
  - (g) License Plate Number [REDACTED] and state FLORIDA
    - i. Expiration Date of License Plate: 8/27/2012
    - ii. Odometer reading: 77791

2. The above described vehicle is titled to (Name, address, telephone number – list ALL titled owners):  
[REDACTED]

3. The above described vehicle is registered to (Name, Address, Telephone Number – Explain if different from person titled to):  
[REDACTED] OR [REDACTED]  
TARPON SPRINGS, FL [REDACTED]

4. The above described vehicle had the following accessories and optional equipment permanently installed in the vehicle (check all that apply):

Year <b>2007</b>	Make <b>CHEVROLET</b>	Model <b>TRAILBLAZER</b>	Doors <b>4</b>	Bodystyle <b>SUV</b>	<input type="checkbox"/> Reg Cab <input type="checkbox"/> Ext Cab <input type="checkbox"/> Crew Cab <input type="checkbox"/>	Drive <input checked="" type="checkbox"/> 2W <input type="checkbox"/> 4W	Edition <b>LS</b>
Engine Type: <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Diesel <input type="checkbox"/> Turbo <input type="checkbox"/> Supercharged <input type="checkbox"/> Other:	Engine Size <b>4.2</b>	# Cylinders <b>6</b>	Trans. <input checked="" type="checkbox"/> Auto <input type="checkbox"/> 2 sp <input type="checkbox"/> 3 sp <input type="checkbox"/> 4 sp <input type="checkbox"/> 5 sp <input type="checkbox"/> 6 sp <input type="checkbox"/> Manual	Van Type: <input type="checkbox"/> Passenger <input type="checkbox"/> Cargo <input type="checkbox"/> Regular <input type="checkbox"/> Extended	Conversion Name:		
# Passenger Capacity: <b>5</b>	Bed Length: <input type="checkbox"/> Short <input type="checkbox"/> Long	Capacity/Tonnage: <input type="checkbox"/> 1/2 T <input type="checkbox"/> 3/4 T <input type="checkbox"/> 1T	VEHICLE EQUIPMENT				

<b>POWER ACC</b> <input checked="" type="checkbox"/> Power Brakes (PB) <input checked="" type="checkbox"/> Power Steering (PS) <input checked="" type="checkbox"/> Power Windows (PW) <input checked="" type="checkbox"/> Power Locks (PL) <input checked="" type="checkbox"/> Power Mirrors (PM) <input type="checkbox"/> Heated Mirrors (DHM) <input checked="" type="checkbox"/> Cruise Control (CC) <input checked="" type="checkbox"/> Hill Wheel (TW) <input checked="" type="checkbox"/> Rear Defroster (DEF) <input checked="" type="checkbox"/> Air Cond (AC) <input type="checkbox"/> Dual Air Cond (DAC) <input checked="" type="checkbox"/> Anti-Lock Brakes (ABS) <input checked="" type="checkbox"/> Air Bag-Driver (ABR) <input checked="" type="checkbox"/> Air Bag-Passenger (DAB) <input type="checkbox"/> Air Bag Other <input type="checkbox"/> Power Antenna (ANT) <input checked="" type="checkbox"/> Rear Wiper (RWV) <input type="checkbox"/> Remote Trunk Ris (RTR)	<b>RADIOS/ALARMS</b> <input type="checkbox"/> AM Radio (AM) <input type="checkbox"/> AM/FM Stereo (FMS) <input type="checkbox"/> AM/FM Tape (FMC) <input type="checkbox"/> AM/FM Cass/CD (CDT) <input checked="" type="checkbox"/> CD Player (CD) <input type="checkbox"/> CD Changer (CDC) <input type="checkbox"/> Equalizer (GEQ) <input type="checkbox"/> Removed <input type="checkbox"/> CB (CB) <input checked="" type="checkbox"/> Alarm System (ALR) <input type="checkbox"/> Phone (CTP) <input type="checkbox"/> Remote Starter (RMS) <input type="checkbox"/> Keyless Entry (KES) <input type="checkbox"/> Navigation Sys <input checked="" type="checkbox"/> Tachometer (TCH) <input type="checkbox"/> Center Console (CTC) <input type="checkbox"/> Overhead Cnsole (OHC) <input checked="" type="checkbox"/> Lighted Entry Sys (LES)	<b>SEATS</b> <input type="checkbox"/> Power Seat (ES) <input type="checkbox"/> Dual Pwr (ES2) <input type="checkbox"/> Heated Seats (HSS) <input type="checkbox"/> Split (SBS) <input type="checkbox"/> 60/40 <input checked="" type="checkbox"/> Bucket (BST) <input checked="" type="checkbox"/> Cloth/Velour (VEL) <input type="checkbox"/> Leather (LTH) <input type="checkbox"/> Vinyl (VNS) <input type="checkbox"/> Captain Chairs 2 (CC2) <input type="checkbox"/> 4 (CC4) <input type="checkbox"/> 6 (CC6)	<b>PAINT/TRIM/GLASS</b> <input type="checkbox"/> Tu-Tone (TN2) <input type="checkbox"/> Custom (CPT) <input type="checkbox"/> Graphics (GRA) <input type="checkbox"/> Tinted Glass(OEM)(TNT) <input type="checkbox"/> Tinted AM <input type="checkbox"/> Privacy Glass (PRG) <input type="checkbox"/> Rear Spoiler (SPL)	<b>ROOF</b> <input type="checkbox"/> Vinyl Top (VNL) <input type="checkbox"/> Carriage Roof (CRF) <input type="checkbox"/> Luggage Rack (RAK) <input type="checkbox"/> Roll Bar/Lite Bar (BAR) <input type="checkbox"/> Convertible Top (CON) <input type="checkbox"/> Hard Top (HTR) <b>SUNROOF</b> <input type="checkbox"/> Sliding - Power (PSU) <input type="checkbox"/> Sliding - Manual (MSR) <input type="checkbox"/> Pop-UP (PMR) <input type="checkbox"/> T-Top Glass (GPR) <input type="checkbox"/> T-Top Solid (TTP) <b>TRICK VANS</b> <input type="checkbox"/> Refrigerator (RFR) <input type="checkbox"/> Television (BTV, CTV) <input type="checkbox"/> Microwave <input type="checkbox"/> Full Pop-Top <input type="checkbox"/> 1/2 Pop-Top	<b>BUMPERS</b> <input type="checkbox"/> Rear Step Bumper (RSB) <input type="checkbox"/> Tube Bumper <input type="checkbox"/> Chrome Bumper (CHB) <input type="checkbox"/> Chrome Stp Bmper(CHS) <b>WHEELS/TIRES</b> <input type="checkbox"/> Wire Wheels (WW) <input type="checkbox"/> Wire Wheel Cvr (WWC) <input checked="" type="checkbox"/> Alloy (ALW) <input type="checkbox"/> AM <input type="checkbox"/> Chrome (CHR) <input type="checkbox"/> AM <input type="checkbox"/> Styled Steel (STY) <input type="checkbox"/> Auto Lock Hubs (ALH) <input type="checkbox"/> Manual Lock (MLH) <input type="checkbox"/> Wide Tires (WDT) <input type="checkbox"/> Dual Rear Wheels(DRW) <b>SUSPENSION</b> <input checked="" type="checkbox"/> Trailer Tow Pkg. (TOW) <input type="checkbox"/> Camper Special <input type="checkbox"/> Trailer Hitch (TRH)	<b>OTHER</b> <input type="checkbox"/> Grill Guard (GG) <input type="checkbox"/> Fog Lights (FOG) <input type="checkbox"/> Winch (WCH) <input type="checkbox"/> Canopy (CAN) <input type="checkbox"/> Camper Shell (CSH) <input type="checkbox"/> Bed Liner (BDL) <input type="checkbox"/> Rear Tool Box (TBX) <input type="checkbox"/> Extra Tank (AUX) <input type="checkbox"/> Hydraulic Liftgate (HGT) <input type="checkbox"/> Lift Kit (LO3)(LO6)(L10) <input type="checkbox"/> Ground Eff. Pkg.(GRD) <input type="checkbox"/> Lowered _____ in.(LOW) <input type="checkbox"/> Side Rear Wind (SRW) <input type="checkbox"/> Exterior Visor <input type="checkbox"/> Dash Mat <input type="checkbox"/> Running Boards (RNB) <input type="checkbox"/> BRA <input type="checkbox"/> Air Dam (FAD)
--	---	---	---	--	---	--

EQUIPMENT NOTES:

<b>INTERIOR</b>	<input type="checkbox"/> ABOVE AVERAGE	<input checked="" type="checkbox"/> AVERAGE	<input type="checkbox"/> BELOW AVERAGE
SEATS:	<input type="checkbox"/> Restored	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Minor Wear <input type="checkbox"/> Moderate Wear <input type="checkbox"/> Needs Replacing
CARPETS:	<input type="checkbox"/> Restored	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Minor Wear <input type="checkbox"/> Moderate Wear <input type="checkbox"/> Needs Replacing
DASH/TRIM:	<input type="checkbox"/> Restored	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Minor Wear <input type="checkbox"/> Moderate Damage <input type="checkbox"/> Needs Replacing
GLASS:	<input type="checkbox"/> Recently Replaced	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Minor Wear <input type="checkbox"/> Moderate Wear <input type="checkbox"/> Needs Replacing
HEADLINER:	<input type="checkbox"/> Restored	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Minor Wear <input type="checkbox"/> Moderate Wear <input type="checkbox"/> Needs Replacing
<b>EXTERIOR</b>	<input type="checkbox"/> ABOVE AVERAGE	<input checked="" type="checkbox"/> AVERAGE	<input type="checkbox"/> BELOW AVERAGE
	<input type="checkbox"/> Restored	<input type="checkbox"/> Good	<input checked="" type="checkbox"/> Minor Damage <input type="checkbox"/> Moderate Damage <input type="checkbox"/> Serious Damage
<b>BODY</b>			
PAINT	<input type="checkbox"/> New	<input type="checkbox"/> Good	<input checked="" type="checkbox"/> Minor Wear <input type="checkbox"/> Moderate Damage <input type="checkbox"/> Needs Repainting
	Repaired	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date:
TRIM:	<input type="checkbox"/> New	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Minor Damage <input type="checkbox"/> Moderate Damage <input type="checkbox"/> Needs Replacing
ROOF/TOP:	<input type="checkbox"/> Restored	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Minor Damage <input type="checkbox"/> Moderate Damage <input type="checkbox"/> Needs Replacing
<b>MECHANICAL</b>	<input checked="" type="checkbox"/> ABOVE AVERAGE	<input type="checkbox"/> AVERAGE	<input type="checkbox"/> BELOW AVERAGE
ENGINE:	<input type="checkbox"/> New/Rebuilt	<input checked="" type="checkbox"/> Well Maint	<input type="checkbox"/> Minor Wear <input type="checkbox"/> Needs Minor Work <input type="checkbox"/> Needs Major Work
	Rebuilt Engine	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Miles on Rebuilt
TRANS:	<input type="checkbox"/> New/Rebuilt	<input checked="" type="checkbox"/> Well Maint	<input type="checkbox"/> Minor Wear <input type="checkbox"/> Needs Minor Work <input type="checkbox"/> Needs Major Work
	Rebuilt Trans	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Miles on Rebuilt
<b>OTHER MECHANICAL RECEIPTS</b>	Desc/§:		Date work done/Part(s):
<b>TIRES</b>	<input checked="" type="checkbox"/> ABOVE AVERAGE	<input type="checkbox"/> AVERAGE	<input type="checkbox"/> BELOW AVERAGE
FRONT	<input checked="" type="checkbox"/> New or 80-100% of tread. Rubber nubs visible amid tire tread. <input type="checkbox"/> Good or 30-79% tread remains.		
REAR	<input checked="" type="checkbox"/> New or 80-100% of tread. Rubber nubs visible amid tire tread. <input type="checkbox"/> Good or 30-79% tread remains.		

5. When was the car purchased?:

(a) Month, Day, Year: 8/23/2007

(b) New or used? USED

i. If used, approximate number of miles when purchased? 9,699

6. From who was the vehicle purchased? (Name, address, Telephone Number)

GORDON CHEVROLET  
16414 NO. DALE MARRY  
TAMPA, FL. 33618  
813-969-2600

7. How much did the car cost? \$ 17,998 (PLUS TAXES, ETC)  
19,739.28 WITH FINANCING

8. How was it paid for? TRADE IN PLUS FINANCING

9. Status of Lien (if any):

(a) Name, Address, Telephone Number of Mortgagee:

SUNCOAST SCHOOLS FEDERAL CREDIT UNION  
6801 EAST HILLSBOROUGH AV. PO. BOX 11904  
TAMPA, FL. 33680  
813-621-7511 OR 800-999-5887

(b) Account Number: [REDACTED]

(c) Amount of original lien: 19,739.28

(d) Remaining balance: 5,474.22

(e) Amount of Monthly Payments? 299.00

(f) Arrearage amount, if any: NONE

(g) Payoff date (if already paid off): \_\_\_\_\_

10. Number of sets of keys available at the time of purchase? 1

11. Number of sets of keys available on the date of loss? 1

(a) Regular locations of each set of keys:

[REDACTED]  
ARMOIRE IN MASTER BEDROOM

12. List of people permitted to drive the car (List full names of all drivers and percentage of use):

Name	Phone #	Soc. Sec. #	DL Num.	Date of Birth	% Use	Has Keys Y/N
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	100	Y
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	0	N

13. List of ALL people residing in your household over the age of fifteen (15):

SAME AS # 12 ABOVE

Name	Address	Phone #	Soc. Sec. #	DL Num.	Date of Birth	% Use	Has Keys Y/N


14. My occupation

(a) Name, Address, Telephone Number of Employer:

[REDACTED]

[REDACTED]

LARGO FL. [REDACTED]

[REDACTED]

15. Is the vehicle normally garaged? NO If so, where?

\_\_\_\_\_

\_\_\_\_\_

16. Where was the vehicle normally serviced? (Name, address & Telephone Number):

REGULAR OIL/FILTER CHANGES DONE EVERY 3000 MILES.

KNORR'S CAR CARE CTR. No. 1526 ALT. 19 HOLIDAY, FL. 727-939-0904

LASTONE MAY, 2011 - NOW TEDDY JOE DOING OIL CHANGES

(a) Ask for:

17. Where was the vehicle last serviced?

[REDACTED] LAST OIL CHANGE 7-27-2011 727-531-2183

WATER PUMP ADVANCED AUTO TECHNOLOGY INC 12550 S BUCHHARD, LARGO FL 727-544-8939

4 TIRES ABC TIRE & AUTO 7180 PARK BLVD. PINELLAS PARK, FL 727-544-8939

(a) When:

	WATER PUMP	4 TIRES
OIL CHG.	7-14-10	11-19-10
7-27-2011		

18. Give the exact date and approximate time of loss:

AUGUST 13 2011 - NO IDEA ON TIME

19. Where did loss occur? (Exact location):

DRIVEWAY OF HOUSE [REDACTED]

IN FRONT OF TARPON SPRINGS, FL. [REDACTED]

GARAGE DOOR

20. Who was using/had possession of the vehicle at the time of the fire?

NO ONE

(a) Relationship to you:

\_\_\_\_\_

(b) Did they have your permission?  
\_\_\_\_\_

21. What was the operator/possessor doing at the time of the fire?

NO ONE OPERATING VEHICLE. SITTING LOCKED.  
BOTH TEDDY JOE + JOYCE V. BANDERMAN  
IN ILLINOIS ON VACATION.

22. What were you (named insured) doing at the time of the fire?

BOTH IN ILLINOIS

23. Who discovered the fire?

DAUGHTER WHO CAME TO TAKE CARE OF OUR  
BASENJI DOG

24. What did you/they do?

CALLED US - CALLED TRAVELERS INSURANCE

25. Was the fire department notified? NO (FIRE WAS OUT)

(a) When? \_\_\_\_\_

(b) Did they come to the scene? \_\_\_\_\_

(c) Which Fire Department responded? \_\_\_\_\_

(d) Status of investigation (if any):  
\_\_\_\_\_  
\_\_\_\_\_

(e) Name and phone number of head investigator:  
\_\_\_\_\_  
\_\_\_\_\_

(f) Cause of fire:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

26. Witnesses to the fire (names, addresses, telephone numbers, circumstances):

NONE

27. What was the name of the insurance company that insured the above-described vehicle (or if new, insured your previous car) prior to your current carrier?

GET CO AUTO INSURANCE  
(a) Policy Number: UNKNOWN

(b) Date Issued: JAN. 2010  
(c) Date Terminated: JAN. 2011  
(d) Reason for Termination: BETTER COMPANY - TRAVELERS

28. Have you ever had a vehicle fire before? (If so, when)

NO

(a) Year, Make, Model of Car involved:

(b) Circumstances and cause of fire?

(c) What was the name of your insurance company at that time? \_\_\_\_\_

(d) What was the amount of their settlement? \_\_\_\_\_

29. Has the vehicle for which you are making a claim been involved in any accidents since purchased? (explain)

NO

30. Have any repairs been made to the vehicle? If so, state what, the name, address and phone number of the person or business who performed the repairs and what the cost was):

NO

31. Are you presently renting a vehicle? NO - WAITING ON INFO. FROM PERMISSION AND TRAVELERS, INS.  
(a) From Whom? \_\_\_\_\_  
(b) Cost per day: \_\_\_\_\_

32. By making a claim for the fire loss to the above-described vehicle, I hereby authorize my insurance carrier and its authorized agents to inspect and test my vehicle should it be recovered, including authorization for the removal and testing of any component parts, fluids or other matter. I further agree not to repair, alter or modify the vehicle until such a time as I have given notice to my insurance carrier and they have had the opportunity to inspect and/or test the vehicle.

ATTACH THE FOLLOWING DOCUMENTS TO THIS FORM ( FAILURE TO DO SO CAN SERIOUSLY DELAY THE PROCESS AND/OR SETTLEMENT OF YOUR CLAIM):

PHOTOCOPY OF THE CERTIFICATE OF TITLE (Proof of Ownership)

POLICE AND/OR FIRE DEPARTMENT REPORT

- (✓) COPY OF THE BILL OF SALE / PURCHASE INVOICE
- (✓) COPY OF THE LAST REPAIR / SERVICE BILL + FILTER OIL CHANGE 7-2-2011 DONE BY TEDDY JOE BANDERMAN
- (✓) ODOMETER MILEAGE STATEMENT 77,791 (CURRENT MILEAGE)
- ( ) ALL SETS OF KEYS WILL SEND WITH VEHICLE WHEN TOWED.

WARNING: SENDING AN INSURANCE CLAIM FORM CONTAINING FRAUDULENT INFORMATION THROUGH THE MAIL IS A VIOLATION OF FEDERAL LAW, VOLUME 18, UNITED STATES CODE; SECTION 1341. ANY PERSON WHO KNOWINGLY AND WITH THE INTENT TO INJURE, DEFRAUD OR DECEIVE ANY INSURANCE COMPANY OR OTHER PERSON FILES A 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 FELONY OF THE THIRD DEGREE.



STATE OF \_\_\_\_\_  
 COUNTY OF \_\_\_\_\_

BEFORE ME, the undersigned authority, personally appeared JOYCE BANDERMAN, who, after being duly sworn deposes and says that she/he has read the foregoing which is true and correct to the best of her/his knowledge and belief. The person making the acknowledgement is: \_\_\_\_\_ to me well known to be the person described herein or \_\_\_\_\_ presented the following identification:  
 \_\_\_\_\_

SWORN TO AND SUBSCRIBED before me this \_\_\_\_\_ day of \_\_\_\_\_, \_\_\_\_\_.

\_\_\_\_\_  
 NOTARY PUBLIC in and for the STATE OF FLORIDA  
 My commission expires.

AUTHORIZATION AND RELEASE TO OBTAIN FINANCIAL INFORMATION

POLICY NO. [REDACTED]

I, [REDACTED],  
of [REDACTED] TARPON SPRING, FL [REDACTED]

hereby authorize banks, savings institutions, credit agencies, insurers, credit bureaus, electric companies, telephone companies, gas companies, mortgage companies, or any other creditor to whom a signed original, photocopy (or electronically transmitted facsimile) of this authorization is delivered, to release to **First Floridian Auto and Home Insurance Company**, any and all information concerning any banking transactions, mortgages, automobile or other loans, credit accounts, insurance policies and claims history related to same, utilities service status and payment history, and all other financial transactions.

I hereby release said banks, savings institutions, credit bureaus, insurers, utilities and all other creditors from any and all responsibility and liability for having disclosed said information. A photocopy or electronically transmitted facsimile of this release and authorization shall serve as and shall have the same effect as an original.

I agree that this authorization and release shall remain valid for the duration of the claim.

DATE: 8-24-11

SIGNATURE [REDACTED]  
DATE OF BIRTH [REDACTED]  
SOCIAL SECURITY NO. [REDACTED]

DATE: 8-24-11

SIGNATURE [REDACTED]  
DATE OF BIRTH [REDACTED]  
SOCIAL SECURITY NO. [REDACTED]



STATE OF FLORIDA  
APPLICATION FOR VEHICLE/VESSEL  
CERTIFICATE OF TITLE  
AND/OR REGISTRATION

COUNTY	AGY #	SUB #	REPORT #
3	70	CVR	11

T# 509051386
T# 509051393

DECAL NUMBER	DECAL	BIRTHDATE	EXPIRES	TRANS	INSURANCE	PLATE	RESIDENT	COUNTY	DATE OF ISSUE	PLATE NUMBER OR FLORIDA #
09864940	0#		08 27 08	TRT				4	08 31 07	
TITLE NUMBER	VEHICLE / VESSEL ID#	YR. MAKE	MAKE or MANUFACTURER	BODY TYPE	CLASS	WT / LENGTH	GVM / LOC			
	1GND5135772	2007	CHEV	UT	1	4305				
HULL MATERIAL	PROPULSION	FUEL	VESSEL USE	VESSEL TYPE	WATER	VEHICLE COLOR				
						RGB RED				

Applicant/Owner Name & Address  
 [REDACTED]  
 TARPON SPRINGS, FL [REDACTED]

VOLUNTARY CONTRIBUTIONS:

--

FLEET NUMBER	CREDIT VEHICLE	MOS.	REG. FEE	INT. REG.	AGENCY FEE	MAIL FEE	TITLE FEE	SALES TAX	GRAND TOTAL
	MOS. CLASS WTLLENGTH	12	1.60		7.75		27.00	0.00	36.35

TRANSFER TITLE

Action Requested: \_\_\_\_\_ Brands: \_\_\_\_\_

STATE PREV. REG.	DATE ACQUIRED	NEW	USED	ODOMETER (VESSEL MANUFACTURER)
FL	08/23/2007		XX	9,699 MILES 08/23/2007 ACTUAL

LIEN INFORMATION	DATE OF LIEN	FEID # OR FL. CD. # AND SEX AND DATE OF BIRTH	ODOMETER DECLARATION CERTIFICATION
ELT	08/23/2007	[REDACTED]	<input type="checkbox"/>
NAME OF FIRST LIENHOLDER: (IF NO LIEN, ENTER NONE)			VEHICLE USE:
SUNCOAST SCHOOLS FEDERAL CREDIT UNION			
ADDRESS:			
PO BOX 11904			SALVAGE TYPE
CITY	STATE	ZIP CODE	
TAMPA, FL	FL	33680	

SELLER INFORMATION		
NAME OF SELLER, FLORIDA DEALER, OR OTHER PREVIOUS OWNER:		
GORDON STEWART CHEVROLET INC		
ADDRESS:		
16414 NORTH DL MABRY		
CITY	STATE	ZIP CODE
TAMPA, FL	FL	33618
DEALER LICENSE NO.		
[REDACTED]		

SALES TAX AND USE REPORT	CONSUMER OR SALES TAX EXEMPTION #
TRANSFER OF TITLE IS EXEMPT FROM FLORIDA SALES OR USE TAX FOR THE REASON(S) CHECKED	INDICATE TOTAL PURCHASE PRICE, INCLUDING ANY UNPAID BALANCE DUE SELLER, BANK OR OTHERS
<input type="checkbox"/> PURCHASER HOLDS VALID EXEMPTION CERTIFICATE	\$ 0.00
<input type="checkbox"/> VEHICLE/VESSEL WILL BE USED EXCLUSIVELY FOR RENTAL	INDICATE SALES OR USE TAX DUE AS PROVIDED BY CHAPTER 212, FLORIDA STATUTES
<input type="checkbox"/> OTHER _____	\$ 0.00
	<input checked="" type="checkbox"/> SELLING PRICE VERIFIED

APPLICANT CERTIFICATION

I/WE HEREBY CERTIFY THAT THE VEHICLE/VESSEL TO BE TITLED WILL NOT BE OPERATED UPON THE PUBLIC HIGHWAYS/WATERWAYS OF THIS STATE.

I CERTIFY THAT THE CERTIFICATE OF TITLE IS LOST OR DESTROYED.

I CERTIFY THAT THIS MOTOR VEHICLE/VESSEL WAS REPOSSESSED UPON DEFAULT OF THE LIEN INSTRUMENT AND IS NOW IN MY POSSESSION.

I/WE HEREBY CERTIFY THAT I/WE LAWFULLY OWN THE ABOVE DESCRIBED VEHICLE/VESSEL, AND MAKE APPLICATION FOR TITLE. IF LIEN IS BEING RECORDED, NOTICE IS HEREBY GIVEN THAT THERE IS AN EXISTING WRITTEN LIEN INSTRUMENT INVOLVING THE VEHICLE/VESSEL DESCRIBED ABOVE AND HELD BY LIENHOLDER SHOWN ABOVE. I/WE FURTHER AGREE TO DEFEND THE TITLE AGAINST ALL CLAIMS.

UNDER PENALTIES OF PERJURY, I DECLARE THAT I HAVE READ THE FOREGOING DOCUMENT AND THAT THE FACTS STATED IN IT ARE TRUE.

Signature of Applicant/Owner \_\_\_\_\_ OWNER COPY \_\_\_\_\_ Signature of Applicant/Co-Owner \_\_\_\_\_

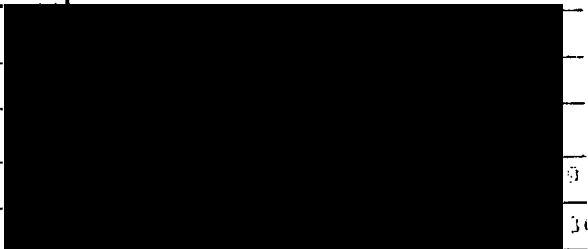
RETAIL ORDER FOR A MOTOR VEHICLE

08/23/2007



16414 North Dale Mabry TAMPA, FLORIDA 33618  
 (813) 969-2600 Fax (813) 963-3735 www.Gordan-Chevrolet.com  
 E-mail: Sales@Gordan-Chevrolet.com

FRICANO, MICHAEL J. 200886  
 CONSULTANT



RES. PHONE BUS. PHONE

NEW  
 USED  DEMO

YEAR 2007 MAKE CHEVROLET

MODEL OR SERIES TRAILBLAZER BODY TYPE 4DR SUV COLOR Red TRIM VIN NO. 1GNDL13S773

TO BE DELIVERED ON OR ABOUT 08/23/2007 MILEAGE 000699 STOCK NO. 00088247

USED VEHICLE TRADE IN

YEAR 2004 MAKE HISSAN MODEL TITAN

MILEAGE 48032 VIN NO. 1HGAA06A641

BALANCE OWED TO: ACTIVA FEED CR UNION

ADDRESS PO BOX BOX14

TAMPA FL 33614

PHONE NO. ACCT. NO.

PAYOFF AMOUNT 12257.07 GOOD THRU: PER:

DRIVER'S LIC. [REDACTED]

D.O.B. 08/27/1953

E-MAIL ADDRESS

ARBITRATION

Arbitration - Any controversy, claim or dispute ("dispute"), arising out of or relating to this contract or the breach thereof, or all other disputes relating to the subject transaction or documentation for the purchase or lease of the subject vehicle, shall be settled by arbitration in Tampa, Hillsborough County, Florida, or in the county in which the buyer resides. All said disputes shall be settled in accordance with the rules of the American Arbitration Association and judgment upon the award entered by the arbitrators may be entered in any court having jurisdiction thereof. It is the express intent of the buyer and dealer that this Arbitration provision applies to all disputes except disputes regarding dishonored checks, worthless checks, insufficient funds checks and/or entitlement to possession of either the selected vehicle or any trade-in vehicle ("exempted disputes"). With regard to the exempted disputes, either party may resort to a judicial determination of such disputes without waiving any right to demand arbitration with respect to all other disputes. The exempted disputes shall be resolved by a judge and not a jury. The buyer and dealer are waiving their right to a jury trial. The filing fees for the Arbitration shall be paid by the filing party initiating the Arbitration and shall be no more than a filing fee charge in an appropriate court of competent jurisdiction. The arbitrator's fee and any other costs normally taxable in a civil action shall be taxed by the arbitrator in favor of the prevailing party. Each party shall pay their own attorney's fees, except that the arbitrator may award attorney's fees to a prevailing party of any contractual or statutory claim represented in the Arbitration where such a fee award is authorized by the contract or statute involved. The arbitrator shall determine any issue as to award of attorney's fees including both entitlement to an award and the amount of any attorney's fees award. If the entire, or any parts, of the Arbitration provision are deemed void or unenforceable, the parties hereby agree to resolve their disputes in a court of competent jurisdiction.

PURCHASER(S) [REDACTED]

Sale Price	17,998.00
Less Manufacturer Rebate	N/A
Equals Net Purchase Price	17,998.00
Less Trade-in Allowance	13,650.00
Equals Trade Difference	4,348.00
Plus: Trade-in payoff	12,257.07
Miscellaneous	N/A
Dealer Services	599.00
Fla. Tire & Battery Fee	N/A
Road Hazard Protection	N/A
Xzilon Protection	N/A
Extended Service Agreement	N/A
Maintenance Agreement	N/A
Electronic Filling Fee	34.00
Sales Tax	347.97
License & Title Fees	77.00
Equals Gross Amount Due	17,653.04
Less Downpayment	1,000.00
Less:	N/A
Equals Amount Due at Delivery	16,653.04

\* LICENSE & TITLE FEES ARE ESTIMATED. OVERCHARGES WILL BE REFUNDED BY THE SELLER, SHORTAGES ARE THE RESPONSIBILITY OF THE BUYER AT THE TIME OF RECEIPT OF LICENSE PLATE OR TRANSFER OF REGISTRATION.

\* PURCHASER GUARANTEES THE TITLE OF THE TRADE IN VEHICLE IF APPLICABLE IS NOT BRANDED AS REBUILT OR SALVAGE.

THE ANNUAL PERCENTAGE (APR) FOR THE INSTALLMENT SALE OF AN AUTOMOBILE MAY BE NEGOTIATED WITH THE DEALERSHIP. THE DEALERSHIP MAY RECEIVE SOME PORTION

PURCHASER(S) [REDACTED]

1. THE PURCHASER ACKNOWLEDGES THAT THE SALE OF THE ABOVE DESCRIBED VEHICLE IS NOT FINAL UNTIL PURCHASER'S CREDIT HAS BEEN APPROVED BY A THIRD PARTY LENDER ACCEPTABLE TO SELLER, AND A RETAIL INSTALLMENT CONTRACT HAS BEEN FULLY EXECUTED AND FUNDED BY LENDER WITH RESPECT TO THIS TRANSACTION.
2. CONDITION OF SALE: I UNDERSTAND THAT UPON SIGNING THE CONDITIONAL SALES CONTRACT AND TAKING DELIVERY OF THE VEHICLE, THE DEALERSHIP DOES NOT REPRESENT OR IMPLY THAT MY CREDIT HAS BEEN APPROVED OR WILL BE APPROVED. IN THE EVENT THAT THE LENDING INSTITUTE APPROVES MY LOAN, THEY MAY ALSO REQUIRE ADDITIONAL DOWN-PAYMENT, A CHANGE IN TERMS, OR NUMBER OF PAYMENTS. CHANGES REQUIRED BY THE LENDER MUST BE ACCEPTABLE TO THE DEALERSHIP AND TO ME.
3. SHOULD THE LENDING INSTITUTE DECLINE MY LOAN APPLICATION, IT WILL BE NECESSARY FOR ME TO EITHER (a) IMMEDIATELY PAY THE ENTIRE UN-PAID BALANCE OF THE CASH PRICE, OR (b) IMMEDIATELY RETURN THE VEHICLE. WHEN THE DELIVERED VEHICLE HAS BEEN RETURNED, MY DOWN PAYMENT AND/OR TRADE-IN WILL BE RETURNED TO ME. UNUSUAL WEAR AND TEAR, INCLUDING UNREASONABLE MILEAGE TO THE VEHICLE, WILL BE MY RESPONSIBILITY.
4. THE REQUIRE [REDACTED]

CREDIT LIFE INSURANCE [REDACTED]

NON-GM DEALER INSTALLED ACCESSORIES \*WARRANTIES FURNISHED BY MANUFACTURER

**NO COOLING OFF PERIOD**

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

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

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the [redacted] to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs  [redacted] Co-Buyer Signs [redacted] If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others. See back for other important agreements.

**NOTICE TO THE BUYER:** a) Do not sign this contract before you read it or if it contains any blank spaces. b) You are entitled to an exact copy of the contract you sign. Keep it to protect your legal rights.

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

Buyer Signs [redacted] Date 08/23/2008 Co-Buyer Signs  [redacted] Date 08/23/2008

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

Other owner signs here  Address \_\_\_\_\_  
Seller signs GORDON CHEVROLET INC Date 08/23/2008 By  [Signature] [Signature]

Seller assigns its interest in this contract to \_\_\_\_\_ (Assignee) under the terms of Seller's agreement(s) with Assignee.

- Assigned with recourse  Assigned without recourse  Assigned with limited recourse

Seller \_\_\_\_\_ By [Signature] [Signature] Title \_\_\_\_\_

**AW** FORM NO. 553-FL (REV. 10/01) U.S. PATENT NO. D460,782  
©2004 Reynolds and Reynolds TO ORDER: www.rrsource.com; 1-800-344-0998; fax 1-800-531-9055  
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH-IN-LENDING COPY

### SUNCOAST SCHOOLS FEDERAL CREDIT UNION INDIRECT LENDING SUBSEQUENT ACTION FORM

Loan Number \_\_\_\_\_ Social Security Number \_\_\_\_\_ Date 9/6/07

**Modification to Payment Schedule**  
 We agree to  extend your payment due date from 9/22/07 to 10/8/07;  
 change your payment from \$ \_\_\_\_\_ to \$ \_\_\_\_\_. The change in payment shall be  for the remaining term or  1 1/2 months, at which time your payment will be reinstated.  
 Your interest rate shall  remain the same or  shall change to 6.15 % ANNUAL PERCENTAGE RATE. All remaining terms of your loan agreement shall remain unchanged. See disclosure below.  
 Purpose: Due date change

**Modification to Security Agreement**  
 We agree to release our security interest in the following property:  
 \_\_\_\_\_  
 In consideration of this release, you agree to grant us a security interest to secure the above loan in the following property:  
 \_\_\_\_\_  
 By signing below, you agree this security interest is created from the date of the above Security Agreement. Your ANNUAL PERCENTAGE RATE shall be \_\_\_\_\_ % and your payment shall  remain the same or  change to \$ \_\_\_\_\_. All remaining terms of your loan payment shall remain the same.

**Modification to Loan Balance**  
 Your loan balance for the above mentioned promissory note has been increased in the amount of \$ \_\_\_\_\_, resulting in the total "Unpaid Balance" as disclosed below in the FEDERAL DISCLOSURE area. Your ANNUAL PERCENTAGE RATE shall be \_\_\_\_\_ % and your payment shall  remain the same or  change to \$ \_\_\_\_\_. All remaining terms and conditions of your promissory note shall remain the same. The reason for increasing your balance is  adding an extended warranty premium,  adding G.A.P. (guaranteed asset protection) premium, adding forced coverage insurance premium, or  other: \_\_\_\_\_

**Subsequent Election for Voluntary Payment Protection**  
 You can now voluntarily elect to become insured with the coverage(s) checked below. In order for coverage to become effective you must meet all eligibility requirements stated in the Credit Insurance Application/Schedule. A statement of Insurability must be completed if you are adding coverage more than 90 days after the date of your advance/loan. Details of this insurance coverage are included in the Insurance Certificate you received previously. If you need a copy of the Insurance Certificate, just ask. By signing below, you authorize us to add the charges for the insurance to your outstanding balance each month. Coverage election applies to the entire balance on this closed-end plan. Insurance rates are subject to change.

You elect the following:	Cost per \$100 of Your Monthly Loan Balance	Premium Schedule	NAME OF INSURED(S) (Please Print)
<input type="checkbox"/> Single Credit Disability	\$ _____	\$ _____	e _____
<input type="checkbox"/> Single Credit Life	\$ _____	\$ _____	e _____
<input type="checkbox"/> Joint Credit Life	\$ _____	\$ _____	e _____

To pay insurance premium, you agree to increase your monthly payment to \$ \_\_\_\_\_

ANNUAL PERCENTAGE RATE: The cost of your credit as a yearly rate	FINANCE CHARGE: The dollar amount the credit will cost you	UNPAID BALANCE: Current unpaid principal balance at the time of modification	TOTAL OF PAYMENTS: The amount you will have paid after you have made all payments as scheduled
<u>6.15%</u>	<u>\$ 3,038.40</u>	<u>\$ 14,711.84</u>	<u>\$ 19,750.24</u>

**YOUR PAYMENT SCHEDULE WILL BE:**

Number of Payments:	Amount of Payments:	When Payments Are Due:
<u>66</u>	<u>\$ 299.08</u>	<input checked="" type="checkbox"/> Monthly beginning: <u>10/5/07</u> <input type="checkbox"/> Except July and August
1 final payment of:	<u>\$ 10.96</u>	

Fixed Rate  
 Property Insurance: You may obtain property insurance from anyone you want that is acceptable to the Credit Union.  
 Security: You are giving a security interest in the following motor vehicle:  
 \_\_\_\_\_  
 In addition to a security interest in your shares and/or deposits and/or certificates in this Credit Union. Collateral securing other loans with the Credit Union may also secure this loan.  
 Prepayment: If you payoff early, you will not have to pay a penalty.  
 See your contract documents for any additional information about nonpayment, default, any required repayment in full before the scheduled date and prepayment refunds and penalties.

Signature(s) Required (if by next check date your behalf is not required to complete the modification)  
 \_\_\_\_\_  
 Date: 9-6-07  
 \_\_\_\_\_  
 Date: \_\_\_\_\_

**ADVANCED AUTOMOTIVE TECHNOLOGY, INC.**  
**12550 S. BELCHER ROAD**  
**LARGO, FL 33773**  
**727-531-0183**

**Repair Order #0022700**  
**Date Printed : 7/14/10**  
**Page : 1**  
**Center :**

<b>Customer :</b> [REDACTED] <b>Address :</b> [REDACTED] <b>City :</b> TARPON SPRINGS, FL [REDACTED] <b>Phone 1 :</b> ( 813 ) - <b>Ext :</b> <b>Phone 2 :</b> ( 813 ) - <b>Ext :</b>	<b>Vehicle :</b> 2006 CHET TRAIL BLAZER <b>License :</b> [REDACTED] <b>Unit :</b> <b>Vin :</b> <b>Engine :</b> 4.2 <b>Trans :</b> AUTO <b>Mileage :</b> 55405
--	---

Parts				Labor				
Quan	Part Number	Description	Price	Op	Tech	Description	Time	Charge
1.00	KO60915	BELT	65.45	CO 0	03	REPLACE WATER PUMP AND SERPENTINE BELT		195.00
1.00	41122	N WATER PUMP	60.95			HAS NO BELT, FLEW OFF		
2.00	2.7G	ANTIFREEZE	22.00					

*142 12,000 MILES*

OK Bad	Recommendation	OK Bad	Recommendation	OK Bad	Recommendation
<p><i>PDC</i>  <i>Handwritten Signature</i>  <i>7/14/2010</i></p>					

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.

WARRANTY IS 90 DAYS OR 4000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X

<b>Labor :</b>	\$195.00
<b>Parts :</b>	\$148.40
<b>Sublet :</b>	\$0.00
<b>Other Fees :</b>	\$0.00
<b>Subtotal :</b>	\$343.40
<b>Sales Tax :</b>	\$24.04
<b>Paid By :</b>	<b>Total :</b> \$367.44
<b>Pay Ref :</b>	<b>Paid :</b> \$0.00
	<b>Due :</b> \$367.44

ABC TIRE AND AUTO  
 7180 PARK BLVD  
 PINELLAS PARK, FL 33781  
 727-544-8939  
 27310039318302

**COPY**  
 11/19/2010 13:15:09

Transaction # 4  
 Card Type: Visa  
 Acc:   
 Exp. Date: \*\*/\*\*  
 Entry: Swiped  
 Invoice #: 2697  
**Sale:**  
**Amount: 321.00**  
 Reference No.: 0006  
 Auth. Code: 05580C  
 Response: AP

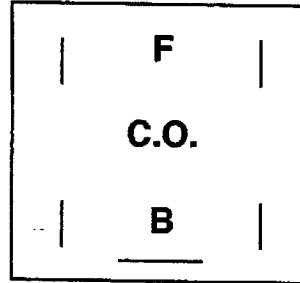
CUSTOMER COPY

THANK YOU!  
 PLEASE COME AGAIN!



**ABC TIRES & AUTO, INC.**  
 7180 Park Boulevard  
 Pinellas Park, FL 33781  
 Office: (727) 544-8939  
 Fax: (727) 289-7058

Date 11-19-10



Great Price on New & Used Tires

**Open 7 days a Week**  
 Mon. - Sat. 8 am to 6 pm  
 Sun. 9 am to 2 pm

**THE BEST DEAL IN TOWN**

QTY.	DESCRIPTION	AMOUNT	
4		300	—
	<b>Sub Total</b>		
	<b>Tax</b>	21	—
	<b>Total</b>	321	—

WRITTEN 30 DAY WARRANTY ON USED TIRES. 30 DAY WARRANTY DOES NOT INCLUDE ROAD HAZARD OR WEAR DUE TO WHEEL ALIGNMENT. NO CASH REFUNDS. NOT RESPONSIBLE FOR ANY DAMAGE CAUSED BY USED TIRES. ALL NEW TIRES, MANUFACTURER WARRANTY ONLY IF DEFECTIVE!





















**WARNING** EVEN WITH ADVANCED AIR BAGS

- Children can be killed or seriously injured by the air bag.
- The back seat is the safest place for children.
- Never put a rear-facing child seat in the front.
- Always use seat belts and child restraints.
- See owner's manual (O) for more information about air bags.

**AVERTISSEMENT** MÊME AVEC DES SACS GONFLABLES INTELLIGENTS

- Les enfants peuvent être tués ou gravement blessés par le sac gonflable.
- Le siège arrière est l'endroit le plus sûr pour les enfants.
- Ne jamais placer à l'avant un dispositif de protection pour enfant faisant face à l'arrière.
- Toujours utiliser les ceintures de sécurité et les ensembles de retenue par enfant.
- Voir le guide du propriétaire (O) pour plus d'information à propos des sacs gonflables.

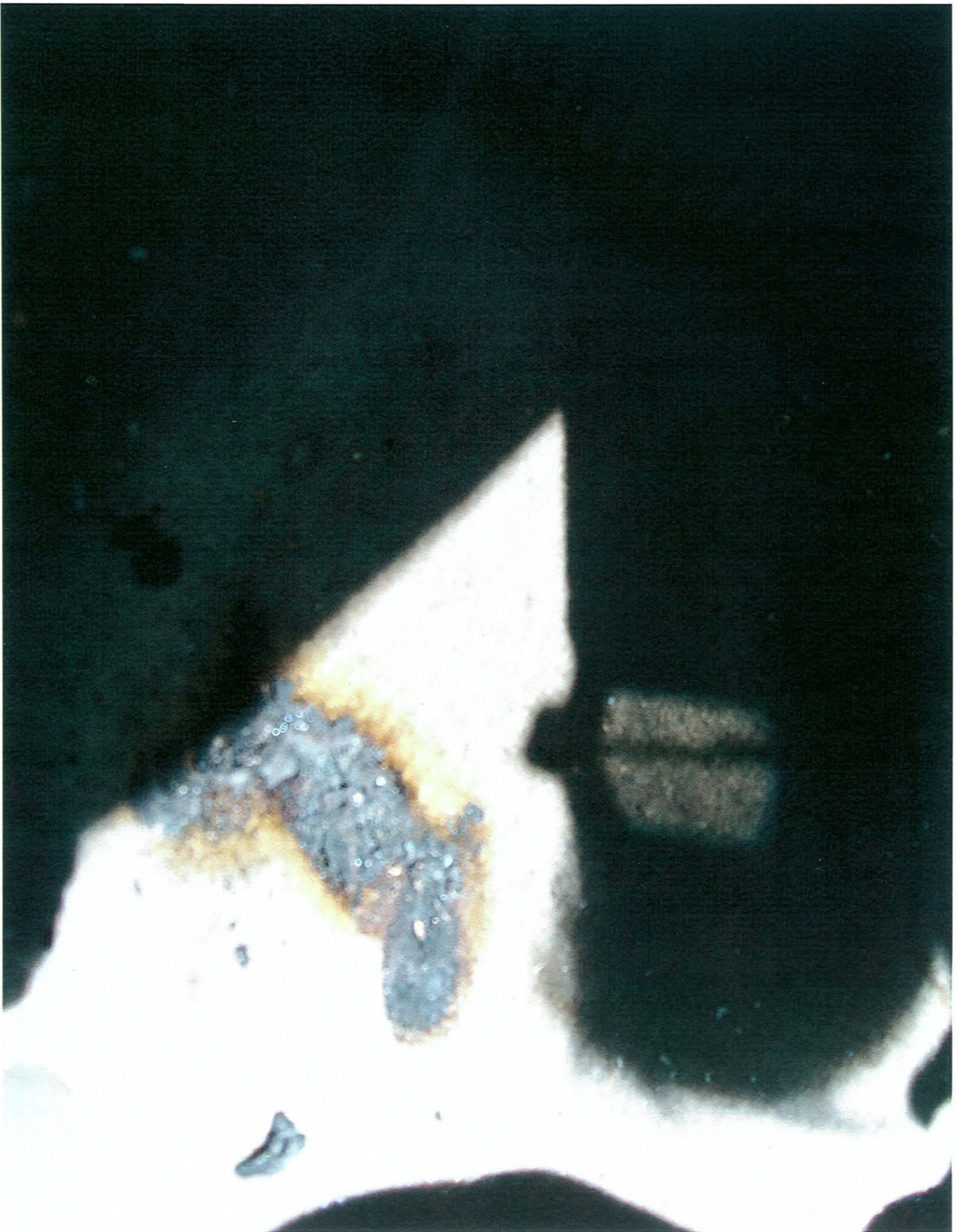


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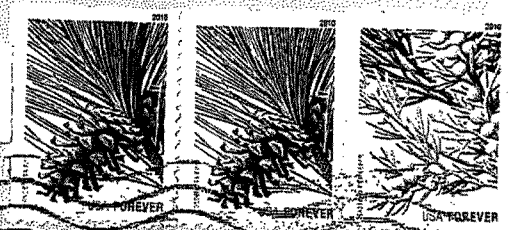
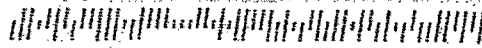








Tarpon Spgs, FL



Tampa/St Pete FL 336

THU 25 AUG 2011 PM

FIRST CLASS

14924

MR. BRYAN SCHWARTZ  
ESIS GM CENTRAL CLAIMS UNIT  
P.O. BOX 300  
MAIL CODE 482 C19 B61  
DETROIT, MI.  
48265-3000

Left A-pillar molding - 1578 206's "79" - -

Left front door surround weatherstripping - ~~1415~~ 116.5 <sup>19168171 \$8/69 .5</sup> May need to replace

Left front seat - side switch bezel - 19121425 <sup>Other strips to match</sup> \$26.90 .3

Driver Door Module to program to vehicle - 25867005 - 301<sup>05</sup> 1.0

# Additional Items

## Add to Estimate

08/17/2011 at 02:49 PM  
73625

K9H9866001  
1kt50e7j

**TRAVELERS**  
Tampa Claim Department-PI  
PO Box 30180  
Tampa, FL 33630-3180  
(800)842-5609

**ESTIMATE OF RECORD**

Written By: Kyle Bacon #727.243.3805 08/17/2011 02:49 PM  
Adjuster: STEPHANIE WILLIAMS (813)890-4150

Insured:	[REDACTED]	Claim:	[REDACTED]
Owner:	[REDACTED]	Policy:	[REDACTED]
Address:	[REDACTED]	Date of Loss:	08/13/2011 at 12:00 AM
Evening:	TARPON SPRING, FL [REDACTED]	Type of Loss:	Comprehensive
		Point of Impact:	16. Non-Collision
Inspect:	[REDACTED]	Evening:	[REDACTED]
Location:	TARPON SPRING, FL [REDACTED]	HOME	
Repair Facility:	FERMAN COLLISION 43520 US Hwy 19 N Tarpon Springs, FL 34689	Business:	(727)934-5789 4 Days to Repair License #

2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-F1 4D UTV MAROON Int:GREY  
VIN: 1GNDS13S772 [REDACTED] FL Prod Date: 11/2006 Odometer: 77791

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Keyless Entry
Alarm	Rear Window Wiper	Body Side Moldings
Dual Mirrors	Privacy Glass	Console/Storage
Luggage/Roof Rack	Clear Coat Paint	Metallic 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	Cloth Seats	Bucket Seats
Trailer Package	Automatic Transmission	Overdrive
Aluminum/Alloy Wheels		

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		ROOF				
2	Repl	Headliner w/o sunroof, w/o head air bag gray	1	1263.63	4.5	
3	Repl	RT Sunshade gray	1	100.63	Incl.	
4	Repl	LT Sunshade gray	1	130.83	Incl.	
5		PILLARS, ROCKER & FLOOR				
6	R&I	RT Front sill plate gray			0.2	
7	R&I	LT Front sill plate gray			0.2	
8		SEATS & TRACKS				
9	R&I	RT R&I front seat			0.5	
10	R&I	LT R&I front seat			Incl.	

08/17/2011 at 02:49 PM  
73625

1kt50e7j

ESTIMATE OF RECORD  
2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV MAROON Int:GREY

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
11#	Rpr	Seat overlap adjustment			0.5	
N 12*	R&I	LT Cushion cover cloth gray			0.6	
13*	Repl	LKQ LT Cushion cover cloth gray +20%	1	198.00	Incl.	
N 14#	Repl	LKQ LT Cushion pad	1	Incl.	0.6	
15		CONSOLE				
16	R&I	Console assy Chevrolet, w/o temp control gray			1.2	
17#		CARPET	1			
18#	Repl	Front carpet section	1	321.81	1.4	
19#	Subl	Ozone generator rental +20%	1	72.00 X		
20		FRONT DOOR				
21*	Repl	LKQ LT door assy +20%	1	888.00	Incl.	0.0
22		LT Add for power units			0.4	
23		LT Transfer door glass			0.8	
24~		R&I Electrical wiring and components			2.0	
25#	Rpr	LT door assy R&I			1.3	
26#	Rpr	LT Transfer interior trim panel and switch cluster			0.7	
27#	Rpr	LT Transfer window motor			0.4	
28#	Rpr	Clean Interior			2.0	
N 29#	Rpr	LT existing door shell			0.6	0.6
Subtotals -->				2974.90	17.9	0.6

- Line 12 : transfer from LKQ to existing seat frame
- Line 13 : Suppliers Part Description: Seat , Lt Ft (BUCKET), R., CLOTH, (MAN),GREY,(BUCKET) R. CLOTH (MAN)
- Line 14 : transfer from LKQ to existing seat frame
- Line 21 : Suppliers Part Description: Door, Lt Ft LH,BLUE,XDMR,L.
- Line 29 : restore Ecoat, spot refn through fire affected area of door shell only

08/17/2011 at 02:49 PM  
73625

1kt50e7j

ESTIMATE OF RECORD

2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV MAROON Int:GREY

-----  
Estimate Notes:

AA for fire damaged aftermarket floor mat set

Discussed rental days with ms banderman. Advised this should be a 4 day repair.

Contact your claim rep regarding payment.

Provide a copy of this estimate to your chosen repair shop.

Alternative Parts Search Below

contacted LKQ corp for all LKQ; reuse of LKQ door internals more cost effective than new OEM components.

Additional comments:

see file notes

Parts		2902.90
Parts Discount	\$ 1816.90 -10.0%	-181.69
Body Labor	17.9 hrs @ \$ 42.00/hr	751.80
Paint Labor	0.6 hrs @ \$ 42.00/hr	25.20
Paint Supplies	0.6 hrs @ \$ 24.00/hr	14.40
Sublet/Misc.		72.00
-----		
SUBTOTAL		\$ 3584.61
Sales Tax	Tier 1 \$ 3512.61 @ 7.0000%	245.88
-----		
TOTAL COST OF REPAIRS		\$ 3830.49
ADJUSTMENTS:		
Deductible		500.00
Appearance Allowance		-30.00
-----		
TOTAL ADJUSTMENTS		\$ 470.00
NET COST OF REPAIRS		\$ 3360.49

All supplements must be pre-approved by Travelers. Please call 888-299-7456 (prompt 2)

Supplement repair charges may be subject to rejection unless approved by Travelers prior to repairs.

This instrument is not an authorization to repair. Repair must be pre-authorized by the vehicle owner.

Vehicle owner maintains the right to repair vehicle at a repair facility of their choice.

Please present this estimate to the repair facility prior to repairs.



08/17/2011 at 02:49 PM

73625

1kt50e7j

ESTIMATE OF RECORD

2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV MAROON Int:GREY

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO INJURE, DEFRAUD, OR DECEIVE ANY INSURER FILES A STATEMENT OF CLAIM OR AN APPLICATION CONTAINING ANY FALSE, INCOMPLETE, OR MISLEADING INFORMATION IS GUILTY OF A FELONY OF THE THIRD DEGREE (FLORIDA STATUTES TITLE XLVI, CHAPTER 817.234). FAILURE TO USE THE INSURANCE PROCEEDS IN ACCORDANCE WITH THE SECURITY AGREEMENT, IF ANY, COULD BE A VIOLATION OF S. 812.014, FLORIDA STATUTES. IF YOU HAVE ANY QUESTIONS, CONTACT YOUR LENDING INSTITUTION. IF A CHARGE FOR SHOP SUPPLIES OR HAZARDOUS OR OTHER WASTE REMOVAL IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: "THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL." IF A CHARGE FOR NEW TIRES OR A NEW OR REMANUFACTURED LEAD-ACID BATTERY IS INCLUDED ON THIS ESTIMATE, PLEASE NOTE THE FOLLOWING: A \$1.00 FEE FOR EACH NEW MOTOR VEHICLE TIRE SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW MOTOR VEHICLE TIRES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX CHAPTER 403.718. A \$1.50 FEE FOR EACH NEW OR REMANUFACTURED LEAD-ACID BATTERY SOLD AT RETAIL IS IMPOSED ON ANY PERSON ENGAGING IN THE BUSINESS OF MAKING RETAIL SALES OF NEW OR REMANUFACTURED LEAD-ACID BATTERIES WITHIN THE STATE OF FLORIDA. FLORIDA STATUTES TITLE XXIX 403.7185.

Recycled Part Costs based on information provided by Car-Part.com. For assistance, call CCC at 800-637-8511.

08/17/2011 at 02:49 PM  
73625



1kt50e7j

**ESTIMATE OF RECORD**  
2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV MAROON Int:GREY

**RECYCLED PART SUPPLIERS**

Line	Line Description	Price
13	LKQ LT Cushion cover clot +20% Stock No.: \$BJ600	\$ 198.00
21	LKQ LT door assy +20% Stock No.: \$BJ600	\$ 888.00
	LKQ - SOUTHEAST (866)557-2677	
	FL,VA,NC,GA,AL,LA,AR,TN LKQ CALL CENTER	
	CRYSTAL RIVER, FL 34423	

## Service Request Detail

SR No.	71-984408386	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- Other
Address		City	Involved Dir	Carter Chevrolet Co, Inc.	Safety	Yes
State	CT ZipCd	Con Acct	Source	Email	Updated	9/7/2011 08:55:14 AM
Serial #/VIN	1GNDT13S26	Model Year	2006	Priority	Medium	License #
Make	Chevrolet	Warr. Start	11/25/2006	Status	Open	Owner
Model	TrailBlazer	Mileage	49750	Sub-Status	Dissatisfied	Opened
Abstract	(ESIS)Electrical - General					
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to Debbie Stewart @ ext 31117					

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	2/3/2011 03:00:00 PM	N	0	1	Asphalt	Dry	N/A	N/A
Driver Last Name	Driver First Name	Height	Disabilities					
		5'5"	None					
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
N/A	N/A		Hartford Insurance					
Incident Loc	Hwy 84 in Willington, CT	Incident Desc	I was driving and smoke filled the car, coming from the driver's door panel, I drove to the dr and they repaired it. I paid out of pocket for the repair.					
Component	controls in driver's door panel	Damage Desc	controls burned					
Vehicle Loc	driving	Addl Info	N/A					
Emgcy Svc Names	N/A	Maint Loc	Independent shops					

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None	
Vehicle Speed	55		Weather Condition	clear			Prop Owner	N/A	Property Type
Last Service Date	10/14/2010		Loc Last Service	Gates GMC Truck, Inc.			Property Location	N/A	Prop Est Repair Cost
Veh Est Repair Cost	\$564.00		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	controls burned		Explain Other	Forwarding to ESIS					

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2011 09:48:59 AM	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
9/7/2011 08:30:22 PM	SADMIN	STEWARDE	Inbound White Mail		Done	9/8/2011 01:47:22 PM	Scanned: 2011-09-07-11.01.35, SourceDocNum: STE4E674F6, worklist : BRC PAR SR Status: Open

Contact Last Name      Contact First Name      Account      BAC Code

RO

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:58:07 AM	STEWARDE	STEWARDE	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name      Contact First Name      Account      BAC Code

Check to see if ESIS picked up file

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:57:46 AM	STEWARDE	GARCIAJR	Notify CRM		Done	9/8/2011 08:48:54 AM	Forwarding to ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
Cust alleges a thermal event in their veh.

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:58:38 AM	STEWARDE	STEWARDE	BRC PAR	Business Case	Done	9/7/2011 08:57:43 AM	Business Case
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
Cust alleges a thermal event in their veh.

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:48:06 AM	STEWARDE	STEWARDE	Research		Done	9/7/2011 08:56:17 AM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
VIN and CUST scan- no files

No recalls

KEYLESS REMOTE DOOR LOCK

Research completed

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:44:25 AM	STEWARDE	STEWARDE	BRC PAR	Initial Contact- Dealer	Done	9/7/2011 08:54:49 AM	Called

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

#### Comments

Spoke to: Rick Griffin, service manager

CRS adv: Please fax me the RO for this repair. Was there evidence of a thermal event?

Dir sts: Master window switch shorted. I only hve notes about the smell of smoke. I will fax you the RO.

CRS adv: Thank you. gave fax#, ph# and SR#

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:27:21 AM	STEWARDE	STEWARDE	BRC PAR	Initial Contact- Phone	Done	9/7/2011 08:55:23 AM	Cust transferred from CAC

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

confirmed cust contact info and allegation

CRS adv: completed PAR questions

Cust sts: I was driving and smoke filled the car, coming from the driver's door panel. I couldn't see the flames behind the panel. I drove to the dir and they repaired it. I paid out of pocket for the repair. The keyless entry no longer works. The remote car starter burned out as well. I didn't want to pay for those to be repaired. There is still a smell in the car. There were no injuries or other property damage. I want GM to reimburse me for the repairs.

CRS adv: CRS advised customer of required verbiage as stated in d\_1075834

Cust sts: continue

CRS adv: gave ph# and SR#

Cust sts: Thank you

Debbie Stewart/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:28:08 AM	STEWARDE	STEWARDE	BRC PAR	Acknowledgement	Done	9/7/2011 08:28:27 AM	Cust transferred from CAC
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			

Comments

See INI

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:28:45 AM	STEWARDE	STEWARDE	BRC PAR	Case Assigned	Done	9/7/2011 08:28:07 AM	STEWARDE x31117
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
9/7/2011 08:23:54 AM	STEWARDE	STEWARDE	Ownership Changed	Ownership Escalated to BRC	Done	9/7/2011 08:23:59 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
9/7/2011 08:14:53 AM	STEWARDE	STEWARDE	Ownership Changed		Done	9/7/2011 08:14:54 AM	Service Request Ownership has changed FROM: MOZOSH TO: STEWARDE
Contact Last Name	Contact First Name	Contact First Name	Account	BAC Code			

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:07:44 AM	MOZOSH	MOZOSH	Outbound Call Customer	Made Contact	Done	9/7/2011 08:12:10 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

##### CUST STS:

yes there was fire inside the door panel  
and had it repaired on February 3rd of this year  
it's very dangerous, there could be a recall on that  
Carter Chevrolet in manchester, CT  
car started filling up with smoke at first and then everything was burned inside the door panel

##### CRSADV:

apologized  
is this a good time to discuss this issues? cust agreed  
will put you on hold will get a rep from PAR for you

Shallah / CAC / MAN / T1 Email / Level 1

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-type	Status	Completed	Description
9/7/2011 06:00:46 AM	MOZOSH	MOZOSH	Email - Outbound		Done	9/7/2011 06:01:07 AM	2006 Chevrolet TrailBlazer
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Service Request: 71-984406366  
Customer Relationship Specialist: Shafiq

Dear [REDACTED]

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you took the time to write us in regards to the issues on your 2006 Chevrolet TrailBlazer.

We will call you today, September 7, between 8:00 a.m. and 10:00 a.m., Eastern. But if you find the hours inconvenient, please reply to this email with the best time that we may contact you and also the best number we can reach you at.

Should you decide to call your Customer Relationship Specialist directly, please do not hesitate to do so. You may reach him at 1-866-790-5600, ext. 12887, Monday through Friday from 8:00 a.m. to 11:00 a.m., Eastern Time.

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 from 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.

Celebrate 100 historic years. Join us at [chevy100.com](http://chevy100.com).

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

[THREAD ID:1-G9V3HA]

—Origin...

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 05:55:53 AM	MOZOSH	MOZOSH	Scheduled Outbound Call Cust	Initial Attempt	Done	9/7/2011 08:07:42 AM	Initial

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

#### Comments

-call cust discuss issues and advise will escalate to PAR (VDN X2455).

8am-10am est  
860 684 1345

Shallah / CAC / MAN / T1 Email / Level1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2011 10:14:43 AM		MOZOSH	Email - Inbound		Done	9/7/2011 06:01:01 AM	Chevrolet Vehicle Concern

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

#### Comments

```
<html>
<head>
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1" />
<title></title>
</head>
<body>
<p>Name: [REDACTED]
Email: [REDACTED]
Address: [REDACTED]
Wilmington, CT [REDACTED]
Day Phone: [REDACTED]
Evening Phone: [REDACTED]
</p>
```

<p>Comments: I purchased a used 2006 Trailblazer March 2010 from Gates in Windham, Ct. In Feb 2011 the car started on fire, the electrical system. This repair cost me \$564.56. The remote key now does not work and I have to unlock the car manually. This also caused the battery to fail which also had to be replaced. The car filled with so much smoke I almost had an accident. I now recently have had a flat tire and called AAA who could not get the spare off to change the tire. It is stuck in place. I had to have the car towed. I had to purchase 4 new tires, cost \$ 700, and was also told there was not much tread left on the tires and that the rotors and pads need to be replaced. The rear are shot 100%. The firestone dealer where I purchased the tires stated that according to the low mileage I had put on the vehicle that the brakes, tires, and rotors could not have been good when I purchased the vehicle. When I originally purchased the vehicle I had to bring it back to Gates due to one of the tires being low, they filled it and said it was fine, well I guess it wasn't because that is the one that went flat. I spoke with the sa...

Confidential Comments

## Service Request Detail

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General



[Logout](#)

September 9, 2011

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

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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

OnStar Equipped: <b>Y</b>	OnStar Status: <b>Active</b>
XM Equipped: <b>N</b>	XM Status: <b>NA</b>
OnStar Vehicle Diagnostics: <b>Y</b>	DMN Enabled: <b>N</b>

### 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	11/25/2006	14 MI	11/25/2009	35,014 MI
	Special Coverage 10054	08/05/2011	11/25/2008	14 MI	11/25/2016	120,014 MI
	Emission Limited Warranty	08/05/2011	11/25/2006	14 MI	11/25/2009	50,014 MI
	Emission Select State Component Lty Wty	08/05/2011	11/25/2006	14 MI	11/25/2013	70,014 MI
	Corrosion Limited Warranty	08/05/2011	11/25/2006	14 MI	11/25/2012	100,014 MI

Emission Select Component Ltd Wty 08/05/2011 11/25/2006 14 MI 11/25/2014 80,014 MI

**Service Contract**

Policy Number: 816222486

Owner JOHNSON

Description: GMPP 43/60 MAJOR GUARD

Deductible Amount: 100.00

Effective Date 11/25/2006

Expiration Date: 11/25/2010

Effective Odometer 14 MI

Expiration Odometer 80014 MI

Daily Rental Limit: 35.00

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
03/27/2010	896828	ZSCT—Service Contracts		Z2061 - ROADSIDE SERVICE (LOCKOUT)	37,188 MI
09/02/2005	A43998	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management: Site Map

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Logout

September 9, 2011

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 1GNDT13S262 [REDACTED] Model CT15506-2008 TRAILBLAZER 4WD  
 Service Contract: **Yes** Branded Title: **No** Warranty Block: **No** PDI Status: **No**  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Q](#) [Open](#)

For this vehicle:

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

#### Vehicle Build

Model: CT15506-2008 TRAILBLAZER 4WD Order Number JKCP33  
 Gross Vehicle Weight: 2,811 Build Date 09/02/2005  
 Build Plant 2-

#### Option Codes

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

- |  |                                      |
|--|--------------------------------------|
| 1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODYSIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM | 1SZ - PREFERRED EQUIPMENT SAVINGS    |
| 28H - LIGHT GRAY   | 28I - INT TRIM LT GRAY/DK GRAY       |
| 62U - DARK GRAY METALLIC   | 6HN - SPRING                         |
| 7HN - SPRING   | 8NS - SUSPENSION                     |
| 9NR - 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 - 5750 LBS          |
| CJ3 - CLIMATE CONTROL  | DAY - ASSEMBLY PLANT MORaine, OHIO   |
| DP2 - POWER OSRV MIRRORS   | DT4 - ASHTRAY AND LIGHTER            |
| EVA - EVAP EMISSION REQUIREMENT  | GU8 - 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 - VORTEC 4200 SFI I6             |
| M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL  | N40 - POWER STEERING                 |
| NC7 - FEDERAL OVERRIDE   | NE1 - 50-STATE EMISSIONS             |
| NP8 - 2-SPEED ACTIVE TRANSFER CASE   | NU5 - EMISSION SYSTEM                |

NZ3 - WHEEL, FULL SIZE SPARE  
 QC3 - ALUMINUM WHEELS  
 R6P - PREMIUM PAINT  
 SLM - STOCK ORDERS  
 T98 - STAMPING VEHICLE IDENT NUMBER  
 U73 - FIXED MAST ANTENNA  
 UB0 - AM/FM STEREO W/CD  
 UY7 - TRAILER WIRING HARNESS  
 V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA  
 VXS - COMPLETE VEHICLE LABEL  
 YD3 - BASE EQUIP FOR SCH GVW PL-FT AX  
 YD6 - BASE REAR SPRING  
 ZY1 - SOLID PAINT

CALIFORNIA  
 PDC - SEAT, 8-WAY  
 POWER DRIVER  
 QNF - P235/75R16 ALS  
 BW TIRES  
 R9U - GM ACCESS -  
 AUTOBOOK IDENTIFIER  
 T61 - DAYTIME RUNNING  
 LIGHTS  
 TB4 - LIFTGATE  
 UA6 - THEFT  
 DETERRENT ALARM  
 SYSTEM  
 UE1 - ONSTAR SERVICE:  
 INCLUDES 1 YEAR SAFE  
 & SOUND PLAN  
 V1K - LUGGAGE RACK  
 CROSS-BARS  
 VK3 - LICENSE PLATE  
 FRAME, FRONT  
 X88 - CHEVROLET  
 CONVERSION  
 YD5 - BASE FRONT  
 SPRING  
 ZW7 - PREMIUM RIDE  
 SUSPENSION

**Added Option Codes**

-80 -

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September 9, 2011

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 1GNDT13S26[REDACTED] Model CT15508-2006 TRAILBLAZER 4WD  
 Service Contract Yes Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 508300854
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NFS
Date Scanned 09/01/2005	Time Scanned 01:30:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 109132365
Source Plant S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast XWM
Date Scanned 09/01/2005	Time Scanned 02:10:00 Scan Station 05
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability 08G875452
Source Plant N-	Part / Number Broadcast FK
Date Scanned 09/01/2005	Time Scanned 01:40:00 Scan Station 03
Component Code 61-TRANSMISSION	Traceability 41612210
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 6TDD
Date Scanned 09/01/2005	Time Scanned 01:37:00 Scan Station 02
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability C2I41105
Source Plant G-	Part / Number Broadcast UP7
Date Scanned 09/01/2005	Time Scanned 02:20:00 Scan Station 12
Component Code 65-REAR AXLE ASSEMBLY	Traceability 238074952
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast CNB
Date Scanned 09/01/2005	Time Scanned 01:57:00 Scan Station 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00065496
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3051
Date Scanned 09/01/2005	Time Scanned 03:48:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 1FJMXPG
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2395
Date Scanned 09/01/2005	Time Scanned 05:58:00 Scan Station 06
Component Code AL-IR-MODULE ASM-I/P	Traceability 7ZARO78
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 0901
Date Scanned 09/01/2005	Time Scanned 02:03:00 Scan Station 04
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 0342515
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 08/26/2005	Time Scanned 00:03:00 Scan Station
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability 2045493



Source Plant: -  
Date Scanned: 08/30/2005

Part / Number Broadcast: 1WW  
Time Scanned: 22:18:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/31/2005

Traceability: 2048734  
Part / Number Broadcast: 1PT  
Time Scanned: 14:19:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/31/2005

Traceability: 2045205  
Part / Number Broadcast: 1PH  
Time Scanned: 22:26:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/31/2005

Traceability: 2045282  
Part / Number Broadcast: 1GB  
Time Scanned: 23:23:00 Scan Station:

---

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

---

Global Warranty Management: Site Map

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September 9, 2011

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 1GNDT13S262 [REDACTED] Model CT15506-2008 TRAILBLAZER 4WD  
 Service Contract **Yes** Branded Title **No** Warranty Block **No** PDI Status **No**  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 03/27/2010

Job Card Number: 898828

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

Odometer Reading: 37,188 MI  
 Authorization Code BJMR

Process Date  
 03/30/2010

Transaction Type  
 ZSCT---Service Contracts

Transaction Expense Category  
 Service Contract

Customer Complaint Code  
 0090-No Customer Complaint - Other Issues

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

Labour Op Z2081-ROADSIDE SERVICE (LOCKOUT)

Causal Part Number

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

Job Card Date: 09/02/2005

Job Card Number: A43898

Repair Service Agent: 111126  
 CARTER CHEVROLET CO, INC.  
 1229 MAIN ST  
 MANCHESTER CT 06040-6056  
 8606466464

Odometer Reading: 0 MI  
 Authorization Code

Process Date  
 09/06/2005

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

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September 9, 2011

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 1GNDT13S262	Model: CT15506-2006 TRAILBLAZER 4WD
Service Contract <b>Yes</b>	Branded Title <b>No</b>
Order Type: 70 - RETAIL - STOCK	Warranty Block: <b>No</b>
Field Actions <a href="#">Open</a>	PDI Status <b>No</b>

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: 111126	Invoice Date: 09/02/2005
CARTER CHEVROLET CO, INC.	
1229 MAIN ST	
MANCHESTER CT 06040-6056 8606466464	

#### Ship to Information

Invoicing Service Agent: 111126	Ship to Date: N/A
CARTER CHEVROLET CO, INC.	
1229 MAIN ST	
MANCHESTER CT 06040-6056 8606466464	

#### Delivery Information

Delivery Service Agent: 111126	Delivery Date: 11/25/2006
CARTER CHEVROLET CO, INC.	Delivery Type: 010—INDIVIDUAL
1229 MAIN ST	Delivery Odometer: 14
MANCHESTER CT 06040-6056 8606466464	

#### In Service Information

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

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# Carter Chevrolet Co. Inc



1229 Main Street  
 Manchester, CT 06040  
 (860) 646-6464  
 www.carterofmanchester.com

Kelley Blue Book

733589  
 S. Kelly

62156LE1

[REDACTED]		VEHICLE IDENTIFICATION		MYLEAGE OUT	DATE OUT	INVOICE NO.
WILLINGTON CT [REDACTED]		1GNDT13S262 [REDACTED]		45633	02/09/11	62156 A
YEAR	MAKE	MODEL	COLOR	TAG NO.		
06	CHEVROLET	TRAILBLAZE	DARK GRAY	00000		
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.
37488		[REDACTED]	[REDACTED]	6115	00/00/00	697
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MYLEAGE IN	DATE IN	IN-SERV DATE	
98.10	11/25/06	14	45633	02/03/11	11/25/06	4.2L V6 MPI NM

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTZ	TYPE	AMOUNT
D +	Com TECHNICIAN FOUND AND REPLACED BURNT LEFT LOW BEAM HEADLIGHT BULB.					
			A31		C	21.00
			1999366 BULB	1	C	11.17
					Line Total.....	32.17

E +	Com Customer states REPLACE BATTERY.					
			A31		C	33.00
			78-6YR BATTERY	1	C	75.50
					Line Total.....	108.50

CK#4714

Labor 189.00  
 Parts 343.60  
 Sales Tax 31.96  
**TOTAL-CASH**

CUSTOMER COPY - PAGE 02

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On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



# Carter Chevrolet Co. Inc



62156LEJT

1229 Main Street  
Manchester, CT 06040  
(860) 646-6464  
www.carterofmanchester.com



[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
WILLINGTON CT [REDACTED]		1GNDT13S262 [REDACTED]		45633	02/09/11	62156 A	
YEAR	MAKE	MODEL		COLOR		TAG NO.	
06	CHEVROLET	TRAILBLAZE		DARK GRAY		00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
37488		[REDACTED]	[REDACTED]	6115	00/00/00	697	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
98.10	11/25/06	14	45633	02/03/11	11/25/06 4.2L V6 MPI NM		

LINE	OP. CODE	PAID-CD	TECH.	HOURS/Qty	TYPE	AMOUNT
A						
Com Customer states THERE WAS A BURNING SMELL INSIDE THE VEHICLE AND THE INSIDE OF THE VEHICLE WAS FULL OF SMOKE AND THE DRIVERS SWITCHES ARE NOT WORKING, THE SMOKE FILLED THE VEHICLE WHEN THE VEHICLE WAS OFF						
Cau MASTER WINDOW SWITCH IN DRIVERS DOOR SHORTED, MELTING CONNECTORS. REPLACED MASTER WINDOW SWITCH AND CONNECTORS.						
	A97				C	135.00
	25867005 SWITCH			1	C	185.97
	12125636 CONNECTOR			1	C	18.62
	12102629 CONNECTOR			1	C	49.29
	12092079 FUSE			1	C	3.05
Line Total.....						391.93

B +						
Com Customer states INTERIOR PANEL COVERING THE DRIVERS DOOR SWITCHES CAME OFF DOOR.						
Cau [REDACTED]						
	A31					
Line Total.....						

### CUSTOMER COPY - PAGE 01

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CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)



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[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
WILLINGTON CT [REDACTED]		1GNDT13S262 [REDACTED]		45633	02/09/11	62156	
YEAR		MAKE		MODEL	COLOR		TAG NO.
06		CHEVROLET		TRAILBLAZE	DARK GRAY		00000
CUST. NO.	LICENBS	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
37488		[REDACTED]	[REDACTED]	6115	00/00/00	697	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
98.10	11/25/06	14	45633	02/03/11	11/25/06	4.2L V6 MPI NM	

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QUY	TYPE	AMOUNT
C +	Com MULTI-POINT VEHICLE INSPECTION					
	Cor PLEASE SEE ATTACHED INSPECTION FORM					
	MVI		A31			
Line Total.....						
D +	Com TECHNICIAN FOUND AND REPLACED BURNT LEFT LOW BEAM HEADLIGHT BULB.					
			A31		C	21.00
	1999366	BULB		1	C	11.17
Line Total.....						32.17
E +	Com Customer states REPLACE BATTERY.					
	Cor REPLACED BATTERY.					
			A31		C	33.00
	78-6YR	BATTERY		1	C	75.50
Line Total.....						108.50

CUSTOMER COPY - PAGE 02

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--	---



# Carter Chevrolet Co. Inc



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WILLINGTON CT		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1GNDT13S262		45633	02/09/11	62156	
WILLINGTON CT		YEAR	MAKE	MODEL	COLOR	TAG NO.	
WILLINGTON CT		06	CHEVROLET	TRAILBLAZE	DARK GRAY	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
37488				6115	00/00/00	697	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
98.10	11/25/06	14	45633	02/03/11	11/25/06	4.2L V6 MPI NM	

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/OT	TYPE	AMOUNT
					Labor	189.00
					Parts	343.60
					Sales Tax	31.96
					TOTAL-CASH	564.56

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--	---

## Service Request Detail

SR No.	71-893982437	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	Initiale PAR- Other	
Address		City	Involved Dir		Safety	Yes	
State	NY	ZipCd	Source	Phone	Updated	10/5/2011 11:46:44 AM	
Serial #/VIN	1GNDT13S46	Model Year	2006	Priority	Medium - License #	CHEVROL	
Make	Chevrolet	Warr. Start	12/30/2005	Status	Open	Owner	
Model	TrailBlazer	Mileage	130000	Sub-Status	Dissatisfied	Opened	
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	10/4/2011 01:00:00 PM	N	0	0	Asphalt	Dry	unk	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
not	occupied			none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a		did not have insurance					
Incident Loc	cus's driveway		Incident Desc	Veh was parked at cust's residence when started smoking and burning				
Component	electrical		Damage Desc	Interior bum dmg, totaled				
Vehicle Loc	cus's residence		Add'l Info	n/a				
Emgcy Svc Name	Poughkeepsie FD		Maint Loc	n/a				

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none	
Vehicle Speed	0		Weather Condition	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	
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Interior bum dmg						Explain Other	Being sent to ESIS	



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 12:57:33 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Thermal Event from electrical in drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 11:44:59 AM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 11:44:30 AM	GARCIAJR	AMSTUTST	Notify CRM		Done	10/5/2011 12:57:31 PM	ESIS

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

2006 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 11:43:55 AM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	10/5/2011 11:44:29 AM	Business Case

Contact Last Name	Contact First Name	Account	BAC Code

Veh experienced a thermal event, file being referred to ESIS.

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 11:43:49 AM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	10/5/2011 11:43:49 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 10:08:48 AM	MERCADTO	GARCIAJR	Ownership Changed		Done	10/5/2011 10:08:48 AM	Service Request Ownership has changed FROM: BENITEAN TO: GARCIAJR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 10:08:42 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	10/5/2011 11:43:43 AM	no dir ct needed

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 10:08:38 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact-Phone	Done	10/5/2011 11:41:50 AM	made initial ct w/cust

Contact Last Name	Contact First Name	Account	BAC Code

Called daytime phone #, [REDACTED]

Spoke in Spanish:

Crn stated calling to fu w/cust re the product allegation case, understand that veh was involved in a therna event.

Cust stated that is correct, parked and not running in her driveway. Cust stated she was at work when neighbor told her it started smoking and burning from the interior - frt d/s door. Cust stated no injuries.

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 fu w/cust w/in 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX  
Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 10:08:34 AM	MERCADTO	GARCIAJR	BRC PAR	Acknowledgement	Done	10/5/2011 11:39:07 AM	acknowledgement made

Contact Last Name	Contact First Name	Account	BAC Code

Comments:  
see initial ct activity

Joe G/PAR/ATX  
Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 10:08:28 AM	MERCADTO	GARCIAJR	Nollyy CRM		Done	10/5/2011 10:12:31 AM	File assigned

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 10:08:23 AM	MERCADTO	GARCIAJR	Research		Done	10/5/2011 11:43:05 AM	Research

Contact Last Name	Contact First Name	Account	BAC Code

#### Summary:

Repairs - no related repairs

Recalls - N050086 05086 POWER STEERING HOSE FRACTURE, not related to allegation

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
10/5/2011 10:08:07 AM	MERCADTO	GARCIAJR	BRC PAR	Case Assigned	Done	10/5/2011 10:12:28 AM	File assigned to Joe Garcia @ ext 11281

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 10:07:59 AM	MERCADTO	BENITEAN	SR Opened		Done	10/5/2011 10:07:59 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2011 10:07:57 AM	MERCADTO	BENITEAN	SR Closed - Dissatisfied		Done	10/5/2011 10:07:57 AM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2011 04:24:41 PM	BENITEAN	MERCADTO	Notify CRM	Escalation Resolution	Done	10/5/2011 10:05:55 AM	par thermal event Received and assigned in PAR Tonie/BRC PAR/ATX

Contact Last Name	Contact First Name	Account	BAC Code

Comments

check previous activity

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2011 04:20:48 PM	BENITEAN	BENITEAN	Inbound Call Customer	Complex Request	Done	10/4/2011 04:32:04 PM	PAR thermal event

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

cust sts: I have a 2006 chevrolet trailblazer and the veh was at the home and my neighbor noticed that the veh was letting out smoke and then it caught in flames, the fireman came in and resolve the flames and no medical assistance needed

cust sks: assistance

crs inform: I apologized for the inconvenience that you have, let me check some information for you.

- . Business Unit: CAC
- . Abstract: PAR thermal event
- . no dir involved and no medical attention needed
- . 1gndt13s46: [REDACTED]
- . chevrolet trailblazer 2006
- . 130000 mig

crs inform customer that im going to be escalating the issue to a par dept

\*\*\*\*\*called par\*\*\*\*\*

inform cust that I will notify par dept and they will reach customer.

crs provided case #

Anna-ba-cac-t1 lvl 0

#### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General

## Service Request Detail

SR No.	71-923590868	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	Camden	Involved Dir		Safety	Yes
State	NY	ZipCd		Source	Phone	Updated	3/2/2011 04:47:04 PM
Serfat #/VIN	1GNDT13S072	Model Year	2007	Priorly	Medium	License #	SANCHERI
Make	Chevrolet	Warr. Start	03/24/2007	Status	Open	Opened	3/2/2011 03:51:39 PM
Model	TrailBlazer	Mileage	63000	Sub-Status	Dissatisfied	Closed	
Abstract	esls - thermal event / door controls/ electrical ✓						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.31227 ***						

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	2/27/2011 08:23:51 PM	N	0	0	Asphalt	Icy	na	na
Driver Last Name	Driver First Name	Height	DOB	Disabilities	no driver in the vehicle at the time of incident			
na	na	na	na	na				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Eastern Shores	Associates	(315) 245-1750	utica mutual					
Incident Loc	11015 florencevill rd Camden NY	Incident Desc	it happened sunday night somelme, when i went into my vehicle monday is smelled so bad and the control panels were all black i took the vehicle to my mechanic and they removed the panel and all the controls and wiring is all burned, i didnt see a flame but it is evident that the their was					
Component	electrical controls to driver door	Damage Desc	driver interior door damage panel					
Vehicle Loc	11015 florencevill rd Camden NY	Add'l Info	no claim was filed with the insurance					
Emgcy Svc Names	none	Mainl Loc	na					

### PAR Detail

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

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/3/2011 06:11:48 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
3/2/2011 04:45:20 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		fu esis 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
3/2/2011 04:45:05 PM	SANCHERI	GARCIAJR	Notify CRM		Done	3/3/2011 06:11:36 PM	esis - thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:39:04 PM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	3/2/2011 04:39:04 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
3/2/2011 04:38:38 PM	SANCHER	SANCHER	Ownership Changed		Done	3/2/2011 04:38:38 PM	Service Request Ownership has changed FROM: SAXTONAN TO: SANCHER
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:32:27 PM	SAXTONAN	SAXTONAN	PAR Case Assessment	Thermal	Done	3/2/2011 04:33:57 PM	transfer
Contact Last Name	Contact First Name	Account	BAC Code				

Transfer call to Rita.

Angela Saxton/CAC Tier 1/SAG/GW1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:17:16 PM	SANCHER	SANCHER	BRC PAR	Initial Contact- AVM	Done	3/2/2011 04:44:40 PM	call Clifford Nadine
Contact Last Name	Contact First Name	Account	BAC Code				

This is Rita Sanchez calling from gm par dept.

Customer

Service Request: 7 1-823590888

Vehicle information: 2007 Chevrolet Trail Blazer

Last 8 of the VIN: 7

Involved Dealership: none

Nature of allegation: thermal event

CRS adv If you have any additional information pertaining to customer or vehicle please contact me at 1-866-790-5600 X 31227 If not then this is an FYI to let you know what is going on in your district.

Rita Sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:17:12 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Dealer	Done	3/2/2011 04:21:17 PM	call
Contact Last Name		Contact First Name		Account		BAC Code	

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

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:16:45 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Phone	Done	3/2/2011 04:36:25 PM	call
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

verified allegation and information

provided required esls statements

cust sts i want to proceed

crs sts what happen

cust sts it happened sunday night sometime, when i went into my vehicle monday is smelled so bad and the control panels were all black i took the vehicle to my mechanic and they removed the panel and all the controls and wiring is all burned, i didnt see a flame but it is evident that the their was one there. I am just glad that the vehicle was not in my garage and nothing else happened

crs sts i understand ma'am what i will be doing is getting this over to our central claims department and they will be in contact with you within 7-10 business days

cust sts ok thanks

crs sts no problem

Rita sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:16:37 PM	SANCHERI	SANCHERI	Research		Done	3/2/2011 04:20:52 PM	vin 1GNDT13S07
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS Performed VIN Scan  
GMVMS: Found No Open Recalls

VIN: - Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:16:28 PM	SANCHERI	SANCHERI	BRC PAR	Acknowledgement	Done	3/2/2011 04:20:17 PM	call
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
See Initial Contact

Rita Sanchez/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:16:15 PM	SANCHERI	SANCHERI	BRC PAR	Case Assigned	Done	3/2/2011 04:20:01 PM	File assigned to Rita Sanchez @ ext 31227
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

File received and reviewed  
Rita Sanchez/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 03:58:07 PM	SAXTONAN	SAXTONAN	Inbound Call Customer	Complex Request	Done	3/2/2011 04:34:01 PM	door panel melted

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Cust sts: Customer went out to leave for work and the door panel was melted, customer states there appears to have been a fire on the drivers side door of the vehicle with smoke damage and melted plastic. She claims fumes are strong and could be toxic.

Cust sts: She said she has put a lot of money into this car already and it only has 63000 miles on it and she sts she purchased an additional warranty from the dealer.

CSR adv: customer to go to the dealership so we can determine what the cause was. Offered to set appt up for customer with dealer she declined said she would do it.

Angela Saxton/CAC Tier 1/SAG/GW1

#### Confidential Comments

### 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



[Logout](#)

March 4, 2011

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 1GNDT13S07: [REDACTED] Model: GT15508-2007 TRAILBLAZER 4WD  
 Service Contract. No      Branded Title. No      Warranty Block. No      PDI Status: No  
 Order Type: 50 - FLEET  
 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

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
	Emission Select State Component Lty Wty	02/21/2010	03/24/2007	10 MI	03/24/2014	70,010 MI
	Corrosion Limited Warranty	02/21/2010	03/24/2007	10 MI	03/24/2013	100,010 MI
	Bumper to Bumper Limited Warranty	02/21/2010	03/24/2007	10 MI	03/24/2010	36,010 MI
	Emission Limited Warranty	02/21/2010	03/24/2007	10 MI	03/24/2010	50,010 MI
	Powertrain Limited Warranty	02/21/2010	03/24/2007	10 MI	03/24/2012	100,010 MI
	Emission Select Component Ltd Wty	02/21/2010	03/24/2007	10 MI	03/24/2015	80,010 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
02/19/2009	092079	ZREG—Regular Vehicle Transaction		E2321 - Bearing And Hub Assembly, Front Wheel - Left - Replace	27,472 MI
02/14/2008	089489	ZREG—Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	16,971 MI
02/14/2008	089489	ZREG—Regular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	16,971 MI
11/13/2007	088858	ZREG—Regular Vehicle Transaction		B1790 - Windshield Washer Nozzle Hose Replacement	15,683 MI
10/16/2007	088672	ZREG—Regular Vehicle Transaction		C4683 - Carpet, Rear Compartment Floor Panel - Rear - R&R Or Replace	14,439 MI
10/16/2007	088672	ZREG—Regular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	14,439 MI

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Logout

March 4, 2011

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: 1GNDT13S072... Model: CT15506-2007 TRAILBLAZER 4WD
Service Contract No. Branded Title No. Warranty Block No. PDI Status No
Order Type: 50 - FLEET
Field Actions: Open

For this vehicle:

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

Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD Order Number: KSRKFZ
Gross Vehicle Weight: 2,611 Build Date: 03/22/2007
Build Plant: 2-

Option Codes

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

- 1S8 - 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
26H - LIGHT GRAY
67U - SILVERSTONE METALLIC
7FB - COMP FRT RH COMPUTER SEL SUSP
8UY - COMPONENT RR RH COMPUTER SEL
AK5 - DUAL STAGE FRONT AIR BAGS
AM9 - 65/35 FOLDING 2ND ROW SEAT
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AXP - MPV VIN IDENT POSITION
B32 - FLOOR MATS, FRONT/REAR
B86 - MOLDING B/S COLOR
BZ4 - GM PRODUCTION WEEK #13
C5N - GVW RATING - 5750 LBS
DAY - ASSEMBLY PLANT MORAIN, OHIO
DT4 - ASHTRAY AND LIGHTER
FLT - FLEET PROCESSING OPTION
JF8 - BRAKE VAC POWER, 4 WHL DISC
1S2 - PREFERRED EQUIPMENT SAVINGS
281 - INT TRIM LT GRAY/DK GRAY
6FB - COMP FRT LH COMPUTER SEL SUSP
8UY - COMPONENT RR LH COMPUTER SEL
AJ1 - GLASS, DEEP TINTED
AL0 - SENSOR INF RESTR, CHILD DETECT
AR9 - FRT BUCKET SEAT, DELUXE
AU0 - REMOTE KEYLESS ENTRY
B30 - FULL CARPET-COLOR KEYED
B33 - REAR COLOR KEYED FLOOR MATS
BQ2 - AVIS RENT A CAR
C49 - REAR WINDOW DEFROSTER
CJ3 - CLIMATE CONTROL
DP2 - POWER OSRV MIRRORS
EVA - EVAP EMISSION REQUIREMENT
GUS - REAR AXLE 3.42 RATIO
JJB - PT DRESS SUBASSY NOT

K18 - ELECTRIC AIR INJECTION SYSTEM  
 KG4 - GENERATOR 150 AMP  
 M30 - TRANSMISSION, 4 SPD AUTOMATIC  
 N75 - 17" ALUMINUM WHEELS  
 NE1 - 50-STATE EMISSIONS  
 NU5 - EMISSION SYSTEM CALIFORNIA  
 PDC - PWR SEAT ADJUST-DRIVER, 8 WAY  
 R6F - IDENTIFY B CODE USERS  
 R6M - NEW JERSEY COST SURCHARGE  
 R6Z - SURCHARGE BLOCK - IL & NJ  
 R9N - LEATHER SEAT TRIM  
 T61 - DAYTIME RUNNING LIGHTS  
 TB4 - LIFTGATE  
 U2J - DELETE XM SATELLITE RADIO  
 UA6 - THEFT DETERRENT ALARM SYSTEM  
 UJ6 - TIRE PRESSURE MONITOR  
 V1K - LUGGAGE RACK CROSS-BARS  
 VK3 - FRONT LICENSE PLATE BRACKET  
 VXS - COMPLETE VEHICLE LABEL  
 YD3 - BASE AXLE  
 YD6 - BASE REAR SPRING  
 ZNF - SPARE, ALL-SEASON TIRE  
 ZY1 - SOLID PAINT

INSTALLED  
 K34 - CRUISE CONTROL  
 LL8 - ENGINE, VORTEC 4.2L SFI I6  
 N40 - POWER STEERING  
 NC7 - FEDERAL OVERRIDE  
 NP8 - 2-SPEED ACTIVE TRANSFER CASE  
 NZ3 - 16" FULL SIZE SPARE WHEEL  
 OTM - ALL-SEASON TIRES  
 R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL  
 R6P - SPECIAL PAINT  
 R7M - ONSTAR DELETE  
 R9X - XM RADIO STANDARD IDENTIFER  
 T68 - STAMPING VEHICLE IDENT NUMBER  
 TFD - RETAIL AMENITY DELETE  
 U73 - FIXED MAST ANTENNA  
 UB0 - AM/FM STEREO W/CD  
 UY7 - TRAILER WIRING HARNESS  
 V73 - STATEMENT OF VEHICLE CERT.- U.S./CANADA  
 VN9 - DAILY RENTAL REPURCHASE PROGRAM  
 X88 - CHEVROLET CONVERSION  
 YD5 - BASE FRONT SPRING  
 YT1 - DAILY RENTAL FLAT RATE DEPREC.  
 ZW7 - PREMIUM RIDE SUSPENSION

**Added Option Codes**

Vehicle has no current record of SAID codes.

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March 4, 2011

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	1GNDT13S072	Model	CT15506-2007 TRAILBLAZER 4WD
Service Contract No		Branded Title No	
Order Type	50 - FLEET	Warranty Block No	
Field Actions:	<a href="#">Open</a>	PDI Status No	

For this vehicle:

- [View Vehicle Summary](#)
  - Service Contract
  - Brandet 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	703140116
Source Plant	V-CPC FLINT, MICHIGAN	Part / Number Broadcast	NAX
Date Scanned	03/22/2007	Time Scanned	16:23:00
		Scan Station	01
Component Code	35-STEERING COLUMN - SIR SYSTEM	Traceability	003960757
Source Plant	S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast	F9A
Date Scanned	03/22/2007	Time Scanned	17:18:00
		Scan Station	05
Component Code	60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability	0BN371584
Source Plant	N-	Part / Number Broadcast	JN
Date Scanned	03/22/2007	Time Scanned	18:35:00
		Scan Station	03
Component Code	81-TRANSMISSION	Traceability	45689451
Source Plant	Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast	7TDD
Date Scanned	03/22/2007	Time Scanned	16:32:00
		Scan Station	02
Component Code	63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability	3FH45457
Source Plant	G-	Part / Number Broadcast	UM1
Date Scanned	03/22/2007	Time Scanned	17:12:00
		Scan Station	12
Component Code	65-REAR AXLE ASSEMBLY	Traceability	068093612
Source Plant	C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast	ZM4
Date Scanned	03/22/2007	Time Scanned	17:05:00
		Scan Station	11
Component Code	92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability	00116042
Source Plant	K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast	3172
Date Scanned	03/22/2007	Time Scanned	18:50:00
		Scan Station	21
Component Code	AB-IR-MODULE ASM-INFLATOR	Traceability	1H220EL
Source Plant	Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast	2395
Date Scanned	03/22/2007	Time Scanned	21:28:00
		Scan Station	06
Component Code	AL-IR-MODULE ASM-IP	Traceability	4BAHJ02
Source Plant	M-MORTON-THIOKOL	Part / Number Broadcast	8435
Date Scanned	03/22/2007	Time Scanned	17:10:00
		Scan Station	04
Component Code	CC-SEQ NUM (FLEX) BODY ASM	Traceability	1700314
Source Plant	-	Part / Number Broadcast	1ZZ
Date Scanned	03/16/2007	Time Scanned	03:01:00
		Scan Station	
Component Code	CD-SEQ NUM (FLEX) BODY ASM	Traceability	3158119

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 03/21/2007	Time Scanned: 00:53:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3158076
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 03/21/2007	Time Scanned: 22:18:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3157303
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 03/22/2007	Time Scanned: 12:18:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3157497
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 03/22/2007	Time Scanned: 12:55:00 Scan Station:

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

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March 4, 2011

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 1GNDT13S072 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title No Warranty Block: No PDI Status: No  
 Order Type: 50 - FLEET  
 Field Actions: [Open](#)

For this vehicle:

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

Job Card Date: 02/19/2009 Job Card Number: 092079  
 Repair Service Agent: 115311 Odometer Reading: 27,472 MI  
 DJ WALTERS CHEVROLET-BUICK-PONTIAC- Authorization Code  
 23 W MAIN ST  
 GOUVERNEUR NY 13642-1300  
 3152870500

Process Date: 02/24/2009  
 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 E2321-Bearing And Hub Assembly, Front Wheel - Left - Replace  
 Causal Part Number: [See other Parts and/or Net Items](#) Line Total: USD 354.37

Job Card Date: 02/14/2008 Job Card Number: 089489  
 Repair Service Agent: 115311 Odometer Reading: 16,971 MI  
 DJ WALTERS CHEVROLET-BUICK-PONTIAC- Authorization Code  
 23 W MAIN ST  
 GOUVERNEUR NY 13642-1300  
 3152870500

Process Date: 02/19/2008  
 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 R4490-Remote Control Door Lock Transmitter Replacement  
 Causal Part Number: [See other Parts and/or Net Items](#) Line Total: USD 73.86

Job Card Date: 02/14/2008 Job Card Number: 089489

Repair Service Agent: 115311  
DJ WALTERS CHEVROLET-BUICK-PONTIAC-  
23 W MAIN ST  
GOUVERNEUR NY 13642-1300  
3152870500

Odometer Reading: 16,971 MI  
Authorization Code:

Process Date:  
02/19/2008

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 Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 10.00

Job Card Date: 11/13/2007

Job Card Number: 088658

Repair Service Agent: 115311  
DJ WALTERS CHEVROLET-BUICK-PONTIAC-  
23 W MAIN ST  
GOUVERNEUR NY 13642-1300  
3152870500

Odometer Reading: 15,663 MI  
Authorization Code:

Process Date:  
11/20/2007

Transaction Type:  
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

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

Labour Op B1790-Windshield Washer Nozzle Hose Replacement

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 23.57

Job Card Date: 10/16/2007

Job Card Number: 088672

Repair Service Agent: 115311  
DJ WALTERS CHEVROLET-BUICK-PONTIAC-  
23 W MAIN ST  
GOUVERNEUR NY 13642-1300  
3152870500

Odometer Reading: 14,439 MI  
Authorization Code:

Process Date:  
10/19/2007

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 C4683-Carpet, Rear Compartment Floor Panel - Rear - R&R Or Replace

Causal Part Number

Line Total: USD 82.74

Job Card Date: 10/16/2007

Job Card Number: 088672

Repair Service Agent: 115311  
DJ WALTERS CHEVROLET-BUICK-PONTIAC-  
23 W MAIN ST  
GOUVERNEUR NY 13642-1300  
3152870500

Odometer Reading: 14,439 MI  
Authorization Code:

---

Process Date:  
10/19/2007

Transaction Type:  
ZREG—Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

---See other Parts and/or Net Items

Line Total: USD 10.00

---

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March 4, 2011

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.

#### Vehicle Information

VIN: 1GNDT13S072	Model: CT15506-2007 TRAILBLAZER 4WD
Service Contract: No	Branded Title: No
Warranty Block: No	PDI Status: No
Order Type: 50 - FLEET	
Field Actions: <a href="#">Open</a>	

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: 111571	Invoice Date: 03/22/2007
CAR/TRUCK CITY	
1405 MAIN ST S	
PINE CITY MN 55063-9092 3206296751	

#### Ship to Information

Invoicing Service Agent: 143667	Ship to Date: N/A
AVIS	
30-116 PORT STREET	
NEWARK NJ 07114-3130	

#### Delivery Information

Delivery Service Agent: 111571	Delivery Date: 03/24/2007
CAR/TRUCK CITY	
1405 MAIN ST S	
PINE CITY MN 55063-9092 3206296751	
	Delivery Type: 020--DAILYRENTAL
	Delivery Odometer: 10

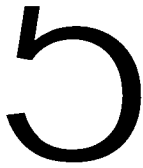
#### In Service Information

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Sasha Henson**  
Claims Administrator

October 12, 2011

[REDACTED]  
Poughkeepsie, NY [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 734556  
Our Client: General Motors LLC  
Date/Event: 10/4/11  
Subject vehicle: 2006 Chevrolet Trail Blazer  
VIN: 1GNDT13S462 [REDACTED]

Dear [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in New York is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on December 30, 2005, and this statute would have expired on December 30, 2009. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

*Sasha Henson*

Sasha Henson  
Claims Administrator

## Service Request Detail

SR No.	71-1003860118	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	Initials PAR- Other
Address		City	Perkiomenville	Involved Dir		Safety	Yes
State	PA ZipCd	Con Acct		Source	Phone	Updated	11/2/2011 01:37:17 PM
Serial #/VIN	1GNDS13S872	Model Year	2007	Priority	Medium License #	Owner	AMSTUTST
Make	Chevrolet	Warr. Start	06/20/2006	Status	Open	Opened	11/1/2011 02:19:49 PM
Model	TrailBlazer	Mileage	77582	Sub-Status	Active	Closed	
Abstract	ESIS 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	Inj/Unes	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	11/1/2011 01:32:02 PM	N	0	1	Asphalt	Dry	n/a	n/a

Height	59	DOB		Disabilities	none
--------	----	-----	--	--------------	------

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
n/a	n/a		not involved

Incident Loc	In Pottstown, address unk	Incident Desc	husband was driving the veh yesterday, the window would not go down, while going to work he saw white smoke from the drivers door, then flames from the door handle, he used a bottle of water to resolve, he removed the panel and found the wiring melted together, he disconnected
Component	electrical	Damage Desc	drivers door, wiring, electrical
Vehicle Loc	cust residence	Add'l Info	n/a
Emgcy Svc Names	n/a	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			
Primary Veh Use	Personal	Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	drivers door, wiring, electrical			Explain Other	sent to ESIS, no rep est, last date of svc unk			



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 03:25:36 PM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	11/2/2011 03:25:50 PM	PAR Voice Mail
Contact Last Name		Contact First Name	Account			BAC Code	

#### Comments

Sls: HI, this is Monica from GM CAC. I have a case 71-1003860118. Customer had an open flame on the drivers side door.  
Sent 11/1/11 2:29pm

Tonie/BRC PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 01:55:57 PM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alarm		check for ESIS pick up
Contact Last Name		Contact First Name	Account			BAC Code	

check for ESIS pick up

Stacy/ATX/PAR

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OCRS STACY AMSTUTZ @ X41022

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 01:55:42 PM	AMSTUTST	ESISBIQU	Escalation	ESIS-Thermal Event	In Progress		Thermal Event
Contact Last Name		Contact First Name	Account			BAC Code	

veh experienced a thermal event from the drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 01:55:03 PM	AMSTUTST	AMSTUTST	BRC PAR	Business Case	Done	11/2/2011 01:55:38 PM	Business Case for Escalation to ESIS
Contact Last Name		Contact First Name	Account			BAC Code	

#### Comments

veh experienced a thermal event from the drivers door

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 01:37:17 PM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	11/2/2011 01:37:18 PM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Contact Email	Account	BAC Code			

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 01:26:41 PM	AMSTUTST	AMSTUTST	Outbound Email	DVM/CAM/Field	Done	11/2/2011 01:27:28 PM	daniel.m.perkins@gm.com
Contact Last Name	Contact First Name	Contact Email	Account	BAC Code			

A product allegation claim has been made in your region. The customer is alleging a thermal event from electrical components in the drivers door. This case is being escalated to ESIS because the thermal event.

2007 Chevrolet Trailblazer  
1GNDS13S872

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

Best wishes,  
Stacy Amstutz | CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 12:08:51 PM	AMSTUTST	AMSTUTST	Inbound Call Customer	Voice Mail Received	Done	11/2/2011 12:09:09 PM	cust called in
Contact Last Name	Contact First Name	Contact Email	Account	BAC Code			

Hi, this is [redacted] calling about 71-1003860118, my husband was driving my veh when it caught fire, no understanding as to why, I needed to talk to somebody, if you could please call me at home, thank you

Stacy/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 10:55:44 AM	MORENOTO	AMSTUTST	Notify CRM	Customer Called	Done	11/2/2011 11:27:53 AM	informing of contact w/ cust
Contact Last Name	Contact First Name	Account	BAC Code				

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 10:51:46 AM	MORENOTO	MORENOTO	Inbound Call Customer	Complex Request	Done	11/2/2011 10:55:40 AM	**assisting only**
Contact Last Name	Contact First Name	Account	BAC Code				

#### cust sta

-my case was send to another department  
-I was told I was getting a call today  
-I had some free time at work so I wanted to call and find out what is going on w/ my case  
-yes I will leave a VM for her , thank you

#### crs sta

-ext 4-1022  
-I will try to get a hold of this agent  
-thank you for holding , it looks like she is not available at this time  
-will you like to leave a VM for her?  
-I will also send her a notify to let her know that you called  
-

toana moreno/cac/abt11/LVL1

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 09:38:50 AM	MERCADTO	AMSTUTST	Ownership Changed		Done	11/2/2011 09:38:50 AM	Service Request Ownership has changed FROM: QUATROCA TO: AMSTUTST
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
11/2/2011 09:38:39 AM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact - Field	Done	11/2/2011 01:26:40 PM	called daniel.m.perkins@gm.com
Contact Last Name	Contact First Name	Contact Email	Account	BAC Code			

#### Comments

A product allegation claim has been made in your region. The customer is alleging a thermal event from electrical components in the drivers door. This case is being escalated to ESIS because the thermal event.

2007 Chevrolet Trailblazer  
1GNDS13S872

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

Best wishes,  
Stacy Amstutz | CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 09:38:37 AM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	11/2/2011 01:18:03 PM	called PATRIOT BUICK PONTIAC GMC @ 610 367 2961
Contact Last Name	Contact First Name	Contact Email	Account	BAC Code			

CRS spoke with: Svc Consultant James Ferber

CRS adv: calling on veh with thermal event, any info on veh/incident? veh at dir? cust in rental/loaner? file will be going to central claims for handling due to thermal event in door

Dir adv: veh is not currently here, we do not have any info on this incident, cust is not in a rental or loaner from the dir, thanks for the heads up

Stacy/ATX/PAR

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 09:38:31 AM	MERCADTO	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	11/2/2011 01:54:54 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

cust sts: husband was driving the veh yesterday, the window would not go down, while going to work he saw white smoke from the drivers door, then flames from the door handle, he used a bottle of water to resolve, he removed the panel and found the wiring melted together, he disconnected everything so he could drive home

we have not contacted our insurance, there were no injuries and no property damage

CRS adv: got pre-par and par info, read ESIS statement

cust sts: go ahead with central claims

CRS adv: 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
11/2/2011 09:38:24 AM	MERCADTO	AMSTUTST	BRC PAR	Acknowledgement	Done	11/2/2011 01:52:59 PM	
Contact Last Name		Contact First Name		Account		BAC Code	

CRS adv: Calling to inform cust that we have received your file concerning your 2007 Chevrolet Trailblazer, Do you have a few moments to speak with me?

cust sts: yes

\*Continued in initial activity

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 09:38:19 AM	MERCADTO	AMSTUTST	Notify CRM		Done	11/2/2011 01:52:59 PM	File assigned
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
11/2/2011 09:38:13 AM	MERCADTO	AMSTUTST	Research		Done	11/2/2011 12:14:31 PM	Research 1GNDS13S872
Contact Last Name	Contact First Name	Contact Last Name	Contact First Name	Account		BAC Code	

#### COMMENTS

71-990828859 - special coverage for fuel lever sensor, on cust and veh

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

no related repairs

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 09:37:57 AM	MERCADTO	AMSTUTST	BRC PAR	Case Assigned	Done	11/2/2011 12:13:05 PM	File assigned to Stacy Amstutz @ ext 41022
Contact Last Name	Contact First Name	Contact Last Name	Contact First Name	Account		BAC Code	

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/2/2011 09:37:50 AM	MERCADTO	QUATROCA	SR Opened		Done	11/2/2011 09:37:51 AM	SR in Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name	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
11/2/2011 09:37:49 AM	MERCADTO	QUATROCA	SR Closed - Active		Done	11/2/2011 09:37:50 AM	Service Request has been Closed Active.

Contact Last Name: [REDACTED] 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
11/2/2011 04:52:48 PM	PADUAMA	MERCADTO	Notify CRM	Customer Called	Done	11/2/2011 09:37:46 AM	Informing contact with the cust Duplicate Activity Tonle/BRC PAR/ATX

Contact Last Name: [REDACTED] 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
11/1/2011 04:50:28 PM	PADUAMA	PADUAMA	Inbound Call Customer	Complex Request	Done	11/1/2011 04:52:48 PM	Assisting only

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

Comments: [REDACTED]

cust s/s: I want to know if the case is handled already by someone till what time are they opened

cust s/s: Information

crs adv: the case will be assumed by our PAR department im seeing under the file that the PAR department had been notify they will give you a call either today or by tomorrow they are open till 8PM

Marika/CAC T1/MAN/Level 0 Empowered  
Confidential Comments: [REDACTED]

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/1/2011 02:32:59 PM	QUATROCA	MERCADTO	Notify CRM	Other	Done	11/2/2011 09:37:32 AM	PAR - Thermal Event Received and assigned in PAR Tonle/BRC PAR/ATX
Contact Last Name	Contact First Name	Contact Last Name	Account	BAC Code			

please contact cust as soon as possible.

vm was left

Monica / BA / CAC / T1 1v1 0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/1/2011 02:23:37 PM	QUATROCA	QUATROCA	Inbound Call Customer	Complex Request	Done	11/1/2011 02:32:58 PM	thermal event - driver side door
Contact Last Name	Contact First Name	Contact Last Name	Account	BAC Code			

csi sts that her husband was driving the veh today, and he saw white smoke coming out the door from the drivers side, then he saw the door caught on fire. since yesterday she couldnt unlock the door, roll down the window electrically, but the speaker works fine. all the other doors and windows work just fine. is just the drivers one that is having electrical issues. the cust doesnt even want to get near the veh anymore due to the incident her husband had.

csi sks for assistance

crs adv first apologized for the inconvenience and the incident her husband had to go thru. also let her know that this case is going to the PAR dept. due to the thermal event on the veh.  
provided cust with the SR# and also let her know that ill be transferring her over to the PAR dept.

Customer claims thermal event (open flame, not just smoke).  
(ID d\_108767)

Monica / BA / CAC / T1 1v1 0

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General





Logout

November 3, 2011

Global Warranty Management: [Home](#) > [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	1GNDS13S872	Model	CS15506-2007 TRAILBLAZER SUV 2WD
Service Contract No		Branded Title No	Warranty Block No
Order Type	50 - FLEET		PDI Status No
Field Actions:	<a href="#">Open</a>		

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	157858	Invoice Date	08/19/2006
ALLEN SAMUELS CHEVROLET, INC.			
7000 SW FWY			
HOUSTON TX 77074-2008 2817547000			

#### Ship to Information

Invoicing Service Agent	157858	Ship to Date	N/A
ALLEN SAMUELS CHEVROLET, INC.			
7000 SW FWY			
HOUSTON TX 77074-2008 2817547000			

#### Delivery Information

Delivery Service Agent	157858	Delivery Date	08/20/2006
ALLEN SAMUELS CHEVROLET, INC.		Delivery Type	020-DAILYRENTAL
7000 SW FWY		Delivery Odometer	10
HOUSTON TX 77074-2008 2817547000			

#### In Service Information

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

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[Logout](#)

November 3, 2011

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.

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 [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: [Open](#) [REDACTED]

Job Card Date: 09/18/2010 Job Card Number: 105494  
 Repair Service Agent: 221763 Odometer Reading: 57,558 MI  
 PATRIOT BUICK PONTIAC GMC Authorization Code: A  
 833 E PHILADELPHIA AVE PO BOX 545  
 BOYERTOWN PA 19512-0545  
 6103872961

Process Date: 09/20/2010  
 Transaction Type: ZREG---Regular Vehicle Transaction  
 Transaction Expense Category: Policy  
 Customer Complaint Code: 0621-Features/Controls/Displays - Gauges/Warning Lights  
 Job Card Line #: 1 Transaction Adjustment: Cause Code: 6051-Module/Component - Worn/Stripped  
 Labour Op L0816-Evaporative Emission Canister Vent Solenoid Valve Replacement  
 Causal Part Number 000000000025950499-VALVEASM-EVAPEMISCNSTRVENT  
 --See other Parts and/or Net Items

Job Card Date: 01/15/2007 Job Card Number: 503139  
 Repair Service Agent: 157858 Odometer Reading: 11,694 MI  
 ALLEN SAMUELS CHEVROLET, INC. Authorization Code  
 7000 SWFWY  
 HOUSTON TX 77074-2008  
 2817547000

Process Date: 01/26/2007  
 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 J6354-Powertrain Control Module Engine Reprogramming with SPS  
 Causal Part Number

Job Card Date: 06/19/2006 Job Card Number: A06653

Component Code: GP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/19/2008

Traceability: 3006928  
Part / Number Broadcast: 1GB  
Time Scanned: 01:21:00 Scan Station:

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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November 3, 2011

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 1GNDS13S872 [REDACTED] Model CS1550B-2007 TRAILBLAZER SUV 2WD  
 Service Contract: No Branded Title No Warranty Block No PDI Status No  
 Order Type 50 - FLEET  
 Field Actions: [Open](#)

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Source Plant: V-CPC FLINT, MICHIGAN Date Scanned: 08/19/2008	Traceability: 606130375 Part / Number Broadcast: NAX Time Scanned: 04:08:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM Source Plant: S-SAGINAW DIVISION SAGINAW, MI Date Scanned: 08/19/2008	Traceability: 008291598 Part / Number Broadcast: A1Z Time Scanned: 04:49:00 Scan Station: 05
Component Code: 81-TRANSMISSION Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Date Scanned: 08/19/2008	Traceability: 44391646 Part / Number Broadcast: 7SDD Time Scanned: 04:14:00 Scan Station: 02
Component Code: 85-REAR AXLE ASSEMBLY Source Plant: C-SAGINAW BUFFALO, NEW YORK Date Scanned: 08/19/2008	Traceability: 157133815 Part / Number Broadcast: CN8 Time Scanned: 05:09:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Source Plant: K-KELSEY-HAYES JASPER, INDIANA Date Scanned: 08/19/2008	Traceability: 00010115 Part / Number Broadcast: 5724 Time Scanned: 08:32:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR Source Plant: Q-RIMIR MATAMORS MEXICO Date Scanned: 08/19/2008	Traceability: 1GUX08X Part / Number Broadcast: 2395 Time Scanned: 08:21:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-IP Source Plant: M-MORTON-THIOKOL Date Scanned: 08/19/2008	Traceability: 5AASL47 Part / Number Broadcast: 5521 Time Scanned: 04:41:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM Source Plant: - Date Scanned: 08/13/2008	Traceability: 0100742 Part / Number Broadcast: 1ZZ Time Scanned: 00:03:00 Scan Station: -
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Source Plant: - Date Scanned: 08/15/2008	Traceability: 3007055 Part / Number Broadcast: 1WW Time Scanned: 23:40:00 Scan Station: -
Component Code: CK-SEQ NUM (FLEX) GEN ASM Source Plant: - Date Scanned: 08/16/2008	Traceability: 3006998 Part / Number Broadcast: 1PT Time Scanned: 16:48:00 Scan Station: -
Component Code: CM-SEQ NUM (FLEX) GEN ASM Source Plant: - Date Scanned: 08/19/2008	Traceability: 3007006 Part / Number Broadcast: 1PH Time Scanned: 00:38:00 Scan Station: -

K18 - ELECTRIC AIR INJECTION SYSTEM	INSTALLED
KG4 - GENERATOR 150 AMP	K34 - CRUISE CONTROL
M30 - TRANSMISSION, 4 SPD AUTOMATIC	LL8 - ENGINE, VORTEC 4.2L SFI I6
N75 - 17" ALUMINUM WHEELS	N40 - POWER STEERING
NZ3 - 16" FULL SIZE SPARE WHEEL	NT7 - EMISSION SYS FED - TIER 2
R4W - TIRE BRAND-MICHELIN	QTM - ALL-SEASON TIRES
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6F - IDENTIFY B CODE USERS
R7M - ONSTAR DELETE	R6P - SPECIAL PAINT
T81 - DAYTIME RUNNING LIGHTS	R9N - LEATHER SEAT TRIM
TB4 - LIFTGATE	T98 - STAMPING VEHICLE IDENT NUMBER
U73 - FIXED MAST ANTENNA	TFD - RETAIL AMENITY DELETE
UB0 - AM/FM STEREO WCD	UA8 - THEFT DETERRENT ALARM SYSTEM
UY7 - TRAILER WIRING HARNESS	UJ8 - TIRE PRESSURE MONITOR
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	V1K - LUGGAGE RACK CROSS-BARS
VQ2 - FLEET ORDERING AND ASSISTANCE	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	VX7 - LONG TERM DAILY RENTAL PROGRAM
YD3 - BASE AXLE	X88 - CHEVROLET CONVERSION
YD8 - BASE REAR SPRING	YD5 - BASE FRONT SPRING
ZW7 - PREMIUM RIDE SUSPENSION	ZNF - SPARE, ALL-SEASON TIRE
	ZY1 - SOLID PAINT

**Added Option Codes**

-8Q -

Global Warranty Management Site Map

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November 3, 2011

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 1GNDS13S87[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 [Open](#)

For this vehicle:

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

#### Vehicle Build

Model: CS15506-2007 TRAILBLAZER SUV 2WD Order Number: KCSRFB  
 Gross Vehicle Weight 2,520 Build Date 06/19/2008  
 Build Plant: 2-

#### Option Codes

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

- |  |                                      |
|--|--------------------------------------|
| 1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE 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   | AUD - 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 - GVWRATING - 5550 LBS   | CJ3 - CLIMATE CONTROL                |
| DAY - ASSEMBLY PLANT MORAIN, 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           |

Emission Select Component Ltd Wty	10/30/2011	06/20/2006	10 MI	06/20/2014	80,010 MI
Powertrain Limited Warranty	10/30/2011	06/20/2006	10 MI	06/20/2011	100,010 MI

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading	<a href="#">View Details</a>
09/18/2010	105494	ZREG---Regular Vehicle Transaction		10616 - Evaporative Emission Canister Vent Solenoid Valve Replacement	57,558 MI	
01/15/2007	503139	ZREG---Regular Vehicle Transaction		J6354 - Powertrain Control Module Engine Reprogramming with SPS	11,894 MI	
06/18/2006	A06653	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI	

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November 3, 2011

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 1GND513S872 XXXXXXXXXX Model: GS15506-2007 TRAILBLAZER SUV 2WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 50 - FLEET  
 Field Actions: [0 Open](#) XXXXXXXXXX

#### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N080091	08091	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	10/30/2011	06/20/2006	10 MI	06/20/2009	36,010 MI
	Corrosion Limited Warranty	10/30/2011	06/20/2006	10 MI	06/20/2012	100,010 MI
	Certified Used Limited Warranty	10/30/2011	06/20/2006	10 MI	09/20/2009	39,010 MI
	Special Coverage 10054	10/30/2011	06/20/2006	10 MI	06/20/2016	120,010 MI






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


800.888.0164 *tel*  
313.665.0911 *fax*


**Nikki Jackson**  
Claims Administrator

February 7, 2012



Perkiomenville, PA 

RE:    Our File No. :    735564  
      Our Client:        General Motors LLC  
      Date/Event:       11/1/11  
      Subject vehicle:  2007 Chevrolet Trailblazer  
      VIN:                1GNDS13S872 

Dear Ms. 

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Pennsylvania is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on or about June 20, 2006, and this statute would have expired on or about June 20, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

*Nikki Jackson*

Nikki Jackson  
Claims Administrator

## Service Request Detail

SR No.	71-1012902384	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Door Lock Motor /	Sub-Area	ESIS Escalation
Address		City	Washington	Involved Dir	Serra Buick-Pontiac-GMC L.L.C.	Safety	Yes
State	MI	ZipCd		Source	Email	Updated	11/29/2011 09:48:10 AM
Serial #/VIN	1GNDT13S262	Model Year	2006	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	08/30/2006	Status	Open	Owner	RJOHNS36
Model	TrailBlazer	Mileage	66000	Sub-Status	Dissatisfied	Opened	11/28/2011 03:48:16 AM
Abstract	(ESIS) Electrical - Power Door Lock Motor / Switch / Wiring (Thermal Event)						
Customer Description	This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all inquiries to Renea @ ext 21071						

### Pre-PAR

PAR Number	11/27/2011 01:00:53 PM	Injures	N	# Other Veh	0	# People in Veh	3	Road Surface	Asphalt	Road Cond	Wet	Fire Report#	none	Police Report#	none
Owner		Driver First Name		Height	5'8"	DOB		Disabilities	None						
Insurance Agent Last Name	n/a	Insurance Agent First Name	n/a	Phone #		Insurance Agency		Insurance not involved							
Incident Loc	Exit Joslin Rd from I 75 in Auburn Hills, MI				Incident Desc	Cust sts the incident occurred on 11/27/11 @ 100PM. Cust sts he was exiting off onto Joslin Rd from I 75 in Auburn Hills, MI traveling 40-50mph. Cust sts he smelt a burnt odor, started to see smoke coming from the inside the driver door panel. Cust sts he pulled over and open the door									
Component	Electrical -driver door				Damage Desc	interior control module - drivers door									
Vehicle Loc	cust residence, 57175 Sycamore Dr Washington MI				Add'l Info	n/a									
Empcy Svc Names	none				Maint Loc	Serra In									

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none		
Vehicle Speed	50		Weather Condition	Raining		Prop Owner	n/a	Property Type	n/a	
Last Service Date	8/5/2011		Loc Last Service	Serra Buick-Pontiac-GMC L.L.C.		Property Location	n/a	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a		Prop Damage Description	n/a			
Primary Veh Use	Personal		Inspection Type	Thermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	Interior control module - drivers door				Explain Other	Escalating to ESIS Thermal Event				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/29/2011 09:49:17 AM	AMSTUTST	ESISEBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
 veh experienced a thermal event from the drivers door  
 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 11:12:15 AM	RJOHNS36	RJOHNS36	Scheduled Follow-up		Scheduled Alarm		ESIS Pick UP
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
 This is NOT a SOCC, do no adv cust of this sched activity, direct all inquiries to OCRS Renea @ ext 21071  
 Renea/PAR/ATX  
 Action Plan: Waiting for ESIS to release ESIS agent info and ESIS claim number.  
 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/29/2011 11:11:31 AM	RJOHNS36	AMSTUTST	Notify CRM		Done	11/29/2011 09:49:15 AM	Escalating to ESIS Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
 Cust alleging driver door interior control panel experienced a thermal event.  
 Renea/PAR/ATX  
 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 10:39:02 AM	RJOHNS36	RJOHNS36	BRC PAR	Business Case	Done	11/28/2011 11:08:40 AM	PAR Case Assessment
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
 Cust alleging driver door interior control panel experienced a thermal event. File will be referred to ESIS for evaluation.  
 Renea/PAR/ATX  
 Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 10:38:49 AM	RJOHNS38	RJOHNS38	Research		Done	11/28/2011 11:09:17 AM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

Open/Closed Recalls  
Product Safety Recall N050086 05086 POWER STEERING HOSE FRACTURE 10/05/2005 Closed

Previous Related Claim History  
07/29/2010 167647 ZREG—Regular Vehicle Transaction B4160 - Outside Rearview Mirror Motor Replacement - Right Side 47,634 MI

No Branded Title

No Warranty Block

Customer/ VIN Scan:  
71-855492694 center console & heater switch replacement 8/3/2010

### Renea/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 10:38:34 AM	RJOHNS36	RJOHNS36	Outbound Email	DVM/CAM/Field	Done	11/28/2011 11:07:24 AM	Emailed DMA bruce.bicknell@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

### Comments

Sent by: Renea Johnson  
To: bruce.bicknell@gm.com  
cc:

Subject: 71-1012902394 PAR Case Sent to ESIS -- No Action Required

A product allegation claim has been made in your region. The customer is alleging smoke came from interior driver door panel. This case is being escalated to ESIS because vehicle experienced a thermal event.

2006 Chevrolet TrailBlazer  
1GNDT13S262  
221914  
Serra Buick-Pontiac-GMC L.L.C.  
Washington Township MI  
Paul Amato, Service Mgr

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

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

Best wishes,  
Renea Solo | CRS

Aditya Birla Minacs | Inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 ext 21071 | Fax 866-660-2731 | www.minacs.adityabirla.com | Follow us on Twitter

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Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 10:38:22 AM	RJOHNS36	RJOHNS36	BRC PAR	Initial Contact - Field	Done	11/28/2011 11:07:06 AM	Emailed DMA bruce.bicknell@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

see outbound email

Renae/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 10:38:12 AM	RJOHNS36	RJOHNS36	BRC PAR	Initial Contact- Dealer	Done	11/28/2011 11:04:32 AM	Called Service Mgr Paul Amato from Serra @ 586 281 2800
Contact Last Name	Contact First Name	Account	BAC Code				

221814  
Serra Buick-Pontiac-GMC LLC.  
12300 Thirty Mile Road  
Washington Township MI 48095  
(586) 281-2800

Crs spoke with Service Mgr Paul Amato  
Crs advised of cust product allegation and the file will be referred to ESIS for evaluation.

Are there any known product concerns that relate to the customer's allegation? no prior concerns

Veh History:

oil change and tire rotation (last service date) 8/5/11  
SES light - throttle body issue  
key fob reprogram  
right side mirror replacement - complaint began to wretched  
replace radio - radio knob

Crs provided the case # and my contact info.

Renae/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 10:35:39 AM	RJOHNS38	RJOHNS38	BRC PAR	Initial Contact- Phone	Done	11/28/2011 10:50:11 AM	Mr [REDACTED] called in
Contact Last Name		Contact First Name		Account		BAC Code	

CRS verified cust contact info. Cust sts the incident occurred on 11/27/11 @ 100PM. Cust sts he was exiting off onto Joslin Rd from I 75 in Auburn Hills, MI traveling 40-50mph. Cust sts he smelt a burnt odor, started to see smoke coming from the inside the driver door panel. Cust sts he pulled over and open the door panel and saw the melted hole in the interior door control module. Cust sts he has removed the module from the door. Cust sts he took pics of the module. Are you the original owner? Cust sts purchased Certified from Bill Fox - Sema GMC on Thirty Mile Rd. CRS asked are you currently in a rental or loaner vehicle? Cust sts no. CRS asked if cust sustained injuries? Cust sts no. CRS gathered prePAR and PAR Detail info. CRS advised customer of required verbiage as stated in d\_1075834. Cust requested the file to be referred to the Central Claims dept. CRS advised cust someone from our Central Claims department will follow up with you within 7-10 business days. CRS provided my contact information and the case number.

#### Renee/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 10:35:11 AM	RJOHNS38	RJOHNS38	BRC PAR	Acknowledgement	Done	11/28/2011 10:35:38 AM	Mr [REDACTED] called in
Contact Last Name		Contact First Name		Account		BAC Code	

Comments  
see cust initial

#### Renee/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 10:09:41 AM	RJOHNS38	RJOHNS38	Ownership Changed	Ownership Escalated to BRC	Done	11/28/2011 10:09:42 AM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 09:47:13 AM	RJOHNS36	RJOHNS36	BRC PAR	Case Assigned	Done	11/28/2011 09:47:38 AM	File assigned to Renea @ ext 21071
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
received

Renea/PAR/ATX  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 09:43:10 AM	RJOHNS36	RJOHNS36	Ownership Changed		Done	11/28/2011 09:43:10 AM	Service Request Ownership has changed FROM: MOZOSH TO: RJOHNS36
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 09:38:57 AM	MOZOSH	MOZOSH	Outbound Call Customer	Made Contact	Done	11/28/2011 09:40:11 AM	Dialled
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
CUST STS:  
happened yesterday afternoon  
everything has melted and burnt  
i have pictures of what happened  
haven't taken it to the dry yet for this  
luckily we were able to pull over and get out of the veh  
it all started on the window control and heated seats  
safety for my wife and kid

CRS ADV:  
understand cust concern on this  
will forward this to par

(called PAR)

Shallah / CAC / MAN / T1 Email / Level1  
Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 03:53:03 AM	MOZOSH	MOZOSH	Email - Outbound		Done	11/28/2011 03:53:28 AM	Service Request: 71-1012902394
Contact Last Name	Contact First Name	Account	BAC Code				

Service Request: 71-1012902394  
Customer Relationship Specialist: Shalah

Dear [REDACTED],

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you took the time to write us in regards to the issue on your 2006 Chevrolet TrailBlazer.

We will call you today, November 28, between 9:00 a.m. and 11:00 a.m., Eastern. But if you find the hours inconvenient, please reply to this email with the best time that we may contact you and also the best number we can reach you at.

Should you decide to call your Customer Relationship Specialist directly, please do not hesitate to do so. You may reach him at 1-866-790-5600, ext. 12867, Monday through Friday from 8:00 a.m. to 11:00 a.m., Eastern Time.

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 from 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.

Celebrate 100 historic years. Join us at [chevy100.com](http://chevy100.com).

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

[THREAD ID:1-GR1DTV]

—Original—

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2011 03:50:05 AM	MOZOSH	MOZOSH	Scheduled Outbound Call Cust	Initial Attempt	Done	11/28/2011 09:38:55 AM	Initial

Contact Last Name	Contact First Name	Account	UAC Code

-warm transfer to PAR (VDN X2455).

9-11am est  
810 388 2418

Shallah / CAC / MAN / T1 Email / Level1

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/27/2011 05:30:34 PM		MOZOSH	Email - Inbound		Done	11/28/2011 03:53:18 AM	Chevrolet Vehicle Concern
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

<html>  
<head>  
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1" />  
<title></title>  
</head>  
<body>

<p>Name  
Email /  
Address  
Washington, MI zip4/<br/>  
Day Phone:  
Evening Ph  
</p>

<p>Comments: 2006 Chevrolet Trailblazer Door Fire

I would like to know if GM would like to maintain a longtime owner and repair an issue on a vehicle that is out of warranty but only has 86k miles. My 2006 Chevrolet Trailblazer has just had a door FIRE from your driver window control module, while my wife and four year old son were in the vehicle. I am contacting you first because I already know the standard GM dealer response is NO it is out of warranty. However this is a major issue that could have been worse if not caught. There could have been a complete vehicle fire that injured or killed my family. This is not the first issue I have had with this vehicle as you can see when you run the report of repairs that have been completed and the ones that were denied.

I have pictures of the melted module that I can send. I can take to the dealer for review but whenever I enter the dealer it cost me \$90 and in this economy I cannot afford to pay \$90 to simply have someone tell me "sorry about your luck".

This issue happened on November 27th @ 1pm.

Sincerely  
</p>

<p>Vehicle Concern Info:<br/>

Confidential Comments

### UCC Information

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



[Logout](#)

November 30, 2011

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 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]

### Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N050086	05086	POWER STEERING HOSE FRACTURE	10/05/2005	Closed

### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

### Service Information

Vehicle has no current record of outstanding service information.

### OnStar and XM Satellite Radio Information

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: X3KQC0HP      XM Status: Inactive  
 OnStar Vehicle Diagnostics: N      DMN Enabled: N

### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	10/30/2011	08/30/2006	60 MI	08/30/2014	80,060 MI
	Bumper to Bumper Limited Warranty	10/30/2011	08/30/2006	60 MI	08/30/2009	36,060 MI
	Corrosion Limited	10/30/2011	08/30/2006	60 MI	08/30/2012	100,060 MI

Warranty					
Certified Used Powertrain Limited Wty	10/30/2011	08/30/2008	60 MI	08/30/2011	100,060 MI
Certified Used Limited Warranty	10/30/2011	08/30/2008	60 MI	08/30/2010	48,060 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
12/29/2010	189208	ZREG—Regular Vehicle Transaction		E2321 - Bearing And Hub Assembly, Front Wheel - Left - Replace	53,898 MI
07/30/2010	167871	ZREG—Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	47,634 MI
07/29/2010	167647	ZREG—Regular Vehicle Transaction		K9995 - Customer Concern Not Duplicated (CCND) - Automatic Transmission	47,634 MI
07/29/2010	167647	ZREG—Regular Vehicle Transaction	Add Credit	B4160 - Outside Rearview Mirror Motor Replacement - Right Side	47,634 MI
07/29/2010	167647	ZREG—Regular Vehicle Transaction	Full Debit - Reversal	B4160 - Outside Rearview Mirror Motor Replacement - Right Side	47,634 MI
07/29/2010	167647	ZREG—Regular Vehicle Transaction		B4160 - Outside Rearview Mirror Motor Replacement - Right Side	47,634 MI
07/29/2010	167647	ZREG—Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	47,634 MI
04/07/2010	2014065	ZREG—Regular Vehicle Transaction		R0754 - RADIO RECEIVER-RETURN TO AC/DELCO ESC	42,649 MI
04/06/2010	151736	ZREG—Regular Vehicle Transaction		C6871 - Driver Seat Cushion Cover Replacement	42,649 MI
04/06/2010	151736	ZREG—Regular Vehicle Transaction		R0760 - Radio, Remove and Replace	42,649 MI
03/10/2010	147872	ZREG—Regular Vehicle Transaction		C7342 - Heating Element, Left Front Seat Cushion - Replace	41,602 MI
01/18/2010	140221	ZREG—Regular Vehicle Transaction		N0110 - Battery - One - Replace	39,565 MI
01/14/2010	139928	ZREG—Regular Vehicle Transaction		F2022 - Differential Drive Pinion Gear Seal Replacement	39,575 MI
01/14/2010	139928	ZREG—Regular Vehicle Transaction		F1280 - Propeller Shaft Assembly - R&R Or Replace	39,575 MI
01/14/2010	139928	ZREG—Regular Vehicle Transaction		E2180 - Insulator And/Or Bracket, Front Stabilizer Shaft At Frame - Replace	39,575 MI
11/05/2009	129907	ZREG—Regular Vehicle Transaction		E8061 - Steering Linkage Outer Tie Rod Replacement - Left Side	37,324 MI
11/05/2009	129907	ZREG—Regular Vehicle Transaction		C4618 - Latch, Rear Compartment Floor Storage Compartment - Replace	37,324 MI
11/05/2009	129907	ZREG—Regular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	37,324 MI
03/12/2009	189648	ZREG—Regular Vehicle Transaction		N2411 - Front Seat Adjuster Switch Replacement - Driver	28,396 MI

		Transaction		Side	
03/04/2009	169341	ZREG—Regular Vehicle Transaction		B4001 - Front Side Door Adjustment - Left Side	28,126 MI
03/04/2009	169341	ZREG—Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	28,126 MI
02/24/2009	169017	ZREG—Regular Vehicle Transaction		C6800 - Inflatable Restraint Steering Wheel Module Coil Replacement	27,939 MI
02/24/2009	169017	ZREG—Regular Vehicle Transaction		E2147 - Stabilizer Shaft Link Replacement - Both Sides	27,939 MI
02/24/2009	169017	ZREG—Regular Vehicle Transaction		C0141 - Channel And/Or Retainer, Front Door Window Run (Front) - Left - R&R Or Replace	27,939 MI
02/24/2009	169017	ZREG—Regular Vehicle Transaction		N2328 - Switch - Ignition/Key Warning - Replace	27,939 MI
02/24/2009	169017	ZREG—Regular Vehicle Transaction	Partial Debit	C6871 - Driver Seat Cushion Cover Replacement	27,939 MI
02/24/2009	169017	ZREG—Regular Vehicle Transaction	Full Debit - Reversal	C6871 - Driver Seat Cushion Cover Replacement	27,939 MI
02/24/2009	169017	ZREG—Regular Vehicle Transaction		C6871 - Driver Seat Cushion Cover Replacement	27,939 MI
12/22/2008	111241	ZREG—Regular Vehicle Transaction		C0040 - Inside Rearview Mirror Replacement	25,330 MI
12/22/2008	111241	ZREG—Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	25,330 MI
12/22/2008	111241	ZREG—Regular Vehicle Transaction		C1081 - Weatherstrip - Front Door Opening - Left - Align Or Replace	25,330 MI
12/10/2008	110677	ZREG—Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	24,725 MI
12/10/2008	110677	ZREG—Regular Vehicle Transaction		B1765 - Rear Window Wiper Arm Replacement	24,725 MI
12/10/2008	110677	ZREG—Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	24,725 MI
12/02/2008	110146	ZREG—Regular Vehicle Transaction		E7690 - Sensor, Steering Wheel Rotation - Replace	24,286 MI
12/02/2008	110146	ZREG—Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	24,286 MI
12/02/2008	110146	ZREG—Regular Vehicle Transaction		Z7903 - 3-DAY COURTESY TRANSPORTATION	24,286 MI
12/02/2008	110146	ZREG—Regular Vehicle Transaction		B4490 - Link Or Spring, Rear Door Hold Open - Right - Replace	24,286 MI
12/02/2008	110146	ZREG—Regular Vehicle Transaction		B4491 - Link Or Spring, Rear Door Hold Open - Left - Replace	24,286 MI
12/02/2008	110146	ZREG—Regular Vehicle Transaction		B8520 - Rear Window Reveal Molding Replacement	24,286 MI
12/01/2008	110142	ZREG—Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	24,285 MI
09/24/2008	106283	ZREG—Regular Vehicle Transaction		F2022 - Differential Drive Pinion Gear Seal Replacement	23,626 MI
09/24/2008	106283	ZREG—Regular Vehicle Transaction		N0761 - Bulbs, Stop, Tail, And Turn Lamp (Left) - Replace	23,626 MI
09/09/2008	153156	ZREG—Regular		J5650 - Fuel Injector	23,173 MI

		Vehicle Transaction	Replacement	
09/09/2006	153156	ZFAT---Field Action Recall	V1415 - Q5085 - Inspect Hose(s) Only - No Further Action Required	23,173 MI
09/09/2006	153156	ZREG---Regular Vehicle Transaction	Z7811 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	23,173 MI
09/22/2005	114029	ZPDI---Pre- Delivery Inspection	Z6999 - PDI Related Fluid Adds	3 MI
08/15/2005	A25081	ZPDI---Pre- Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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November 30, 2011

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

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

#### Vehicle Build

Model: CT15506-2006 TRAILBLAZER 4WD Order Number JHONRB  
 Gross Vehicle Weight: 2,611 Build Date: 08/15/2005  
 Build Plant: 2-

#### Option Codes

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

- |  |  |
|--|--|
| 1SE - LT PREFERRED EQUIPMENT GROUP 2 * LEATHER APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR * LEATHER WRAPPED STEERING WHL W/AUDIO CONTROLS * POWER OSRV MIRRORS - HEATED * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROLS * REVERSIBLE CARGO MAT | 1S2 - PREFERRED EQUIPMENT SAVINGS            |
| 262 - LIGHT GRAY   | 281 - INT TRIM LT GRAY/DK GRAY               |
| 62U - DARK GRAY METALLIC   | 6HP - SUSPENSION                             |
| 7HP - SUSPENSION   | 8NT - SUSPENSION                             |
| 9NS - SUSPENSION   | AAB - MEMORY DRIVER CONVENIENCE PKG          |
| AJ1 - TINTED GLASS   | AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG |
| AL0 - SENSOR INF RESTR, CHILD DETECT   | AM9 - SPLIT FOLDING REAR SEAT BACK           |
| ARB - 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            |
| B42 - REVERSIBLE CARGO MAT   | C49 - REAR WINDOW DEFOGGER                   |
| C5N - GVW RATING - 5750 LBS  | CF5 - ELECTRIC SUNROOF                       |
| CJ2 - AUTOMATIC CLIMATE CONTROL  | DAY - ASSEMBLY PLANT MORAIN, OHIO            |
| 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  | 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   | KA1 - HEATED FRONT SEATS                     |
| KG4 - GENERATOR 150 AMP  | LL8 - VORTEC 4200 SFI I6                     |
| M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL  | N40 - POWER STEERING                         |
| N75 - 17" SPORT ALUMINUM WHEELS  | N79 - FULL SIZE SPARE                        |
| NP8 - 2-SPEED ACTIVE TRANSFER CASE   | NT7 - EMISSION SYS FED - TIER 2              |
| PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES  | PDC - SEAT, 8-WAY POWER DRIVER               |



## 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  
R6P - PREMIUM PAINT

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

UGA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS-BARS

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

X68 - CHEVROLET CONVERSION

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

QTE - P245/85R17 ON/OFF ROAD  
BLACKWALL TIRES

R7U - MISSING OPTION CREDIT UNIT  
PRODUCED WITHOUT: \*\*\*BODYSIDE  
MOLDINGS\*\*\*

SLM - STOCK ORDERS

T61 - DAYTIME RUNNING LIGHTS

T98 - STAMPING VEHICLE IDENT NUMBER

TGA - LANGUAGE CONTROL ENG, FR,  
SPAN

U68 - DRIVER INFO CENTER DISPLAY

UA8 - 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

VX5 - 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

ZQ3 - DRIVER CONVENIENCE PACKAGE:  
DRVR MESSAGE CNTR, AUTO CLIMATE  
CONTROL, RR SEAT RADIO AND HVAC  
CTRLS. 1 LEATHER STRG WHL W/CONTR

ZY1 - SOLID PAINT

---

**Added Option Codes**


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Vehicle has no current record of SAIO codes.

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November 30, 2011

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

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: 608120027
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 08/15/2005	Time Scanned: 16:29:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 100992225
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: XWF
Date Scanned: 08/15/2005	Time Scanned: 17:16:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 08G515398
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 08/15/2005	Time Scanned: 16:41:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 42443078
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 8TDD
Date Scanned: 08/15/2005	Time Scanned: 16:36:00 Scan Station: 02
Component Code: 83-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 8217185
Source Plant: G-	Part / Number Broadcast: UP7
Date Scanned: 08/15/2005	Time Scanned: 17:28:00 Scan Station: 12
Component Code: 85-REAR AXLE ASSEMBLY	Traceability: 216101626
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 08/15/2005	Time Scanned: 17:15:00 Scan Station: 11
Component Code: 82-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00034996
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 08/15/2005	Time Scanned: 18:41:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1FHQ6TQ
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 08/15/2005	Time Scanned: 20:53:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 7ZAJ040
Source Plant: M-MORTON-THIOLKOL	Part / Number Broadcast: 0901
Date Scanned: 08/15/2005	Time Scanned: 16:58:00 Scan Station: 04
Component Code: C8-SEQ NUM (FLEX) BODY ASM	Traceability: 0220516
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 08/10/2005	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 2026234

Source Plant: -  
Date Scanned: 08/12/2005

Part / Number Broadcast: 1WW  
Time Scanned: 10:48:00 Scan Station:

Component Code: CK-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/15/2005

Traceability: 2027482  
Part / Number Broadcast: 1PT  
Time Scanned: 01:48:00 Scan Station:

Component Code: CM-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/15/2005

Traceability: 2025947  
Part / Number Broadcast: 1PH  
Time Scanned: 10:49:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/15/2005

Traceability: 2026000  
Part / Number Broadcast: 1GB  
Time Scanned: 12:45:00 Scan Station:

---

**Service Agent Installed Component**

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Vehicle has no current record of vehicle component.

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November 30, 2011

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.

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: 1GNDT13S282 [REDACTED]      Model: CT15508-2008 TRAILBLAZER 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: [Open](#) [REDACTED]

#### Invoice Information

Invoicing Service Agent: 115093      Invoice Date: 08/17/2005

JOHN BOWMAN CHEVROLET, INC.

6750 DIXIE HWY

CLARKSTON MI 48346-2919 2486255071

#### Ship to Information

Invoicing Service Agent: 115093      Ship to Date: N/A

JOHN BOWMAN CHEVROLET, INC.

6750 DIXIE HWY

CLARKSTON MI 48346-2919 2486255071

#### Delivery Information

Delivery Service Agent: 115093      Delivery Date: 08/30/2006

JOHN BOWMAN CHEVROLET, INC.      Delivery Type: 032--RETAJLLEASE-EMPLOYEEESTOCK(GMS)

6750 DIXIE HWY      Delivery Odometer: 60

CLARKSTON MI 48346-2919 2486255071

#### In Service Information

Invoicing Service Agent      In Service Date: N/A

In Service Type: 0000

In Service Odometer: 0

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November 30, 2011

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.

- 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 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]

Job Card Date: 12/29/2010 Job Card Number: 169208  
 Repair Service Agent 221914 Odometer Reading: 53,899 MI  
 SERRA BUICK GMC CADILLAC Authorization Code:  
 12300 THIRTY MILE ROAD  
 WASHINGTON TOWNSHIP MI 48095-2031  
 5862612800

Process Date 12/30/2010  
 Transaction Type ZREG---Regular Vehicle Transaction  
 Transaction Expense Category Warranty  
 Customer Complaint Code 0123-Drivability - Steering  
 Job Card Line # 1 Transaction Adjustment Cause Code 3063-Rotating Part - Noise during operation  
 Labour Op E2321-Bearing And Hub Assembly, Front Wheel - Left - Replace  
 Causal Part Number 00000000015130858-HUB,FRTWHL(WWHLSPDSEN)  
 --See other Parts and/or Net Items

Job Card Date: 07/30/2010 Job Card Number: 167871  
 Repair Service Agent 221914 Odometer Reading: 47,634 MI  
 SERRA BUICK GMC CADILLAC Authorization Code: R  
 12300 THIRTY MILE ROAD  
 WASHINGTON TOWNSHIP MI 48095-2031  
 5862612800

Process Date 08/02/2010  
 Transaction Type ZREG---Regular Vehicle Transaction  
 Transaction Expense Category Warranty  
 Customer Complaint Code 0524-Features/Controls/Displays - Locks/Keys/Keyless Remote  
 Job Card Line # 1 Transaction Adjustment Cause Code 6583-Module/Component - Poor Contact  
 Labour Op R4490-Remote Control Door Lock Transmitter Replacement  
 Causal Part Number 00000000015051014-TRANSMITTERASM-RCONDRLK  
 --See other Parts and/or Net Items

Job Card Date: 07/29/2010

Job Card Number: 187647

Repair Service Agent: 221814  
 SERRA BUICK GMC CADILLAC  
 12300 THIRTY MILE ROAD  
 WASHINGTON TOWNSHIP MI 48095-2031  
 5862812800

Odometer Reading: 47,834 MI  
 Authorization Code

Process Date  
 08/05/2010

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

Customer Complaint Code:  
 0342-Transmission - Transmission Shifting

Job Card Line #: 5                      Transaction Adjustment: Cause Code: 9099-Other - Not Duplicated

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

Causal Part Number

Job Card Date: 07/29/2010

Job Card Number: 187647

Repair Service Agent: 221814  
 SERRA BUICK GMC CADILLAC  
 12300 THIRTY MILE ROAD  
 WASHINGTON TOWNSHIP MI 48095-2031  
 5862812800

Odometer Reading: 47,834 MI  
 Authorization Code

Process Date  
 08/05/2010

Transaction Type:  
 ZREG---Regular Vehicle  
 Transaction

Transaction Expense Category:  
 Warranty

Customer Complaint Code:  
 0522-Features/Controls/Displays -  
 Mirrors

Job Card Line #: 4                      Transaction Adjustment: Add Credit                      Cause Code: 3063-Rotating Part -  
 Noise during operation

Labour Op B4160-Outside Rearview Mirror Motor Replacement - Right Side

Causal Part Number 000000000088944479-ACTUATOR,O/SRRVIEWMIRINR

--See other Parts and/or Net Items

Job Card Date: 07/29/2010

Job Card Number: 187647

Repair Service Agent: 221814  
 SERRA BUICK GMC CADILLAC  
 12300 THIRTY MILE ROAD  
 WASHINGTON TOWNSHIP MI 48095-2031  
 5862812800

Odometer Reading: 47,834 MI  
 Authorization Code

Process Date  
 08/05/2010

Transaction Type:  
 ZREG---Regular Vehicle  
 Transaction

Transaction Expense Category:  
 Warranty

Customer Complaint Code:  
 0522-Features/Controls/Displays -  
 Mirrors

Job Card Line #: 4                      Transaction Adjustment: Full Debit                      Cause Code: 3063-Rotating Part - Noise  
 during operation

Labour Op B4160-Outside Rearview Mirror Motor Replacement - Right Side

Causal Part Number 000000D0008894479-ACTUATOR,O/SRRVIEWMIRINR

-See other Parts and/or Net Items

Job Card Date: 07/29/2010

Job Card Number: 187647

Repair Service Agent: 221914

Odometer Reading: 47,834 MI

SERRA BUICK GMC CADILLAC

Authorization Code:

12300 THIRTY MILE ROAD

WASHINGTON TOWNSHIP MI 48095-2031

5862812800

Process Date

08/05/2010

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code

0522-Features/Controls/Displays -

Mirrors

Job Card Line # 4

Transaction Adjustment: Cause Code: 3063-Rotating Part - Noise during operation

Labour Op B4180-Outside Rearview Mirror Motor Replacement - Right Side

Causal Part Number 000000D0008894479-ACTUATOR,O/SRRVIEWMIRINR

-See other Parts and/or Net Items

Job Card Date: 07/29/2010

Job Card Number: 187647

Repair Service Agent: 221914

Odometer Reading: 47,834 MI

SERRA BUICK GMC CADILLAC

Authorization Code:

12300 THIRTY MILE ROAD

WASHINGTON TOWNSHIP MI 48095-2031

5862812800

Process Date

08/05/2010

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code:

0524-Features/Controls/Displays -

Locks/Keys/Keyless Remote

Job Card Line # 3

Transaction Adjustment: Cause Code: 6583-Module/Component - Poor Contact

Labour Op R4490-Remote Control Door Lock Transmitter Replacement

Causal Part Number 000000D00015051014-TRANSMITTERASM-R/CONDRLK

-See other Parts and/or Net Items

Job Card Date: 04/07/2010

Job Card Number: 2014055

Repair Service Agent: 192110

Odometer Reading: 42,649 MI

SPECMO ENTERPRISES

Authorization Code:

1200 E. AVIS

MADISON HEIGHTS MI 48071-1507

Process Date

04/14/2010

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warranty





Process Date  
03/11/2010

Transaction Type:  
ZREG—Regular Vehicle  
Transaction

Transaction Expense Category:  
Warranty

Customer Complaint Code:  
0921-Interior - Seats

Job Card Line #: 1      Transaction Adjustment      Cause Code: 7079-Wiring/Electrical/Sensors - Shorted

Labour Op C7342-Heating Element, Left Front Seat Cushion - Replace

Causal Part Number 000000000069042164-HEATER,D/SEATCUSH

—See other Parts and/or Net Items

Job Card Date: 01/16/2010

Job Card Number: 140221

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

Odometer Reading: 39,565 MI  
Authorization Code:

Process Date  
01/25/2010

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: 8571-Module/Component - Discharge

Labour Op N0110-Battery - One - Replace

Causal Part Number 00000000019001632-BATTERY,

—See other Parts and/or Net Items

Job Card Date: 01/14/2010

Job Card Number: 139928

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

Odometer Reading: 39,575 MI  
Authorization Code: R

Process Date:  
01/22/2010

Transaction Type:  
ZREG—Regular Vehicle  
Transaction

Transaction Expense Category:  
Warranty

Customer Complaint Code:  
0327-Engine/Fuel/Exhaust - Fluid  
Leaks

Job Card Line #: 4      Transaction Adjustment      Cause Code: 4061-Interface (Gasket, Seal, Hose, Weld..) - Leaks

Labour Op F2022-Differential Drive Pinion Gear Seal Replacement

Causal Part Number 000000000012471814-SEAL,FRTDIFFDRVP/GR

—See other Parts and/or Net Items

Job Card Date: 01/14/2010

Job Card Number: 139928

Repair Service Agent: 221914

Odometer Reading: 39,575 MI

SERRA BUICK GMC CADILLAC

Authorization Code:

12300 THIRTY MILE ROAD

WASHINGTON TOWNSHIP MI 48095-2031

5882812800

Process Date

01/22/2010

Transaction Type:

ZREG—Regular Vehicle

Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code

0126-Drivability - Noise

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 6031-Module/Component - Poor Fits

Labour Op F1280-Propeller Shaft Assembly - R&amp;R Or Replace

Causal Part Number

Job Card Date: 01/14/2010

Job Card Number: 139928

Repair Service Agent: 221914

Odometer Reading: 39,575 MI

SERRA BUICK GMC CADILLAC

Authorization Code: E

12300 THIRTY MILE ROAD

WASHINGTON TOWNSHIP MI 48095-2031

5882812800

Process Date

01/22/2010

Transaction Type:

ZREG—Regular Vehicle

Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code

0126-Drivability - Noise

Job Card Line #: 1

Transaction Adjustment:

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

Labour Op E2180-Insulator And/Or Bracket, Front Stabilizer Shaft A1 Frame - Replace

Causal Part Number 00000000015128385-INSULATOR\_FRTSTABSHF

—See other Parts and/or Net Items

Job Card Date: 11/05/2009

Job Card Number: 129907

Repair Service Agent: 221914

Odometer Reading: 37,324 MI

SERRA BUICK GMC CADILLAC

Authorization Code:

12300 THIRTY MILE ROAD

WASHINGTON TOWNSHIP MI 48095-2031

5882812800

Process Date

11/14/2009

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 E8061-Steering Linkage Outer Tie Rod Replacement - Left Side

Causal Part Number

—See other Parts and/or Net Items

---

**Job Card Date:** 11/05/2009**Job Card Number:** 129907**Repair Service Agent:** 221914**Odometer Reading:** 37,324 MI**SERRA BUICK GMC CADILLAC****Authorization Code:****12300 THIRTY MILE ROAD****WASHINGTON TOWNSHIP MI 48095-2031****5862812800**

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**Process Date**

11/14/2009

**Transaction Type**

ZREG---Regular Vehicle Transaction

**Transaction Expense Category**

Customer Enthusiasm

**Customer Complaint Code:**

0000-Converted Claim

**Job Card Line #:** 2**Transaction Adjustment:****Cause Code:** 0000-Converted Claims**Labour Op C4618-Latch, Rear Compartment Floor Stowage Compartment - Replace****Causal Part Number****--See other Parts and/or Net Items**

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**Job Card Date:** 11/05/2009**Job Card Number:** 129907**Repair Service Agent:** 221914**Odometer Reading:** 37,324 MI**SERRA BUICK GMC CADILLAC****Authorization Code:****12300 THIRTY MILE ROAD****WASHINGTON TOWNSHIP MI 48095-2031****5862812800**

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**Process Date**

11/14/2009

**Transaction Type**

ZREG---Regular Vehicle Transaction

**Transaction Expense Category**

Customer Enthusiasm

**Customer Complaint Code:**

0000-Converted Claim

**Job Card Line #:** 3**Transaction Adjustment:****Cause Code:** 0000-Converted Claims**Labour Op Z5000-DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)****Causal Part Number****--See other Parts and/or Net Items**

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**Job Card Date:** 03/12/2009**Job Card Number:** 169648**Repair Service Agent:** 115122**Odometer Reading:** 28,396 MI**HEIDEBREICHT CHEVROLET****Authorization Code:****64200 VAN DYKE****WASHINGTON TOWNSHIP MI 48095-2577****5867525900**

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**Process Date**

03/17/2009

**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 N2411-Front Seat Adjuster Switch Replacement - Driver Side**

---

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 03/04/2009

Job Card Number: 169341

Repair Service Agent: 115122

Odometer Reading: 28,126 MI

HEIDEBREICHT CHEVROLET

Authorization Code:

64200 VAN DYKE

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

Process Date:

03/10/2009

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 B4001-Front Side Door Adjustment - Left Side

Causal Part Number

Job Card Date: 03/04/2009

Job Card Number: 169341

Repair Service Agent: 115122

Odometer Reading: 28,126 MI

HEIDEBREICHT CHEVROLET

Authorization Code:

64200 VAN DYKE

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

Process Date:

03/10/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Enthusiasm

Customer Complaint Code:

0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7901-1-DAY COURTESY TRANSPORTATION

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 02/24/2009

Job Card Number: 169017

Repair Service Agent: 115122

Odometer Reading: 27,939 MI

HEIDEBREICHT CHEVROLET

Authorization Code:

64200 VAN DYKE

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

Process Date:

03/08/2009

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 C8800-Inflatable Restraint Steering Wheel Module Coil Replacement

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 02/24/2009

Job Card Number: 189017

Repair Service Agent 115122

Odometer Reading 27,939 MI

HEIDEBREICHT CHEVROLET

Authorization Code:

64200 VAN DYKE

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

Process Date

03/06/2009

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 E2147-Stabilizer Shaft Link Replacement - Both Sides

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 02/24/2009

Job Card Number: 189017

Repair Service Agent 115122

Odometer Reading: 27,939 MI

HEIDEBREICHT CHEVROLET

Authorization Code:

64200 VAN DYKE

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

Process Date

03/06/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C0141-Channel And/Or Retainer, Front Door Window Run (Front) - Left - R&amp;R Or Replace

Causal Part Number

Job Card Date: 02/24/2009

Job Card Number: 189017

Repair Service Agent 115122

Odometer Reading: 27,939 MI

HEIDEBREICHT CHEVROLET

Authorization Code:

64200 VAN DYKE

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

Process Date

03/06/2009

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 N2328-Switch - Ignition/Key Warning - Replace  
 Causal Part Number  
 --See other Parts and/or Net Items

---

Job Card Date: 02/24/2009                      Job Card Number: 169017  
 Repair Service Agent 115122                      Odometer Reading 27,939 MI  
 HEIDEBREICHT CHEVROLET                      Authorization Code:  
 64200 VAN DYKE  
 WASHINGTON TOWNSHIP MI 48095-2577  
 5867525900

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Process Date  
 06/23/2009  
 Transaction Type  
 ZREG---Regular Vehicle  
 Transaction  
 Transaction Expense Category  
 Warranty  
 Customer Complaint Code  
 0000-Converted Claim  
 Job Card Line # 5                      Transaction Adjustment Partial Debit                      Cause Code: 0000-Converted Claims  
 Labour Op C6871-Driver Seat Cushion Cover Replacement  
 Causal Part Number  
 --See other Parts and/or Net Items

---

Job Card Date: 02/24/2009                      Job Card Number: 169017  
 Repair Service Agent 115122                      Odometer Reading 27,939 MI  
 HEIDEBREICHT CHEVROLET                      Authorization Code:  
 64200 VAN DYKE  
 WASHINGTON TOWNSHIP MI 48095-2577  
 5867525900

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Process Date  
 03/06/2009  
 Transaction Type  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category  
 Warranty  
 Customer Complaint Code:  
 0000-Converted Claim  
 Job Card Line # 5                      Transaction Adjustment: Full Debit                      Cause Code: 0000-Converted Claims  
 Labour Op C6871-Driver Seat Cushion Cover Replacement  
 Causal Part Number  
 --See other Parts and/or Net Items

---

Job Card Date: 02/24/2009                      Job Card Number: 169017  
 Repair Service Agent 115122                      Odometer Reading 27,939 MI  
 HEIDEBREICHT CHEVROLET                      Authorization Code:  
 64200 VAN DYKE  
 WASHINGTON TOWNSHIP MI 48095-2577  
 5867525900

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Process Date  
 03/06/2009  
 Transaction Type  
 ZREG---Regular Vehicle Transaction

Transaction Expense Category  
WarrantyCustomer Complaint Code:  
0000-Converted Claim

Job Card Line #: 5

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C6871-Driver Seat Cushion Cover Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 12/22/2008

Job Card Number: 111241

Repair Service Agent: 115085

Odometer Reading: 25,330 MI

BILL FOX CHEVROLET, INC.  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739  
2486517000

Authorization Code:

Process Date:  
12/26/2008

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category:  
WarrantyCustomer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C0040-Inside Rearview Mirror Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 12/22/2008

Job Card Number: 111241

Repair Service Agent: 115085

Odometer Reading: 25,330 MI

BILL FOX CHEVROLET, INC.  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739  
2486517000

Authorization Code:

Process Date:  
12/26/2008

Transaction Type

ZREG---Regular Vehicle Transaction

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

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op Z7801-1-DAY COURTESY TRANSPORTATION

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 12/22/2008

Job Card Number: 111241

Repair Service Agent: 115085

Odometer Reading: 25,330 MI

BILL FOX CHEVROLET, INC.  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739  
2486517000

Authorization Code:

Process Date:  
12/26/2008

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 C1081-Weatherstrip - Front Door Opening - Left - Align Or Replace  
 Causal Part Number  
 --See other Parts and/or Net Items

---

Job Card Date: 12/10/2008                      Job Card Number: 110677  
 Repair Service Agent: 115085                      Odometer Reading: 24,725 MI  
 BILL FOX CHEVROLET, INC.                      Authorization Code:  
 725 S ROCHESTER  
 ROCHESTER HILLS MI 48307-2739  
 2486517000

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Process Date  
 12/16/2008  
 Transaction Type:  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category:  
 Warranty  
 Customer Complaint Code:  
 0000-Converted Claim  
 Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
 Labour Op L1197-Fuel Level Sensor Replacement  
 Causal Part Number  
 --See other Parts and/or Net Items

---

Job Card Date: 12/10/2008                      Job Card Number: 110677  
 Repair Service Agent: 115085                      Odometer Reading: 24,725 MI  
 BILL FOX CHEVROLET, INC.                      Authorization Code:  
 725 S ROCHESTER  
 ROCHESTER HILLS MI 48307-2739  
 2486517000

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Process Date  
 12/16/2008  
 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 B1785-Rear Window Wiper Arm Replacement  
 Causal Part Number  
 --See other Parts and/or Net Items

---

Job Card Date: 12/10/2008                      Job Card Number: 110677  
 Repair Service Agent: 115085                      Odometer Reading: 24,725 MI  
 BILL FOX CHEVROLET, INC.                      Authorization Code:  
 725 S ROCHESTER  
 ROCHESTER HILLS MI 48307-2739  
 2486517000

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Process Date:  
12/16/2008  
Transaction Type  
ZREG—Regular Vehicle Transaction  
Transaction Expense Category  
Customer Enthusiasm  
Customer Complaint Code  
0000-Converted Claim  
Job Card Line # 3                      Transaction Adjustment                      Cause Code: 0000-Converted Claims  
Labour Op Z7901-1-DAY COURTESY TRANSPORTATION  
Causal Part Number  
--See other Parts and/or Net Items

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Job Card Date: 12/02/2008                      Job Card Number: 110146  
Repair Service Agent: 115085                      Odometer Reading: 24,286 MI  
BILL FOX CHEVROLET, INC.                      Authorization Code:  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739  
2486517000

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Process Date  
12/12/2008  
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 E7690-Sensor, Steering Wheel Rotation - Replace  
Causal Part Number  
--See other Parts and/or Net Items

---

Job Card Date: 12/02/2008                      Job Card Number: 110146  
Repair Service Agent: 115085                      Odometer Reading: 24,286 MI  
BILL FOX CHEVROLET, INC.                      Authorization Code:  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739  
2486517000

---

Process Date  
12/12/2008  
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 L1197-Fuel Level Sensor Replacement  
Causal Part Number  
--See other Parts and/or Net Items

---

Job Card Date: 12/02/2008                      Job Card Number: 110146  
Repair Service Agent: 115085                      Odometer Reading: 24,286 MI  
BILL FOX CHEVROLET, INC.                      Authorization Code:  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739

2486517000

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Process Date  
12/12/2008

Transaction Type:  
ZREG—Regular Vehicle Transaction

Transaction Expense Category:  
Customer Enthusiasm

Customer Complaint Code  
0000-Converted Claim

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

Labour Op Z7903-3-DAY COURTESY TRANSPORTATION

Causal Part Number  
--See other Parts and/or Net Items

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Job Card Date: 12/02/2008                      Job Card Number: 110148

Repair Service Agent: 115085                      Odometer Reading: 24,286 MI

BILL FOX CHEVROLET, INC.                      Authorization Code:

725 S ROCHESTER

ROCHESTER HILLS MI 48307-2739

2486517000

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Process Date:  
12/12/2008

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 B4490-Link Or Spring, Rear Door Hold Open - Right - Replace

Causal Part Number  
--See other Parts and/or Net Items

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Job Card Date: 12/02/2008                      Job Card Number: 110148

Repair Service Agent: 115085                      Odometer Reading: 24,286 MI

BILL FOX CHEVROLET, INC.                      Authorization Code:

725 S ROCHESTER

ROCHESTER HILLS MI 48307-2739

2486517000

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Process Date:  
12/12/2008

Transaction Type:  
ZREG—Regular Vehicle Transaction

Transaction Expense Category:  
Warranty

Customer Complaint Code  
0000-Converted Claim

Job Card Line #: 5                      Transaction Adjustment                      Cause Code: 0000-Converted Claims

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

Causal Part Number  
--See other Parts and/or Net Items

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Job Card Date: 12/02/2008                      Job Card Number: 110148

Repair Service Agent: 115085                      Odometer Reading 24,286 MI

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BILL FOX CHEVROLET, INC.  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739  
2486517000

Authorization Code:

Process Date:  
12/12/2008

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

Customer Complaint Code  
0000-Converted Claim

Job Card Line # 6                      Transaction Adjustment:              Cause Code: 0000-Converted Claims  
Labour Op B8520-Rear Window Reveal Molding Replacement  
Causal Part Number

Job Card Date: 12/01/2008

Job Card Number: 110142

Repair Service Agent 115085  
BILL FOX CHEVROLET, INC.  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739  
2486517000

Odometer Reading: 24,285 MI  
Authorization Code

Process Date:  
12/09/2008

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 R4490-Remote Control Door Lock Transmitter Replacement  
Causal Part Number  
-See other Parts and/or Net Items

Job Card Date: 09/24/2008

Job Card Number: 106283

Repair Service Agent 115085  
BILL FOX CHEVROLET, INC.  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739  
2486517000

Odometer Reading: 23,626 MI  
Authorization Code

Process Date:  
09/26/2008

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 F2022-Differential Drive Pinion Gear Seal Replacement  
Causal Part Number  
-See other Parts and/or Net Items

Job Card Date: 09/24/2008

Job Card Number: 106283

Repair Service Agent: 115085  
BILL FOX CHEVROLET, INC.  
725 S ROCHESTER  
ROCHESTER HILLS MI 48307-2739  
2486517000

Odometer Reading: 23,626 MI  
Authorization Code:

Process Date:  
09/26/2008

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 N0781-Bulbs, Stop, Tail, And Turn Lamp (Left) - Replace

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 09/09/2008

Job Card Number: 153156

Repair Service Agent: 115093  
JOHN BOWMAN CHEVROLET, INC.  
6750 DIXIE HWY  
CLARKSTON MI 48346-2919  
2486255071

Odometer Reading: 23,173 MI  
Authorization Code:

Process Date  
09/16/2008

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 J5650-Fuel Injector Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 09/09/2008

Job Card Number: 153156

Repair Service Agent: 115093  
JOHN BOWMAN CHEVROLET, INC.  
6750 DIXIE HWY  
CLARKSTON MI 48346-2919  
2486255071

Odometer Reading: 23,173 MI  
Authorization Code:

Process Date:  
09/16/2008

Transaction Type:  
ZFAT---Field Action Recall  
Transaction Expense Category  
Field Action Recall

Customer Complaint Code  
0000-Converted Claim

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

Labour Op V1415-05086 - Inspect Hose(s) Only - No Further Action Required

Causal Part Number

Job Card Date: 09/09/2008  
Repair Service Agent: 115093  
JOHN BOWMAN CHEVROLET, INC.  
6750 DIXIE HWY  
CLARKSTON MI 48346-2919  
2486255071

Job Card Number: 153156  
Odometer Reading: 23,173 MI  
Authorization Code:

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Process Date: 09/16/2008  
Transaction Type: ZREG—Regular Vehicle Transaction  
Transaction Expense Category: Customer Enthusiast  
Customer Complaint Code: 0000-Converted Claim  
Job Card Line #: 3                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
Labour Op: Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION  
Causal Part Number:  
--See other Parts and/or Net Items

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Job Card Date: 08/22/2005  
Repair Service Agent: 115093  
JOHN BOWMAN CHEVROLET, INC.  
6750 DIXIE HWY  
CLARKSTON MI 48346-2919  
2486255071

Job Card Number: 114029  
Odometer Reading: 3 MI  
Authorization Code:

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Process Date: 08/26/2005  
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: Z6999-PDI Related Fluid Adds  
Causal Part Number:  
--See other Parts and/or Net Items

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Job Card Date: 08/15/2006  
Repair Service Agent: 115093  
JOHN BOWMAN CHEVROLET, INC.  
6750 DIXIE HWY  
CLARKSTON MI 48346-2919  
2486255071

Job Card Number: A25081  
Odometer Reading: 0 MI  
Authorization Code:

---

Process Date: 08/19/2005  
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:

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Re: Claim # [REDACTED]  
Sasha Henson to: Jaquays, Timothy (SMR)

12/05/2011 02:54 PM

[REDACTED]  
Thank you for the photos, I profiled them in your file .

Sasha A. Henson  
Claims Administrator  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482C19 B61  
P.O. Box 300  
Detroit, MI 48265  
800.888.0164  
Direct Dial : 313.667.0691  
Fax : 313.665.0911  
sasha.henson@gm.com

[REDACTED] SMR)"

Sasha, Attached are the pictures of the...

12/05/2011 02:49:08 PM

From: [REDACTED]  
To: "sasha.henson@gm.com" <sasha.henson@gm.com>  
Date: 12/05/2011 02:49 PM  
Subject: Claim: [REDACTED]

Sasha,

Attached are the pictures of the burned control module and the tag with GM part number on it.

Thank you for your assistance.

[REDACTED]

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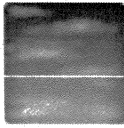


P/N 15829882



\*BP9882Z05219GS0B\*





**ESIS REPAIR OFFER CONFIRMATION TO CLMT** - [REDACTED]

Sasha Henson to: [REDACTED]  
Cc: pamato

12/08/2011 09:40 AM

[REDACTED]

Per our telephone conversation today, GM will not be in a position to cover your rental should you choose to obtain this service. Rental would be out of pocket at your own expense. GM's offer was to pay for the repairs to your 2006 Trail Blazer which sustained fire damage due an electrical issue. As we discussed, once the repairs are completed at Serra Buick, they will forward me the repair order and I will draw up a PD Release in the amount of the repairs. I will then forward this release back to Serra Buick at which time you will need to sign the Release. Once the Release is sent back to me I will issue payment to Serra Buick for repair work performed. Should you have any questions please contact me. Thank you.

Sasha A. Henson  
Claims Administrator  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482C19 B61  
P.O. Box 300  
Detroit, MI 48265  
800.888.0164  
Direct Dial : 313.667.0691  
Fax : 313.665.0911  
sasha.henson@gm.com

[REDACTED] Sasha, Thanks for the information on G... 12/07/2011 03:45:06 PM

From: [REDACTED]  
To: "sasha.henson@gm.com" <sasha.henson@gm.com>  
Date: 12/07/2011 03:45 PM  
Subject: RE: Claim [REDACTED]

Sasha,

Thanks for the information on GM and the decision to cover the repairs for this incident. My question is concerning rental vehicle coverage. I cannot be without a vehicle while this issue is being corrected. Will my rental vehicle be covered?

Thanks

[REDACTED]

**From** [REDACTED]  
**Sent:** Wednesday, December 07, 2011 3:23 PM  
**To:** 'sasha.henson@gm.com'  
**Subject:** RE: [REDACTED]

Sasha,

Thanks for the assistance. Please keep me informed on the status of this issue as I am very concerned with the safety of my wife and child driving in the vehicle after a thermal event such as this. My concern is that there may be something causing this that could prompt another thermal incident somewhere else that is not as noticeable or accessible and injure my family.

Sincerely,

**From:** [sasha.henson@gm.com](mailto:sasha.henson@gm.com) [mailto:[sasha.henson@gm.com](mailto:sasha.henson@gm.com)]

**Sent:** Monday, December 05, 2011 2:55 PM

**To:** [REDACTED]

**Subject:** Re: [REDACTED]

Thank you for the photos, I profiled them in your file.

Sasha A. Henson  
Claims Administrator  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482C19 B61  
P.O. Box 300  
Detroit, MI 48265  
800.888.0164  
Direct Dial : 313.667.0691  
Fax : 313.665.0911  
[sasha.henson@gm.com](mailto:sasha.henson@gm.com)

From: [REDACTED]  
To: "sasha.henson@gm.com" <[sasha.henson@gm.com](mailto:sasha.henson@gm.com)>  
Date: 12/05/2011 02:49 PM  
Subject: Claim #736634 Tim Jaquays 810-388-2418

Sasha,

Attached are the pictures of the burned control module and the tag with GM part number on it.

Thank you for your assistance.

[REDACTED]

---

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RE: ESIS REPAIR OFFER CONFIRMATION TO CLMT - [REDACTED]

[REDACTED] to: 'sasha.henson@gm.com'

12/08/2011 10:08 AM

Cc: "pamato@driveserra.com"

---

Sasha,

Thank you for your response and the help with this issue. I have contacted the dealer and set up an appointment to drop off the vehicle this evening. I would expect that the technicians will perform an inspection of the electrical system for issues that could have caused this thermal incident and replace as necessary to ensure this occurrence is not repeated and further endanger the lives of my family.

Again thank you for your assistance in this matter and the General Motors assistance for correcting this issue. As I have stated in the past to the dealer and the customer service representative that first handled this matter, I am a long time customer of General Motors. With all the issues that I have had on this vehicle I have been considering purchasing a competitor's product. With General Motors commitment to fully correct the matter I will reconsider my thoughts on a competitors vehicle to replace this and stay with General Motors.

Sincerely,

[REDACTED]

**From:** sasha.henson@gm.com [mailto:sasha.henson@gm.com]

**Sent:** Thursday, December 08, 2011 9:40 AM

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** ESIS REPAIR OFFER CONFIRMATION TO CLMT [REDACTED]

Tim,

Per our telephone conversation today, GM will not be in a position to cover your rental should you choose to obtain this service. Rental would be out of pocket at your own expense. GM's offer was to pay for the repairs to your 2006 Trail Blazer which sustained fire damage due an electrical issue. As we discussed, once the repairs are completed at Serra Buick, they will

forward me the repair order and I will draw up a PD Release in the amount of the repairs. I will then forward this release back to Serra Buick at which time you will need to sign the Release.

Once the Release is sent back to me I will issue payment to Serra Buick for repair work performed. Should you have any questions please contact me. Thank you.

Sasha A. Henson  
Claims Administrator  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482C19 B61  
P.O. Box 300  
Detroit, MI 48265  
800.888.0164  
Direct Dial : 313.667.0691  
Fax : 313.665.0911  
[sasha.henson@gm.com](mailto:sasha.henson@gm.com)

From: [REDACTED]  
To: "sasha.henson@gm.com" <[sasha.henson@gm.com](mailto:sasha.henson@gm.com)>  
Date: 12/07/2011 03:45 PM  
Subject: RE: [REDACTED]

---

Sasha,

Thanks for the information on GM and the decision to cover the repairs for this incident. My question is concerning rental vehicle coverage. I cannot be without a vehicle while this issue is being corrected. Will my rental vehicle be covered?

Thanks  
[REDACTED]

From: [REDACTED]  
Sent: Wednesday, December 07, 2011 3:23 PM  
To: 'sasha.henson@gm.com'  
Subject: RE: [REDACTED]

Sasha,

Thanks for the assistance. Please keep me informed on the status of this issue as I am very concerned with the safety of my wife and child driving in the vehicle after a thermal event such

as this. My concern is that there may be something causing this that could prompt another thermal incident somewhere else that is not as noticeable or accessible and injure my family.

Sincerely,

**From:** [sasha.henson@gm.com](mailto:sasha.henson@gm.com)[mailto:sasha.henson@gm.com]

**Sent:** Monday, December 05, 2011 2:55 PM

**To:** [REDACTED]

**Subject:** Re: [REDACTED]

Tim,

Thank you for the photos, I profiled them in your file.

Sasha A. Henson  
Claims Administrator  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482C19 B61  
P.O. Box 300  
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Direct Dial : 313.667.0691  
Fax : 313.665.0911  
[sasha.henson@gm.com](mailto:sasha.henson@gm.com)


**From:** [REDACTED]  
**To:** "'sasha.henson@gm.com'" <[sasha.henson@gm.com](mailto:sasha.henson@gm.com)>  
**Date:** 12/05/2011 02:49 PM  
**Subject:** [REDACTED]

---

Sasha,

Attached are the pictures of the burned control module and the tag with GM part number on it.

Thank you for your assistance.



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## Service Request Detail

SR No.	71-1014387848	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	Inillate PAR- Other
Address		City	Waterford	Involved Dir	Joe Linghamer Chevrolet, Inc.	Safety	Yes
State	MI	ZipCd		Source	Phone	Updated	12/2/2011 04:15:36 PM
Serial #/VIN	1GNDT13S172	Model Year	2007	Priority	Medium	License #	
Make	Chevrolet	Warr. Start	11/11/2006	Status	Open	Owner	GARCIAJR
Model	TrailBlazer	Mileage		Sub-Status	Dissatisfied	Opened	12/1/2011 11:20:24 AM
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 Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	11/1/2011 07:30:00 AM	N	0	0	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
not	occupied			none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a			did not file claim				
Incident Loc	North Avis Dr	Incident Desc	parked veh at work, came out after work to find this d/s door panel had burned, still evidence of burning					
Component	electrical	Damage Desc	d/s door panel burned					
Vehicle Loc	GM dlr	Add'l Info	n/a					
Emgcy Svc Names	n/a	Main Loc	n/a					

### 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
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 Thermal Event Type				Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	d/s door panel burned						Explain Other	being sent to ESIS	

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/2/2011 04:21:39 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

vsh experienced a thermal event from electrical components

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/2/2011 09:38:20 AM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	12/2/2011 09:38:37 AM	PAR Voice Mail

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Sis: SR: 71-1014387846. Owner Terry Filarecki  
Sent 12/01/11 1131am

Tone/BRC PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 12:39:27 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 12:39:04 PM	GARCIAJR	AMSTUTST	Notify CRM		Done	12/2/2011 04:21:36 PM	ESIS

Contact Last Name      Contact First Name      Account      BAC Code

07 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 12:38:40 PM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	12/1/2011 12:39:02 PM	Business Case
Contact Last Name	Contact First Name	Contact	Account	BAC Code			

#### Comments

Veh experienced a thermal event, file being sent to ESIS.

Joe G/PAWATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 12:37:52 PM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	12/1/2011 12:38:32 PM	FYI email sent to DMA, Jay Townsend
Contact Last Name	Contact First Name	Contact	Account	BAC Code			

#### Comments

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

2007 Chevrolet TrailBlazer

1GNDD13S172

Joe Lunghamer Chevrolet, Pontiac MI, BAC 115098

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

Best wishes,

Joe Garcia | CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 11:56:17 AM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	12/1/2011 11:56:17 AM	Ownership Escalated to BRC
Contact Last Name	Contact First Name	Contact	Account	BAC Code			

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 11:56:14 AM	GARCIAJR	GARCIAJR	Ownership Changed		Done	12/1/2011 11:56:14 AM	Service Request Ownership has changed FROM: MAQUIRMA TO: GARCIAJR
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 11:56:01 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	12/1/2011 11:56:12 AM	email attached to the file
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

FYI email sent to DMA

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 11:55:42 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Dealer	Done	12/1/2011 12:30:40 PM	Joe Linghamer Chevrolet
Contact Last Name		Contact First Name		Account		BAC Code	

Crm stated calling to get any details that may be related to cust's product allegation case.

Svc adv, Terry, stated they have no history on this veh for electrical problems.

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 11:55:34 AM	GARCIAJR	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	12/1/2011 12:35:35 PM	made initial ct w/cust
Contact Last Name	Contact First Name	Contact Last Name	Contact First Name	Account		BAC Code	

#### Comments

Caller transferred from CACL

Cust stated he was calling to fu w/GM in regards to the allegation he filed on his veh.

Crm stated understand that veh burst into flames.

Cust stated that is correct, has parked it at his employemnt, when he came out the d/s door panel had burned, it was still cindering. Cust stated he took the veh to Joe Linghamer Chevrolet - no injuries.

Crm verif pre-par & par detail screen info.

Crm also read ESIS scripting, advised will need to refer this file to our central claim dept, they will fu 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
12/1/2011 11:55:27 AM	GARCIAJR	GARCIAJR	BRC PAR	Acknowledgement	Done	12/1/2011 11:57:04 AM	acknowledgement made
Contact Last Name	Contact First Name	Contact Last Name	Contact First Name	Account		BAC Code	

#### Comments

see initial ct activity

Joe G/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 11:55:23 AM	GARCIAJR	GARCIAJR	Research		Done	12/1/2011 12:32:43 PM	Research vln
Contact Last Name		Contact First Name		Account		BAC Code	

#### Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PARIATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 11:55:12 AM	GARCIAJR	GARCIAJR	BRC PAR	Case Assigned	Done	12/1/2011 11:58:21 AM	File assigned to Joe Garcia x11291
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/1/2011 11:54:15 AM	GARCIAJR	MAQUIRMA	SR Opened		Done	12/1/2011 11:54:15 AM	SR in Status of Closed has been Re-Opened by 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
12/1/2011 11:54:13 AM	GARCIAJR	MAQUIRMA	SR Closed - Dissatisfied		Done	12/1/2011 11:54:13 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
12/1/2011 11:23:17 AM	MAQUIRMA	MAQUIRMA	Inbound Call Customer	Complex Request	Done	12/1/2011 11:26:19 AM	Customer claims thermal event (open flame, not just smoke).

Contact Last Name      Contact First Name      Account      BAC Code

Comments

NAME  
PHON  
ADDRESS:      Waterford Michigan  
VIN:NA  
DLR: JOE LUNGHAMER CHEVROLET, INC.  
Service Manager Pete Salich 2482922460  
Service Adv. Steve Winkler

#### CUST STS:

- 2007 Blazer
- When the veh was Unoccupied, the veh caught on fire being attributed to the windows front driver side control panel
- I have to drive it to the dlr
- I was told me this morning that 670 dollars for 4 days

#### CUST SEEKS:

- Cost assistance

#### CRS ADVD:

- apologized for what happened
- your issue requires special attention. We have a group who handles your specific type of concern. They will work with you to resolve the issue through to a resolution.
- Gave SR to cust

MedCAC Tier 1/MAN Vvl 0 Empowered

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General



[Logout](#)

December 5, 2011

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 1GNDT13S172 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type 50 - FLEET  
 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 Canada) and in the USA: 900-556-3600.

OnStar Equipped N OnStar Status NA  
 XM Equipped Y XM Radio ID ZPVRN0M5 XM Status Active  
 OnStar Vehicle Diagnostics N DMN Enabled N

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	10/30/2011	11/11/2006	10 MI	11/11/2012	100,010 MI
	Emission Select Component Ltd Wty	10/30/2011	11/11/2006	10 MI	11/11/2014	80,010 MI
	Bumper to Bumper Limited Warranty	10/30/2011	11/11/2006	10 MI	11/11/2009	36,010 MI
	Powertrain Limited Warranty	10/30/2011	11/11/2006	10 MI	11/11/2011	100,010 MI



Certified Used Limited Warranty 10/30/2011 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
08/19/2009	433372	ZREG---Regular Vehicle Transaction		B5450 - Support, Rear Compartment Lid And/Or Tailgate/Liftgate Counterbalance (Gas Tube) - One Or Both - Replace	32,889 MI
05/01/2009	429171	ZREG---Regular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	28,264 MI
05/01/2009	429171	ZREG---Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	28,264 MI

Global Warranty Management. Site Map

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[Logout](#)

December 5, 2011

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 1GNDT13S172  
 Service Contract No      Branded Title No      Model CT15506-2007 TRAILBLAZER 4WD  
 Order Type 50 - FLEET      Warranty Block No      PDI Status No  
 Field Actions [Open](#)

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

**Vehicle Build**

Model: CT15506-2007 TRAILBLAZER 4WD      Order Number KNFK1Q  
 Gross Vehicle Weight 2,811      Build Date: 11/10/2006  
 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

- |  |                                      |
|--|--------------------------------------|
| 1S8 - 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    |
| 28H - LIGHT GRAY   | 28I - INT TRIM LT GRAY/DK GRAY       |
| 32U - MOONDUST METALLIC  | 6FB - COMP FRT LH COMPUTER SEL SUSP  |
| 7FB - COMP FRT RH COMPUTER SEL SUSP  | 8UY - COMPONENT RR LH COMPUTER SEL   |
| 9UY - COMPONENT RR RH COMPUTER SEL   | AJ1 - GLASS, DEEP TINTED             |
| AK5 - DUAL STAGE FRONT AIR BAGS  | ALD - 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        |
| 632 - FLOOR MATS, FRONT/REAR   | B33 - REAR COLOR KEYED FLOOR MATS    |
| 686 - MOLDING B/S COLOR  | B8U - GM PRODUCTION WEEK #45         |
| C49 - REAR WINDOW DEFROSTER  | C5N - GVW RATING - 5750 LBS          |
| CJ3 - CLIMATE CONTROL  | DAY - ASSEMBLY PLANT MORAIN, 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 |
| K1B - ELECTRIC AIR INJECTION SYSTEM  | K34 - CRUISE CONTROL                 |
| KCV - VANGUARD RAC   | 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
NZ3 - 16" FULL SIZE SPARE WHEEL	PDC - PWR SEAT ADJUST- DRIVER, 8 WAY
QTM - ALL-SEASON TIRES	R6F - IDENTIFY 8 CODE USERS
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6P - SPECIAL PAINT
R6O - OPTION PKG NOT DESIRED	R7M - ONSTAR DELETE
R9N - LEATHER SEAT TRIM	T81 - DAYTIME RUNNING LIGHTS
T98 - STAMPING VEHICLE IDENT NUMBER	T84 - LIFTGATE
TFD - RETAIL AMENITY DELETE	U2K - XM SATELITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL.
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
YD8 - 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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December 5, 2011

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 1GNDT13S172 XXXXXXXXXX Model CT15508-2007 TRAILBLAZER 4WD  
 Service Contract No Branded Title No Warranty Block No FDI Status No  
 Order Type 50 - FLEET  
 Field Actions [Open](#) XXXXXXXXXX

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

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 611010620
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NAX
Date Scanned 11/09/2006	Time Scanned 19:17:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 008043066
Source Plant S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast A1Z
Date Scanned 11/09/2006	Time Scanned 19:55:00 Scan Station 05
Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability 08M258807
Source Plant N-	Part / Number Broadcast FK
Date Scanned 11/09/2006	Time Scanned 19:27:00 Scan Station 03
Component Code 61-TRANSMISSION	Traceability 44988819
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 7TDD
Date Scanned 11/09/2006	Time Scanned 18:24:00 Scan Station 02
Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: F7045156
Source Plant G-	Part / Number Broadcast UK2
Date Scanned 11/09/2006	Time Scanned 20:32:00 Scan Station 12
Component Code 85-REAR AXLE ASSEMBLY	Traceability 300123728
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast CN8
Date Scanned 11/09/2006	Time Scanned 19:42:00 Scan Station 11
Component Code 82-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00045272
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3172
Date Scanned 11/09/2006	Time Scanned 21:28:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 1GZC54C
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2385
Date Scanned 11/09/2006	Time Scanned 23:30:00 Scan Station 08
Component Code AL-IR-MODULE ASM-I/P	Traceability 5ABNT35
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 5521
Date Scanned 11/09/2006	Time Scanned 18:48:00 Scan Station 04
Component Code CC-SEQ NUM (FLEX) BODY ASM	Traceability 0910164
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 3086418

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 11/09/2008	Time Scanned: 07:29:00 Scan Station
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3086294
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 11/09/2008	Time Scanned: 22:55:00 Scan Station
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3086003
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 11/09/2008	Time Scanned: 13:39:00 Scan Station
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3086054
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 11/09/2008	Time Scanned: 14:29:00 Scan Station

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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December 5, 2011

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 1GNDY13S17[REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] POI Status: No  
 Order Type 50 - FLEET  
 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: 08/19/2009

Job Card Number: 433372

Repair Service Agent 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2486837100

Odometer Reading 32,899 MI  
 Authorization Code

Process Date 08/25/2009

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 B5450-Support, Rear Compartment Lid And/Or Tailgate/Liftgate Counterbalance (Gas Tube) - One Or Both - Replace

Causal Part Number  
 --See other Parts and/or Net Items

Job Card Date: 05/01/2009

Job Card Number: 429171

Repair Service Agent 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2486837100

Odometer Reading 28,264 MI  
 Authorization Code

Process Date 05/08/2009

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 Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number  
 --See other Parts and/or Net Items

Job Card Date: 05/01/2009

Job Card Number: 429171

Repair Service Agent: 115098

Odometer Reading: 25,264 MI

JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48326-3388  
2488837100

Authorization Code.

---

Process Date:  
05/06/2009

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 L1197-Fuel Level Sensor Replacement

Causal Part Number

-See other Parts and/or Net Items

---

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December 5, 2011

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 1GNDT13S172		Model CT15506-2007 TRAILBLAZER 4WD
Service Contract No	Branded Title No	Warranty Block No
Order Type 50 - FLEET		PDI Status No
Field Actions <a href="#">Open</a>		

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 111571	Invoice Date 11/10/2008
CAR/TRUCK CITY	
1405 MAIN ST S	
PINE CITY MN 55063-9092 3206296751	

#### Ship to Information

Invoicing Service Agent 137469	Ship to Date N/A
NATIONAL CAR RENTAL	
METRO AIR-BLD519 W SERV DR	
ROMULUS MI 48174-0000	

#### Delivery Information

Delivery Service Agent 111571	Delivery Date 11/11/2008
CAR/TRUCK CITY	Delivery Type 020--DAILYRENTAL
1405 MAIN ST S	Delivery Odometer 10
PINE CITY MN 55063-9092 3206296751	

#### In Service Information

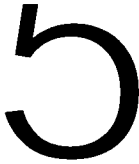
Invoicing Service Agent	In Service Date N/A
	In Service Type 0000
	In Service Odometer 0

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

December 8, 2011

[REDACTED]  
Waterford, MI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 736830  
Our Client: General Motors LLC  
Date/Event: 11/1/11  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDDT13S172 [REDACTED]

Dear Mr. [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Michigan is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on November 11, 2006, and this statute would have expired on November 11, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator

## Service Request Detail

SR No.	71-1027431522	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- Other
Address		City	Chester	Involved Dir		Safety	Yes
State	PA ZipCd	Con Acct		Source	Phone	Updated	1/12/2012 01:59:30 PM
Serial #/VIN	1GNDT13S06	Model Year	2006	Priority	Medium License #	Owner	AMSTUTST
Make	Chevrolet	Warr. Start	07/01/2006	Status	Open	Opened	1/10/2012 02:03:31 PM
Model	TrailBlazer	Mileage	89000	Sub-Status	Dissatisfied	Closed	
Abstract	ESIS 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	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	12/23/2011 09:30:01 PM	N	0	1	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'		n/a				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a		not involved					
Incident Loc	301 N Face Blvd, PA			Incident Desc	for about a month before the switch worked on and off, while driving one night I smelled wires burning and saw a lot of smoke, I pulled the switch up and saw a flame on the wire, had to disconnect the wiring harness, when I threw the door open I hit a pole with it, I unplugged the			
Component	power window switch, drivers side			Damage Desc	driver door, smoke damage			
Vehicle Loc	with cust			Add'l Info	n/a			
Emgcy Svc Names	n/a			Maint Loc	n/a			

### 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
Last Service Date			Loc Last Service				Property Location	n/a
Veh Est Repair Cost	\$400.00		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	driver door, smoke damage						Inspection Date/Time	
			Explain Other	sent to ESIS,				

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 05:02:55 PM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received	Done	1/12/2012 05:03:09 PM	PAR Voice Mail

Contact Last Name	Contact First Name	Account	BAC Code

Sis: Leanna Jones, vehicle had a thermal event. 71-1027431522  
Sent 01/11/2012 @ 4:18PM

Tonia/BRC PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 02:02:13 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

Stacy/ATX/PAR

THIS IS NOT A SCHED CALL BACK, DO NOT ADV CUST OF THIS SCHED ACTIVITY, DIRECT ALL INQUIRIES TO OGRS STACY AMSTUTZ @ X41022

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 02:01:56 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

veh experienced a thermal event from the drivers window switch

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 02:01:24 PM	AMSTUTST	AMSTUTST	BRC PAR	Business Case	Done	1/12/2012 02:01:53 PM	Business case for Escalation to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
veh experienced a thermal event from the drivers window switch

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 01:58:43 PM	AMSTUTST	AMSTUTST	Outbound Email	DVM/CAM/Field	Done	1/12/2012 02:00:22 PM	donald.gaskins@gm.com

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

#### Comments

A product allegation claim has been made in your region. The customer is alleging the veh experienced a thermal event from the driver's window switch. This case is being escalated to ESIS because of the thermal event.

2008 Chevrolet Trailblazer  
1GNDT13S06  
no involved dealer

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

Best wishes,  
Stacy Amstutz | CRS

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 01:48:48 PM	AMSTUTST	AMSTUTST	BRC PAR	Initial Contact - Field	Done	1/12/2012 01:59:42 PM	called donald.gaskins@gm.com

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

#### Comments

A product allegation claim has been made in your region. The customer is alleging the veh experienced a thermal event from the driver's window switch. This case is being escalated to ESIS because of the thermal event.

2008 Chevrolet Trailblazer  
1GNDT13S06  
no involved dealer

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

Best wishes,  
Stacy Amstutz | CRS

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 01:49:43 PM	AMSTUTST	AMSTUTST	BRC PAR	Initial Contact- Dealer	Done	1/12/2012 01:56:05 PM	called Roberts Automotive @ (610) 269-8200
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

CRS spoke with: Svc Adv Craig Relchert

CRS adv: calling on veh with thermal event from driver's window switch, any info on veh/incident? file will be going to Central Claims for further handling

cust sts: I spoke with a rep and the cust yesterday, the cust said she'd get back to me if she wanted to bring the veh in, it hasn't even been in here

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 01:49:26 PM	AMSTUTST	AMSTUTST	BRC PAR	Initial Contact- Phone	Done	1/12/2012 01:51:48 PM	called in
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

cust sts: for about a month before the switch worked on and off, while driving one night I smelled wires burning and saw a lot of smoke, I pulled the switch up and saw a flame on the wire, had to disconnect the wiring harness, when I threw the door open I hit a pole with it, I unplugged the wiring and poured water in to put the flames out

CRS adv: got pre-par and par info, read ESIS statment

cust sts: go ahead with central claims

CRS adv: someone from central claims will fu within 7-10 business days

Stacy/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 01:49:16 PM	AMSTUTST	AMSTUTST	BRC PAR	Acknowledgement	Done	1/12/2012 01:49:56 PM	see initial
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 01:49:08 PM	AMSTUTST	AMSTUTST	Research		Done	1/12/2012 01:50:52 PM	Research 1GN0T13S06: [REDACTED]
Contact Last Name		Contact First Name		Account		BAC Code	

#### Comments

no other files on cust or veh

no recalls

no related repairs

Stacy/ADXPAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 01:45:35 PM	AMSTUTST	AMSTUTST	BRC PAR	Case Assigned	Done	1/12/2012 01:50:02 PM	File assigned to Stacy Amstutz @ x41022
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
1/12/2012 01:45:35 PM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to BRC	Done	1/12/2012 01:45:35 PM	Ownership Escalated to BRC
Contact Last Name		Contact First Name		Account		BAC Code	

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 01:45:25 PM	AMSTUTST	AMSTUTST	Ownership Changed		Done	1/12/2012 01:45:25 PM	Service Request Ownership has changed FROM: BUANKA TO: AMSTUTST

Contact Last Name      Contact First Name      Account      BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 12:04:05 PM	BUANKA	BUANKA	Outbound Call Customer	Made Contact	Done	1/12/2012 01:22:40 PM	Fu

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Callback

Spoke with :

-1137 Thomas St. Chester Pennsylvania 19013

CRS states :

-Verify address

Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 12:03:22 PM	BUANKA	BUANKA	Inbound Call Customer	Voice Mail Received	Done	1/12/2012 12:04:04 PM	VM

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Cust requested for callback

Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/12/2012 10:25:37 AM	BUANKA	BUANKA	Outbound Call Customer	Left Message	Done	1/12/2012 11:20:38 AM	Info gathering /u

Contact Last Name	Contact First Name	Account	BAC Code

Callback

Spoke with :

-REACHED vm

CRS states :

-INFORM CUST THAT WE HAVE TO GET THE COMPLETE ADDRESS BEFORE TRANSFERRING TO PAR

Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 04:36:29 PM	BUANKA	BUANKA	Scheduled Outbound Call Third		Done	1/12/2012 10:25:29 AM	Transfer

Contact Last Name	Contact First Name	Account	BAC Code

Call Third party on Jan 12 @ 11:30am EST

POA:

-Transfer call to PAR

Kathleen/CAC TIER1/MAN/Level0

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 03:39:36 PM	BUANKA	BUANKA	Outbound Call Customer	Made Contact	Done	1/11/2012 04:13:11 PM	F/U

Contact Last Name	Contact First Name	Account	BAC Code

DESCRIPTION

Callback

Spoke with :

- Cust is really UPSET
- He scheduled me Next week
- He priced me \$40-50 just for diagnosis
- I dont know why I should pay the service if this is your veh prob.
- I want GM to consider the veh as recall and replaced the veh
- You know what if you want to check the parameters you check on the google and see all the complaints of your veh
- if I will bring the veh to the dir are you going to pay me to the lost hour to my work?
- That is why I cannot set an appointment
- I dont want to hear you say that the working of the
- I want you to handle it I want you to say to the dir go with the service and the bills will be shouldered by GM
- Thomas Chevrolet
- Actual date 12/23/2011 of incident

CRS states :

- Check if she still wants to bring the veh to the dir

Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/11/2012 03:35:11 PM	BUANKA	BUANKA	Outbound Call Dealer	Made Contact	Done	1/11/2012 04:11:05 PM	FU

Contact Last Name	Contact First Name	Account	BAC Code

#### Callback

#### Spoke with :

-Creg from service, she did call but did not set appointment yet

#### CRS states :

-Check if cust was able to call him and bring the veh for service

Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/10/2012 04:08:46 PM	BUANKA	BUANKA	Scheduled Outbound Call	Initial Attempt	Done	1/11/2012 01:10:17 PM	FU

Contact Last Name	Contact First Name	Account	BAC Code

Call cust on Jan 11 @ 1pm-3pm EST

Callback number: [REDACTED]

#### POA:

-Check if appointment was set w/ dir

-She was able to call dir for the appointment

Kathleen/CAC TIER1/MAN/Level0

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/10/2012 04:07:03 PM	BUANKA	BUANKA	Scheduled Outbound Call Dir		Done	1/11/2012 01:10:07 PM	FAJ

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

CALL DLR ON Jan 11 @ 1pm-3pm EST

CALLBACK NUMBER:  
Craig from service  
ROBERTS CHEVROLET  
18 PARK LN  
DOWNTOWN PA 19335-2624  
6102698200

POA:  
-Check if cust called them for appointment  
Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/10/2012 02:14:08 PM	BUJANKA	BUJANKA	Dealer Visit Referred by CAC	CAC Scheduled Via Phone	Done	1/10/2012 04:07:01 PM	Appointment

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

#### Comments

Callback

Spoke with :

-Craig from service, Cust can bring the veh anytime for me to diagnose it what really happen  
-Adv her to call me for the appointment  
ROBERTS CHEVROLET  
19 PARK LN  
DOWNTOWN PA 19335-2624  
6102698200

CRS states :

-Check if they could provide service to veh

Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/10/2012 02:04:58 PM	BUANKA	BUANKA	Inbound Call Customer	Complex Request	Done	1/10/2012 04:06:57 PM	-Windows main switch on fire

Contact Last Name      Contact First Name      Account      BAC Code

### Comments

NA  
TEI

DAYTIME:

EVENING:

ADD:

VIN: 1GNDT13S06

MILEAGE:89000

#### CUST STATES:

-2006 Chevy

-Window main switch was caught fire

-I was leaving in the parking lot

-I smell a burning smell

-The wirings are in fire

-I called the dlr to check the car but not for diagnosis

-Alarm doesn't work

-Drivers side door is dead

-I want the part of the veh to be replaced and fixed

-This time you can still smell the burn of the wirings and you can see the brown marks inside the door

#### CUST SEEKS:

-Windows main switch on fire

#### CSR ADVICE:

-Call dlr if they could service the veh

Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

### Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General



January 13, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Summary ?

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

#### Vehicle Information

VIN 1GNDT13S062[REDACTED] Model CT15505-2005 TRAILBLAZER 4WD  
 Service Contract No Branded Title: No Warranty Block No PDI Status No  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#) [REDACTED]

For this vehicle:

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

#### 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: N XM Radio ID: XM Status: NA  
 OnStar Vehicle Diagnostics: N DMN Enabled: N

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Special Coverage 10054	08/05/2011	07/01/2006	3 MI	07/01/2016	120,003 MI
	Corrosion Limited Warranty	08/05/2011	07/01/2006	3 MI	07/01/2012	100,003 MI
	Bumper to Bumper Limited Warranty	08/05/2011	07/01/2006	3 MI	07/01/2009	38,003 MI
	Emission Select Component Ltd Wty	08/05/2011	07/01/2006	3 MI	07/01/2014	80,003 MI

**Service Contract**

---

Vehicle has no current record of service contracts.

---

**Transaction History**[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/08/2008	A35711	ZPD1—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

---

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January 13, 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 1GNDT13S062 [REDACTED] Model CT15508-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No Warranty Block No PDI Status No  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

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

#### Vehicle Build

Model CT15508-2006 TRAILBLAZER 4WD Order Number JZXN90  
 Gross Vehicle Weight 2,511 Build Date 05/08/2008  
 Build Plant 2-

#### Option Codes

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

- |   |  |
|---|--|
| <p>1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT &amp; REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODYSIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM</p> <p>28H - LIGHT GRAY</p> <p>42U - SILVER BLUE METALLIC</p> <p>7FB - COMP FRT RH COMPUTER SEL SUSP</p> <p>9NS - SUSPENSION</p> <p>AK5 - DRIVER &amp; RIGHT FRONT PASSENGER AIR BAG</p> <p>AM9 - SPLIT FOLDING REAR SEAT BACK</p> <p>AU0 - KEYLESS REMOTE DOOR LOCK</p> <p>B30 - CARPETING, COLOR-KEYED</p> <p>B33 - REAR COLOR KEYED FLOOR MATS</p> <p>BVE - RUNNING BOARDS</p> <p>C5N - GVWRATING - 5750 LBS</p> <p>DAY - ASSEMBLY PLANT MORaine, OHIO</p> <p>DT4 - ASHTRAY AND LIGHTER</p> <p>FE0 - FEDERAL EMISSIONS</p> <p>GU6 - REAR AXLE 3.42 RATIO</p> <p>JJ8 - PT DRESS SUBASSY NOT INSTALLED</p> <p>K34 - CRUISE CONTROL</p> <p>LL8 - VORTEC 4200 SFI I6</p> | <p>1SZ - PREFERRED EQUIPMENT SAVINGS</p> <p>281 - INT TRIM LT GRAY/DK GRAY</p> <p>6FB - COMP FRT LH COMPUTER SEL SUSP</p> <p>8NS - SUSPENSION</p> <p>AJ1 - TINTED GLASS</p> <p>AL0 - SENSOR INF RESTR, CHILD DETECT</p> <p>AR9 - FRT BUCKET SEAT, DELUXE</p> <p>AXP - MPV VIN IDENT POSITION</p> <p>B32 - FLOOR MATS, FRONT AND REAR</p> <p>B88 - MOLDING B/S COLOR</p> <p>C49 - REAR WINDOW DEFOGGER</p> <p>CJ3 - CLIMATE CONTROL</p> <p>OP2 - POWER OSRV MIRRORS</p> <p>EVA - EVAP EMISSION REQUIREMENT</p> <p>G80 - LOCKING DIFFERENTIAL-REAR AXLE</p> <p>JF8 - BRAKE VAC POWER, 4 WHL DISC</p> <p>K18 - ELECTRIC AIR INJECTION SYSTEM</p> <p>KG4 - GENERATOR 150 AMP</p> <p>M30 - 4-SPD AUTO TRANS</p> |
|---|--|



- N40 - POWER STEERING
- NP6 - 2-SPEED ACTIVE TRANSFER CASE
- NZ3 - WHEEL, FULL SIZE SPARE
- QTM - P245/65R17 BWALS TIRES
- R6P - PREMIUM PAINT
- R8K - .....
- T61 - DAYTIME RUNNING LIGHTS
- T84 - LIFTGATE
- UA6 - THEFT DETERRENT ALARM SYSTEM
- UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN
- V1K - LUGGAGE RACK CROSS-BARS
- VXS - COMPLETE VEHICLE LABEL
- YD3 - BASE EQUIP FOR SCH GVW PL-FT AX
- YD6 - BASE REAR SPRING
- ZW7 - PREMIUM RIDE SUSPENSION
- W/OVERDRIVE AND ELECTRONIC CONTROL
- N75 - 17" SPORT ALUMINUM WHEELS
- NT7 - EMISSION SYS FED - TIER 2
- PDC - SEAT, 8-WAY POWER DRIVER
- R4Y - TIRE BRAND-GOODYEAR
- R6D - IDENTIFIER - TIRE CHANGE
- SLM - STOCK ORDERS
- T88 - STAMPING VEHICLE IDENT NUMBER
- U73 - FIXED MAST ANTENNA
- UB0 - AM/FM STEREO W/CD
- UY7 - TRAILER WIRING HARNESS
- 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**

-80 -

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January 13, 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 1GNDT13S062 [REDACTED] Model: CT15506-2006 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 604250804
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NFS
Date Scanned: 05/09/2008	Time Scanned: 07:29:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001781186
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 05/08/2008	Time Scanned: 07:48:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BK191138
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 05/08/2008	Time Scanned: 07:39:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44098931
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 6TDD
Date Scanned: 05/08/2008	Time Scanned: 07:38:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 5AX11328
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 05/08/2008	Time Scanned: 08:18:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 108121606
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: AA4
Date Scanned: 05/08/2008	Time Scanned: 07:45:00 Scan Station: 11
Component Code: 82-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00332438
Source Plant: X-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3051
Date Scanned: 05/08/2008	Time Scanned: 09:18:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GT7G11
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 05/08/2008	Time Scanned: 11:35:00 Scan Station: 08
Component Code: AL-IR-MODULE ASM-I/P	Traceability: SAAKK02
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 05/08/2008	Time Scanned: 07:39:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 1980348
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 05/03/2008	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 2249839

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 05/05/2006	Time Scanned: 04:28:00 Scan Station:
Component Code: CK-SEQ NUM (FLEX) GEN ASM	Traceability: 2256915
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 05/05/2006	Time Scanned: 20:41:00 Scan Station:
Component Code: CM-SEQ NUM (FLEX) GEN ASM	Traceability: 2247888
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 05/05/2006	Time Scanned: 02:24:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2248471
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 05/06/2006	Time Scanned: 03:07:00 Scan Station:

---

**Service Agent installed Component**

---

Vehicle has no current record of vehicle component.

---

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January 13, 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 1GNDT13S062[REDACTED] Model CT15506-2008 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](#)

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

Job Card Date: 05/08/2006 Job Card Number: A38711  
 Repair Service Agent: 113846 Odometer Reading: 0 MI  
 ROBERTS CHEVROLET Authorization Code  
 18 PARK LN  
 DOWNINGTOWN PA 19335-2624  
 6102698200

Process Date: 05/12/2008  
 Transaction Type: ZPDI—Pre-Delivery Inspection  
 Transaction Expense Category: [REDACTED]  
 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: [REDACTED]

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January 13, 2012

Global Warranty Management: [Home](#) > [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 1GNDT13S06[REDACTED]	Model CT15506-2008 TRAILBLAZER 4WD
Service Contract No [REDACTED]	Branded Title No [REDACTED]
Order Type 70 - RETAIL - STOCK	Warranty Block No [REDACTED]
Field Actions: <a href="#">Open</a>	PDI Status No [REDACTED]

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

#### Invoice Information

Invoicing Service Agent 113846	Invoice Date 05/08/2008
ROBERTS CHEVROLET	
19 PARK LN	
DOWNTOWN PA 19335-2624 6102698200	

#### Ship to Information

Invoicing Service Agent 113846	Ship to Date N/A
ROBERTS CHEVROLET	
19 PARK LN	
DOWNTOWN PA 19335-2624 6102698200	

#### Delivery Information

Delivery Service Agent 113846	Delivery Date 07/01/2008
ROBERTS CHEVROLET	Delivery Type 010--INDIVIDUAL
19 PARK LN	Delivery Odometer 3
DOWNTOWN PA 19335-2624 6102698200	

#### In Service Information

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

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**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

January 19, 2012

[REDACTED]  
Chester, PA [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 738363  
Our Client: General Motors LLC  
Date/Event: 12/23/11  
Subject vehicle: 2006 Chevrolet Trailblazer  
VIN: 1GNNDT13S062 [REDACTED]

Dear Ms [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Pennsylvania is four years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on July 1, 2006, and this statute would have expired on July 1, 2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator

## Service Request Detail

SR No.	71-1029960052	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- Other
Address		City	Telford	Involved Dir		Safety	Yes
State	PA ZipCd	Con Acct		Source	Phone	Updated	1/17/2012 08:17:13 PM
Serial #/VIN	1GNDT13S172	Model Year	2007	Priority	Medium License #	Owner	RANGELD
Make	Chevrolet	Warr. Start	08/24/2006	Status	Open	Opened	1/17/2012 05:18:23 PM
Model	TrailBlazer	Mileage	50000	Sub-Status	Dissatisfied	Closed	
Abstract	(es)Door Module Burned Electrical - General						
Customer Description	This is a BRC Par Case.Do not assume case. Forward any inquiries to Dalla at ext 11350						

### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#	
Owner	1/15/2012 12:00:00 PM	N	0	0	Crushed Rock	Dry	n/a	n/a	
Driver Last Name	Driver First Name	Height	DOB	Disabilities					
n/a		5'6"		none					
Insurance Agency	Phone #	Insurance Agency							
n/a	n/a	Nationwide Insurance							
Incident Loc	879 Rising Sun Rd Telford,PA 18969				Incident Desc	My wife advsd the windows were not working.I went out to check the veh.I opened the drivers side door then I went to check the fuse box and my friend noticed smoke coming from the drivers side door panel.We then noticed there were flames coming from the door switch module.I went			
Component	drivers side switch module				Damage Desc	inside door panel and switch module burned			
Vehicle Loc	at cust home				Add'l Info				
Emgcy Svc Names	n/a				Main Loc	Bergis Chevrol			

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed	0		Weather Condition	clear	Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service		Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$315.00		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	inside door panel and switch module burned				Explain Other	escalate to esis		

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2012 01:30:14 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

veh experienced a thermal event from the electrical in the drivers door

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2012 10:21:02 AM	RANGELD	AMSTUTST	Notify CRM		Done	1/18/2012 01:30:07 PM	escalate to esls

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

escalate to esls due to

thermal event

Dalia Rangel/par/abx

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2012 10:11:23 AM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	1/18/2012 10:18:29 AM	e-mail sent to dma Denise Zobel

Contact Last Name Contact First Name Account BAC Code

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

Stout  
2007 Chevrolet TrailBlazer  
1GNDY13S172  
Dealership, City, State (BAC) no involved dtr  
Dealership Contact, Title/Position

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

Best wishes,  
Dalla Rangel | CRS

Aditya Birja Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 ext. 31117 | Fax: 866-775-9478 | www.minacs.adityabirja.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/18/2012 08:37:15 AM	AMSTUTST	RANGELD	Notify CRM		Done	1/18/2012 10:11:03 AM	rejected

Contact Last Name Contact First Name Account BAC Code

Comments  
please attach email to field and add outbound email activity and resubmit

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2012 06:16:37 PM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	1/17/2012 06:16:37 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
1/17/2012 06:10:18 PM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		Check if file has been ptu by esis
Contact Last Name		Contact First Name		Account		BAC Code	
<b>Comments</b>							
THIS IS NOT A CALLBACK TO CUST.DO NOT ADVISE CUST OF THIS							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2012 06:09:37 PM	RANGELD	AMSTUTST	Notify CRM		Done	1/18/2012 08:37:14 AM	escalate to esis
Contact Last Name		Contact First Name		Account		BAC Code	
<b>Comments</b>							
escalate to esis due to							
thermal event							
Dalia Rangel/par/abx							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2012 06:07:34 PM	RANGELD	RANGELD	BRC PAR	Business Case	Done	1/17/2012 06:09:35 PM	case assessment
Contact Last Name		Contact First Name		Account		BAC Code	
<b>Comments</b>							
Cust sts flames coming from the drivers side module.							
Crs escalated file to esis due to thermal event							
Dalia Rangel/par/abx							
Confidential Comments							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2012 05:48:17 PM	RANGELD	RANGELD	Research		Done	1/17/2012 05:52:04 PM	1GNDT13S17
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

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

#### no recalls

#### prev repairs related to allegation

04/12/2007 391267 ZREG—Regular Vehicle Transaction N9995 - Customer Concern Not Duplicated - Electrical 12,106 MI  
01/21/2009 425297 ZREG—Regular Vehicle Transaction C0182 - Front Side Door Window Regulator Replacement - Right Side 29,972 MI

#### Dalia Rangel/parlab

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2012 05:47:22 PM	RANGELD	RANGELD	BRC PAR	Initial Contact - Field	Done	1/17/2012 06:07:30 PM	e-mail sent to dma Denise Zobel
Contact Last Name	Contact First Name	Account	BAC Code				

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2012 05:47:11 PM	RANGELD	RANGELD	BRC PAR	Initial Contact- Dealer	Done	1/17/2012 06:04:57 PM	"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
1/17/2012 05:46:52 PM	RANGELD	RANGELD	BRC PAR	Initial Contact- Phone	Done	1/17/2012 06:04:20 PM	cust transferred from cac
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Cust sts

My wife advsd the windows were not working.I went out to check the veh.I opened the drivers side door then I went to check the fuse box and my friend noticed smoke coming from the drivers side door panel.We then noticed there were flames coming from the door switch modula.I went and disconnected the battery.The inside door panel and switch module burned.I contacted gm dir and they advsd it would be \$ 315.00 to replace the switch.I called Bergey's Chevrolet, Inc. where I purch veh and they advsd me to contact gm to check if you could assist w/repair.

no injuries,no property damage

I did not contact my insurance.

I purch veh used

main performed at Bergy's Chevrolet

Cust sts to adv of therma event

Crs read statement

Crs adv

I will need to escalate file to central calms dept

someone will be contacting you 7-10 business days

Dalia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2012 05:46:22 PM	RANGELD	RANGELD	BRC PAR	Acknowledgement	Done	1/17/2012 05:46:51 PM	transferred from cac
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

Continued In Initial

Dalia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2012 05:46:00 PM	RANGELD	RANGELD	BRC PAR	Case Assigned	Done	1/17/2012 05:46:20 PM	Dalia Rangel x 11350
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
1/17/2012 05:32:32 PM	RANGELD	RANGELD	Ownership Changed		Done	1/17/2012 05:32:32 PM	Service Request Ownership has changed FROM: USONJU TO: RANGELD
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/17/2012 05:18:31 PM	USONJU	USONJU	Inbound Call Customer	Complex Request	Done	1/17/2012 05:28:27 PM	Door Module Burned down the Front Driver side doors
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sts:

- Sunday afternoon, the door module burned down the front driver side door on my 2007 Chevrolet Trailblazer
- The Is veh is sitting in the drive way
- Joana Bergey (Head of the sales dept) told me to look for Joe @ Ext 4150

BERGEY'S CHEVROLET, INC.  
518-610 ROUTE 309  
COLMAR PA 18915-0000  
2158224100

- She wanted me to start a claim number with you guys
- I was told that the module will cost me \$320+ just for the part
- I would like to get assistance here.

Cust sks:

- Assistance

Crs sts:

- Provided SR#

- What im going to do is to forward your case to one of our internal depts here so that we can have you further assisted. They would be the dept who would be in charge of these kinds of issues. Please stay on the line while i get a rep from that dept and i'll get back to you right away so that we can have you further assisted

\*\*customer on hold while contacting PAR

John/CAC/MANT1/LVL0

Confidential Comments

## Service Request Detail

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General



January 19, 2012

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

INTERFACE WITH CUSTOMER

### View Vehicle Summary ?

This screen allows IVH users to view the Summary of Vehicle Information, Field Actions, Service Information, Applicable Warranties, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and 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: 1GNDT13S172 [REDACTED] Model: CT15508-2007 TRAILBLAZER 4WD  
 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

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

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

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	10/30/2011	08/24/2006	10 MI	08/24/2012	100,010 MI
	Emission Select Component Ltd Wty	10/30/2011	08/24/2006	10 MI	08/24/2014	80,010 MI
	Bumper to Bumper Limited Warranty	10/30/2011	08/24/2006	10 MI	08/24/2009	36,010 MI
	Powertrain Limited Warranty	10/30/2011	08/24/2006	10 MI	08/24/2011	100,010 MI
	Certified Used Limited Warranty	10/30/2011	08/24/2006	10 MI	11/24/2009	39,010 MI
	Special Coverage 10054	10/30/2011	08/24/2006	10 MI	08/24/2016	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
01/21/2009	425297	ZREG—Regular Vehicle Transaction		C0182 - Front Side Door Window Regulator Replacement	29,972 MI
04/13/2007	391356	ZREG—Regular Vehicle Transaction		C3128 - Headlining Trim Panel Replacement	12,107 MI
04/12/2007	391287	ZREG—Regular Vehicle Transaction		N9995 - Customer Concern Not Duplicated - Electrical	12,106 MI
02/12/2007	388044	ZREG—Regular Vehicle Transaction		B8990 - Molding And/Or Pocket, License Plate - R&R Or Replace	12,080 MI
02/12/2007	388044	ZREG—Regular Vehicle Transaction		N0760 - Tail Lamp Bulb Replacement	12,080 MI

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January 19, 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: 1GNDT13S172 [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]

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: KGQFHN  
 Gross Vehicle Weight: 2,511 Build Date: 06/23/2006  
 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

- |   |  |
|---|--|
| <p>1SE - LT PREFERRED EQUIPMENT GROUP 2: * SEATS, RECLINING FRONT BUCKET, LEATHER APPOINTED SEAT, RR LTHR APPOINT, SPLT FLD * PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER * LT CONVENIENCE PACKAGE: * MEMORY: DRIVER'S SEAT AND OSRV MIRRORS * FRONT HEATED SEATS * PWR MIRRORS-HEATED/TURN SIGNAL</p> <p>282 - LIGHT GRAY</p> <p>54U - GRAPHITE METALLIC</p> <p>7FB - COMP FRT RH COMPUTER SEL SUSP</p> <p>9UY - COMPONENT RR RH COMPUTER SEL</p> <p>AJ1 - GLASS, DEEP TINTED</p> <p>AL0 - SENSOR INF RESTR, CHILD DETECT</p> <p>AR9 - FRT BUCKET SEAT, DELUXE</p> <p>AJ0 - REMOTE KEYLESS ENTRY</p> <p>B0R - GM PRODUCTION WEEK #34</p> <p>B32 - FLOOR MATS, FRONT/REAR</p> <p>B42 - REVERSIBLE CARGO MAT</p> <p>C49 - REAR WINDOW DEFROSTER</p> <p>CJ2 - AUTOMATIC CLIMATE CONTROL</p> <p>DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS</p> <p>DK7 - OVERHEAD CONSOLE</p> <p>DT4 - ASHTRAY AND LIGHTER</p> | <p>1S2 - PREFERRED EQUIPMENT SAVINGS</p> <p>281 - INT TRIM LT GRAY/DK GRAY</p> <p>6FB - COMP FRT LH COMPUTER SEL SUSP</p> <p>8U2 - COMPONENT RR LH COMPUTER SEL</p> <p>AAB - MEMORY DRIVER CONVENIENCE PKG</p> <p>AK5 - DUAL STAGE FRONT AIR BAGS</p> <p>AM9 - 65/35 FOLDING 2ND ROW SEAT</p> <p>AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING</p> <p>AXP - MPV VIN IDENT POSITION</p> <p>B30 - FULL CARPET-COLOR KEYED</p> <p>B33 - REAR COLOR KEYED FLOOR MATS</p> <p>B88 - MOLDING B/S COLOR</p> <p>C5N - GVW RATING - 5750 LBS</p> <p>DAY - ASSEMBLY PLANT MORAIN, OHIO</p> <p>DH2 - LIGHTED LH &amp; RH VISOR MIRRORS</p> <p>DS3 - POWER OSRV MIRRORS, HEAT, TURN SIGNALS</p> <p>EVA - EVAP EMISSION</p> |
|---|--|

FE9 - FEDERAL EMISSIONS	REQUIREMENT
GU6 - REAR AXLE 3.42 RATIO	FLT - FLEET PROCESSING OPTION
JJB - PT DRESS SUBASSY NOT INSTALLED	JF8 - BRAKE VAC POWER, 4 WHL DISC
K34 - CRUISE CONTROL	K18 - ELECTRIC AIR INJECTION SYSTEM
KCV - VANGUARD RAC	KA1 - FRONT HEATED SEATS
LL8 - ENGINE, VORTEC 4.2L SFI I6	KG4 - GENERATOR 150 AMP
N40 - POWER STEERING	M30 - TRANSMISSION, 4 SPD AUTOMATIC
NP8 - 2-SPEED ACTIVE TRANSFER CASE	N74 - 17" BRIGHT ALUMINUM WHEELS
NZ3 - 16" FULL SIZE SPARE WHEEL	NT7 - EMISSION SYS FED - TIER 2
O7E - ON/OFF ROAD TIRES	PDC - PWR SEAT ADJUST-DRIVER, 8 WAY
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6F - IDENTIFY B CODE USERS
R7M - ONSTAR DELETE	R6P - SPECIAL PAINT
STW - LEATHER WRAPPED STG WHL WCONTR	R8N - LEATHER SEAT TRIM
T86 - FOG LAMPS	T61 - DAYTIME RUNNING LIGHTS
TB4 - LIFTGATE	T98 - STAMPING VEHICLE IDENT NUMBER
TGA - LANGUAGE CONTROL ENG, FR, SPAN	TFD - RETAIL AMENITY DELETE
U73 - FIXED MAST ANTENNA	U68 - DRIVER INFO CENTER DISPLAY
UB0 - AM/FM STEREO WCD	UA6 - THEFT DETERRENT ALARM SYSTEM
UJ5 - TIRE PRESSURE MONITOR	UG1 - UNIVERSAL HOME REMOTE
UY7 - TRAILER WIRING HARNESS	UK6 - REAR SEAT RADIO & HVAC CONTROLS
V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER	V1K - LUGGAGE RACK CROSS-BARS
VK3 - FRONT LICENSE PLATE BRACKET	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
VXS - COMPLETE VEHICLE LABEL	VN9 - DAILY RENTAL REPURCHASE PROGRAM
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)	X68 - CHEVROLET CONVERSION
YD6 - BASE FRONT SPRING	YD3 - BASE AXLE
YT1 - DAILY RENTAL FLAT RATE DEPREC.	YD6 - BASE REAR SPRING
ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL WCONTR	ZNF - SPARE, ALL-SEASON TIRE
ZY1 - SOLID PAINT	ZW7 - PREMIUM RIDE SUSPENSION

**Added Option Codes**

-8Q -



January 19, 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 1GNDT13S17[REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No  
 Order Type: 50 - FLEET  
 Field Actions: [D](#) [O](#) [R](#) [R](#) [E](#) [D](#)

For this vehicle:

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

#### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Source Plant: V-CPC FLINT, MICHIGAN Date Scanned: 08/22/2006	Traceability: 608100299 Part / Number Broadcast: NAX Time Scanned: 22:30:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM Source Plant: S-SAGINAW DIVISION SAGINAW,MI Date Scanned: 08/22/2006	Traceability: 000722266 Part / Number Broadcast: A2C Time Scanned: 22:30:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE) Source Plant: N- Date Scanned: 08/22/2006	Traceability: 0BL462630 Part / Number Broadcast: FK Time Scanned: 22:41:00 Scan Station: 03
Component Code: 61-TRANSMISSION Source Plant: Y-HYDRAMATIC TOLEDO, OHIO Date Scanned: 08/22/2006	Traceability: 44690661 Part / Number Broadcast: 7TDD Time Scanned: 22:38:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES Source Plant: G- Date Scanned: 08/22/2006	Traceability: B9H43496 Part / Number Broadcast: UK2 Time Scanned: 23:21:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY Source Plant: C-SAGINAW BUFFALO, NEW YORK Date Scanned: 08/22/2006	Traceability: 221140322 Part / Number Broadcast: CN8 Time Scanned: 22:45:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Source Plant: K-KELSEY-HAYES JASPER, INDIANA Date Scanned: 08/23/2006	Traceability: 00037627 Part / Number Broadcast: 5724 Time Scanned: 07:15:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR Source Plant: Q-RIMIR MATAMORS MEXICO Date Scanned: 08/23/2006	Traceability: 1GWX4X1 Part / Number Broadcast: 2395 Time Scanned: 09:13:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P Source Plant: M-MORTON-THIOKOL Date Scanned: 08/22/2006	Traceability: 5ABBP36 Part / Number Broadcast: 5521 Time Scanned: 22:23:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM Source Plant: - Date Scanned: 08/17/2006	Traceability: 0380404 Part / Number Broadcast: 1ZZ Time Scanned: 03:03:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3036544

Source Plant: -  
Date Scanned: 08/21/2006

Part / Number Broadcast: 1WW  
Time Scanned: 12:32:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 08/22/2006

Traceability: 3036428  
Part / Number Broadcast: 1PT  
Time Scanned: 10:28:00 Scan Station:

Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS  
Source Plant: -  
Date Scanned: 08/22/2006

Traceability: 3036312  
Part / Number Broadcast: 1PH  
Time Scanned: 19:13:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM  
Source Plant: -  
Date Scanned: 08/22/2006

Traceability: 3036257  
Part / Number Broadcast: 1GB  
Time Scanned: 19:57:00 Scan Station:

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

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January 19, 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.

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 1GNDT13S172 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status No  
 Order Type 50 - FLEET  
 Field Actions [Open](#)

Job Card Date: 01/21/2009

Job Card Number: 425297

Repair Service Agent: 113816  
 BERGEY'S CHEVROLET, INC.  
 518-810 ROUTE 309  
 COLMAR PA 18915-0000  
 2158224100

Odometer Reading: 29,972 MI  
 Authorization Code:

Process Date: 04/10/2009

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 C0182-Front Side Door Window Regulator Replacement

Causal Part Number  
 --See other Parts and/or Net Items

Job Card Date: 04/13/2007

Job Card Number: 391356

Repair Service Agent: 113816  
 BERGEY'S CHEVROLET, INC.  
 518-810 ROUTE 309  
 COLMAR PA 18915-0000  
 2158224100

Odometer Reading: 12,107 MI  
 Authorization Code:

Process Date: 04/24/2007

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

Customer Complaint Code: 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims  
 Labour Op C3128-Headlining Trim Panel Replacement

Causal Part Number

Job Card Date: 04/12/2007

Job Card Number: 391267

Repair Service Agent: 113816

Odometer Reading: 12,106 MI

BERGEY'S CHEVROLET, INC.  
518-610 ROUTE 309  
COLMAR PA 18915-0000  
2158224100

Authorization Code:

Process Date:  
04/20/2007

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

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
Labour Op N9995-Customer Concern Not Duplicated - Electrical  
Causal Part Number

Job Card Date: 02/12/2007

Job Card Number: 388044

Repair Service Agent: 113816  
BERGEY'S CHEVROLET, INC.  
518-610 ROUTE 309  
COLMAR PA 18915-0000  
2158224100

Odometer Reading: 12,080 MI  
Authorization Code:

Process Date:  
02/20/2007

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

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 1                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
Labour Op B8990-Molding And/Or Pocket, License Plate - R&R Or Replac  
Causal Part Number  
-See other Parts and/or Net Items

Job Card Date: 02/12/2007

Job Card Number: 388044

Repair Service Agent: 113816  
BERGEY'S CHEVROLET, INC.  
518-610 ROUTE 309  
COLMAR PA 18915-0000  
2158224100

Odometer Reading: 12,080 MI  
Authorization Code:

Process Date:  
02/20/2007

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

Customer Complaint Code:  
0000-Converted Claim

Job Card Line #: 2                      Transaction Adjustment:                      Cause Code: 0000-Converted Claims  
Labour Op N0760-Tail Lamp Bulb Replacement  
Causal Part Number  
-See other Parts and/or Net Items

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January 19, 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 1GNDT13S172	Model: CT15506-2007 TRAILBLAZER 4WD
Service Contract: No	Branded Title: No
Order Type: 50 - FLEET	Warranty Block: No
Field Actions: <a href="#">Open</a>	PDI Status: No

#### Invoice Information

Invoicing Service Agent: 111571	Invoice Date: 08/23/2006
CAR/TRUCK CITY	
1405 MAIN ST S	
PINE CITY MN 55063-9092 3206296751	

#### Ship to Information

Invoicing Service Agent: 136703	Ship to Date: N/A
NATIONAL CAR RENTAL	
763 ELKRIDGE LANDING RD	
LINTHICUM HEIGHTS MD 21090-2904	

#### Delivery Information

Delivery Service Agent: 111571	Delivery Date: 08/24/2006
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

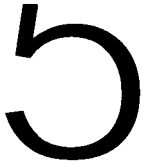
For this vehicle:

- [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](#)

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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*

**Yvette Young**  
Claims Administrator

January 26, 2012

[REDACTED]  
Telford PA [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 738534  
Our Client: General Motors LLC  
Date/Event: 1/15/12  
Subject vehicle: 2007 Chevrolet Trailblazer  
VIN: 1GNDT13S172 [REDACTED]

Dear Mr [REDACTED]

I am responding to your demand in which you requested compensation, as a result of damage to the subject vehicle. It is our understanding that the controlling theory of liability against General Motors LLC (GM) would be Breach of Warranty. The Breach of Warranty Statute of Limitations in Pennsylvania is 4 years from the date of the original purchase. Our records show that the vehicle was purchased by the original owner on 8/24/2006, and this statute would have expired on 8/24/2010. As such, this claim is time barred and, GM must respectfully deny this claim.

Sincerely,

*Yvette Young*

Yvette Young  
Claims Administrator