Activities

Greated 2/23/2011 11:22:18 AM	Created By FABIANBR	Assigned To FABIANBR	Activity Type Ownership Changed	Activity Sub-Type Ownership Escalated to	Status Done	Completed 2/23/2011 11:22:18 AM	Description Ownership Escalated to BRC
				BRC			
Contact Last Name		Contact First	Name	Account		BAC Code	
						<u> </u>	•
Confidential Comments							1
·		***					•
Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
2/23/2011 10:52:19 AM	FABIANDR	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	
Comments							
Steven Robinson							
My name is Brandy with	the Product Alfe	eation Dept with	GM, My Service Request	number is 71-916792705. The	Customer's nan	ne is Their telephone	
number is	The Vehicle i	involved is a Yea	r, Make and ModelThe c	ustomer is alleging they experie	nced a thermal	event with their vehicle, due to	
event escalating to esis." 31065	You do not nee	d to respond to ti	vis message uniess you he	eve any comments concerns or	questions., pla (contact me at 866-790-5600 x	
31003							
brandy.par.atx							
Confidential Comments					·		

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:52:10 AM	FABIANER	FABIANBR	BRC PAR	Initial Contact- Dealer	Done	2/24/2011 01:39:00 PM	Called Jackie Cheney Svc Adv YOUNG
Contact Last Names		5	t Name	- Account		 BAC Code 	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

- -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 Typo	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
Contact Lact Massa		Control Ling	Name	Account		BAC Code	

lan 71-916792705

71-916792705
cust sis:
--we were on the hwy i15 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 decipated 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 Blankton 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 melled on the linside, 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

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Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	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	t Name	Account		- BAG Gode	

lan 71-916792705

71-916792705 count 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 decipated 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 Blankton UT, 100,00 hr to find out whats wrongwish it, air force base firestone, did diag and they opened panel and showed me black where it melted on the inside, place 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 sis; adv cust of exis statement -adv cust escalating case due to thermal evant 7-10 business days

brandy.par.atx

Confidential Comments

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:51:40 AM	FABIANBR	FABIANBR	Research		Dane	2/23/2011 11:22:49 AM	Research
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							1
Research							
No Related Repairs:							
No Previous SR's:							
No Open Recalls:							
brandy.par.atx							
Confidential Comments							

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Activities

Greated 2/23/2011 10:51:19 AM	Created By FABIANBR	Assigned To FABIANER	Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 2/23/2011 10:51:39 AM	Description FABIANBR @ 31065
Contact Last Name		Contact Firs		Account		BAC Code	7,224,011, 6, 412,00
Commens							
FABIANER @ 31065							
brandy.par.atx Confidential Comments							
Cunnel	2						
Oreated 2/23/2011 10:48:11 AM	Created By ROXASKR	Assigned To ROXASKR	Activity Type Outbound Call Third Party	Activity Sub-Type	Status Done	Completed 2/23/2011 10:50:55 AM	PAR
Contact Last Name		Contact First	Nome	Account	•	BAC Code	
forwarding case to PAR							
spoke with: Brandy							
lan Roxas/EMAIL/MLA C	AC Tier I/LVL 1	EMP ext (12769)				
Confidential Comments							

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Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Bescription
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	Nаліо	- Account -		BAC Code	
							•

Cust Sts:
>it started from a small, we are not sure where the smell is coming from
>smell of plastic or furnes
>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 dept, please stay on the line

Cust Sts:

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

Confidential Comments

Created 2/23/2011 10:39:37 AM	Created By ROXASKR	Assigned To ROXASKR	Activity Type Inbound Call Customer	Activity Sub-Type Volce Mall Received	Status Done	Completed 2/23/2011 10:40:24 AM	Doscription Voice Mail Received
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments			· · · · · · · · · · · · · · · · · · ·				
>I'm sorry i was out of to >look forward to talk to y							
ian Roxas/EMAIL/MLA	CAC Tier I/LVL 1	EMP ext (12769)				

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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 Cust	Follow-up Attempt	Done	2/23/2011 10:38:51 AM	Follow-up Attempt
Contact Last Name		Contact First	l Name	Account		BAC Code	I
2/23/2011 10am-12pm E	ST			**			

action plan: >escalate to PAR dept

lan 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
2/22/2011 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 Firs	Name	Account		PAC Code	
							•
Comments							İ
see ibcc							•

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Activities

Created 2/22/2011 06:37:25 PM	Created By LABAYOTE	Assigned To	Activity Type Inbound Call Customer	Activity Sub-Type	Status	Completed	Description
Contact Last Name	DABATOTE	Contact First		Complex Request	Done	2/22/2011 06:42:22 PM BAC Code	**assisting only
		0011120411131		Account		DAC CODE	·
Cust als:			<u> </u>				
>follow up on my case 7 >been went out of town a	1-916792705 ind I received e	mail from an age	ent				
Cust seeks: >ocrs							
CRS ADV: >will contact ocrs >gave ocrs number **calling ocrs >ocrs not available, leave	·VM?						
Cust sts: >yes pis	•						
CRS STS: >will also make a note to	lan that you cal	iled and asking f	or a call back				
Ted/CAC Tier 1/ MAN/LVL	. 0 empowered						
Confidential Comments							
Croated 2/22/2011 06:37:21 PM	Created By	Assigned To ROXASKR	Activity Typo SR Opened	Activity Sub-Typo	Status Done	Completed 2/22/2011 06:37:21 PM	Doscription SR in Status of Closed has been Re-
Contact Last Name	DENIOLE	Contact First		Account	TOUR	BAC Code	Opened by LABAYOTE
сопинента							
Confidential Comments							

Report Generated for toporowm

on 2/28/2011

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Activities

Greated 2/22/2011 04:01:47 AM	Created By ROXASKR	Assigned To ROXASKR	Activity Type SR Closed - Satisfied	Activity Sub-Type	Status Done	Completed 2/22/2011 04:01:47 AM	Doscription Service Request has been Closed
Central Fact Name		Carrant I irst	Name	Account	•	BAC Gode	Satisfied.
Comments							
Confidential Commonts							
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 busine	ss rule						
ian Roxas/EMAIL/MLA C		EMP ext (12769))				
Confidential Comments							

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Activities

Created	Created By	Assigned To	Activity Typo	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 Firs	t Name	Account		BAC Code	1

Comments
Service Request: 71-916792705
Customer Relationship Specialist: Ian

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

^^^	fidentia	I Care	on a male

Croated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
2/17/2011 05:50:21 AM	ROXASKR	ROXASKR	Scheduled Oulbound Email	Email 5 Day Follow-up	Done	2/22/2011 03:52:11 AM	Email 5 Day Follow-up
Contact Last Name		Cristant Fire	Name	Account		BAC Code	
2/22/2011 03am-05am ES	ST						I
iction plan; •gather more info prior to	PAR warm tra	nsfer					
an Roxas/EMAIL/MLA C/	AC Tine 18 VI 1	CMD and 140700	1				

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Activities

Created 2/16/2011 01:05:44 PM Contact Last Name Considering pls see notes Confidential Comments	Created By CALLOCO	Assigned To ROXASKR Contact Firs	Activity Typo Notify CRM I Namo	Activity Sub-Typo Account	Status Done	Completed 2/17/2011 05:49:55 AM - BAC Code	Doscription CB made
Created 2/16/2011 01:04:09 PM Contact Last Name Contact Last Name Contact Last Name Contact Last Name Last	Created By CALLOCO of there.	Assigned To CALLOCO Contact First	Activity Type Outbound Call Customer Name	Activity Sub-Typo Received No Answer Account	Status Done	Completed 2/18/2011 01:05:42 PM BAC Code	Description *Assisting*
	Created By ROXASKR	Assigned To	Activity Typo Scheduled Outbound Call Cust	Activity Sub-Typo Follow-up Altempt	Status Done	Completed 2/16/2011 01:04:02 PM	<u>Description</u> Follow-up Attempt
Contact Last Name (Comments 2/16/2011 12pm-2pm EST action plan: >gather more info prior to lan Roxas/EMAIL/MLA CA Confidential Comments	PAR warm tran			Account		BAC Code	

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Activities

ROXASKR	ROXASKR Contact Firs	Outbound Call Customer	Left Message Account	Done	2/15/2011 10:58:40 AM	
						i
C Tier I/LVL 1	EMP ext (1276)	9)				1
			Activity Sub-Typo	Status	Completed	Doscription
NOXIGAR		Cust	·	Lone		Initial Attempt
			Account		BAC Code	
r						
C Tier I/LVL 1	EMP ext (12769)				
_						
	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
JEGUIAME		•		Don e	2/15/2011 01:46:48 AM	VM Received
	Contact Pirst	Name	Account		BAC Code	
<i>r</i> ity		<u> </u>				
	Created By ROXASKR	ET mon-fri C Tier I/LVL 1 EMP ext (1276) Created By Assigned To ROXASKR Contact First C Tier I/LVL 1 EMP ext (1276) Created By Assigned To DEGUIAME ROXASKR Contact First	CTier I/LVL 1 EMP ext (12769) Created By Assigned To Activity Typo ROXASKR ROXASKR Scheduled Outbound Call Cust Contact First Name C Tier I/LVL 1 EMP ext (12769) Created By Assigned To Activity Typo DEGUIAME ROXASKR Nollify CRM Contact First Name	ET mon-fri C Tier I/LVL 1 EMP ext (12769) Created By Assigned To Activity Typo Activity Sub-Typo ROXASKR ROXASKR Scheduled Outbound Call Initial Altempt Cust Contact First Name Account C Tier I/LVL 1 EMP ext (12769) Created By Assigned To Activity Typo Activity Sub-Typo DEGUIAME ROXASKR Notify CRM Other Contact First Name Account	ET mon-fri C Tier I/LVL 1 EMP ext (12769) Created By Assigned To Activity Typo Activity Sub-Typo Status ROXASKR ROXASKR Scheduled Outbound Call Initial Attempt Done Cust Account C Tier I/LVL 1 EMP ext (12769) C Tier I/LVL 1 EMP ext (12769) Created By Assigned To Activity Typo Activity Sub-Typo Status DEGUIAME ROXASKR Notify CRM Other Done Contact First Name Account	ET mon-fri C Tier I/LVL 1 EMP ext (12769) Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Cust Contact First Name Account BAC Code T Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Cust BAC Code T C Tier I/LVL 1 EMP ext (12769) Created By Assigned To Activity Typo Activity Sub-Typo Status Completed DEGUIAME ROXASKR Notify CRM Other Done 2/15/2011 01:48:48 AM Contact First Name Account BAC Code

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Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
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)

Cust sis.: just received your small, sorry I haven't gotten back to you quicker. This is Slave Bilinski. SR # 71-916792705, regarding the '06 Trai/Blazer with the internal fire in the power window panel. There really isn't a set time to call me, my number is 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

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

Contact Last Name

2/15/2011 03am-05am EST

action plan: >waiting for cust response

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

Confidential Comments

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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		Confact Firs	t Name	Account		- BAC Code	

Comments

Service Request: 71-916792705 Customer Relationship Specialist: Ian

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 1-866-790-5500 extension 12759.

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-

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

Name Email HIII AFB, UT Day Phone: ()-- ex ...

Report Generated for toporowm

on 2/28/2011

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Activities

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	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 -	
(STOLL)							
Nam Emai							
Addr							
Hill AFB, UT							
Day Phone: () ex							
Evening Phone: () ex							

Comments: Dear Sir/Maam,

I am wondering why am I being charged for a malfunction/fire in my Chevy Traiblazer (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 manufactureer defect. I have also had to replace the front passengers 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 ASAPI 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: 1GNDS13S362
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

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E Logout

@িট্রাWarranty

February 28, 2011

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

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 1GNDS135362

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

hariunaS	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 ventication and shall not be used for any other purpose whatsoever

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.657.8271) and for XM Radio contact 877.GET.XMST (877.438.9677).

OnStar Equipped: Y XM Equipped. N

XM Radio (D:

OnStar Status Active

XM Status NA

OnStar Vehicle Diagnostics Y

DMN Enabled N

Applic	able Warranties		Valid warranties are highlighted			
Valld	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometor
	Emission Select Component Ltd Wiy	02/23/2010	08/03/2006	18 MI	08/03/2014	80,018 MJ
	Corrosion Limited Warranty	02/23/2010	08/03/2006	18 MI	08/03/2012	100,018 MI
	Bumper to Sumper Limited Warranty	02/23/2010	08/03/2006	18 MI	08/03/2009	36,018 MI

For this vehicle:

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

Service Contract

Vehicle has no current record of service contracts.

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	ZREGRegular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	21,540 MI
10/08/2008	243650	ZREGRegular Vehicle Transaction		N2328 - Switch - Ignition/Key Warning - Replace	21,540 MI
12/14/2007	225994	ZREGRegular Vehicle Transaction		N3314 - Front Side Door Window Regulator Motor Replacement - Right Side	13,597 MI
1 <i>2/14/</i> 2007	225994	ZREG—Regular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	13,597 MI
05/24/2006	A47468	ZPDIPre- Delivery inspection		Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management: Site Map

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Logout

February 28, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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

Vehicle information

VIN 1GNDS13S362

Model: CS15508-2006 TRAILBLAZER SUV 2WD

Service Contract: No

Branded Title: No

Warranty Block, No.

PDI Status: No

Order Type 70 - RETAIL - STOCK Field Actions O Open

Vehicle Build

Model CS15506-2008 TRAILBLAZER SUV 2WD

Gross Vehicle Weight: 2,520

Order Number KBZD4P Build Date, 05/24/2008

Build Plant, 2-

For this vehicle:

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

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

1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS 1SZ - PREFERRED EQUIPMENT * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * DEEP TINTED GLASS * BODY SIDE MOLDINGS * LUGGAGE RACK CROSS BARS TRAILER WRING CONNECTOR REMOTE KEYLESS ENTRY

THEFT DETERRENT SYSTEM

28H - LIGHT GRAY

49U - BORDEAUX RED METALLIC

7AB - FRONT SPRING **9NR - SUSPENSION**

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR. CHILD DETECT

AUO - KEYLESS REMOTE DOOR LOCK **B30 - CARPETING, COLOR-KEYED**

B33 - REAR COLOR KEYED FLOOR MATS C49 - REAR WINDOW DEFOGGER

CJ3 - CLIMATE CONTROL

DP2 - POWER OSRV MIRRORS

FE9 - 50-STATE 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 N40 - POWER STEERING

N75 - 17" SPORT ALUMINUM WHEELS

NZ3 - WHEEL, FULL SIZE SPARE

R4Y - TIRE BRAND-GOODYEAR **R&D · IDENTIFIER - TIRE CHANGE** 281 - INT TRIM LT GRAY/DK

GRAY

6AB - FRONT SPRING 8NS - SUSPENSION A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR

CONSOLE

AK6 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AXP - MPV VIN IDENT POSITION

B32 - FLOOR MATS, FRONT AND RFAR

B86 - MOLDING B/S COLOR C4D - GVW RATING - \$550 LBS

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

GU6 - REAR AXLE 3.42 RATIO JJB - PT DRESS SUBASSY NOT

INSTALLED K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SFI 16

NT7 - EMISSION SYS FED - TIER

QTM - P245/85R17 BW ALS TIRES

R6P - PREMIUM PAINT

R9U - GM ACCESS - AUTOBOOK IDENTIFIER

T61 - DAYTIME RUNNING LIGHTS

TB4 - LIFTGATE

UAB - 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

UBO - AM/FM STEREO W/CD

UY7 - TRAILER WRING

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

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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E Logout

@@a Warranty

February 28, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

3

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

Warranty Block No.

Vehicle Information

VIN 1GNDS13S362

Model CS15508-2006 TRAILBLAZER SUV 2WD

Service Contract: No

Branded Title: No

Order Type 70 - RETAIL - STOCK

Field Actions: 0 Open

PDI Status No

Vehicle Component

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

Date Scanned 05/24/2006

Traceability 605100027 Part / Number Broadcast. NFS

Time Scanned 05:39:00

Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 05/24/2008

Traceability 003461356

Part / Number Broadcast A1Z Time Scanned: 06:26:00 Scan Station 05

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scenned 05/24/2006

Traceability 43954698 Part / Number Broadcast 6SDD

Time Scanned: 05:47:00 Scan Station 02

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

Date Scanned 05/24/2006

Traceability 123121435 Part / Number Broadcast CNB

Time Scanned 06:33;00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability 00344895

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast 3051

Date Scanned 05/24/2008

Time Scanned 07:56:00 Scan Station

Component Code A8-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned 05/24/2006

Traceability 1GTTVPL

Part / Number Broadcast 2395

Time Scanned: 09:54:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scannod 05/24/2006

Traceability 5AAML00

Part / Number Broadcast: 5521

Time Scanned: 06:18:00 Scan Station 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 05/12/2008

Traceability 2050048

Port / Number Broadcast, 122

Time Scanned 00:03:00 Scan Station

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

Source Plant .

Date Scanned 05/23/2008

Traceability 2259034

Part / Number Broadcast, 1WW

Time Scanned 00:39:00 Scan Station

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

Source Plant -

Date Scanned 05/23/2006

Traceability 2260164

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

Source Plant: -

Date Scanned: 05/24/2008

Part / Number Broadcast 1PT

Time Scanned 18:17:00 Scan Station

Traceability 2256922

Part / Number Broadcast 1PH

Time Scanned: 03:50:00 Scan Station

For this vehicle:

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

Component Code. CP-SEQ NUM (FLEX) GEN ASM Source Plant -	Traceability, 2257543 Part / Number Broadcast: 1GB		
Date Scanned: 05/24/2006	Time Scanned: 04:21:00	Scan Station	
Service Agent Installed Component			_
Vehicle has no current record of vehicle component.			_
Global Warranty Management Site Map		•	
Privacy Policy Terms of Use			© 2005 General Motory. All rights reserved

Job Card Date: 10/08/2008

Logout Logout

February 28, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail CUSTOMER View Vehicle Transaction History Detail 3 This screen allows GMVIS users to view the available information on individual transaction for the VIN selected Vehicle Information VIN 1GNDS13S362 Model: CS15506-2006 TRAILBLAZER SUV 2WD Service Contract: No Branded Title No. Warranty Block No. PD) Status No. Order Type 70 - RETAIL - STOCK Field Actions: O Open Job Card Date: 07/27/2009 Job Card Number: 259422 Repair Service Agent 113111 Odometer Reading: 26,683 MI YOUNG CHEVROLET COMPANY Authorization Code **B45 N MAIN** LAYTON UT 84041-2230 8015441234 Process Date 07/31/2009 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category Warranty Custamer Complaint Code 0000-Converted Claim Job Card Line # 1 Transaction Adjustment Cause Code: 0000-Converted Claims Labour Op D1002-Blower Motor Resistor Replacement Causel 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 Odometer Reading 28,683 Mt YOUNG CHEVROLET COMPANY Authorization Code. **845 N MAIN** LAYTON UT 84041-2230 8015441234 **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

For this volitcie:

• View Vehicle Summary

Service

Contract

- Branded Title

• Warranty Block

View Vehicle Build
View Vehicle
Component Summary
View Vehicle

Transaction History

View Vehicle Delivery Information

Detail

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 Paris and/or Net Items

Line Total USD 75,29

Job Card Date: 10/08/2008

Repair Service Agent 113111 YOUNG CHEVROLET COMPANY 645 N MAIN

LAYTON UT 84041-2230

8015441234

Job Card Number: 243850

Odometer Reading: 21,540 MI

Authorization Code

Process Date 10/24/2008

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 N2328-Switch - Ignition/Key Warning - Replace

Causal Part Number

-- See other Parts and/or Net Items

Line Total USD 460.28

Job Card Date: 12/14/2007

Repair Service Agent. 113111 YOUNG CHEVROLET COMPANY

645 N MAIN LAYTON UT 84041-2230

8015441234

Job Card Number: 225994

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 Paris and/or Net Items

Line Total USD 342.66

Job Card Date: 12/14/2007

Repair Service Agent: 113111 YOUNG CHEVROLET COMPANY

645 N MAIN LAYTON UT 84041-2230

8015441234

Job Card Number: 225994

Odometer Reading: 13,597 Mt

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: 114680 THOROBRED CHEVROLET, INC. 2121 N ARIZONA AVE **CHANDLER AZ 85225-3414**

4808990131

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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Logout

Gotol Warranty · . . February 28, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery information INTERFACE WITH CUSTOMER View Vehicle Delivery Information 3 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 1GNDS13\$362 Model: CS15506-2006 TRAILBLAZER SUV 2WD Service Contract: No Branded Title No. Warranty Block No. PD) Status No Order Type. 70 - RETAIL - STOCK Field Actions. 0 Open Invoice information Invoicing Service Agent. 114680 THOROBRED CHEVROLET, INC Invoice Date: 05/24/2006 2121 N ARIZONA AVE CHANDLER AZ 85225-3414 4808990131 Ship to Information Invoicing Service Agent 114680 THOROBRED CHEVROLET, INC. Ship to Date: N/A 2121 N ARIZONA AVE CHANDLER AZ 85225-3414 4808990131 Delivery Information Delivery Date: 08/03/2006 Delivery Type: 010---INDIVIDUAL Delivery Service Agent: 114680 THOROBRED CHEVROLET, INC. 2121 N ARIZONA AVE Delivery Odometer 18 CHANDLER AZ 85225-3414 4808990131 In Service Information Invoicing Service Agent In Service Date N/A In Service Type 0000 In Service Odometer 0

For this vehicle:

-- View Vehicle Summary

Service Contract

- Branded Title

• Warranty Block

· View Vehicle Build

View Vehicle Component Summary

View Vehicle
Transaction History

Detail

View Vehicle Delivery Information

Global Warranty Management Site Map

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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

March 7, 2011

Lawrence Harrington Claims Administrator

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

RE:

Claimant:

Our File No.: 725268

Our Client:

General Motors LLC

Date/Event:

2/2/11

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDS13S362

Dear Mr.

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 No Goodwill Offered BRC Type PAR SR No. 71-923590868 Ref No. Goodwill GW SubType Bus, Unit BRC Site Account PAR Last Name First Name Approval Not Initiated setA Evening # UCC Electrical - Power Door Lock Motor / Sub-Area Initiate PAR- Thermal Event Daytime # Safety Involved Dir Yes Address City State NY ZipCd Con Acct Source Updated 3/2/2011 04:47:04 PM Medium Owner SANCHERI Serial #/VIN 1GNDT13S072 Model Year 2007 Priority Licanso# 3/2/2011 03:51:39 PM Status Open 03/24/2007 Opened Make Chevrolet Warr. Start Mileage Model TrailBlazer Closed **B3000** Sub-Status Dissatisfied Abstract

Customer Description

Pre-PAR

PAR Notifier		juries # Other Veh	#People in Veh : Roa			Cond. : Fire Report#	Police	Report# 1000000000000000000000000000000000000
Owner	2/27/2011 09:23:51 PM	N 0		ihalt	lcy	na	na na	
Driver Last Na	ame	Driver First Name	Height	DOB	Disabil		Contraction of the	TOTAL TO BE SEED TO SE
na		na	na			er in the vehicle at the lime of		
			t Name 😂 🐃 Phone i			Адвлеу 137 (2.3)		いかと だしょうこうじょうけいば最終を
Eastern Shore	28	Associates	(315) 2	15-1750	ulica muli			
Incident Loc	11015 florencevill rd Camden NY	,		Incident Desc	the control p	anels were all black i took th	e vehicle to my mechani	nonday is smalled so bad and c and they removed the panel til is evident that the their was
Component	electrical controls to driver door				and all the c	ontrois and witing is an outre	eu, i ukun see a name bu	HIS GAMELIT THAT THE CHELL MAS
Vehicle	11015 florencevill rd Camden NY	,		Damage Desc	driver interio	r door damage panel		
Loc				Add'i Info	no daim was	s filed with the Insurance		
Emgcy Svc Names	none			Mainl Loc	na			
PAR De	tail						 	
Collision	Non Collision Y	Property Damage	N Thermal Evt	Y S	pec Equip	na		
Vehicle Spood	0	Weather Condition	snowing	Pi	rop Owner	na	Property Type	na
Last Servico Date		Loc Last Service			roperty ocation	na	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00	Spec Equip Installer	na		rop Damage escription	na		
Primary Veh Use	Personal	Inspection Type	Thermal Event	în	spected By	Inspection Not Performed	Inspection Dato/Time	
Veh Damago Description	interior driver door damage			E	xplain Other	sent to esis		

Report Generaled for toporowm

on 3/4/2011

Page 1 of 6

Activities

Groated 3/3/2011 06:11:48 PM Groated Last Name 07 Chevrolet TrailBlazer Joe G/PAR/ATX	GARCIAJR	Assigned To v	Activity Typo Escalation Name	Activity Sub-Type ESIS-Thermal Event Account	Status In Progress	Completed :: 7 ::	Description Thermal event - ESIS
Confidential Comments							
Created 3/2/2011 04:45:20 PM Contact Last Name	Created By SANCHERI	Assigned To SANCHERI Contact First	Activity Typo Scheduled Follow-up Name	Activity Sub-Type Account	Status Scheduled Alarm	Completed BAC Code	Description (1999) (f) u esis pick up
Confidential Comments							
Groated 3/2/2011 04:45:05 PM Contact Last Name	Created By SANCHERI	Assigned To GARCIAJR Contact First	Notify CRM	Activity Sub-Type Account	Status Done	Completed 3/3/2011 06:11:36 PM BAC Code	Oscription esis - thermal event
Confidential Comments							
Croated	SANCHERI	Assigned To a SANCHERI Contact First	Activity Typo Ownership Changed Name	Activity Sub-Typo (1987): Ownership Escalated to BRC Account	CStatus >> p Eda - Y Done	37272011 04:39:04 PM BAC Code	Obscription VS 22 Co. Ownership Escalated to BRC
Confidential Comments							

Report Generated for toporowm

on 3/4/2011

Page 2 of 6

Activities

Created	* Created By	Assigned To	Activity Type	Activity Sub-Type	Status 3.5	2 Completed - 1.1 - 2.37	*Doscription 12th to accompany to a con-
3/2/2011 04:36:38 PM	SANCHERI	SANCHERI	Ownership Changed		Done	3/2/2011 04:36:38 PM	Service Request Ownership has
Contact Last Name	Contact First Name		Account		BAC Code	changed FROM: SAXTONAN TO: SANCHERI	
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 Lact Nama		Contact First	Name	Account		BAC Code	
							ſ

Transfer call to Rita.

Angela Saxton/CAC Tier 1/SAG/GW1

Confidential Comments

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:17:16 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- AVM	Done	3/2/2011 04:44:40 PM	call Clifford Nadine
Contact Last Name		Contact Firs	Name	Account		BAC Code	

This is Rita Sanchez calling from gm par dept.

Customer:
Service Request:71-923590868

Vehicle information:2007 Chevrolet Trait Blazer
Last 8 of the VIN: 7:
Involved Dealershipmone
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

Gentificantial Continents

Report Generated for toporowm

on 3/4/2011

Page 3 of 6

Activities

Groated 3/2/2011 04:17:12 PM	Created By SANCHERI	SANCHERI	Activity Type BRC PAR	Activity Sub-I Initial Contact-	~	3/2/2011 04:21:17 PM	Description Call
Contact Last Name		Contact Firs		Account		BAC Code	
No need to call Dir. Vehi Rita Sanchez/PAR/ATX Confidential Comments	•	anty and has no	t been to dealer in	two years.			

Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	: Completed	Description	A Same
3/2/2011 04:16:45 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Phone	Done	3/2/2011 04:36:25 PM	çall	
Contact Last Name		Contact Firs	t Name	Account		BAC Code		
							•	

verified allegation and information

provided required esis statements

cust sis i want to proceed

crs sts what happen

cust sis it happened sunday night sometime, when i went into my vehicle monday is smelled so bad and the control panels were all black I look the vehicle to my mechanic and they removed the panel and all the controls and wiring is all burned, I didn't 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

Report Generated for toporowm on 3/4/2011 Page 4 of 6

Activities

Groated 3/2/2011 04:16:37 PM Contact Last Name	Greated By SANCHERI	Assigned To SANCHERI Contact First	Research	Activity Sub-Type	Status Done	Completed 3/2/2011 04:20:52 PM BAC Code	Description vin 1GNDT13S072
CRS Performed VIN Scar GMVIS: Found No Open		· · · · · · · · · · · · · · · · · · ·				<u></u>	
VIN: - Found No Duplice	ite File						
SVC History: No Service	History Related	f to Allegation					
Rita Sanchez/PAR/ATX							
Confidential Comments							
Created 3/2/2011 04:18:28 PM	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status Done	3/2/2011 04:20:17 PM	Doscription States and Automotives
Contact Last Name		Contact First		Account	Dune	BAC Code	- Control of the Cont
See Initial Contact							
Rita Sanchez/PAR/ATX Confidential Comments							I
Croated	Created By	Assigned To		Activity Sub-Type		Completed 37-4 sc % -	Doscription
3/2/2011 04:16:15 PM Contact Last Name	SANCHERI	SANCHERI Contact First	BRC PAR Name	Case Assigned Account	Done	3/2/2011 04:20:01 PM BAC Code	File assigned to Rita Sanchez @ ext 31227
Comments							
File received and reviewe Rita Sanchez/ATX/PAR	d						
Confidential Comments							

Report Generated for toporowm

on 3/4/2011

Page 5 of 6

Activities

Created	Created By	Assigned To	Activity Typo	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 Fire	d Name	Account		BAC Code	

- Penningan

Cust sis: 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 furnes are strong and could be toxic.

Cust sks: She said she has put a lot of money into this car already and it only has 63000 miles on it and she sis 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	Doscription
N42	thermal event	Electrical - Power Door Lock Motor / Switch / Wiring
N40	Thermal event	Electrical - Power Window Motor / Switch / Wiring / Regulator

Report Generated for toporowm on 3/4/2011 Page 6 of 6



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

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



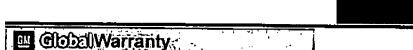
- 6. Advise as to any after-market equipment that may have been installed on the subject vehicle. If applicable, provide copies of receipts and/or invoices for installation of said equipment.
- 7. Advise as to any modifications, alterations, or changes to the subject vehicle. If applicable, provide copies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

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

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

Sincerely,

Nikki Jackson Claims Administrator



Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

②

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

Vehicle Information

VIN 1GNDT13S4621 Service Contract: No

Branded Title. No Warranty Block, No.

Model CT15508-2006 TRAILBLAZER 4WD

October 6, 2011

PDI Status, No

Open field actions are highlighted

Status

Closed

Order Type: 70 - RETAIL - STOCK

Field Actions. 0 Open

Type

Product Safety

Recall

Branded Title

- View Vehicle Build

For this vehicle:

- View Vehicle Summary Service Contract

→ Branded Title

Warranty

Block

View Vehicle Component Summary

View Vehicle Transaction History Detail

View Vehicle Delivery Information

Required Field Actions

Number

N050088

Original Nbr 05086

Description

10/05/2005

Release Date

POWER STEERING HOSE FRACTURE

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

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.

OnSter Equipped. Y

XM Equipped: Y OnStar Vehicle Diagnostics N XM Radio ID: G7A9C0HA

OnStar Status Inactive XM Status: Active

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 Umited Warranty	08/05/2011	12/30/2005	101 MI	12/30/200B	38,101 MI
	Emission Limited Warranty Corrosion Limited Warranty	08/05/2011 08/05/2011	12/30/2005 12/30/2005	101 MI 101 MI	12/30/2008 12/30/2011	50,101 MI 100,101 MI

Emission Select Component Ltd Why	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.

Transactio	n History				View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/31/2006	763053	ZREGRegular Vehicle Transaction		N1720 - Fuse Replacement	15,626 MI
10/31/2006	76305 3	ZREGRegular Vehicle Transaction		N9995 - Customer Concern Not Duplicated - Electrical	15,626 MI
12/31/2005	694281	ZFATField Action Recall		V1415 - 05086 - Inspect Hose(s) Only - No Further Action Required	5 MI
09/07/2005	040145	ZPDIPre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
08/04/2005	A15314	ZPDIPre-Delivery Inspection		Z7000 - Pre-Dalivery Inspection - Base Time	O MI

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E Logout

ල්ල්න්Warranty,

October 6 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 opinion codes with descriptions (where available)

Vehicle Information

Order Type 70 - RETAIL - STOCK

VIN 1GNDT13S482 Service Contract: No

Branded Title No.

Model CT15508-2006 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status No

Field Actions. O Open

Vehicle Build

Model, CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number JHHQXQ Build Date 08/04/2005

Build Plant 2-

For this vehicle:

-- View Vehicle Summary

Service
 Contract

→ Branded Title

Warranty Block

View Vehicle Build

View Vehicle

Component Summary View Vehicle

ransaction History

View Vehicle Delivery Information

Option Codes

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

1SD - LT PREFERRED EQUIPMENT GROUP 1

48H - EBONY

62U - DARK GRAY METALLIC

7HP - SUSPENSION 9NS - SUSPENSION

AKS - DRIVER & RIGHT FRONT PASSENGER AIR BAG AM9 - SPLIT FOLDING REAR SEAT BACK AUO - KEYLESS REMOTE DOOR LOCK **B30 - CARPETING, COLOR-KEYED**

B33 - REAR COLOR KEYED FLOOR MATS BVE - RUNNING BOARDS

C5N - GVW RATING - 5750 LBS

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - ISRV MIRROR W/COMPASS& AUTO\DIM

DK7 - OVERHEAD CONSOLE

EVA - EVAP EMISSION REQUIREMENT

JFB - BRAKE VAC POWER, 4 WHL DISC

K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC N40 - POWER STEERING CONTROL

N75 - 17" SPORT ALUMINUM WHEELS

NC7 - FEDERAL OVERRIDE

NP8 - 2-SPEED ACTIVE TRANSFER CASE

PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * BOSE PREMIUM SOUND SYSTEM * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS

INCL. * AM/FM STEREO W/6 DISC CHANGER (REPLACES STD/OPT PKG RADIO)

POF - LT PACKAGE 1 * LEATHER WRAPPED STEERING WHL WIAUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS BLACKWALL TIRES * DRIVER INFORMATION CENTER * AUTO CLIMATE

CONTROL " REVERSIBLE CARGO UTILITY MAT

R6M · NEW JERSEY COST SURCHARGE

R7U - MISSING OPTION CREDIT UNIT PRODUCED WITHOUT: SLM - STOCK ORDERS

R6P - PREMIUM PAINT

ISZ - PREFERRED EQUIPMENT SAVINGS

481 - INT TRIM EBONY/EBONY

8HP - SUSPENSION 8NT - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE **AXP - MPV VIN IDENT POSITION**

832 - FLOOR MATS, FRONT AND REAR B42 - REVERSIBLE CARGO MAT

CF5 - ELECTRIC SUNROOF

C49 - REAR WINDOW DEFOGGER DAY - ASSEMBLY PLANT MORAINE, OHIO

DH2 - LIGHTED LH & RH VISOR MIRRORS

DP2 - POWER OSRV MIRRORS

GU6 - REAR AXLE 3.42 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED K34 - CRUISE CONTROL

LL6 - VORTEC 4200 SFI IS

N79 · FULL SIZE SPARE

NE1 - 50-STATE EMISSIONS

QTE - P245/65R17 ON/OFF ROAD

NU5 - EMISSION SYSTEM CALIFORNIA

PDC · SEAT, 8-WAY POWER DRIVER

BODYSIDE MOLDINGS

STW - LEATHER WRAPPED STG WHL W/CONTR

196 - FRONT FOG LAMPS

TB4 - LIFTGATE

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

MONTHS INCL.

U73 - FIXED MAST ANTENNA

UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES

STD/OPT PKG RADIO)

UG1 - HOMELINK

UQA - BOSE PREMIUM SOUND SYSTEM

V1K - LUGGAGE RACK CROSS-BARS

VK3 - LICENSE PLATE FRAME, FRONT

X88 - CHEVROLET CONVERSION

YD3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

ZW7 - PREMIUM RIDE SUSPENSION

T81 - DAYTIME RUNNING LIGHTS

198 - STAMPING VEHICLE IDENT NUMBER

TGA - LANGUAGE CONTROL ENG. FR.

SPAN

U68 - DRIVER INFO CENTER DISPLAY

UA6 - THEFT DETERRENT ALARM SYSTEM

UE1 - ONSTAR SERVICE: INCLUDES 1

YEAR SAFE & SOUND PLAN

UK6 - REAR SEAT RADIO & HVAC

CONTROLS

UY7 - TRAILER WIRING HARNESS

V73 - STATEMENT OF VEHICLE CERT.-

U.S. ICANADA

VX\$ - COMPLETE VEHICLE LABEL

YC5 - 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 WICONTL

ZY1 - SOLID PAINT

Added Option Codes

-BQ ·

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Good Warranty

October 6, 2011

Global Warranty Management: Nam > 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

Model. CT15506-2006 TRAILBLAZER 4WD

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

Order Type. 70 - RETAIL - STOCK

Field Actions O Open

Component Summary View Vehicle

Information

Vehicle Component

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

Date Scanned: 08/04/2005

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

Date Scanned 08/04/2005

Traceability: 101001995 Part / Number Broadcast: XWF

Traceability 508021398

Time Scanned 02:43:00

Part / Number Broadcast NFS

Time Scanned 03:48:00 Scan Station 05

Scan Station 01

Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE) Source Plant: No

Date Scanned 08/04/2005

Traceability: 0BG356491 Part / Number Broadcast. FK

Time Scanned: 02:58:00 Scan Station: 03

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

Date Scanned 08/04/2005

Traceability 41612179 Part / Number Broadcast: 6TDD

Time Scanned 02:52:00 Scan Station 02

Companent Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT Traceability ADK49235

HUB ASSEMBLIES

Source Plant: G-

Part / Number Broadcast

Date Scanned 08/04/2005 Time Scanned: 03:58:00 Scan Station:

Scan Station:

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

Date Scanned 08/04/2005

Traceability. 207074335 Part / Number Broadcast CN8

Time Scanned 04:02:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Pan / Number Broadcast

Traceability 00028333

Time Scanned 05:35:00

Date Scanned 08/04/2005

Traceability. 1FHCUCF

Part / Number Broadcast 2395 Time Scanned 07:24:00 Scan Station 06

Source Plant Q-RIMIR MATAMORS MEXICO Date Scanned 08/04/2005

Component Code: AB-IR-MODULE ASM-INFLATOR

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

Traceability 7ZACA93 Part / Number Broadcast: 0900

Time Scanned: 03:41:00 Scan Station: 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 07/29/2005

Date Scanned 08/04/2005

Traceability 0130800 Part / Number Broadcast. 12Z

> Time Scanned: 00:03:00 Scan Station.

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability. 2016290

For this vehicle:

→ View Vehicle Summary

Service Contract

→ Branded Title

Warranty Block

→ <u>View Vehicle Build</u>

View Vehicle

Transaction History

View Vehicle Delivery

Source Plant: -

Date Scanned: 08/02/2005

Part / Number Broadcast: 1VW/

Time Scanned: 21:45:00 Scan Station:

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

Date Scanned: 08/93/2005

Traceability 2017498 Part / Number Broadcast 1PT

Time Scanned: 13:11:00 Scan Station:

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

Source Plant -

Date Scanned 08/03/2005

Traceability: 2016093 Part / Number Broadcast 1PH

Time Scanned: 22:56:00 Scan Station:

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

Source Plant: -

Date Scanned: 08/03/2005

Traceability: 2016043 Part / Number Broadcast: 1GB

Time Scanned: 23:45:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Loqout

Global Warranty October 6, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail 3 This screen allows IVH users to view the available information on individual transaction for the VIN selected. Vehicle Information VIN 1GNDT13S46: 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 Job Card Date: 10/31/2006 Job Card Number: 763053 Repair Service Agent 111163 Odometer Reading 15,626 MI W.S. HEALEY CHEVROLET-BUICK, INC. Authorization Code: B **183 GREENWICH AVE** GOSHEN NY 10924-2019 8452946171 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 15,626 MI W.S. HEALEY CHEVROLET-BUICK, INC. Authorization Code 183 GREENWICH AVE GOSHEN NY 10924-2019 8452946171 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

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 Yehicle Delivery
Information

Job Card Date: 12/31/2005 Job Card Number: 694281

Repair Service Agent: 111163 W.S. HEALEY CHEVROLET-BUICK, INC. Odometer Reading 5 MI Authorization Code: 183 GREENWICH AVE GOSHEN NY 10924-2019 8452946171

Process Date 02/03/2008 Transaction Type ZFAT----Field Action Recall Transaction Expense Calegory 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 GREAT AMERICAN CHEVROLET, LLC 55 HACKENSACK AVENUE HACKENSACK NJ 07601-6006

Odometer Reading: 3 MI Authorization Code

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

Repair Service Agent: 184303 GREAT AMERICAN CHEVROLET, LLC 55 HACKENSACK AVENUE HACKENSACK NJ 07601-6006 2016557500 Job Card Number: A15314

Odometer Reading 0 MI Authorization Code

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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E Logout **dobalWarranty** October 6, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information **②** This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and For this vehicle: the ultimate customer. Not all sections will be populated for all VINs. → View Vehicle Summary Service Contract Vehicle Information VIN 1GNDT13S462 Model CT15506-2006 TRAILBLAZER 4WD Branded Title Service Contract: No Branded Title. No. Warranty Block: No PDI Status No - Warranty Block Order Type, 70 - RETAIL - STOCK Field Actions. O Open → View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Invoice information Detail Invoking Service Agent 184303 GREAT AMERICAN CHEVROLET, LLC 55 HACKENSACK AVENUE Invoice Date 08/10/2005 View Vehicle Delivery Information HACKENSACK NJ 07601-6006 2016557500 Ship to information Invoicing Service Agent 184303 GREAT AMERICAN CHEVROLET, LLC 55 HACKENSACK AVENUE Ship to Date: N/A HACKENSACK NJ 07601-8008 2016557500 **Delivery Information** Delivery Service Agent: 111163 W.S. HEALEY CHEVROLET-BUICK, INC. 183 GREENWICH AVE Delivery Date: 12/30/2005
Delivery Type: 015---RETAILLEASE-INDIVIDUAL Delivery Odometer: 101 GOSHEN NY 10924-2019 8452946171 In Service information Invalcing 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:	
of:	
Claun # 725483	
	
	



DAYIDSON FORD 8cx 431 Ouler Westhington St. WATERTOWN, NY 13601 Phe 315-748-5400 R-7070722

DAVIDSON CHEVROLET CADILLAC BUICK PONTIAC GIAC Box 6069 Outer Washington 8t. WATERTOWN, NY 15801 Phir 315-782-8500 6-7024268

DAVIDSON NISSAN, INC. Box 320 Outer Washington St. WATERTOWN, NY 13801 Phil 316-782-7700 P-7087241

www.davidsonautogroup.com

DAVIDSON COLLISION REPAIR CENTER Box 320 Outer Washington St. WATERTOWN, MY 13801 Phr 315-782-4600 8-7007241

DAVIDSON CHEVROLET CADRLAC BUICK PONTIAC GMC 804 271 Dominick SL ROME, NY 15440 PNR 315-527-2440 FNR 315-527-2450

CUSTOMER NO.	ADVISOR	TAG HC.	INVOICE DATE INVOICE NO.
120517	LISA	200 NOSE NO. • IMPLIAGE	06/08/11 CTCS475118
	YEAR I MAKE I MODEL	} · · · · · · · · · · · · · · · · · · ·	STLVER/ W077456
CAMDEN, NY	07/CHEVROLET	TRUCK/TRATLBLAZER/4DR_4	10/16/09 54 811
	1 G N D T 1 3	3 S O 7 Z	
•	FIENO	hQ ha	06/08/11
PLEVESS PHONE	COMMENTS		• •
	<u> </u>		MO: 6538
LABOR & PARTS J# 1 52CVZZ TRIM ELECT CONCERN C/STATES NEEDS AN ESTIMATE ON D/S NEEDS 1F DOOR PANEL 25933507 255. LF DOOR HARNESS 25867005 296.59 LF DOOR HODULE 15913483 130.81. LABOR 4.0 359.60 TOTAL 1012.71 + TAX PROVIDED ESTIMATE		5 INTERNAL AL LABOR & PARTS 0.00	THER EXPRESS OR IMPLIED, IN-
COMENTS			CLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS
1			FOR A PARTICULAR PURPOSE AND
TOTALSA *** ** * [] CASH [] CHECK CK NO. [] * [] VISA [] MASTERCARD [] DISCOVER * [] AMER XPRESS [] OTHER [] CHARGE	* * * * * * * * * * * * * *	TOTAL LABOR 0.00 TOTAL SABLET 0.00 TOTAL SIBLET 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL MISC DISC 0.00	SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.
本 安 克斯里尔人名英格兰英格兰英格兰英语英语英语英语英语	m hhi	TOTAL INVOICE \$ 0.00	<u> </u>
THANK YOU FOR YOUR BUSINESS!!		•	LIMITED EXPRESS WARRANTY All factory replacement parts are
COSTOMER SIGNATURE DUPLICA	TE INVOICE	**********	warranted for 12 months or 12,000
§			ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE SPECIFIED.
The Bereatts aat Repudde Company BRU Privile Composed D 187179			We want you "Completely Satisfied" We work very hard to satisfy our cus tomers. Should you receive a survey we would appreciate you completing i and return it "Completely Satisfied", Please contact your Service Advisor o a member of our management stuff i your not "Completely Satisfied" prio to mailing your survey. It is our sincer desire to provide you with the finest i quality service for many years to com Your satisfaction is our # 1 goal
PAGE 1 OF 1 CUSTOMER COPY	•	[END OF INVOICE] 09:41am	•

CTC\$483480

54,811

MO: 67816

w077456

CTCS481480

undusor chevrolet hat. P.O. Box 271, E. Dominick St. Rome, New York 13440 120517 200 08/12/11 LI5A BYE9554 67.816 SILVER/ 07/CHEVROLET TRUCK/TRAILBLAZER/4DR 4 10/16/09 CAMDEN, NY 1GNOT1350,72 08/12/11 LABOR & PARTS..... TRIM ELECTRICAL

REPAIR PER EST. ON LAST RO#475118

REPLACED DOOR MODULE AND RELATED PARTS
FIRE-D/STOE FRT DOOR
CLAIM # 72:483

REPLACED D/STDE FRT DOOR MODULE/PANEL AND HARNESS
REPLACED D/STDE FRT DOOR MODULE/PANEL AND HARNESS ₩ 1 52CVZ TECH(S):176 329.60 PROCRAM TO VEHICLE PANEL 16.165 SWITCH 16.263 HARNESS 16.263 111 25933507 25867005 25 /1 296.59 130.81 255./1 296.59 130.81 15913483 JOR # I TOTAL PARTS JOB # 1 TOTAL LABOR & PARTS 1012.71 00/00 -TECH(\$):1/6 J# 2 00CYZ00 INTERNAL QAYQC CHECK PARTS.....QTY...FP-NUMBER......DESCRIPTION......UNIT PRICL.

JOB # 2 TOTAL PARTS 0.00 JOB # 2 TOTAL LABOR & PARIS 0.00 SOP/ WAITING - AR ************************** TOTAL LABOR... TOTAL PARTS.... 683.11 [] CASH [] CHECK CK NO [TOTAL SUBLET ... 0.00 TOTAL G.O.G. TOTAL HISC CHG. TOTAL HISC DISC TOTAL TAX. O ON I I MASIFRICARD I 1 DISCOVER * 0.00 APIY [] 0.00 [] CHARGE * 88.61 [] AMER XPRESS []OTHER ************************ **TOTAL INVOICE \$** 1101.32 THANK YOU FOR YOUR RUSTNESS!! 16-1230125

PAGE 1 OF 1

REDIACE OF EUR CURY

THE STATE OF THE

Service Request Detail BRC Type PAR SR No. 71-928598726 Rof No. Goodwiil No Goodwill Offered GW SubType Bus, Unit BRC Account Site Not initiated PAR Aroa Last Name First Namo Approval Evening # UCC Body - Door Sub-Area Initiate PAR-Thermal Event Daytimo # Involved Dir Fox Chevrolet, L.L.C. Safety Catonsville Yes City Address 3/18/2011 10:27:33 AM ZipCd Phone Updated State MD Con Acct Source Serial #/VIN 1GNDT13S072 Model Year 2007 Priority Medium License # CHEVROL Owner STEWARDE Warr. Start 06/30/2006 Open Opened 3/17/2011 09:18:10 AM Chevrolet Make Model TrailBlazer Müleage 112000 Sub-Status Dissatisfied Closed (ESIS)Body - Door (Thermal) Abstract

This is a BRC PAR File. Please do not Assume. Forward all inquiries to Debble Stewart @ ext 31117 Customer Description

Pre-PAR

PAR Notifier	Incident Date/Time	Injunes -# Other Veh	# People in Veh Roa	nd Surface	Road			60.
Owner	3/16/2011 02:00:00 PM	N O		hall	Dry	N/A	N/A	
Oriver Last N.	ame	Driver First Name	Height	DOB	Disabi	ities		9.3.
			6'2"		None		and the second s	
	ent Last Name	Insurance Agent Fir	st Name Phone :		Insurance			
N/A		NA			Geico Ins			
Incident Loc	3 miles from 1509 King William	Dr Cardonsville, MD		Incident Desc	front door pa		rulled near my driveway the was smoke in the driv not out. It went from smoke to flames. I called 911	
Component	driver's front door panel				•			
Vehicle	Fox Chevrolet, L.L.C.			Damage Desc	front driver's	door, window scorched		
Loc				Add1 Info	No repair es	limales		
Emgcy Svc Names	Woodlawn Fire Dept			Maint Loc	Jiffy Lube			
D4 D D	4_11		 -	WON'T LOO	omy cooo			
PAR De	tan							
Collision	Non Collision	Y Property Damage	N Thormal Evt	Y S	pec Equip	XM radio		
Vehicle Speed	35	Weather Condition	partly sunny	Pr	rop Owner	N/A	Property N/A Type	
Last Service Dato	3/10/2011	Loc Last Service			roperty scation	N/A	Prop Est \$0.00 Repair Cost	
Veh Est Repair Cost	\$0.00	Spec Equip Installor	Best Buy		rop Damage escription	N/A		
Primary Veh Use	Personal	inspection Type	Thermal Event	In	spected By	Inspection Not Performed	inspection Date/Time	
Veh Camage Description	front driver's door, window sco	rched		E	cplain Other	Forwarding to ESIS		

Report Generated for toporowm

on 3/18/2011

Page 1 of 7

Activities

GARCIAJR	ESISBIQU	Activity Type (n. *	Activity Sub-Typo	Status In Progress	Completed	Doscription : क्षेत्रकारक स्टब्स्ट कार्यक Thermal event - ESIS
Created By STEWARDE and up file	Assigned To STEWARDE Contact First	Scheduled Follow-up	Activity Sub-Typo Account	Status Scheduled Alarm	Completed BAC Code	Description ESIS
Created By STEWARDE	GARCIAJR Contact First	Activity Typo Notify CRM Name	Activity Sub-Type Account	Status Done	Completed 3/18/2011 10:27:28 AM BAC Code	Description Forwarding to ESIS

Report Generated for toporowm

on 3/18/2011

Page 2 of 7

Activities

/17/2011 11:46:00 AM	STEWARDE	STEWARDE	BRC PAR	Business Case	Done	3/17/2011 11:46:33 AM	ವ Doscription ಇನ್ನೂ ಅಂದಿ ನಾಡುವಾಗಿಗಳು Business Case
antack Lant Blanca		Contact Elm	* Name	Account		BAC Code	
							•
Comments							
cust alleges a thermal e	vent in their voh	.					
orwarding to ESIS							
ebble Stewart/PAR/AT)	<						_
Confidential Comments							
roatod	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status - 1	Completed	©Description ೨೩೩೩೩೩
17/2011 11:30:28 AM	STEWARDE	STEWARDE	Outbound Call Dealer	Made Conlact	Done	3/17/2011 11:42:21 AM	Called
ontact Last Name		Contact Firs	t Name	Account		BAC Code	
iomments							1
Continue to DLR INI							
ebble Slewart/PAR/AT)	ζ.						
Confidential Comments							l
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
/17/2011 10:21:18 AM	STEWARDE		Scheduled Outbound Call Dir		Done	3/17/2011 11:30:52 AM	Called
antact Last Name		Contact Firs	t Name	Account		BAC Code	l
							•
ommens ebble Stewart/PAR/AT	,						,
Confidential Comments	`						1
							•
roated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
/17/2011 10:20:01 AM	STEWARDE	STEWARDE	Outbound Call Dealer	Made Contact	Done	3/17/2011 10:21:14 AM	Called
ontact Last Name		Contact Firs	t Name	Account		BAC Code	1
							•
ommenis he service manager is (out and will be b	oack in an hour.					•
ebble Stewart/PAR/AT	(
							_

Report Generated for toporowm

on 3/18/2011

Page 3 of 7

Activities

Greated By Assigned To Activity Type 3/17/2011 09:53:15 AM STEWARDE STEWARDE Research 3/17/2011 09:57:16 AM Research Done BAC Code

Contact Last Name Contact First Name

Comments

VIN and CUST scan-71-681162714 time setting 71-828485001 fuel gauge

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

Research completed

Debble 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
Contact Last Name		Contact First	Name	Account		BAC Code	@ 717-817-6488
							DDMACHEV's cell phone number is for BRC use only
// · · · · · · · · · · · · · · · · · ·							DIC use only

Comments
DDMACHEV Name: Michael Reardon
This is Debble calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.
The request number is: 21,928598728
The Customer's name is
The dealer Involved is: Fox Chevrotet, LLC.
Located in: Battimore, MD
The vehicle is: 2,007 Chevrolet TrailBlazer
With current milecent 122,000

The last 8 digits of the VIN# are: 72

This Involves: Cust alleges a thermal event on 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 858-790-5800 x31117.

Debbie Stewart/PAR/ATX

Confidential Comments

Report Generated for toporowm

on 3/18/2011

Page 4 of 7

Activities

Croated > -Completed A Para Dosci Groated By ** Assigned To Activity Typo 3/17/2011 09:50:58 AM STEWARDE STEWARDE BRG PAR Activity Sub-Type TWO TE Status W/ XCT 3/17/2011 11:36:24 AM Initial Contact- Dealer Done Called Contact Last Name BAC Code

Contact First Name

Comments

Spoke to: Chris Merriman, service adviser Mark Harne, 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 Typo 3/17/2011 09:43:36 AM STEWARDE STEWARDE BRC PAR Description Activity Sub-Type Status 3/17/2011 09:50:56 AM Cust transferred from CAC Initial Contact- Phone Done Contact First Name BAC Code

Comments

confirmed cust contact info and allegation
CRS adv: completed PAR questions
Cust ats: I started smelling something and when I pulled in 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. 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

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

Report Generaled for toporowm

on 3/18/2011

Page 5 of 7

Activities

Confidential Comments	ed By Assigned To					
Contact Lost Name	VARDE STEWARDE	BRC PAR	Activity Sub-Type Case Assigned Account	Status Done	Completed 3/17/2011 09:43:05 AM BAC Code	Description of section of the sectio
Confidential Comments Croated Create	and Dr. Anniana d Ta	Activity Typo	Activity Sub-Type	Status	Completed	Description
	ASSIGNED TO ASSIGN	Ownership Changed	Ownership Escalated to BRC Account	Done	3/17/2011 09:41:22 AM BAC Code	Ownership Escalated to BRC
Confidential Comments Created Create	ed By — Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
3/17/2011 09:32:37 AM STEW	VARDE STEWARDE	Ownership Changed Name	Account	Done	3/17/2011 09:32:37 AM BAC Code	Service Request Ownership has changed FROM: CASTRONA TO: STEWARDE

Report Generated for toporowm on 3/18/2011

Page 6 of 7

Activities

Completed * 1882 | Reserve Description 1985 | Paragraphic Reserves Groated By Assigned To Activity Type Activity Sub-Type Status
3/17/2011 09:26:16 AM CASTRONA CASTRONA Outbound Call Customer Made Contact Done 3/17/2011 09:30:14 AM lost connection. BAC Code

Contact First Name

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/LVI0

Confidential Comments

Greated By Assigned to Activity Type 3/17/2011 09:20:36 AM CASTRONA CASTRONA Inbound Call Customer Description 14 . B. 17 . W. 18 Activity Sub-Typo Status Completed 3/17/2011 09:30:11 AM Complex Request Done veh caught fire. Account BAC Code Contact Last Name Contact First Name

Cust Sts: I am calling be 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 fismes. 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

Cust Sks: 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/LVL0

Confidential Comments

UCC Information

UCC Codo	Symptom	Description	
000000	Sympton		
004	No Complem Indicated	Body - Door	
C04	No Symptom Indicated	500y - 500i	

Page 7 of 7 Report Generated for toporowm on 3/18/2011

四回	Wa.	rranty			March 18.	2011	
lobal Warr INTERFAC CUSTOME	E WITH	ont: Main >	Interface With C	ustomer > View	v Vehicle Summary		
∕iew V	ehicle Sun	nmary					②
oplicable \		saction Histo	ry. Service Cor		maton, Field Actio Icable, Warranty B		
VIN 1GN Service C	e Information DT13S07: Contract: No pe 50 - FLEET	Branded	Tale. No	Mode Warranty Blo	el CT15506-2007 î ck: No	TRAILBLAZER PDI Status.	
	ons. <u>0_Open</u>				i Ri Co	Resident	
Requir	ed Field Acti	ions				Open fil	eld actions are highlighted
Туре	Number	Original Nbr	Description			Release Date	Status
Servic Updat Bulletis	8	06091			ONTROL MODUL! ED TO NOVEMBEI		06 Closed
 Warrar	 nty Block		<u> </u>				
	has no current	record of w	arranty block	,			
C	 e Information	 -			· · · · · · · · · · · · · · · · · · ·	• •	
	has no current	•	utstanding se	rvice informa	lion.		
					 - · · ·		
OnStar	and XM Sat	ellite Rad	io Informat	tion			
Vehicle	has no current	record of C	nStar / XM Ra	dio informati	on.		_
•	•					··· – • •	
Applic	able Warrant						are highlighted
Valld	Description		Varranty Add Jato	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Lin Warranty	1	02/21/2010	06/30/2006	10 MI	06/30/2012	100,010 MI
	Emission Se Component Lt	d Why	02/21/2010	06/30/2006	10 MI	06/30/2014	80,010 MI
	Powertrain Lir Warranty	,	02/21/2010	06/30/2006	10 MI	06/30/2011	100,010 MI
	Bumper to Bu Limited Warn	mper anty	02/21/2010	06/30/2006	10 MI	06/30/2009	38,010 MI

- · View Vehicle Summery
 - . Service Contract

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

Vehicle has no current record of service contracts.						
Transactio	n 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 (TOWNG)	95,000 Mi	
	A16493	ZPDiPre-Delivery		Z7000 - Pre-Delivery	O MI	

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March 18, 2011

Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

②

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 1GNDT13507: Service Contract: No

Branded Title. No

Model CT15506-2007 TRAILBLAZER 4V/D

Warranty Block: No

PDI Status No

Order Type 50 - FLEET

Field Actions 0 Open

Vehicle Build

Model, CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: KCSG5P Build Date: 06/29/2006

Build Plant: 2-

Option Codes

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

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

SYSTEM

28H - LIGHT GRAY

49U - BORDEAUX RED METALLIC

7AA - FRONT SPRING 9NS - SUSPENSION

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

B30 - FULL CARPET-COLOR KEYED

B33 - REAR COLOR KEYED FLOOR MATS

C1U · ENTERPRISE RENT A CAR

C5N - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS

GU6 - REAR AXLE 3.42 RATIO

EQUIPMENT SAVINGS

281 - INT TRIM LT GRAY/DK GRAY

6FB - COMP FRT LH COMPUTER SEL

SUSP

8NS - SUSPENSION A50 - FRT BUCKET SEATS & FLR

CONSOLE AKS - DUAL STAGE

FRONT AIR BAGS AM9 - 65/35 FOLDING 2ND ROW SEAT AUO - REMOTE

80Q - GM

PRODUCTION WEEK

KEYLESS ENTRY

#33

B32 - FLOOR MATS, FRONT/REAR

B86 - MOLDING B/S

COLOR C49 - REAR WINDOW

DEFROSTER CJ3 - CLIMATE

CONTROL

OP2 - POWER OSRV MIRRORS

EVA - EVAP EMISSION REQUIREMENT

FLT - FLEET

PROCESSING OPTION JF8 - BRAKE VAC

For this vehicle:

- View Vehicle Summary
 - Service Contract

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

POWER, 4 WHL DISC JJB - PT DRESS SUBASSY NOT INSTALLED K18 - ELECTRIC AIR INJECTION SYSTEM **KG4 - GENERATOR** K34 - CRUISE CONTROL 150 AMP M30 - TRANSMISSION, LLB - ENGINE, VORTEC 4.2L SFI 16 4 SPD AUTOMATIC N75 - 17" ALUMINUM N4G - POWER STEERING WHEELS NP8 - 2-SPEED ACTIVE TRANSFER CASE NT7 - EMISSION SYS FED - TIER 2 QTM - ALL-SEASON NZ3 - 16" FULL SIZE SPARE WHEEL TIRES **R6F - IDENTIFY B** R4Y - TIRE BRAND-GOODYEAR CODE USERS **R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL REP - SPECIAL PAINT R9N - LEATHER SEAT** R7M - ONSTAR DELETE TRIM T98 - STAMPING VEHICLE IDENT **T61 - DAYTIME RUNNING LIGHTS** NUMBER TFD - RETAIL TB4 · LIFTGATE AMENITY DELETE UA6 - THEFT U73 - FIXED MAST ANTENNA **DETERRENT ALARM** SYSTEM **UJ6 - TIRE PRESSURE** UBO - AM/FM STEREO W/CD MONITOR VIK - LUGGAGE RACK **UY7 - TRAILER WIRING HARNESS CROSS-BARS** VK3 - FRONT LICENSE V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA PLATE BRACKET VX7 - LONG TERM **VQ2 - FLEET ORDERING AND ASSISTANCE** DAILY RENTAL PROGRAM **X88 - CHEVROLET** VXS - COMPLETE VEHICLE LABEL CONVERSION **YD5 - BASE FRONT** YD3 - BASE AXLE SPRING ZNF - SPARE, ALL-**YD6 - BASE REAR SPRING SEASON TIRE** ZY1 - SOLID PAINT ZW7 - PREMIUM RIDE SUSPENSION **Added Option Codes** Vehicle has no current record of SAIO codes. ---

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March 18, 2011

Logout

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

View Vehicle Component Summary

3

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

Vehicle Information

VIN 1GNDT13S072 Service Contract, No.

Branded Title. No

Model, CT15506-2007 TRAILBLAZER 4WD

Warranty Block. No

PDI Status. No

Order Type 50 - FLEET Field Actions D Open

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned: 06/28/2008

Traceability, 606260525 Part / Number Broadcast. NAX

> Time Scanned 17:59:00 Scan Station: 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW, MI

Date Scanned: 06/28/2006

Traceability. 001661776 Part / Number Broadcast: A1Z

Time Scanned, 18:30:00 Scan Station: 05

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

Source Plant No

Date Scanned: 06/28/2006

Traceability OBK937355 Part / Number Broadcast: FK

Time Scanned: 18:09:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 08/28/2006

Traceability 44400920 Part / Number Broadcast: 7TDD

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

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

HUB ASSEMBLIES

Source Plant G-

Traceability 8EU15516 Part / Number Broadcast

Date Scanned, 06/28/2006

Time Scanned 18:46:00 Scan Station:

Companent Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned. 05/28/2006

Traceability, 170123917

Part / Number Ercadcast: CN8

Time Scanned: 18:41:00 Scan Station, 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Traceability 00004051

Part / Number Broadcast

5724 Time Scanned 20:25:00 Scan Station:

Date Scanned: 06/28/2006

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned: 06/28/2006

Traceability, 1GVD5AD Part / Number Broadcast 2395

Time Scanned: 22:20:00 Scan Station: 06

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

Source Plant: M-MORTON-THIOKOL

Date Scanned 08/28/2006

Traceability, 5AAUW50 Part / Number Broadcast 5521

Time Scanned: 18:23:00 Scan Station: 04

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

Source Plant -

Date Scanned: 08/22/2008

Traceability: 0171491 Part / Number Broadcast 1ZZ

Time Scanned. 00:03:00 Scan Station.

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability: 3017306

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

Source Plant: -

Date Scanned: 06/27/2006

Part / Number Broadcast: 1WW

Time Scanned: 15:29:00 Scan Station:

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

Source Plant: -

Date Scanned: 06/28/2006

Part / Number Broadcast: 1PT

Traceability: 3017235

Time Scanned: 04:14:00. Scan Station:

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

Source Plant: -

Date Scanned: 06/28/2006

Traceability: 3017156 Part / Number Broadcast: 1PH

Time Scanned: 12:14:00 Scan Station:

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

Source Plant: -

Traceability: 3017102 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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For this vehicle:

- View Vehicle Summary

Service Contract

View Vehicle Build

View Vehicle Delivery

View Vehicle
Component Symmary
View Vehicle
Transaction History

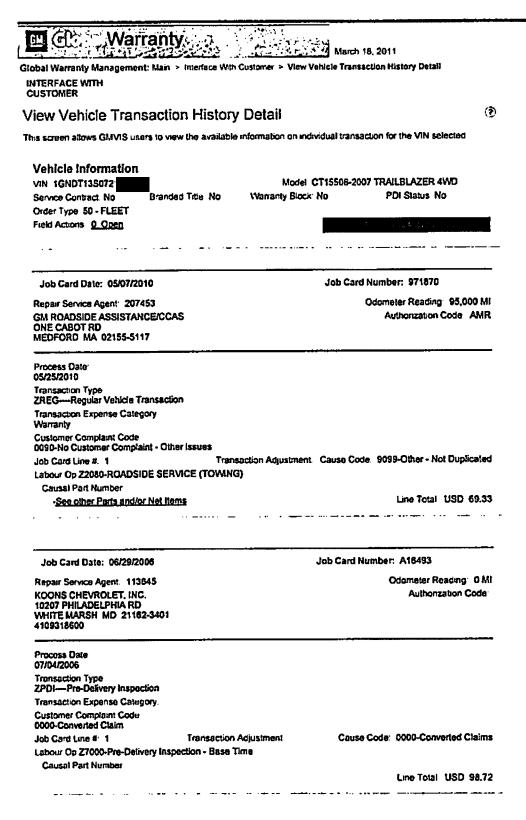
<u>Detail</u>

Information

Branded Title

- Warranty Block

E Logout



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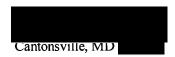
Ⅲ G C Warranty	and the second second	h 18, 2011	a <u>Logos</u>
Global Warranly Management: Main > Interface			
INTERFACE WITH CUSTOMER			
View Vehicle Delivery Informa	tion	②	
This screen allows GMVIS users to view the avail and the ultimate customer. Not all sections will be		/IN delivered to the Service Agent	For this vehicle: • View Vehicle Summary
Vehicle Information			Service Contract
VIN 1GNDT13S07	Model: CT15506-2	2007 TRAILBLAZER 4WD	Branded Title
Service Contract: No Branded Title: No	Warranty Block: No	PDI Status. No	- Warranty Block
Order Type. 50 - FLEET			- View Vehicle Build
Field Actions. <u>9 Open</u>			View Vehicle Component Summary
			<u>View Vehicle</u> → <u>Transaction History</u> Detail
Invoice Information Invoicing Service Agent 113545 KOONS CHEVROLET, INC. 10207 PHILADELPHIA RD		Invoice Date: 06/29/2008	View Vehicle Delivery Information
Ship to information Invoking Service Agent 113845 KOONS CHEVROLET, INC. 10207 PHILADELPHIA RD WHITE MARSH MD 21182-3401 410931850	0	Ship to Date: N/A	
Delivery Information			
Deivery Service Agent 113645 KOONS CHEVROLET, INC. 10207 PHILADELPHIA RD WHITE MARSH MD 21162-3401 410931860		. Delivery Date: 05/30/2008 ivery Type: 020—DAILYRENTAL Delivery Odometer: 10	
In Service Information			
Invoicing Service Agent		In Service Oate: N/A In Service Type 0000 In Service Odometer 0	
Giobal Warranty Management: Sile Map			
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C

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



RE: Claimant:

Our File No.: 726019

Our Client: General Motors LLC

Date/Event: 3/16/11

Subject vehicle: 2007 Chevrolet Trailblazer VIN: 1GNDT13S072116493

Dear Mr.

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

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

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

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

C

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

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

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

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

Sincerely,

Bryan Schwartz

Claims Administrator

Bryan Schwartz

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

Cantonsville, MD

RE: Claimant:

> Our File No.: 726019

Our Client: General Motors LLC

Date/Event: 3/16/11

Subject vehicle: 2007 Chevrolet Trailblazer

VIN: 1GNDT13S072

Dear Mr

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

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

Correspondence that was sent to you on 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

Claims Administrator

Bryan Schwartz

Customer This is a BRC PAR File. Please do not Assume. Forward all Inquiries to Debbie Stewart @ ext 31117 Description

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries # Other Veh	# People in Veh Ro	ad Surface	Road	Cond. Fire Report#	Police	Report#
Police Officer		N 0		phalt	Dry	N/A	N/A	
Driver Last Na	ame	Driver First Name	Height	DOB	Disab			
		maurance nacht Fin	6' St Name Phone	,,	None			•
unknown	IN EDSETIONO	unknown	st Name Phone	U-	unknown	e Agency		
Incident Loc	unknown	· · · · · · · · · · · · · · · · · · ·		Incident Desc		discovered this after the windo dence of a small fire but no on		ey smelled something burning.
Component	driver's door switch							
Vehicle	driving			Damage Desc	switch melte	ed		
Loc				Add'l Info				whether or not anyone was in
	N/A				the veh at the	te time of the incident, the inci	dent location or road co	nditions
Names				Maint Loc	Rocket Che	evrolet		
PAR Def	tail							
Collision	Non Collision	Y Property Damage	N Thermal Evt	Y S	pec Equip	police veh		
Vehicle Speed	0	Weather Condition	clear and dry	Pr	rop Owner	N/A	Property Type	N/A
Last Service Date	11/16/2010	Loc Last Service			operty ocation	N/A	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$272.00	Spec Equip Installer	self and Basso Communications		op Damage escription	N/A		
Primary Veh Use	Fleet	Inspection Type	Thermal Event	in	spected By	Inspection Not Performed	inspection Date/Time	
Veh Damage Description	switch melted			Ex	opialn Other	Forwarding to ESIS.		

Report Generated for toporowm

on 3/31/2011

Page 1 of 14

Activities

Oroated 3/30/2011 01:48:27 PM	Greated By GARCIAJR	Assigned To ESISBIQU	Activity Type Escalation	Activity Sub-Typo ESIS-Thermal Event	Status In Progress	Completed	Description Thermal event - ESIS
Contact Last Name		Contact Fire	st Name	Account		BAC Code	!
Comments							
07 Chevrolet TraliBlazer	- thermal event						
Joe G/PAR/ATX							
Confidential Comments							
Creatod	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
3/29/2011 10:52:30 AM	STEWARDE	STEWARDE	Scheduled Follow-up		Scheduled Alarm		ESIS
Control Last Nama		Cantact Eig	t Name	Account		BAC Code	
Check to see if ESIS plo	ed up file						
Debbie Stewart/PAR/AT)	3						
Confidential Comments							l
Created	Created By		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 Fire	t Name	Account		BAC Code	
Comments							
Cust alleges a thermal e	ent in their veh			·			
Forwarding to ESIS							
Debbie Stewart/PAR/ATX	\						
Confidential Comments							

Report Generated for toporowm on 3/31/2011

Page 2 of 14

Activities

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
V29/2011 10:51:31 AM	STEWARDE	STEWARDE	BRC PAR	Business Case	Done	3/29/2011 10:52:08 AM	Business Case
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Comments							1
Cust alleges a thermal e	vent in their veh	1					•
Forwarding to ESIS							
Debbie Stewart/PAR/ATX	ζ						
Confidential Comments							Ī
Proated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
1/29/2011 10:25:12 AM	STEWARDE	STEWARDE	Inbound Call Customer	Complex Request	Done	3/29/2011 10:40:47 AM	elled
Name at 1 and 81		O	Name	Account		BAC Code	
Comments							•
Continue to INI				'			
Debble Stewart/PAR/ATX	,						
onfidential Comments				-			İ

reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
/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		Centact First		Account		BAC Code	
				10000111		aria coat.	
oranionis							
ebbie Stewart/PAR/ATX							
onfidential Comments							

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Activities

Greated 3/29/2011 09:00:02 AM Comments left message with phylar f/u 3-5pm est 3/29/11			Activity Typo Outbound Call Costomer	Activity Sub-Typo Left Message Account	Status_ Done	Completed 3/29/2011 09:01:48 AM BAC Code	Description called
Debble Stewart/PAR/AD Confidential Comments	(
Greated 3/28/2011 02:44:29 PM	Created By MERCADTO		Inbound Call Third Party	Activity Sub-Type Voice Mail Received	Status Done	Completed 3/28/2011 02:44:49 PM	PAR Voice Mail
		Contact Fire	' 'ame	Account		BAC Code	
Comments Sts: SR is 71-929098515 Sent 3/25/11 814pm	i, cuslomer is						
Tonle/BRC PAR/ATX							
Confidential Comments						_	
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
3/28/2011 02:31:02 PM	SADMIN	STEWARDE Contact Frod	Inbound White Mail	Account	Done	3/29/2011 08:57:34 AM BAC Code	Scanned: 2011-03-28-13.19.33, SourceDocNum: STE4D908B2, worklist
Comments							: BRC PAR SR Status: Open
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Typo	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	Account		BAC Code	
Comments							
Debbie Stewart/PAR/ATX Confidential Comments							
Considerition Comments							

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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	l
Comments							ĺ
Confidential Comments							I
Greated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Campleted	Description
3/28/2011 09:28:08 AM	MERCADTO	STEWARDE	Ownership Changed		Done	3/28/2011 09:28:08 AM	Service Request Ownership has
Contact Last Norma		Cantriot Cleat	Name	Account		BAC Code	changed FROM: ABELLAAN TO: STEWARDE
Comments							
Confidential Comments							Ī
				_	-		-

Greated	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
Contact Last Name		Contact Firs	t Name	Account		BAC Code	@ 630961 6407

Debbie Slewart/PAR/ATX Confidential Comments

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Activities

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

Spoke to: Chris Preuninder, 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#

Debble Slewart/PAR/ATX

Confidential Comments

Groated Created By Assigned To Activity Typo 3/28/2011 09:27:51 AM MERCADTO STEWARDE BRC PAR Activity Sub-Type Status Completed 3/29/2011 10:44:54 AM Initial Contact- Phone Done BAC Code

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
CRS adv: completed PAR questions
Cust sts: This is a police vehicle used by 2 sargents. My sargent 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 sis: conlinue CRS adv: Please fax me the receipt of payment for the repair, gave fax#

Cust sts: OK
CRS adv: comfirmed cust has ph# and SR#

Cust sts: Thank you

Debbie Stewart/PAR/ATX Confidential Comments

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Activities

Created	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:27:44 AM	MERCADTO		BRC PAR	Acknowledgement	Done	3/28/2011 12:31:51 PM	
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
ieft message with ph# an I/u 9-11am est 3/29/11	d SR#						
Crs Adv: This is Debbie o	alling from the	GM Product Alle	gation Dept. I have rec	eived your file and do require fun	her information.		
Debble Stawart/PAR/ATX				·			
Confidential Comments							
Progled W28/2011 09:27:37 AM	Created By MERCADTO		Activity Type Notify CRM	Activity Sub-Type	Status Done	Completed 3/28/2011 11:48:25 AM	Description File assigned
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							1
				 -			
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/28/2011 09:27:28 AM			Research		Done	3/28/2011 11:51:16 AM	Research
ontact Last Namo		Contact First	Name	Account		BAC Code	
voltarionity.				- · · · ·			
IN and CUST scan- no	lles				•		
lo recalls							
epairs:							
1/28/2009 110323 ZREC	3Regular Vel	nicle Transaction	: C0182 - Front Side D	Door Window Regulator Replacen	nent - Right Side	39,731 MI	
esearch completed							
ebble Stewart/PAR/ATX							
onfidential Comments							

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Activities

Created 3/28/2011 09:26:58 AM	Greated By MERCADTO	Assigned To STEWARDE	Activity Typo BRC PAR	Activity Sub-Type Case Assigned Account	Status Done	Completed 3/28/2011 11:48:21 AM BAC Code	Discription File assigned to Debble Stawart @ ext 31117
Greated 3/28/2011 09:26:52 AM Contact List Name	Created By MERCADTO	Assigned To ABELLAAN Contact bire	Activity Typo SR Opened Name	Activity Sub-Typa	Status Done	Completed 3/28/2011 09:25:52 AM BAC Code	Description SR in Status of Closed has been Re- Opened by MERCADTO
Conlidential Comments Created 3/28/2011 09:26:51 AM Contact Last Name	Created By MERCADTO	Assigned To ABELLAAN Contact First	Activity Typo SR Closed - Dissatisfied Name	Activity Sub-Typo	Status Done	Completed 3/28/2011 09:26:51 AM BAC Code	Pescription Service Request has been Closed Dissatisfied.
Croated 3/25/2011 08:07:30 PM	Created By RUVIVAMA		Activity Typo Notify CRM Name	Activity Sub-Typo Other Account	Status Done	Completed 3/28/2011 09:28:47 AM BAC Code	Description BRC-PAR escalation Received and assigned in PAR Tonie/BRC PAR/ATX
alleged product allegation BNTC: 4193472242 BTTC: 1 to 3 PM EST Confidential Comments	n - unermal e ven				-		

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Activities

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 imber, please take note of the SR, thank you and have a great day. Inc. cac 11.man, level 0 empowered and deep composed and deep composed composed control of the SR, thank you and have a great day. Contact Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 24/2011 10:02:59 PM ABELLAAN ABELLAAN Scheduled Outbound Call Follow-up Attempt Done 3/25/2011 02:48:27 PM Cust Cust Name Contact First Name Account BAC Code Contact First Name Account BAC Code Contact First Name Account BAC Code Code Code Code Code Code Code Code Code	M25/2011 02:48:29 PM	Created By ABELLAAN	Assigned To ABELLAAN	Activity Typo Oulbound Call Customer	Activity Sub-Typo Left Message	Status Done	Completed 3/25/2011 08:24:27 PM	Boseription vm 419
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 imber, please take note of the SR, thank you and have a great day. In, cac t1, man, level 0 empowered confidential Comments Topical	Contact Last Name		Contact Firs	Name	Account		BAC Code	
in, cac t1, man, level 0 empowered confidential Comments coated Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description 24/2011 10:02:59 PM ABELLAAN ABELLAAN Scheduled Outbound Call Follow-up Attempt Done 3/25/2011 02:48:27 PM Cust Account BAC Code contact Last Name Contact First Name Account BAC Code contact Last Name Contact First Name Account BAC Code contact Last Name Contact First Name Account BAC Code contact Last Name Contact First Name Account BAC Code contact Last Name Contact First Name Account BAC Code contact Last Name BAC Code contact Last Name BAC Code contact Last Name BAC Code contact Last Name BAC Code contact Last Name BAC Code contact Last Name BAC Code contact Last Name BAC Code	omments il chiaf π.b. Ihls is ann c	of Chevrolet cac	i would just war	t to inform you sir that since	wasn't able to reach you li	ve i would kist for	ward your file to a different	
conted Created By Assigned To Activity Typo Activity Sub-Typo Status Completed Description. 24/2011 10:02:59 PM ABELLAAN ABELLAAN Scheduled Outbound Call Follow-up Aftempt Done 3/25/2011 02:48:27 PM Cust Cust Account BAC Code Somerents MME: Idef Rub STC: 93472242 TTC: 0 3 PM EST Activity Typo Activity Sub-Typo Status Completed Description. Account BAC Code Total Contact First Name Account BAC Code TTC: 0 3 PM EST Activity Typo Activity Sub-Typo Status Completed Description. Account BAC Code Total Contact First Name Account BAC Code TTC: 10 3 PM EST Activity Typo Activity Sub-Typo Status Completed Description. Total Contact First Name Account BAC Code TTC: 10 3 PM EST Activity Typo Activity Sub-Typo Status Completed Description. Total Contact First Name Account BAC Code					,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		in the desired in	
regated Created By Assigned To Activity Type Activity Sub-Type Status Completed Description 24/2011 10:02:59 PM ABELLAAN Scheduled Outbound Call Follow-up Aftempt Done 3/25/2011 02:48:27 PM Cust Contact Last Name Contact First Name Account BAC Code Provincents ME: olef Rub NTC: 93472242 TC: 0 3 PM EST story and the province of		empowered						•
24/2011 10:02:59 PM ABELLAAN ABELLAAN Scheduled Outbound Call Follow-up Attempt Done 3/25/2011 02:48:27 PM Cust Account BAC Code Somments ME: selef Rub NTC: 9347/2242 TC: 0 3 PM EST still on Plan:	chideniiai Commenis							
Cust Account BAC Code ME: Hele Rub TC: 93472242 TC: 0 3 PM EST Hone Run BAC Code BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE BAC CODE	Proated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
ontact Last Name Contact First Name Account BAC Code omerients ME: olef Rub ITC: 93472242 ITC: o 3 PM EST Itlon Plan:	/24/2011 10:02:59 PM	ABELLAAN	ABELLAAN		Follow-up Attempt	Done	3/25/2011 02:48:27 PM	
ME: ilef Rub ITC: 93472242 TC: 0 3 PM EST Itlino Plan:	Contact Last Name		Contact First		Account		BAC Code	
ilef Rub ITC: 93472242 ITC: o 3 PM EST	Comments							Ī
99472242 TC: o 3 PM EST tlon Plan:								
TC: 0 3 PM EST tton Plan:	INTC: 193472242							
tion Plan:	ITTC:							
	to 3 PM EST							
	ction Plan: orward file to PAR							
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Created	Created By	Assigned To	Activity Typo	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 -		BAC Code	

- CRS Spoke with: Mr
 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

Confidential Comments

Jeffray/CAC T1/MAN/Level 0 Empowered

Croated	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 Firs	t Name	Account		BAC Code	1
Comments							•
Cust States:							
this is	us is in	reference to Sen	vice # 71-929098515. give n	ne a call back between now :	and three o'clock	that would be great, thank you.	
ann.cac t1.man.level 0 e			-			•	
ombos Hamanaces a gi	происте						
Confidential Comments							Ī

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Activities

Greated 3/24/2011 01:22:03 PM Contact Lord Name Confidential Comments	Created By ABELLAAN	Assigned To ABELLAAN Contact Fire	SR Opened	Activity Sub-Type Account	Status Done	Completed 3/24/2011 01:22:03 PM BAC Code	Doscription SR in Status of Closed has been Re- Opened by ABELLAAN
Greated 3/23/2011 11:07:27 PM Contact Last Name Comments Confidential Comments	Created By ABELLAAN	Assigned To ABELLAAN Contact First	Activity Type SR Closed - Dissatisfied Name	Activity Sub-Typo Account	Status Done	Completed 3/23/2011 11:07:27 PM BAC Code	Doscription Service Request has been Closed Dissatisfied.
Greated 3/22/2011 12:02:29 PM Contact Last Name	Created By ABELLAAN	Assigned To ROYOAM1 Contact First	Activity Typo Manager Review Name	Activity Sub-Typo Case Assessment Account	Status Done	Completed 3/23/2011 10:30:58 PM BAC Code	Döscription review for closing dissat
comments -cust called because veh -transfer to PAR but cust -provided SR# and direct ann.cac t1.man.level 0 er	cannot be cont and ext to cust						
TL Approved for Closing Amy Royo. TM.T1.Lvl1.M Confidential Comments	ILA						

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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
Contract Lant Alama		Conton Co	st Name	Account		BAC Code	
							_
Comments							
provide sr# gave direct and ext							
Ann mind sim ext							
ann.cac (1,man.level 0 e	mpowered						
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
V22/2011 12:04:11 AM	ABELLAAN	ABELLAAN	Scheduled Outbound Call	Follow-up Attempt	Done	3/22/2011 12:00:47 PM	
			Cust				
Contact Last Name		Contact Firs	st Name	Account		BAC Code	!
							_
call to forward file to PAI	•						İ
Call to tot water tile to LVD	`						
nn.cac l1.man.jevel 0 e	mpowered						
Confidential Comments							Ī
reated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
/21/2011 02:00:56 PM	ABELLAAN	ABELLAAN	Outbound Call Customer	Left Message	Done	3/21/2011 02:10:22 PM	vm 419
ontact Last Name		Contact Fire	1 Name	Account		BAC Code	
					-		
ommens							
nform cust that file will b	e forwarded to	a different depa	utment				
provide SR number							
nn.cac (1.man.level 0 er	nnowered						
Confidential Comments							İ
							•

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Activities

TOUTHUES							
Probled 8/18/2011 11:51:46 AM	Created By ABELLAAN	Assigned To ABELLAAN	Activity Type Scheduled Outbound Call	Activity Sub-Type Follow-up Attempt	Status Done	Completed 3/21/2011 02:00:54 PM	Description
#1012011 11.31.4974N	AUCCOVII	MELLINIA	Cust	rotom-op Attempt	Cons	3/2 1/2011 02:00:04 FM	
Contact Last Name		Contact Firs	¹ Name	Account		BAC Code	İ
Juniments							•
call cust warm transfer t	o PAR						•
ınn.cac t1.man.level 0 e	mpowered						
Confidential Comments	-						
Created	Created By		Activity Type	Activity Sub-Type	Stalus	Completed	Description
V18/2011 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	l Name	Account		BAC Code	
Comments							1
RS Advised:							•
can you give me informa		particular concer	m				
is there any evidences o is there anything that we		ide help to cust					
Nr States:							
t was melted							
brought the switch in, the	ev akeady pulle	ed it to inspect.					
t was on the bottom side	a just presented	to us melted.					
here are no evidences o	of misuse						
\$272.84							
	ny empowenne	m					
at 78,066mi it's beyond o							
at 78,066mi it's beyond o r.n.cac t1.man.level 0 er							

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Activities

Groated 3/18/2011/11:24:45 AM	Created By ABELLAAN	Assigned To ABELLAAN	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Don e	Completed 3/18/2011 11:08:16 PM	Description door swiich issue
Contact Last Name		Contact First	Name	Account	-	BAC Code	I
Cust States: -2007 chevrolet traiblaze -ridiculous because it cat -issue on master door sw -rocket chevrolet -44875 -chris preuning -it happened last week, v -part of the switch melter	ught fire vitch ve took the veh						I
-we had to replace it for t -call me back on monday Cred Seeke:			meeling				

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.cac t1.man.level 0 empowered Confidential Comments

UCC Information

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

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XM Equipped Y

OnStar Vehicle Diagnostics N

E Logout

ල්ල්ල් Warranty March 31, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Summary INTERFACE WITH CUSTOMER View Vehicle Summary **②** 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 Model CT15506-2007 TRAILBLAZER 4WD PDI Status No Service Contract, No. Branded Title No. Warranty Block No. Order Type 70 - RETAIL - STOCK Field Actions 0 Open Required Field Actions Open field actions are highlighted Vehicle has no current record of required field actions. **Branded Title** The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty ventication and shall not be used for any other purpose whatsoever Vehicle has no current record of branded titles. Warranty Block Vehicle has no current record of warranty block. Service Information Vehicle has no current record of outstanding service information. OnStar and XM Satellite Radio Information Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677). OnStar Equipped Y OnStar Status Inactive

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

Applic	able Warranties	el .			Valid warranties	are highlighted
Valid	Description	Warranty Add Date	Stort Date	Elfoctive Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/21/2010	10/26/2006	168 MJ	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
	Corrosion Limited Warranty	02/21/2010	10/28/2006	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

XM Radio ID ZRKB80WO

XM Status Inactive

DMN Enabled N

Service Contract

Vehicle has no current record of service contracts.

ransactio	on History) 			View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/28/2009	110323	ZREGRegular 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—Reguler Vehicle Transaction		R0260 - Cable, Coexist Antenna Leed-In (Standard) - Replace	13,057 MI
10/16/2006	241793	ZPDIPre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	6 MI
10/11/2006	A85067	ZPDIPre-Delivery Inspection		27000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management Site Map

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Logout

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March 31, 2011

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

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. 1GNDT135872

Model CT15506-2007 TRAILBLAZER 4WD

Service Contract No.

Branded Title No. Warranty Block No. PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions <u>0 Open</u>

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight 2,611

Order Number KMKFQD Build Date 10/11/2006 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

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 832 · FLOOR MATS, FRONT/REAR 886 - MOLDING B/S COLOR C5N - GVW RATING - 5750 LBS CJ3 - CLIMATE CONTROL **DK7 - OVERHEAD CONSOLE**

EVA - EVAP EMISSION REQUIREMENT

GU6 - REAR AXLE 3.42 RATIO

N40 · POWER STEERING

JJB - PT DRESS SUBASSY NOT INSTALLED **K34 - CRUISE CONTROL**

NP8 - 2-SPEED ACTIVE TRANSFER CASE

NZ3 · 16" FULL SIZE SPARE WHEEL

LL6 - ENGINE, VORTEC 4.2L SFI 16

PDC - PWR SEAT ADJUST-DRIVER, 8 WAY

281 - INT TRIM LT GRAY/DK GRAY

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

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRY BUCKET SEAT, DELUXE

AUG - REMOTE KEYLESS ENTRY

B30 - FULL CARPET-COLOR KEYED B33 - REAR COLOR KEYED FLOOR MATS C49 - REAR WINDOW DEFROSTER

CF5 · POWER SUNROOF

DAY - ASSEMBLY PLANT MORAINE, OHIO

DP2 - POWER OSRV MIRRORS FEG - 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. AMIFM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) •

OVERHEAD CONSOLE QTM - ALL-SEASON TIRES For this vehicle:

-- View Vehicle Summary

Service Contract

Branded Tule

· Warranty Block

View Vehicle Build

View Vehicle Component Summary View Vehicle

Transaction History Detail

View Vehicle Delivery Information

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL

R9N - LEATHER SEAT TRIM

161 - 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

T98 - STAMPING VEHICLE IDENT NUMBER

U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA

1ST 3 MONTHS INCL.

UA6 - THEFT DETERRENT ALARM SYSTEM

UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR

ABOUT TURN-BY-TURN UPGRADE)

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.

Global Warranty Management Site Map

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E Logout

<u>രിൽ al Warranty</u>

March 31, 2011

Global Warranty Management: Main > Interfece With Costomer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

③

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 1GNDT135872 Service Contract No.

Branded Title, No.

Model CT15505-2007 TRAILBLAZER 4WD Warranty Block, No.

Order Type 70 - RETAIL - STOCK

PDI Status No

Field Actions O Open

Vehicle Component

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

Date Scanned 10/11/2006

Traceability 609290558 Part / Number Broadcast NAX

Time Scanned 10:41:00

Scan Station 01

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

Date Scanned 10/11/2008

Traceability 000372796 Part / Number Broadcast A1Z

Time Scanned 12:18:00 Scan Station: 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 10/11/2005

Traceability. 0BM023344 Part / Number Broadcast FK

Time Scanned 10:53:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 10/11/2006

Traceability 44698595 Part / Number Broadcast: 7TDD

Time Scenned 10:50:00 Scan Station 02

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

HUB ASSEMBLIES

Source Plant G-

Traceability E2I26056

Part / Number Broadcast UK2

Date Scanned 10/11/2006

Time Scanned 11:57:00 Scan Station:

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 10/11/2006

Traceability. 271111304

Part / Number Broadcast CN8 Time Scanned: 11:52:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00026045

Part / Number Broadcast 3172

Time Scanned 13:23:00 Scan Station

Companient Code. AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 10/11/2006

Date Scanned 10/11/2006

Traceability 1GYHGGD Part / Number Broadcast 2395

Time Scanned 16:17:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 10/11/2008

Traceability 5ABIS34

Part / Number Broadcast, 5521

Time Scanned 12:08:00 Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned: 10/03/2006

Traceability 0710490 Part / Number Broadcast 122

Time Scanned 03:02:00

Component Code CD-SEQ NUM (FLEX) BODY ASM

Scan Station

Traceability 3067749

For this vehicle:

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

Source Plant. -

Date Scanned 10/09/2008

Part / Number Broadcast: 1WW

Time Scanned: 17:13:00 Scan Station.

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

Source Plant. -

Date Scanned: 10/10/2006

Traceability: 3067622 Part / Number Broadcast: 1PT

Time Scanned: 18:24:00 Scan Station:

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

Source Plant: -

Date Scanned 10/10/2006

Traceability 3067434 Part / Number Broadcast: 1PH

Time Scanned: 23:30:00 Scan Station:

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

Traceability: 3067416 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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Job Card Date: 06/13/2007

E Logout

. ල්ල්ල් Warranty March 31, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail 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 1GNDT13\$872 Model CT15506-2007 TRAILBLAZER 4WD Service Contract No Branded Title No. Warranty Block No. PDI Status No Order Type 70 - RETAIL - STOCK Field Actions Q Open Job Card Date: 01/28/2009 Job Cord Number: 110323 Repair Service Agent 113621 Odometer Reading 39,731 MI ROCKET CHEVROLET-OLDS-GEO, INC. Authorization Code. 233 MANSFIELD AVE SHELBY OH 44875-1861 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 48084-7105 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 Not Items Line Total USD 252.44

For this vehicle: View Vehicle Summary Service Contract

View Vehicle Build

View Vehicle
Component Summary View Vehicle -- Transaction History

- - Branded Title

- Warranty Block

Detail View Vehicle Delivery

Information

Job Card Number: 138423

Repair Service Agent 115093 JOHN BOWMAN CHEVROLET, INC. **6750 DIXIE HWY CLARKSTON MI 48346-2919** 2488255071

Odometer Reading: 13,057 MI Authorization Code:

Process Date: 06/15/2007

Transaction Type ZREG---Regular Vehicle Transaction

Transaction Expense Category Customer Comptaint Code: 0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

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

Line Total USD 60.56

Job Card Date: 10/18/2006

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

Job Card Number: 241793

Odometer Reading 6 MI **Authorization Code**

5175458800

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

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

Job Card Number: A65067

Odometer Reading | 0 MI Authorization Code

Process Date 10/17/2006

Transaction Type
ZPDI—Pre-Delivery Inspection

Transaction Expense Category

Customer Comptaint Code

0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total USD 104.72

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Good Warranty Logout March 31, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information 3 This screen allows GMVIS users to view the available information for the selected VIN delivered to the Service Agent For this vehicle: and the ultimate customer. Not all sections will be populated for all VINs. - View Vehicle Summary Service Vehicle Information Contract VIN 1GNDT13S872 Model CT15506-2007 TRAILBLAZER 4WD · Branded Title Service Contract No Branded Title No Warranty Block No. PDI Status No · Warranty Block Order Type 70 - RETAIL - STOCK View Vehicle Build Field Actions O Open View Vehicle Component Summary View Vehicle Transaction History Detail Invoice Information Invaicing Service Agent 115114 CHAMPION CHEVROLET, INC. View Vehicle Delivery Invoice Date 10/11/2006 Information **5000 E GRAND RIVER** HOWELL MI 48843-9101 5175458800 Ship to information Invoicing Service Agent. 115114 CHAMPION CHEVROLET, INC. Ship to Date: N/A **5000 E GRAND RIVER** HOWELL MI 48843-9101 5175458800 Delivery Information Delivery Service Agent 115143 WALDECKER CHEVROLET INC. Delivery Date: 10/26/2008 Delivery Type: 032—RETAILLEASE*-EMPLOYEESTOCK(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

SHELBY, OH

RE: Claimant:

Our File No.: 726412

Our Client: General Motors LLC

Date/Event: 3/12/2011

Subject vehicle: 2007 Chevrolet Trailblazer

VIN: 1GNDT13S872

Dear Mr.

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.

A Risk Management Services Company- One of the ACE Group of Companies

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 then the subject vehicle.

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

Please place your file number on all correspondence

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, 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:

insured:

Date of Loss:

Vehicle:

March 05, 2011 2007 Chevrolet Trailblazer

1GNDT13S872

VIN Number:

RECEIVED APR 2 9 2011

ESIS-GM CLAIMS UNIT

CERTIFIED MAIL - RETURN RECEIPT REQUESED

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.

HOME OFFICES: BLOOMINGTON, ILLINOIS 61710-0001

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.

isher 15W

1. 4. 1. 1.

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:

TYPE OF VEHICLE: DATE OF LOSS: CLAIM NO:

OUR FILE NO:

2007 Chevrolet Trailblazer March 5, 2011

PE100

Dear Mr. Howell:

This report is in regard to the fire origin and cause evaluation of a 2007 Chevrolet Trailblazer bearing short VIN Examination of the subject vehicle took place at the residence of Ms 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 Ms. indicated that she is a smoker, although she does not recall smoking in the vehicle prior to the fire. Ms 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. I, 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.

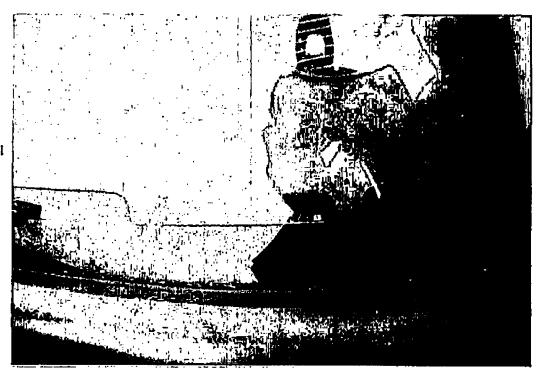


FIGURE #1

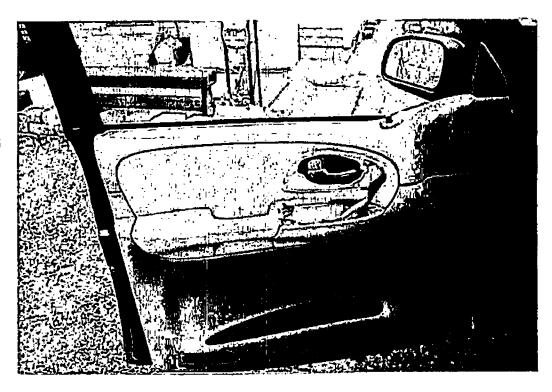
Figures No. 2, 3 and 4 show exterior views of the vehicle. No exterior collision related damage was found. Examination revealed that only minor fire damage was present in the interior of the vehicle and it did not progress to the exterior of the vehicle.



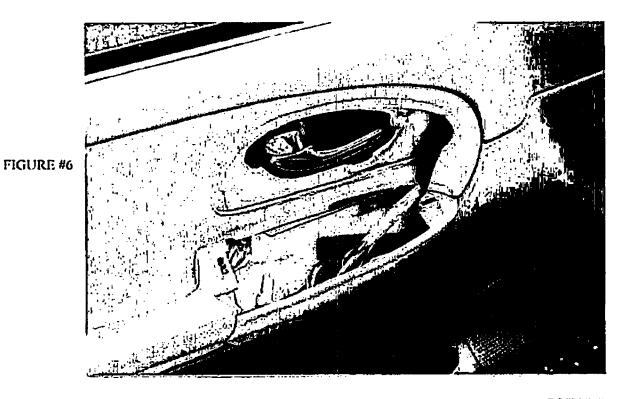




Figure No. 5 shows a view of the left front door. The door module had been removed by the fire department. Several of the wiring harnesses for the door module that controlled the windows and the locks had been removed by the fire department. The module was retained in the vehicle. Please note that only a minor fire occurred. The fire crupted 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.



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.



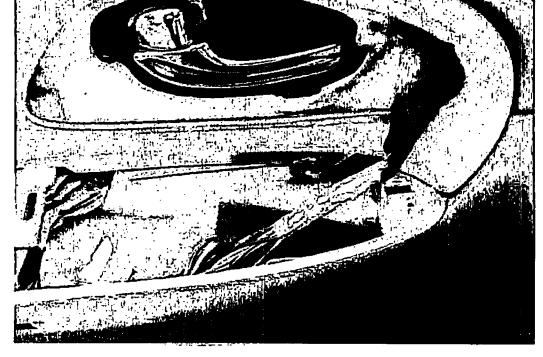


Figure No. 8 shows a view across the forward occupant compartment area. The module was located on the front seat area of the vehicle. Please note that there are signs of fire damage on the underside of the module that emitted from the circuit board area in an upward and outward progression. The opposing 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.

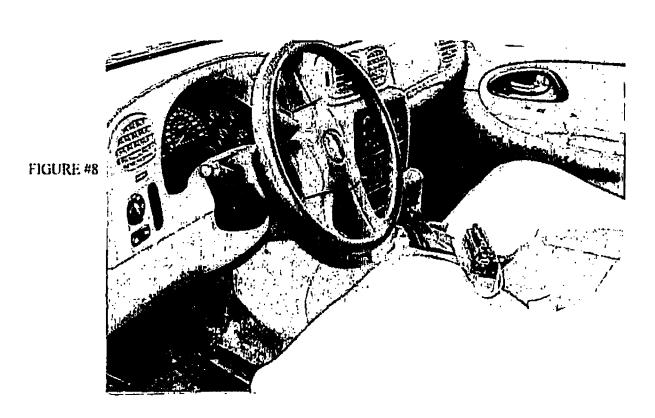
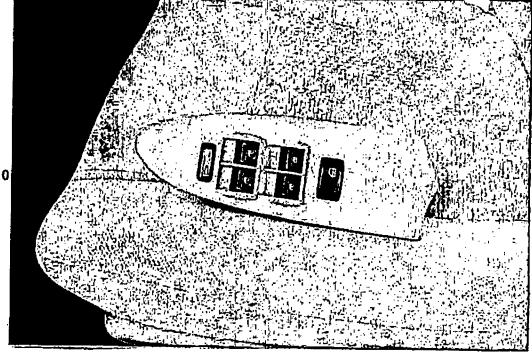


Figure No. 9 shows a view of the center dash area and again indicates no evidence of aftermarket components.



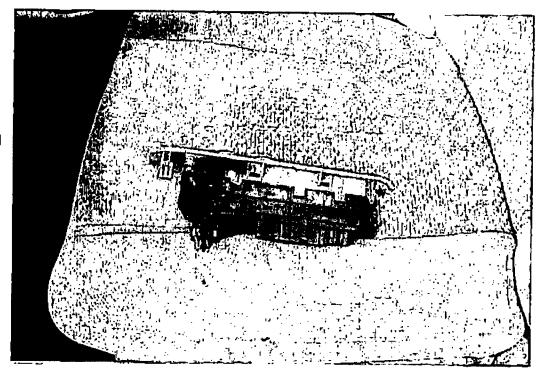
Figure No. 10 shows a view of the surface side of the module. Please note that the plastic escutcheon around the module showed no evidence of fire or heat damage. The fire damage in the module assembly took place below the main power cutoff switch in the most forward portion of the



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.



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.

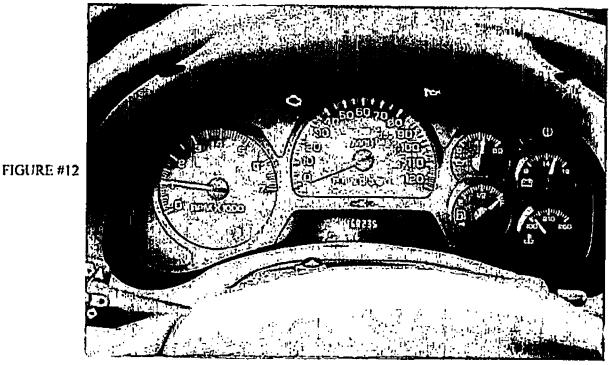


Figure No. 13 shows a view of the current mileage on the vehicle, 68,235 miles.

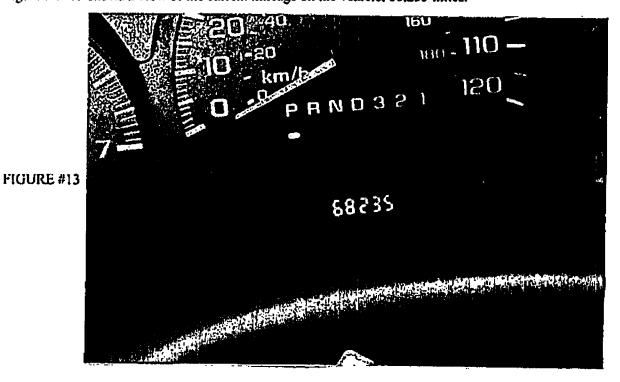
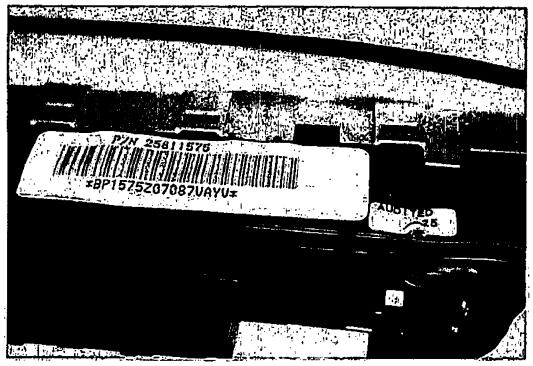
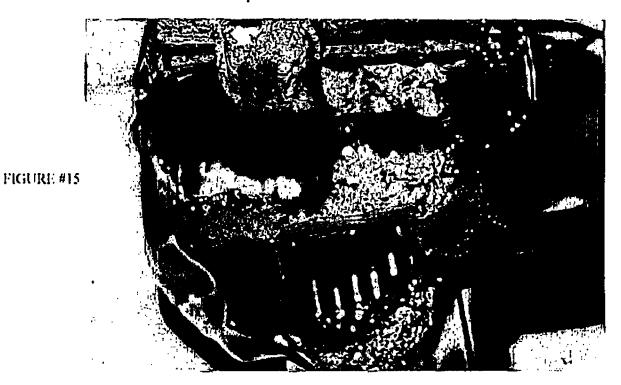


Figure No. 14 shows a view of the identification number for the module.



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.







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 from 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



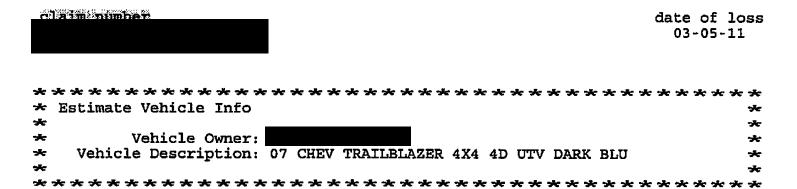
RBZ00032

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

route to: Weekly, Susan

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

VEHICLE DAMAGE REPORT



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

CLAIM

INSURED: OWNER: ADDRESS: COLUMBUS, OH

POLICY # DEDUCTIBLE: \$250.00

DATE OF LOSS: 03/05/2011 AT 03:30 PM

TYPE OF LOSS: COMPREHENSIVE

DAY: ()-

POINT OF IMPACT: 10. LEFT FRONT PIL

INSPECT

EVENING:

LOCATION: INSD RESIDENCE

INSURANCE STATE FARM INSURANCE COMPANIES BUSINESS: (888)816-6937

COMPANY: WESTERVILLE SERVICE CENTER

P.O. BOX 6121

WESTERVILLE, OH 43086-6121

DAYS TO REPAIR

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 LIC: OH PROD DATE: ODOMETER: 68235 CLOTH SEATS BUCKET SEATS ALUMINUM/ALLOY WHEELS

TRAILERING PACKAGE AUTOMATIC TRANSMISSION 4 WHEEL DRIVE POWER STEERING TILT WHEEL **OVERDRIVE**

ANTI-LOCK BRAKES (4) POWER BRAKES 4 WHEEL DISC BRAKES 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# 2	RPR :	INITIAL DIAGNOSIS FRONT DOOR	1.0 M
	3		LT DOOR TRIM PANEL CHEVE	OLET 1 255.71 0.7
	4#		LT DOOR TRIM PANEL INSUL	ATOR 1 98.42 0.3

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.	DESCR	IPTION	QTY	EXT, P	RICE	LABOR	PAINT
	5# 6#		UBL	LT FRT DOOR WI PROGRAM WINDOW VEHICLE	NDOW SWITCH SWITCH TO	1	296.5 70.0		INCL.*	
	7#	R	EPL	LT FRT DOOR WI	NDOW SWITCH	1	33.8	5	0.3	М
	8# 9#	R	EPL	LT FRT DOOR MI *****MISC. IT		1 1	53.9	8	INCL.*	
N				CLEAN & DEODOR TRANSPORTATION SHOP	ISE INTERIOR TO & FROM TRIM	1	225.0 40.0			
	12# 13 14#	S02		FINAL BILL OTHER CHAR TOWING	GES	1	81,0	0		
				~~~~	SUBTOTALS ==>		1154.5	 6	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 BODY LABOR MECHANICAL LABOR SUBLET/MISC. OTHER CHARGES	1.0 HRS @\$ 44.00/HR 1.3 HRS @\$ 70.00/HR	778.56 44.00 91.00 295.00 81.00
SUBTOTAL SALES TAX	\$ \$ 1289.56 @ 6.7500%	1289.56 87.05
GRAND TOTAL	\$	1376.61
ADJUSTMENTS: DEDUCTIBLE		250.00
CUSTOMER PAY INSURANCE PAY	\$ \$	250.00 1126.61

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 COLLISON 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 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. RECORED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION 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. NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

JOB NUMBER: 207787

OTTOT BARRET	$\Delta \mathbf{E}$	DECARR O MEMIL CIRMARY
SUPPLEMENT	Or	RECORD 2 WITH SUMMARY
- 2007 CURI MUNTI DI NORD AVA	T.C	- 6_4 SI_ET AN HPU NADE BIJIE TNP:(2DAV
SOOL CUBA INVIDUATED AVA		6-4.2L-FI 4D UTV DARK BLUE INT: GRAY

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
12# S02		ADDED ITEMS 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 0.00 PATRICK BOYLAN

JOB TOTAL \$ 1376.61 CUSTOMER PAY \$ 250.00 INSURANCE PAY \$ 1126.61

BYERS COLLISON 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 ANY PERSON WHO, WITH HAVE "FLEXED" DUE TO IMPACT. HE IS FACILITATING A FRAUD AGAINST HAVE "FLEXED" DUE TO INTEND.

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# 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 DRIGNO2, 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. (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 TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR DATA SOURCE. OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY COMPETITIVE REPLACEMENT PARTS. PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PARTS ARE DESCRIBED AS RECORE. PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION 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. NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

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AUTOMATICALLY LIST

### 15256

# 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

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

AFTERMARKET SELECTION METHOD:

	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:

回 回う Warranty	
Slobal Warranty Management: Main > Interface With Custom	May 2, 2011
INTERFACE WITH CUSTOMER	on a sine serious Strumma.
View Vehicle Summary	10
This screen allows GMVIS users to view the Summary of Vel Applicable Warranties. Transaction History, Service Contract and OnStar and XM Radio information (if applicable)	
Vehicle Information VIN 1GNDT13S872 Service Contract: No Branded Title: No War	Model: CT15506-2007 TRAILBLAZER 4WD ranty Block: No PDI Status No
Order Type 50 - FLEET Field Actions: D. Open	
Required Field Actions	Open field actions are highlighted
Vehicle has no current record of required field action	s.
Branded Title  The VIN information contained herein and information der Company and is to be used only for the purpose of warrant purpose whatsoever	
Vehicle has no current record of branded titles.	<u> </u>
Warranty Block	
Vehicle has no current record of warranty block.	
•	

Appli	cable Warranties				Valid warranties	ara highlighted
Valid	Description	Warranly Add Date	Start Date	Effoctive Odomater	End Date	End Odometer
	Bumper to Bumper Limited Warranty	02/21/2010	04/12/2007	10 MI	04/12/2010	36,010 Mi
	Corresion Limited Warranty	02/21/2010	04/12/2007	10 MI	04/12/2013	100,010 MI
	Emission Select State Component Lty 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

OnStar and XM Satellite Radio Information

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

Logaut

#### 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

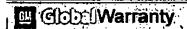
Vehicle has	no current	recard of service con	tracts.		
Transactio	on History	<u> </u>			View Details
Job Card Date	Job Card Rumber	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/20/2009	110935	ZREG—Regular Vehicle Transaction		Z2084 - ROADSIDE SERVICE (FLAT TIRE)	5,602 MI
01/13/2009	428828	ZREG—Regular Vehicle Transaction		L0616 - Evaporative Emission Canister Vent Solenold 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

(3)

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

#### Vehicle Information

VIN 1GNDT13S87:

Model: CT15506-2007 TRAILBLAZER 4WD

Service Contract No.

Branded Titte, No.

Warranty Block: No

PDI Status No

Order Type 50 - FLEET

Field Actions: 0 Open

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number KTTP16 Build Date 04/11/2007

**Build Plant 2-**

#### **Option Codes**

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

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

DETERRENT SYSTEM

28H - LIGHT GRAY

37U - IMPERIAL BLUE METALLIC

7FB - COMP FRT RH COMPUTER SEL SUSP

9UY - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 FOLDING 2ND ROW SEAT

ATB · RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP · MPV VIN IDENT POSITION

832 - FLOOR MATS, FRONT/REAR

**B86 - MOLDING B/S COLOR** 

**BZ7 - GM PRODUCTION WEEK #16** 

CSN - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 · ASHTRAY AND LIGHTER

FLT - FLEET PROCESSING OPTION

JF8 - BRAKE VAC POWER, 4 WHL DISC

1SZ · PREFERRED

281 - INT TRIM LT GRAY/DK GRAY 6FB - COMP FRT LH COMPUTER SEL SUSP 8UY - COMPONENT RR LH COMPUTER SEL

AJ1 - GLASS, DEEP

TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AUD · REMOTE **KEYLESS ENTRY 630 · FULL CARPET-COLOR KEYED** 

**B33 · REAR COLOR KEYED FLOOR MATS** BO2 - AVIS RENT A

CAR

C49 - REAR WINDOW DEFROSTER CJ3 · CLIMATE

CONTROL

**OP2 - POWER OSRV** 

MIRRORS

EVA - EVAP EMISSION REQUIREMENT GU6 - REAR AXLE 3.42

RATIO

JJB · PT DRESS SUBASSY NOT

#### 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

**K18 · ELECTRIC AIR INJECTION SYSTEM** 

CONTROL **KG4 - GENERATOR 150 AMP** LL8 - ENGINE, VORTEC 4.2L SFI 16 N40 - POWER M30 - TRANSMISSION, 4 SPD AUTOMATIC STEERING NP8 - 2-SPEED ACTIVE N75 - 17" ALUMINUM WHEELS TRANSFER CASE NZ3 - 16° FULL SIZE SPARE WHEEL NU5 - EMISSION SYSTEM CALIFORNIA OTIA - ALL-SEASON PDC - PWR SEAT ADJUST-DRIVER, 8 WAY TIRES R6K - ONSTAR TURN-R6F · IDENTIFY B CODE USERS BY-TURN NAVIG AVAIL R7M · ONSTAR **R6P - SPECIAL PAINT** DELETE **R9N - LEATHER SEAT TRIM** R9X - XM RADIO STANDARD IDENTIFER T98 - STAMPING **T61 - DAYTIME RUNNING LIGHTS** VEHICLE IDENT NUMBER TFD - RETAIL AMENITY TB4 - LIFTGATE DELETE U73 - FIXED MAST U2J DELETE XM SATELLITE RADIO **ANTENNA** UBO - AM/FM STEREO UA6 - THEFT DETERRENT ALARM SYSTEM W/CD **UY7 - TRAILER WIRING UJ6 - TIRE PRESSURE MONITOR** HARNESS **V73 - STATEMENT OF** V1K - LUGGAGE RACK CROSS-BARS VEHICLE CERT.-U.S. /CANADA YN9 - DAILY RENTAL VK3 - FRONT LICENSE PLATE BRACKET REPURCHASE **PROGRAM** ×88 - CHEVROLET VXS - COMPLETE VEHICLE LABEL CONVERSION YD3 BASE AXLE YA7 - CALIF, ASSY, LINE EMISSION TEST YD5 - BASE FRONT SPRING YD6 - BASE REAR SPRING YT1 - DAILY RENTAL YF5 - 50-STATE EMISSIONS FLAT RATE DEPREC. ZW7 - PREMIUM RIDE ZNF · SPARE, ALL-SEASON TIRE SUSPENSION 2Y1 - SOLID PAINT **Added Option Codes** Vehicle has no current record of SAIO codes.

INSTALLED

K34 · CRUISE

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ල්ල්ල Warranty

May 2, 2011

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

INTERFACE WITH CUSTOMER

### View Vehicle Component Summary

(3)

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

Vehicle Information

VIN 1GNDT13S872 Service Contract: No

Branded Title No.

Model. CT15506-2007 TRAILBLAZER 4WD

Warranty Block: No

PDI Status No

Order Type: 50 - FLEET

Field Actions. <u>6 Open</u>

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant V-CPC FLINT, MICHIGAN

Date Scanned: 04/11/2007

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW.MI

Date Scanned. 04/11/2007

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 04/11/2007

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 04/11/2007

Traceability 704010044

Part / Number Broadcast NAX

Time Scanned 08:42:00

Scan Station: 01

Traceability: 005450927 Part / Number Broadcast F9A

Time Scanned 09:51:00 Scan Station: 05

Traceability OBN496939

Part / Number Broadcast JN

Time Scanned 08:53:00 Scan Station: 03

Traceability. 45832205

Part / Number Broadcast 7TDD

Time Scanned 08:50:00 Scan Station 02

UM1

Traceability 4DF29197

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Part / Number Broadcast

Time Scanned 09:40:00 Scan Station. Date Scanned: 04/11/2007

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned: 04/11/2007

Traceability 081075345

Part / Number Broadcast ZM4

Time Scanned 09:33:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

**ASSEMBLY** 

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Date Scanned 04/11/2007

Traceability 00126686

Part / Number Broadcast.

Traceability 1H3MBZB

Traceability 4BAHF37

Time Scanned 10:58:00 Scan Station:

Time Scanned 13:24:00 Scan Station 06

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned 04/11/2007

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

Date Scanned: 04/11/2007

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant .

Date Scanned: 03/31/2007

Part / Number Broadcast 8435 Time Scanned: 09:42:00

Part / Number Broadcast 2395

Traceability 1810702

Part / Number Broadcast 1ZZ

Time Scanned 03:01:00 Scan Station:

Scan Station, 04

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

Traceability 3168584

For this vehicle:

- View Vehicle Summary
  - Service

  - Branded Title
  - · Warrenty Block
- View Vehicle Build
- View Vehicle
- Component Summary
- View Vehicle Transaction History
- Detail
- View Vehicle Delivery Information

Source Plant -

Date Scanned: 04/05/2007

Parl / Number Broadcast: 1WW

Time Scanned: 17:04:00 Scan Station:

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

Source Plant: -

Date Scanned: 04/10/2007

Traceability: 3168549

Part / Number Broadcast: 1PT

Time Scanned: 17:28:00 Scan Station:

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

Source Plant: -

Date Scanned: 04/11/2007

Traceability: 3167735

Part / Number Broadcast: 1PH

Time Scanned: 01:28:00 Scan Station:

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

Source Plant: -

Traceability: 3167957 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.

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For this vehicle:

View Vehicle Summary

Service

Contract

· View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History

View Vehicle Delivery

<u>Detail</u>

Information

· Branded Title

· Warranty Block

Logout

May 2, 2011

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

View Vehicle Transaction History Detail

(3)

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

**Vehicle Information** 

VIN: 1GNOT13S872 Service Contract: No

Branded Title: No

Warranty Block: No.

Model CT15506-2007 TRAILBLAZER 4WD POI Status: No

Order Type 50 - FLEET Field Actions: 0 Open

Job Card Date: 02/20/2009

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

Job Card Number: 110935

Odometer Reading 5,602 Mi Authorization Code

Process Date 02/27/2009

Transaction Type

ZREG—Regular Vehicle Transaction

Transaction Expense Category Customer Enthusiasn

Customer Complaint Code. 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code 0000-Converted Claims

Labour Op Z2084-ROADSIDE SERVICE (FLAT TIRE)

Causal Parl 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 ENTERPRISE RENT A CAR 600 CORPORATE PARK DR, 4TH FLOOR SAINT LOUIS MO 63105-4204

Odometer Reading 40,299 MI Authorization Code:

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 Sciencid Valve Replacement

Causal Part Number

-See other Parts and/or Net Items

Line Total: USD 291.14

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Logout Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER (3) View Vehicle Delivery Information This screen allows GMVtS users to view the available information for the selected VIN delivered to the Service Agent For this vehicle: and the ultimate customer. Not all sections will be populated for all VINs · View Vehicle Summary - Service Contract Vehicle Information VIN. 1GNDT13S872 Model CT15506-2007 TRAILBLAZER 4WD · Branded Title Service Contract No Branded Title: No Warranty Block No. POI Status: No Warranty Block Order Type: 50 - FLEET View Vehicle Build Field Actions Q Open View Vehicle Component Summary View Vehicle Transaction History Detai) invoice information Invoicing Service Agent 119587 MORENO VALLEY CHEVROLET 12625 AUTO MALL DR MORENO VALLEY CA 92555-4408 9514853500 View Vehicle Delivery Invoice Date 04/11/2007 Information Ship to information Invoicing Service Agent 139976 AVIS R.A.C. Ship to Date N/A 230 HARBOR WY SAN FRANCISCO CA 94124-2472 Delivery Information Delivery Service Agent 119587 MORENO VALLEY CHEVROLET 12625 AUTO MALL DR MORENO VALLEY CA 92555-4408 9514853500 Delivery Date: 04/12/2007 Delivery Type: 020—DAILYRENTAL Delivery Odometer: 10 In Service Information Invoicing Service Agent. In Service Dale. N/A In Service Type 0000

Global Warranty Management: Site Map

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In Service Odometer: 0

#### Service Request Detail SR No. 71-951292195 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Account Bus. Unit BRC Last Name First Name Not Initiated Approval Area PAR Daytime # Evening # UCC Electrical - Power Door Lock Motor / Sub-Area Initiate PAR-Thermal Event Address City Kingsley Involved Dir Safety Yes State М ZipCd Con Acct Source Phone Updated 5/25/2011 03:40:50 PM Serial #/VIN 1GNDT13S962 Model Year 2006 Priority Medium License # CHEVROL Owner RANGELD Make Chevrolet Warr. Start 05/26/2006 Status Open 5/25/2011 10:57:43 AM Орелед Model TrallBlazer Mileage 75000 Sub-Status Closed Abstract (esis)PAR Electrical - Power Door Lock Motor / Switch / Wiring Customer This is a BRC Par Case, Do not assume case. Description Forward any inquiries to Daka at ext 11350

#### Pre-PAR

PAR Notifier				# People in Veh R	oad Surface	Road	Cond. Fire Report#	Police Report#
Owner	5/9/2011 08:00:00 AM	N	Ó	0 0	iled/Dirt and (	Gravel Dry	n/a	n/a
Driver Last N	aine	Driver F	First Name	Heigh	DOB	Disal	ilities	
				5'9"	_	лопе		
	ent Last Name		ce Agent First	Name Phone	: #		e Agency	
n/a		n/a				All State	insurance	
incident Loc	cust home				Incident Desc	went to get from driven	into veh.smelled like an elect side door swiich panel.flami	rical burn smell,looked around and saw flames comin as went out
Component	door switch						·	
Vehicle	cust has veh				Damage Desc	door switch	on drivers door	
Loc					Add'i info	n/a		
Emgcy Svc Names	n/a				Maiol Loc	KC'S Auto		
PAR De	tail					110 0 11010		
Collision	N Non Collision		Property N Damage	Thermal Evt	N S	pec Equip	none	
Vehicle Speed	0		Weather Condition	dear	P	rop Owner	n/a	Property n/a Type
Last Service Date			Loc Last Service			roperty ocation	n/a	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost	\$0,00		Spec Equip Installer	n/a		rop Damage escription	n/a	·
Primary Veh Use	Personal		Inspection Ti Type	hermal Event	in	spected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	switches on drivers door burn	nt			E	xplain Other	escalate to esis	• •

Report Generated for toporowm

on 5/26/2011

Page 1 of 7

# Activities

Groated 5/25/2011 03:41:04 PM Contact East Name  Comments 06 Chevrolet TrailBlazer	Greated By GARCIAJR - thermal event	ESISBIQU Contact Firs	Activity Type Escalation t Name	Activity Sub-Typo ESIS- Thermal Event Account	Status In Progress	Completed  BAC Code	Description Thermal event - ESIS
Joe G/PAR/ATX Confidential Comments							
Created 5/25/2011 12:53:39 PM Contact Last Name Comments prev sr #s associated w/r 71-612961156 unable to		RANGELD Contact Firs	Activity Typo Research Name	Activity Sub-Typo Case Update Account	Status Done	Completed 5/25/2011 01:19:16 PM BAC Code	Description 1GNDT13S962
no recalls  no prev repairs related to  Dalia Rangel/partabt  Sontidonial Comments	allegation						
Created	Created By RANGELD	Assigned To RANGELD Centage First	Activity Typo Oulbound Call Customer Name	Activity Sub-Type Made Contact Account	Status Done	Completed 5/25/2011 12:53:30 PM BAC Code	Description
Crs adv calling you back Cust adv of vin # Cust sts any recalls on this concen Crs adv no recalls on veh	n						
Dalla Rängel/parfatx Confidential Comments				<u>-</u>			

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# **Activities**

Greated 5/25/2011 1 George Lac Comments Cust sis i now have u if you can ca	vin all me back a	Created By RANGELD RANGELD	Contact Lize	Activity Type Inbound Call Customer Name	Activity Sub-Typo Voice Mail Received Account	Status Done	Completed 5/25/2011 12:52:24 PM BAC Code	Description
Dalla Range Confidential								ľ
Created 5/25/2011 1		Created By RANGELD	Assigned To RANGELD	Activity Typo Scheduled Follow-up Name	Activity Sub-Type Account	Status Scheduled Alarm	Completed  BAC Code	Description check if file has been plu by esis
THIS IS NO Confidential		CK TO CUST.DO	O NOT ADVISE	CUST OF THIS				
Greated 5/25/2011 11 Contact Last		Greated By RANGELD	Assigned To GARCIAIR Contact First	Activity Typo Notify CRM	Activity Sub-Typo Account	Status Done	Completed 5/25/2011 03:41:44 PM BAC Code	Description escalate file to esis
escalate file thermal even vin not avail					•			
Dalla Rangel Confidential				-				

Report Generated for toporowm

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# Activities

Groated 5/25/2011 11:52:18 AM	Created By RANGELD	Assigned To RANGELD	Activity Type BRC PAR	Activity Sub-Typo Business Case Account	Status Done	Completed 5/25/2011 11:52:58 AM BAC Code	Description case assessment
Comments Cust sis had thermal eve Crs escalated file to esis							ı
Dalla Rangel/pariaba Confidential Comments							l
<u>Greated</u> 5/25/2011 11:38:03 AM	Created By RANGELD	Assigned To	Research	Activity Sub-Typo	Status Done	Completed 5/25/2011 11:52:15 AM	Description vin not avail
Contact Last Name		Contact Firs	Name	Account		BAC Code	
Confidential Comments							I
Greated 5/25/2011 11:37:51 AM Contact Lost Name	Created By RANGELD	Assigned To RANGELD	Activity Type BRC PAR Name	Activity Sub-Typo Initial Contact-AVM Account	Status Dane	Completed 5/25/2011 11:51:39 AM BAC Code	Doscription called DDMACHEV Ken Wood 616- 450-8628
Crs adv ddma of cust file DDMA's cell phone numb		se only					I
Dalia Rengel/par/abt Confidential Comments							l
Greated 5/25/2011 11:37:38 AM	Created By RANGELD	Assigned To RANGELD	Activity Type BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status Done	Completed 5/25/2011 11:52:10 AM	Doscription vin not avail
Contact Last Name		Contact First	Name	Account		BAC Code	
Confidential Comments	·						

Report Generated for toporowm

on 5/26/2011

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# **Activities**

Confidential Comments

Activities							
Greated	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
5/25/2011 11:33:05 AM	RANGELD	RANGELD	BRC PAR	Initial Contact- Phone	Done	5/25/2011 11:37:36 AM	cust transferred from cac
Contact Last Name		Contact Fig	t Name	Account		BAC Code	!
Comments							•
Cust sts							
	lled like an elec	trical burn smell	looked around and saw flag	mes comino from drivers side	door swiich nane	l.Dames went out on there own	•
took veh to indep mech a	and he adv to ta	ske veh lo gm di	r due to electrical concern a	nd computer may need to be	reporg.	sacritos trotte out on a pre oni	•
has purch switch from inc	dep but switch	was not installed	l on veh	•	. •		
purch veh used does not have vin							
can call back wivin # who	en husband del	s bome					
main performed at KC's a	auto						
not sure when veh was la							
Cust sks to adv of therma	st event on veh						
will need to escalate file t	lo central claim	s depl					
someone will contact you	7-10 business	days					
Dalia Rangel/par/atx							
Confidential Comments							•
Commodition Continients							
Created	Created By	Assigned To		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 Eiro	Mame	Account		BAC Code	
Continued in Initial							
Dalla Rangel/par/atx							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
5/25/2011 11:32:12 AM	RANGELD	RANGELD	BRC PAR	Case Assigned	Ооле	5/25/2011 11:32:27 AM	Dalla Rangel x11350
Contact Last Nama		Contact First		Account		BAC Code	mond range or redu
		- 05/		AGGORIT		DAC COOR	

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# **Activities**

Created 5/25/2011 11:32:00 AM	Created By RANGELD		Activity Typo Ownership Changed	Activity Sub-Type	Status Done	Completed 5/25/2011 11:32:00 AM	Description Service Request Ownership has
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: MORENOTO TO: RANGELD
Confidential Comments							
				•			
Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
5/25/2011 11:31:48 AM	RANGELD		Ownership Changed	Ownership Escalated to BRC	Done	5/25/2011 11:31:48 AM	Ownership Escalated to BRC
Contact Lact Name		Contact Exet	Name	Account		RAC Code	
Comments							
Confidential Comments					`		

Report Generated for toporowm on 5/26/2011 Page 6 of 7

#### **Activities**

Groated 5/25/2011 10:58:52 AM	Created By Assigned To MORENOTO MORENOTO	Activity Typo Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 5/25/2011 11:15:53 AM	Description driver side door	
Contact Last Name	Contact Firs	t 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
-the fuse never blew, the fire was on the inside on the door
-there was smoke and a flame
-I just glad wa were not inside the car
-I have a 18 month old
-It was the drivers side door
Original owner? No
Where purchased? Chevrolet dir
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 repair? we have to replace the switch it was about \$300 and the guy told us that we have to take the veh to GM dir
Estimated cost of the repair? we have to replace the switch it was about \$300 and the guy told us that we have to take the veh to GM dir

Toans Moreno/CAC/ATX/T1/LVL 1

Confidential Comments

### **UCC Information**

UCC Codo Symptom Description N42 Inoperative Electrical - Pow	er Doar Lock Motor / Switch / Wiring
------------------------------------------------------------------	--------------------------------------

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E Logout

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Global Warranty Management: Main > In	ler
INTERFACE WITH CUSTOMER	

May 26, 2011

lace With Customer » View Vehicle Summary

# View Vehicle Summary

②

This screen allows GMVIS users to view the Summary of Vehicle Information, Freid 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 1GNDT13S96 Service Contract No

Branded Title No.

Model CT15508-2006 TRAILBLAZER 4WD

Warranty Block: No

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### Branded Title

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

Vehicle has no current record of branded titles.

### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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

OnStar Equipped Y XM Equipped Y

XM Radio ID U6CUH00D

OnStor Status Inactive XM Status Inactive

DMN Enabled N

#### Applicable Warranties

OnStar Vehicle Diagnostics N

Valid warranties are highlighted

Valid	Description	Warrenty Add Date	Start Date	Effective Odometer	End Date	End Odomeler
	Corrosion Limited Warranty	05/18/2011	05/26/2006	420 MI	05/26/2012	100,420 MI
	Emission Select Component Ltd Why	05/18/2011	05/26/2006	420 MI	05/28/2014	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

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

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

Service Contract

Vehicle has no current record of service contracts.

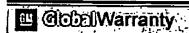
Job Card	Job Card	Transaction	Transaction		Odometer
Date	Number	Туре	Adjustment	Labour Operation	Reading
03/20/2008	315408	ZREGRegular Vehicle Transaction		Z7903 - 3-DAY COURTESY TRANSPORTATION	36,814 MI
03/20/2008	315408	ZREG—Regular Vehicle Transaction		N8800 - Brake System/Traction Control Wiring and/or Connector Repair or Replacement	36,814 MI
03/20/2008	315408	ZREGRegular Vehicle Transaction		T2020 - Towing	36,814 MI
03/14/2008	315222	ZREGRegular Vehicle Transaction		N2833 - Exterior Lighting Relay Replacement	35,972 MI
D3/14/2008	315222	ZREGRegular Vehicle Transaction		Z5000 - DEALER/RETAILER TRADE(PART OBTAINED LOCALLY)	35,972 MI
02/19/2008	314274	ZREGRegular Vehicle Transaction		J9991 - Customer Concern Not Duplicated - Engine Mechanical	35,214 MI
02/19/2008	314274	ZREGRegular Vehicle Transaction		J0667 - Drive Belt Replacement - Accessory	35,214 Mi
01/18/2008	313101	ZREGRegular Vehicle Transaction		J5490 - Throitle Body Assembly Replacement	34,098 MI
12/11/2007	311703	ZREGRegular Vehicle Transaction		J8354 - Powertrain Control Module Engine Reprogramming with SPS	33,333 MI
10/03/2007	309104	ZREGRegular 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 MJ
9/24/2007	308762	ZREGRegular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	29,533 MI
13/20/2006	A02593	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	o MI

Global Warranty Management: Site Map

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E 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 1GNDT13596: Service Contract No

Branded Tille No

Warrenty Block, No.

Model CT15506-2008 TRAILBLAZER 4WD

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions. O Open

#### Vehicle Build

Model CT15508-2006 TRAILBLAZER 4WD

Grass Vehicle Weight: 2,811

Order Number: JWKN08 Build Date 03/20/2006

**Build Plant 2-**

#### Service

For this vehicle:

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

#### **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

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

**1SZ - PREFERRED EQUIPMENT** 

SAVINGS

28H - LIGHT GRAY

281 - INT TRIM LT GRAY/DK GRAY 8HP - SUSPENSION **7HP - SUSPENSION 6NT - SUSPENSION** 

9N5 - SUSPENSION

AJ1 - TINTED GLASS

AK5 - DRIVER & RIGHT FRONT

ALO - SENSOR INF RESTR, CHILD DETECT

PASSENGER AIR BAG

AR9 - FRT BUCKET SEAT, DELUXE

AM9 - SPLIT FOLDING REAR

SEAT BACK

LOCK

AUD - KEYLESS REMOTE DOOR AXP - MPV VIN IDENT POSITION

830 - CARPETING, COLOR-

KEYED

832 - FLOOR MATS, FRONT AND REAR

**B33 - REAR COLOR KEYED** 

FLOOR MATS

866 - MOLDING B/S COLOR

**BVE - RUNNING BOARDS** C5N - GVW RATING - 5750 LBS C49 - REAR WINDOW DEFOGGER

**CJ3 - CLIMATE CONTROL** 

**CF5 - ELECTRIC SUNROOF** 

DK7 - OVERHEAD CONSOLE

DAY - ASSEMBLY PLANT MORAINE, OHIO **DNR - DEALER INSTALLED EQUIPMENT** 

**DP2 - POWER OSRV MIRRORS** 

**DT4 - ASHTRAY AND LIGHTER** 

EVA - EVAP EMISSION

FE9 - FEDERAL EMISSIONS

REQUIREMENT

G80 - LOCKING DIFFERENTIAL-REAR AXLE

**GUB - REAR AXLE 3.42 RATIO** 

JF8 - BRAKE VAC POWER, 4 WHL JJB - PT DRESS SUBASSY NOT INSTALLED DISC

K18 - ELECTRIC AIR INJECTION

SYSTEM

K34 - CRUISE CONTROL

KG4 - GENERATOR 150 AMP

M30 - 4-SPD AUTO TRANS

LL8 - VORTEC 4200 SFI 16 N40 - POWER STEERING

WOVERDRIVE AND **ELECTRONIC CONTROL** 

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

QNG - P235/75R16 ALL SEASON R6P - PREMIUM PAINT

**WOL TIRES** 

QC3 - ALUMINUM WHEELS

R9Z - POMS EXPEDITE-SOLD ORDERS/TSE

SLM - STOCK ORDERS

**T61 - DAYTIME RUNNING LIGHTS** 

T98 - STAMPING VEHICLE IDENT TB4 - LIFTGATE

NUMBER

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

**U73 - FIXED MAST ANTENNA** 

MONTHS INCL.

UAS - THEFT DETERRENT ALARM UCS - AM/FM RADIO, RDS, 6 DISC CHANGER, (REPLACES STD/OPT PKG RADIO)

SYSTEM UE1 - ONSTAR SERVICE:

INCLUDES 1 YEAR SAFE &

UQA - BOSE PREMIUM SOUND SYSTEM

SOUND PLAN

UY7 - TRAILER WIRING HARNESS V1K - LUGGAGE RACK CROSS-BARS

V73 - STATEMENT OF VEHICLE V76 - RECOVERY HOOKS

CERT.-U.S. /CANADA

VHS - TRAILER HITCH RECEIVER VXS - COMPLETE VEHICLE LABEL COVER ***DEALER INSTALLED***

X88 - CHEVROLET CONVERSION YO3 - BASE EQUIP FOR SCH GVW PL-FT AX

YD6 - BASE REAR SPRING

YD5 - BASE FRONT SPRING ZNF - TIRE, FULL SIZE SPARE

ZW7 - PREMIUM RIDE SUSPENSION

ZY1 - SOLID PAINT

**Added Option Codes** 

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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E Logout

@1001 Warranty

May 26 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

0

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: Service Contract No.

Branded Title No.

Warranty Block, No.

Model. CT15506-2006 TRAILBLAZER 4WD

PDI Status No

Field Actions 0 Open

Order Type: 70 - RETAIL - STOCK

**Vehicle Component** 

Component Code 10-ENGINE ASSEMBLY

Source Plant: V-CPC FLINT, MICHIGAN

Date Scanned 03/17/2008

Traceability, 603090259 Part / Number Broadcast, NFS

Time Scanned 21:36:00 Scan Station 01

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW, MI

Date Scanned 03/17/2006

Traceability: 007470656 Part / Number Broadcast XVVM

Time Scanned 22:02:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 03/17/2008

Traceability: 08J596909

Part / Number Broadcast: FK

Time Scanned: 21:48:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 03/17/2005

Traceability 43715373 Part / Number Broadcast: 6TDD

> Типе Scanned. 21:44:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

HUB ASSEMBLIES

Source Plant G-

Traceability 3DV23496

Part / Number Broadcast UK2

Date Scanned 03/17/2005 Time Scanned 22:25:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 03/17/2006

Traceability 067093822

Part / Number Broadcast AA4

Time Scanned 21:31:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Tracesbuty 00294792

Part / Number Broadcast

Date Scanned 03/19/2006

Time Scanned 23:04:00 Scan Station:

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned. 03/20/2006

Traceability 1GRPQUP Part / Number Broadcast. 2395

Time Scanned: 01:24:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 03/17/2006

Traceability, 5AABR42

Part / Number Broadcast 5521

Time Scanned 21:56:00

Scan Station 04

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned 03/08/2006

Traceability 1501142

Part / Number Broadcast 12Z

Time Scanned, 00:03:00 Scan Station,

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability 2207279

For this vehicle:

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

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: -

Traceability: 2208295 Part / Number Broadcast: 1PT

Date Scanned: 03/13/2006

Time Scanned 19:32:00 Scan Station:

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

Source Plant: -

Traceability: 2205654 Part / Number Broadcast, 1PH

Date Scanned: 03/14/2006

Time Scanned: 04:21:00 Scan Station;

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

Traceability: 2210966

Source Plant: -

Part / Number Broadcast: 1GB

Date Scanned: 03/17/2006

Time Scanned: 19:42:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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May 26, 2011

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

View Vehicle Transaction History Detail

3

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

Vehicle information

VIN 1GNDT13\$962 Service Contract No

Branded Title No

Warranty Block No.

Model CT15506-2006 TRAILBLAZER 4WD

Order Type. 70 - RETAIL - STOCK

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

PDI Status No

Job Card Date: 03/20/2008

Repair Service Agent: 112930 BARRY BUNKER CHEVROLET, INC.

1307 N WABASH AVE MARION IN 46952-1805

7656841275

Job Card Number: 315408

Odometer Reading 35,814 M! Authorization Code GA

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 27903-3-DAY COURTESY TRANSPORTATION

Causel Part Number

-- See other Paris and/or Net Items

Job Card Date: 03/20/2008

Repair Service Agent: 112930 BARRY BUNKER CHEVROLET, INC.

1307 N WABASH AVE MARION IN 46952-1805

7656641275

Job Card Number: 315408

Odometer Reading 36,814 Mi Authorization Code EA

**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 N6600-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 BARRY SUNKER CHEVROLET, INC.

Odometer Reading 35,814 MI Authorization Code A

For this vehicle:

- View Vehicle Summary
  - Service Contract

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

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 BARRY BUNKER CHEVROLET, INC. 1307 N WABASH AVE MARION IN 48952-1805

Odometer Reading 35,972 MI Authorization Code

7656841275
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

Repair Service Agent. 112930 BARRY BUNKER CHEVROLET, INC.

BARRY BUNKER CHEVROR 1307 N WABASH AVE MARION IN 48952-1805 7656641275 Job Card Number: 315222

Odometer Reading. 35,972 Mt Authorzation Code

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 BARRY BUNKER CHEVROLET, INC.

Odometer Reading 35,214 MI Authorization Code 8 1307 N WABASH AVE MARION IN 46952-1805 7656841275

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

Lebour 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 Odometer Reading 35,214 MI

MARION IN 46952-1805

7656641275

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 J0687-Drive Belt Replacement - Accessory

Causai Parl Number

·· See other Parts and/or Net Items

Job Card Date: 01/18/2008

Repair Service Agent 112930 BARRY BUNKER CHEVROLET, INC. 1307 N WABASH AVE MARION IN 48952-1805

7656841275

Job Card Number: 313101

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 J5490-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

Odometer Reading 33,333 MI Authorization Code

MARION IN 46952-1805

#### 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: 309104

Repair Service Agent 112930 BARRY BUNKER CHEVROLET, INC. 1307 N WABASH AVE

Odometer Reading 30,048 MJ

MARION IN 46952-1805

7658641275

Authorization Code. G

**Process Date** 10/26/2007

Transaction Type
ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code: 0000-Converted Cleim

Job Card Line #: 2

Transaction Adjustment:

Cause Code. 0000-Converted Cigims

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 BARRY BUNKER CHEVROLET, INC. 1307 N WABASH AVE MARION IN 48952-1805

Odometer Reading: 30,048 MI Authorization Code P

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

Odometer Reading. 29,533 MI Authorization Code:

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 BARRY BUNKER CHEVROLET, INC. 1307 N WABASH AVE MARION IN 48952-1805

Odometer Reading, 0 MI Authorization Code

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

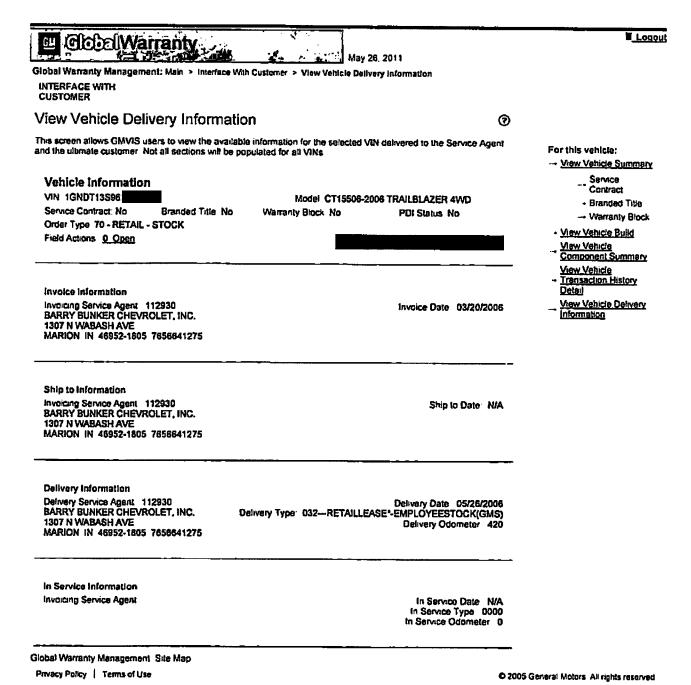
Labour Op 27000-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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

**Bryan Schwartz** Claims Administrator

June 20, 2011

Kingsley, MI

RE:

Claimant:

72

Our File No.:

728499

Our Client:

General Motors LLC

Date/Event:

5/9/11

Subject vehicle:

2006 Chevrolet Trailblazer

VIN:

1GNDT13S962

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 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

Claims Administrator

Bryan Schwartz

#### Service Request Detail SR No. 71-956960896 Ref No. No Goodwill Offered BRC Type PAR Goodwill 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 State M ZipCd Con Acct Source Phone Updated B/14/2011 12:48:40 PM Serial #/VIN 1GNDT135172 Model Year 2007 Priority Medium License # AMSTUTST Owner Make Chavrolet Status Warr. Start 12/18/2006 Open 6/13/2011 12:43:18 PM Opened Model TrallBlazer 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		Injuries	# Other Veh	#Pe	ople in Veh. Ro	ad Surfac	e Roac	Cand. Fire Report#	Police	Report#
Owner	5/13/2011 12:56:48 PM	N	0		O As	phalt	Dry	n/a	n/a	
Driver Last N	ame		First Name		Height	DO		hilities	_	
n/a		no driv						river at time of incident		
	ent Last Name		nce Agent Fire	i Name	B Phone	#		се Адвису		
unk		unk					State Fa	um		
Incident Loc	cust residence					Incident Desc	and opened	d the door, the wires in t	he sun visor had meked and th	moked up and exploded, I went e pastic had melted and the
Component	electrical						dash had b	umed up, the buttons or	n the drivers door were melted,	l opned the hood and
Vehicle	dir					Damage Desc	e smoke dan	nage, wiring, plastic, con	sole, front console	
Loc						Add'i ini	fo incident oc	cured sometime in May,	dale unk	
Emgcy Svc Names	n/a					Maint Le	oc dir			
PAR De	tail								· · · · · · · · · · · · · · · · · · ·	····
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			Loc Last				Property		Prop.Est.	\$0.00
Date			Service				Location		Repair Cost	
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a			Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	Thema	al Event		Inspected By	inspection Not Perfor	med Inspection Date/Time	
Veh Damage Description	smoke damage, wiring, plastik	c, console,	, front console				Explain Other	sent to ESIS, no rep o	ast	

Report Generated for toporowm

on 6/14/2011

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# **Activities**

	GARCIAJR	ESISBIQU	Activity Type Escalation	Activity Sub-Typo ESIS- Thermal Event	Status In Progress	Completed	Description Thermal event - ESIS
ntact Last Name		Contact Firs	t Name	Account		BAC Code	
mments							ſ
Chevrolet TrailBlazer	- thermal event						•
e G/PAR/ATX					_		
onfidential Comments					·		
reated	Crealed By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
13/2011 01:26:24 PM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Ala	****	check for ESIS pick up
ontant Last Name	-	Contact Firs	Name	Account		BAC Code	
ennagues neck for ESIS pick up							
• •							
tacy/ATX/PAR							
	PALL DACK D	O NOT ADVICU	ST OF THIS SCHED ACT	TIVITY, DIRECT ALL INQUIRIE	S TO OCRS STAC'	YAMSTUTZ @ X41022	
	WILL DHON, DI	011011721 00		,,,,,			1
	CALL BACK, DI						
onfidential Comments		•		Activity Sub-Type	Status	Completed	Description
onfidential Comments	Created By	•	Activity Type Notify CRM			Completed 8/14/2011 12:48:47 PM	Description thermal event
onfidential Comments roated 13/2011 01:26:04 PM	Created By	Assigned To	Activity Type Notify CRM		Status	Completed	
roated 13/2011 01:26:04 PM ontact Last Name	Created By AMSTUTST	Assigned To GARCIAJR Contact Firs	Activity Typo Notify CRM it Name	Activity Sub-Typa	Status Done	Completed 8/14/2011 12:48:47 PM BAC Code	
roated 13/2011 01:25:04 PM ontact Last Name omments th had a thermal event	Created By AMSTUTST	Assigned To GARCIAJR Contact Firs	Activity Typo Notify CRM it Name	Activity Sub-Type	Status Done	Completed 8/14/2011 12:48:47 PM BAC Code	
onlideutial Comments reated 13/2011 01:26:04 PM ontact t ast Name omments th had a thermal event	Created By AMSTUTST	Assigned To GARCIAJR Contact Firs	Activity Typo Notify CRM it Name	Activity Sub-Typa	Status Done	Completed 8/14/2011 12:48:47 PM BAC Code	
roated 13/2011 01:26:04 PM ontact Last Name omments th had a thermal event onfidential Comments	Created By AMSTUTST	Assigned To GARCIAJR Contact Fire cal system while	Activity Typo Notify CRM it Name	Activity Sub-Typa	Status Done	Completed 8/14/2011 12:48:47 PM BAC Code  Lunk, no property damage  Completed	thermal event  Description
onfidential Comments reated 13/2011 01:25:04 PM ontact Last Name omments th had a thermal event onfidential Comments	Created By AMSTUTST  from the electric	Assigned To GARCIAJR Contact Fire cal system while	Activity Typo Notify CRM it Name a parked and turned off or Activity Typo	Activity Sub-Typo Account remight, no injuries, insurance i	Status Done involvement - exten	Completed 8/14/2011 12:48:47 PM BAC Code I unk, no property damage Completed 6/13/2011-01:26:00 PM	thermal event
onfidential Comments reated 13/2011 01:26:04 PM ontact Last Name omments sh had a thermal event onfidential Comments reated 13/2011-01:24:50 PM	Created By AMSTUTST  from the electric	Assigned To GARCIAIR Contact Firs cal system while Assigned To	Activity Typo Notify CRM it Name a parked and turned off or Activity Type BRO-PAR	Activity Sub-Typo  Account  remight, no injuries, insurance i	Status Done Involvement - exten	Completed 8/14/2011 12:48:47 PM BAC Code  Lunk, no property damage  Completed	thermal event  Description
onfidential Comments reated 13/2011 01:25:04 PM ontact Last Name omments th had a thermal event onfidential Comments reated 13/2011 01:24:50 PM ontact Last Name	Created By AMSTUTST  from the electri  Created By AMSTUTST	Assigned To GARCIAIR Contact Firs cal system while Assigned To AMSTUTST— Contact Firs	Activity Type Notify CRM it Name e parked and turned off or Activity Type BRO-PAR	Activity Sub-Type  Account  remight, no injuries, insurance i  Activity Sub-Type  Business-Gese  Account	Status Done Involvement - exten	Completed 8/14/2011 12:48:47 PM BAC Code It unk, no property damage Completed 6/13/2011-01:26:00 PM— BAC Code	thermal event  Description
onfidential Comments reated 13/2011 01:26:04 PM ontact Last Name omments th had a thermal event onfidential Comments reated 13/2011 01:24:50 PM ontact Last Name	Created By AMSTUTST  from the electri  Created By AMSTUTST	Assigned To GARCIAIR Contact Firs cal system while Assigned To AMSTUTST— Contact Firs	Activity Type Notify CRM it Name e parked and turned off or Activity Type BRO-PAR	Activity Sub-Typo  Account  remight, no injuries, insurance i  Activity Sub-Typo  Business-Gase	Status Done Involvement - exten	Completed 8/14/2011 12:48:47 PM BAC Code It unk, no property damage Completed 6/13/2011-01:26:00 PM— BAC Code	thermal event  Description

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on 6/14/2011

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscription
6/13/2011 01:11:25 PM	AMSTUTST	<b>AMSTUTST</b>	BRC PAR	Initial Contact- AVM	Done	6/13/2011 01:23:34 PM	called DDMA Chev Douglas Campbell
Contact Last Name		Contact Fire	l Name	Account		8AC Code	

### DDMA Chev Douglas Campbell

CRS adv. calling concerning cust, to adv that file has been recieved 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, pis feel free to give me a call, 1-868-790-5700 x41022
SR# 71-956960398
last 8 of VIN: 72
George Matick Chev

Stacy/ATX/PAR Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	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	<b>@</b>
Annual Land Blocan		Cantant Firs	t Name	Account		BAC Code	ļ———	
							•	
сопшень							B	
CRS spoke with: Svc Mg	ır John Peters \	ΛM						
CRS adv: calling on veh	with thermal ev	ent nossibly from	n electrical, any info	on vehfincident?				
Insurance involvement?	file will be going	to central claim	s for further handling					
left SR# and CRS# and I	ast 8 of VIN							
Stacy/ATX/PAR								
							•	
Confidential Comments								

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### **Activities**

Greated 6/13/2011 01:10:40 PM	Created By AMSTUTST	Assigned To AMSTUTST	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Phone	Status Done	Completed 6/13/2011 01:14:35 PM	Description selled
Contact Last Name		Contact Firs	Name	Account		BAC Code	requests to please call his wife Arlene to make further decisions as he has Parkinson's Disease
cust sts: went out to get i melted and the pastic ha	d melted and th	e dash had burn	ed up, the buttons or	oked up and exploded, I went and open the drivers door were melted, I opnue weh clearly had a thermal event, p	ed the hood and	disconnected the battery just	•

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 the within 7-10 business days

Stacy/ATX/PAR Confidential Comments

Contact Last Name Account BAC Code  Comments	Greated By 6/13/2011 01:10:29 PM AMSTUTST	Assigned To Activity Type  AMSTUTST SRC PAR	Activity Sub-Typo Acknowledgement	Status Done	6/13/2011 01:11:35 PM	Description see initial
	Contact Last Name	Contact First Name	Account		BAC Code	
	Comments					
	Confidential Comments					· 1

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/13/2011 01:10:23 PM	AMSTUTST	AMSTUTST	Research		Done	5/13/2011 01:12:41 PM	Research 1GNDT13\$172
Contact Last Name		Contact Firs	t Name	Account		BAC Code	<u> </u>
							_
Comments				<u></u>			
71_807835504 - fuel gen	40 400A0M 0B	day bee fare					

no recalls

no related repairs

Stacy/ATX/PAR Confidential Comment

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# **Activities**

Greated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
V13/2011 01:10:06 PM	AMSTUTST	AMSTUTST	BRC PAR	Case Assigned	Done	6/13/2011 01:11:32 PM	File assigned to Stacy Amstutz @
onlact Last Name		Contact First	Name	Account	-	BAC Code	x41022
JOHNSON EDGE (1901)							
Comments							
							1
Confidential Comments							
							A - 11-11-1
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
B/13/2011 01:09:59 PM	AMSTUTST	AMSTUTST	Ownership Changed	Ownership Escalated to	Don <del>e</del>	6/13/2011 01:09:59 PM	Ownership Escalated to BRC
			· · · · · · · · · · · · · · · · · · ·	BRC		BAC Code	1
Contact Last Name		Contact Firs	Name	Account		ano ocac	
							İ
Comments							•
Confidential Comments						كنس والمان	
Consideratal Comments							
				A M D. C. L. Turn	Status	Completed	Description
Created	Created By	Assigned To		Activity Sub-Type	Done	6/13/2011 01:09:59 PM	Service Request Ownership has
6/13/2011 01:09:59 PM	AMSTUTST	AMSTUTST	Ownership Changed		Dolla	BAC Code	changed FROM: RODRIGG2 TO
Contact Last Name		Contact Firs	l Name	Account		BAC COOR	AMSTUTST
							1
Comments					·		
							1
Confidential Comments							

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on 6/14/2011

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# **Activities**

Greated By Assigned To Activity Type 8/13/2011 12:44:48 PM RODRIGG2 RODRIGG2 Inbound Call Customer Activity Sub-Typo Complex Request Completed 6/13/2011 12:53:03 PM Status Description Done veh caught fire BAC Code Contact First Name Account etayt Last Non

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 Ivi 0 Confidential Comments

### **UCC Information**

UCC Codo N01 Symptom Thermal Event Description Electrical - General

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on 6/14/2011

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Logout

@ @obelWarran	Y		June 1	4. 2011	
Global Warranty Management: Main INTERFACE WITH CUSTOMER	> Interface With Cui	stomer > Vlaw	r Velticle Sumn	nary	
View Vehicle Summar	ļ				<b>②</b>
This screen allows IVH users to view Applicable Warrenties, Transaction F and OnStar and XM Radio information	istory, Service Cont				
Vehicle Information VIN 1GNDT13S172 Service Contract: No Order Type: 81 - DEALER USED Field Actions: 0 Open	Pranded Tille No CAR (CVMS USE)		lodel CT1550 anty Block No	6-2007 TRAILBLA PDI Sta	
Required Field Actions			C	pen field actions a	are highlighted
Vehicle has no current record	of required field ac	lions.			
Branded Title The VIN information contained he Company and is to be used only to purpose whatsoever Vehicle has no current record	r the purpose of wa	denved there	afrom is the pn lion and shall	oprietary property not be used for an	of The Polk y olher
ABINDIA 1172 NO PRIMATE LAFOLO	o, viditato dinas.				
Warranty Block					· · · · · · · · · · · · · · · · · · ·
Vehicle has no current record	of warranty block.				
Service Information					
Vehicle has no current record	of outstanding ser	vice informa	lion.		
OnStar and XM Satellite Refer to Help page for details. contact 877.GET.XMST (877.4:	For OnStar contac		AR1 (888.667.		Radio
OnStar Equipped Y XM Equipped Y OnStar Vehicle Diagnostics N	XM Rad	dio ID JNOCC	Q083	XM	Status Active
Applicable Warranties	<del>-</del>			Valid warranties	are highlichted
Valid Description	Warranty Add	Start	Effective Odometer	End	End Odometer
Bumper to Sumper	Date 08/03/2011	Date 11/23/2007	7 Mi	Date 11/23/2010	36,007 MI
Limited Warranty Corresion Limited Warranty	08/03/2011	11/23/2007	7 MI	11/23/2013	100,007 MI
Emission Select Component Ltd 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

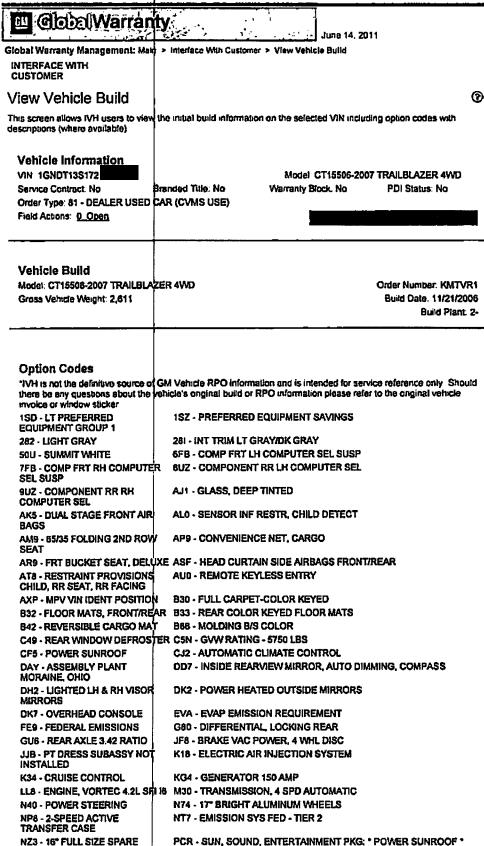
Cer	tified Used Lin Warrenty	nitied	06/03/2011	11/23/2007	7 Mi 92/23/2011	39,007 MI
Service Co	ontract					
Vehicle has	no current re	cord	of service contra	cts.		
Transactio	on History					View Details
Transaction Job Card Date	on <b>History</b> Job Card Number	Tes	neaction Type	Transaction Adjustment	Labour Operation	<u>View Details</u> Odometer Reading
Job Card	Job Card	Z	neaction Type REGRegular Icia Transaction		Labour Operation N0110 - Battery Replacement	Odometer

Global Warranty Management: Site Map

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Logout



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

WHEEL

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)

PDC - PWR SEAT ADJUST-

DRIVER, 5 WAY

R6K - ONSTAR TURN-BY-TURN

NAVIG AVAIL

**R9N - LEATHER SEAT TRIM** 

STW - LEATHER WRAPPED STG WHL W/CONTR

**T95 - FOG LAMPS** TB4 - LIFTGATE

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

MONTHS INCL.

U73 - FIXED MAST ANTENNA

UC6 · AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM

(REPLACES STD/OPT PKG RADIO)

UG1 - UNIVERSAL HOME REMOTE UJ6 - TIRE PRESSURE MONITOR

CONTROLS

V40 - PWR SEAT ADJ-

PASSENGER, 8 WAY POWER LUMBAR, FRONT PASSENGER

VXS - COMPLETE VEHICLE LABEL X88 - CHEVROLET CONVERSION

YC5 - LT DECOR **YD5 - BASE FRONT SPRING** 

ZNF - SPARE, ALL-SEASON TIRE

ZW7 - PREMIUM RIDE SUSPENSION

QTR - WOL ON/OFF ROAD TIRES

R6P - SPECIAL PAINT

SLM - STOCK ORDERS

**T61 - DAYTIME RUNNING LIGHTS** 

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

**U88 - DRIVER INFO CENTER DISPLAY** 

**UAG - THEFT DETERRENT ALARM SYSTEM** 

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

TURN UPGRADE)

UK6 - REAR SEAT RADIO & HVAC UQA - AUDIO SYSTEM-BOSE PREM. SOUND

UY7 - TRAILER WIRING HARNESS VIK - LUGGAGE RACK CROSS-BARS

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

YD3 - BASE AXLE

**YD6 - BASE REAR SPRING** 

ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS.

LEATHER STRG WHL WICONTL

ZY1 - SOLID PAINT

**Added Option Codes** 

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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<u>Loqout</u>

প্রতিগ্রি Warrant 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 Model CT15506-2007 TRAILBLAZER 4WD VIN. 1GNDT13S172 PDI Status. No Branded Title, No. Warranty Block No. Service Contract. No Order Type: 81 - DEALER USED CAR (CVMS USE) Field Actions: D. Open Vehicle Component Component Code: 10-ENGINE ASSEMBLY Trecesbility 611140358 Source Plant V-CPC FLINT, MICHIGAN Part / Number Broadcast. NAX Time Scanned 19:26:00 Scan Station: 01 Date Scanned: 11/20/2005 Component Code 35-STEERING COLUMN - SIR SYSTEM Traceability 000463196 Source Plant: S-SAGINAW DIVIS ON SAGINAW, MI Part / Number Broadcast A2C Time Scanned 19:59:00 Scan Station. 05 Date Scanned 11/20/2008 Traceability: 0BM380261 Component Code. 60-TRANSFER CASE (4 WHEEL DRIVE) Part / Number Broadcast: FK Source Plant N-Time Scanned 19:41:00 Scan Station: 03 Date Scanned: 11/20/2006 Component Code. 61-TRANSMISSION Traceability 44838449 Source Plant Y-HYDRAMATIC TOLEDO, OHIO Part / Number Broadcast 7TDD Time Scanned: 19:38:00 Scan Station: 02 Date Scanned: 11/20/2005 Traceability. G1G02596 Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT **HUB ASSEMBLIES** Part / Number Broadcast Source Plant. G-Time Scanned 20:47:00 Scan Station: Date Scanned, 11/20/2006 Traceability: 310144534 Component Code 65-REAR AXLE ASSEMBLY Source Plant C-SAGINAW BUFFALO, NEW YORK Part / Number Broadcast AA4 Time Scanned 19:57:00 Scan Station: 11 Date Scanned 11/20/2008 Component Code 92-BRAKE PRESSURE MODULATOR VALVE Traceability 00049729 **ASSEMBLY** Source Plant: K-KELSEY-HAYES JASPER, INDIANA Part / Number Broadcast 3172 Time Scanned 21:46:00 Scan Station Date Scanned: 11/20/2006 Component Code AB-IR-MODULE ASM-INFLATOR Traceability 1GZT11T Source Plant Q-RIMIR MATAMORS MEXICO Part / Number Broadcast 2395 Time Scanned: 23:42:00 Scan Station 06 Date Scanned: 11/20/2008 Component Code. AL-IR-MODULE ASM-I/P Traceability 5ABOT53 Source Plant M-MORTON-THIOKOL Part / Number Broadcast: 5521 Scan Station, 04 Date Scanned. 11/20/2006 Time Scanned: 19:51:00

For this volucie:

- 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

Component Code: AP-RH SIDE MPACT AIRBAG MODULE

Component Code: AQ-LH SIDE MPACT AIRBAG MODULE

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned: 11/20/2008

Traceability 5F08774

Traceability: 5F087VS

Time Scanned 19:59:00 Scan Station: 16

Part / Number Broadcast: 2261

Part / Number Broadcast 2260 Source Plant Q-RIMIR MATAMOR'S MEXICO Time Scanned: 19:58:00 Scan Station: 15 Date Scanned: 11/20/2008 Traceability 0980080 Component Code CC-SEQ NUM (FLEX) BODY ASM Part / Number Broadcast. 1ZZ Source Plant -Date Scanned: 11/10/2006 Time Scanned: 03:01:00 Scan Station: Traceability: 3092035 Component Code: CD-SEQ NUM (FLEX) BODY ASM Part / Number Broadcast: 1WW Source Plant: -Time Scanned: 07:49:00 Scan Station: Date Scanned: 11/17/2006 Component Code. CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 3091907 Part / Number Broadcast: 1PT Source Plant: -Time Scanned 23:12:00 Scan Station Date Scanned: 11/17/2006 Traceability: 3091547 Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS Part / Number Broadcast 1PH Source Plant: -Time Scanned 14:27:00 Scan Station Date Scanned 11/20/2006 Component Code. CP-SEQ NUM (FLEX) GEN ASM Traceability: 3091605 Part / Number Broadcast. 1GB Source Plant -Time Scanned: 16:04:00 Scan Station: Date Scanned: 11/20/2006 Service Agent Installed Component Vehicle has no current record of vehicle component.

1

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@ Global Warrant		June 14, 2011	E Loquut
Global Warranty Management: Main	Interface With Customer > View Vehic	clo Transaction History Detail	
INTERFACE WITH CUSTOMER			
View Vehicle Transaction	n History Detail	•	)
Vehicle Information VIN 1GNDT13S172 Service Contract: No Br Order Type: 81 - DEALER USED C/ Field Actions: 0 Open	Model anded Title: No Warranty B	CT15508-2007 TRAILBLAZER 4WD	For this vehicle:  View Vehicle Summary  Service  Contract  Branded Title  Warranty Block  View Vehicle Build  View Vehicle  Component Summary
			<u>View Vehicle</u> <u>Transaction History</u>
Job Card Date: 09/08/2008	•	Job Card Number: 078920	<u>Delail</u> View Vehicle Delivery
Repair Service Agent: 115124 WINK CHEVROLET COMPANY 10700 FORD RD DEARBORN MI 48126-3384 3135825400		Odomeler Reading: 30,818 MI Authorization Code:	Information
Process Date 09/12/2008 Transaction Type. ZREGRegular Vehicle Transaction Transaction Expense Category Warranty Customer Complaint Code 0000-Converted Ctalm Job Card Line # 1 Lebour Op N0110-Battery Replace Causal Part NumberSee other Parts and/or Net Lite	Transaction Adjustment ment	Ceuse Code: 0000-Converted Claims	
Job Card Date: 12/01/2006		ob Card Number: 787582	-
Repair Service Agent. 185940 GENERAL MOTORS COMPANY 7111 E.11 MILE ROAD WARREN MI 48092-2709		Odomater Reading 1 M Authonzation Code.	
Process Date 12/19/2008 Transaction Type: 2PDI—Pre-Delivery Inspection Transaction Expense Calegory Customer Complaint Code: 0000-Converted Claim Job Card Line #: 1 Labour Op Z7000-Pre-Delivery Ins Causal Part Number	Transaction Adjustment. pection - Base Time	Cause Code. 0000-Converted Claim	3
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ய elobalWarran			June 14, 20		■ <u>Loqout</u>
Global Warranty Management: Main	> Interface With Cu	istomer > View Vehi	icie Delivery in	formation	
INTERFACE WITH CUSTOMER					
View Vehicle Delivery I	1			•	
This screen allows IVH users to view the ultimate customer. Not all sections	the available infom will be populated	nation for the select for all VINs	ted VIN delive	ed to the Service Agent and	→ View Vehicle Summary
Vehicle Information VIN 1GNDT13S172 Service Contract. No E Order Type: 81 - DEALER USED C Field Actions: 0 Open	granded Title: No AR (CVMS USE)	Model Warranty		D7 TRAILBLAZER 4WD PDI Status. No	Service Contract
Invoice information Invoicing Service Agent 000025 USA-VSSM DETROIT MI 48265				Invoice Date: 11/22/2007	- Transaction History Detail View Vehicle Dekvery Information
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 DETROIT MI 48265		Delivery	Туре 018—8	. Dehvery Date. 11/23/2007 IUSINESS/ORGANIZATION Delivery Odometer 7	
In Service Information Invoicing Service Agent		• • • •	1	n Service Date: 12/18/2008 In Service Type. 0007 In Service Odometer: 0	
Global Warranty Management Site M			<del></del>		<del>-</del>
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#### Service Request Detail SR No. 71-974575960 Ref No. BRC Type PAR Goodwill No Goodwill Offered GW SubType Account Site Bus. Unit BRC Last Name First Name Approval Not initiated Area Evening # Daytime # UCC Sub-Area Electrical - Power Window Motor / Initiate PAR- Thermal Event Address City Muncy Involved Dir Blaise Alexander Chevrolet Buick Safety Yes State 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 Status Open 07/05/2006 8/8/2011 04:28:18 AM Make Chevrolet Warr. Start Opened Model TrailBlazer Mileage 62000 Satisfied Sub-Status Closed (ESIS 08/09) Window Switch - Thermal Event Abstract

Customer Description This is a BRC-PAR case / do not assume / forward all inquiries to Thaddeus Kinzer x41039

#### Dec DAD

Pre-PAF	₹											
PAR Notifier	Incident Date/Time		# Other Veh	# Peo	ole in Veh R			Road C			Police	Report#
Owner	8/6/2011 06:00:00 PM	N	0			rushed Ro		Wet	n/a		n/a	
Driver Last N	ame		First Name		Helgh	t Do	OB	Disabilit	es			
n/a		n/a			111							
	ent Last Name	n/a	nce Agent Fir	st Name	Phone	; #		umance / u – not inv				
n/a												
incident Loc	customers home - 200 Amber	Lane - Mi	mcy PA 1775	3		inciden Desc	apen	(R had b	en left closed) and	when they inve	stigated, the inte	the drivers window was partw erior of the vehicle smelled like
Component	drivers side window switch						smok	e - wnen	ne removed the wi	soom courtor ba	nel from the doc	r (which had been inoperative
Vehicle	with customer					Damag Desc	e driver	side w	ndow control panel	and wiring burn	bed and melted	
Loc	-					Add1 in	fo n/a					
Emgcy Svo Names	rva					Maint L	oc Inden	endent				
PAR De	tail								•			
Collision	Non Collision	Y	Property Damage	N .	Thermal Evt	Y	Spec Equ	lip 1	lone			
Vehicle Speed	0		Weather Condition	rainin	9		Prop Ow	ter i	√a		Property Type	n/a
Last Service Date			Loc Last Service				Property Location	ı	va .		Prop Est Repair Cost	
Veh Est Repair Cost	\$0.00		Spec Equip Installer	n/a			Prop Dan Descripti		<b>V</b> a			
Primary Veh Use	Personal		Inspection Type	Thermal	Event		Inspecte	í By I	nspection Not Perfo	med	inspection Date/Time	
Veh Damage Description	drivers side window control pa	ane( and v	berned gnhiv	and melt	be		Explain C	ither f	ile forwarded to ES	S		

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# Activities

	GARCIAJR	ESISBIQU	Activity Typo Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description Thermal event - ESIS
ntart Last Name		Contact Fire	st Name	Account		BAC Code	1
mments							
Chevrolet TrailBlazer	- thermal event	!					
e G/PAR/ATX							
infidential Comments							1
eated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Doscription
3/2011 10:10:45 AM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm	•	ESIS
ntact Last Name		Contact Fire	t Name	Account		BAC Cede	
mmenis							I
nfidential Comments							•
	•						
oalod	Created By		Activity Type	Activity Sub-Typo	Status	Cempleted	Doscription
/2011 09:34:22 AM	KINZERTH	GARCIAJR	Notify CRM		Done	8/9/2011 01:57:04 PM	ESIS - Thermal Event
		irs	l Name	Account	•	BAC Code	
							_
stomer claims thermal warding file to ESIS	event origination	ng from drivers	side window control switch				I
stomer claims thermal	•	ng from drivers :	side window control switch				1
stomer claims thermal rwarding file to ESIS	•	ng from drivers :	side window control switch				l I
stomer claims thermal warding file to ESIS addeus Kinzer/PAR/AI	•			Activity Sub-Typo	Status	Completed	Description ···
stomer claims thermal warding file to ESIS addeus Kinzer/PAR/AI niidential Comments	rx	Assigned To		Activity Sub-Typo Business Case	Status Done	Completed 8/8/2011 10:10:20 AM	Description Business Case
stomer claims thermal warding file to ESIS addeus Kinzer/PAR/AT niidentual Comments onted	Created By	Assigned To	Activity Typo ERC PAR				
stomer claims thermal rwarding file to ESIS addeus Kinzer/PAR/AI niidential Comments patrod /2011 09:33:56 AM ntact Last Name	Created By	Assigned To KINZERTH	Activity Typo ERC PAR	Business Case		8/8/2011 10:10:20 AM	
stomer claims thermal rwarding file to ESIS addeus Kinzer/PAR/AT niidential Comments patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral patral p	Created By KINZERTH	Assigned To KINZERTH Contact Firs	Activity Typo ERC PAR	Business Case		8/8/2011 10:10:20 AM	
stomer claims thermal rwarding file to ESIS addeus Kinzer/PAR/AT nfidential Comments cated /2011 09:33:56 AM ntact Last Name	Created By KINZERTH event originating	Assigned To KINZERTH Contact Firs	Activity Typo BRC PAR t Name	Business Case		8/8/2011 10:10:20 AM	

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on 8/10/2011

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#### Activities

Activities							
Created	Created By	Assigned To		Activity Sub-Typo	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 Firs	1 Name	Account		BAC Code	<u> </u>
							İ
Open Recalls:None Related Repairs:None Previous SRs:							
71-972047714 - CAC / c	irivers door lock	s and window or	ontrol inop - prior to inci	dent			
Thaddeus Kinzer/PAR/A	πx						
Confidential Comments							<b>I</b>
				•		,	
Created	Created By	Assigned To	Activity Typo	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 Firs	Name	Account		BAC Code	
					411.4		•
Comments	4 47 477 4 4 4 4	"					
The request number is 7 The customer's name is							
The vehicle is a (year / n		006 Chevrolet Tr	aliBlazer				
The last 8 of the VIN are		s thermal event	odalostica form drivers	side window control switch			
THE CONTOURS STREET IN	A5161140 (1881)	9 A161111111 CACHII	endurand nou nittels	OING TERMON WOULD STATE			

Thaddeus Kinzer/PAR/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
Contact Last Name		Contact Firs	Name	Account		BAC Code	not been to dealer in two years
aeumorita							
							_
Confidential Comments							

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### **Activities**

Created	Created By	Assigned To	Activity Typo	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	
oomace East Hams		Contact First	Ramo	Acadin.		BAC COUR	

- 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 smelted 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
Contact Last Name		Contact First	l Name	Account		BAC Code	acknowledgment
						_	
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 Firs	l Name	Account		BAC Code	
Comments							Į .
							_
Confidential Comments							

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# **Activities**

roated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
/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 Fire	st Name	Account		BAC Code	I
ouniments							Ī
Confidential Comments							I
reated	Created By	Assigned To		Activity Sub-Typa	Status	Completed	Description
/8/2011 09:19:32 AM	KINZERTH	KINZERTH	Ownership Changed		Done	8/8/2011 09:19:32 AM	Service Request Ownership has
ontact Last Name		Contact Fire	st Name	Account		RVC Cods	changed FROM: CAGUIALE TO: KINZERTH
ommerus							i
onfidential Comments	_						I
roated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Doscription
/8/2011 09:15:02 AM	CAGUIALE	CAGUIALE	Outbound Call Third Party	Made Contact/Engineering Own	Done	8/8/2011 09:18:32 AM	PAR X2455
ontact Last Name		Contact Firs	t Name	Account		BAC Code	i
omments							•
spoke w/ Sedius							
s sts: ransferring a cust abt d	rtvers side wind	ow switch that c	aught on fire				
AR sts; heck on file ou can transfer him ove	er'						
nn Caguiat/Survey/VM	/Email/RR/CAC	T1/MAN/Lvl1					
onfidential Comments				••			1

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# Activities

Greated 8/8/2011 09:11:52 AM Gondard Last Name Comments cra sts: -transfer to PAR X2455	Created By CAGUIALE	CAGUIALE Contact Fire	Activity Typo Outbound Call Customer t Name	Activity Sub-Typo  Account	Status Done	Completed 8/8/2011 09:17:35 AM BAC Code	Description transfer to PAR X2455
cust sts: -ok Ann Cagulat/Survey/Wilv	VEmail/RR/CAC	T1/MAN/Lvi1					
Confidential Comments							I
Created 8/8/2011 04:34:52 AM Contact Last Name	Created By CAGUIALE	Assigned To CAGUIALE  Contact First	Activity Type Scheduled Outbound Call Cust Name	Activity Sub-Typo Initial Attempt	Status Done	6/8/2011 09:18:36 AM	Doscription transfer to PAR 72455
*name: *context *context *date: 8/8/11 *lime: 8-10am *time zone: EST							
*summary: -window switch burned o -caught fire on cust drive							
*reason for call: -transfer to PAR X2455 to Confidential Comments	o have this mat	er investigated					f

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#### **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 Firs	Name	Account		BAC Code	
(Commission)							

Service Request: 71-974575960 Customer Relationship Specialist: Ann

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 concarn further. If you wish to contact me at an earlier time, you can simply reply to this message or call me at 1-868-790-5600 extension 32738. If I am not available, you can leave a message and I will get back to you with in 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.

The Chevrolet Consumer Support Team

[THREAD ID:1-G47BIA]

----Original Message----

Froi Sent: 8/6/2011 09:14:16 PM To: cac@chevrolet.com Subject: Chevrolet Vehicle Concern

<himi>
<head>
<meta http-equiv="Content-Type" content="text/html; charact=iso-8859-1" />
<titde><fitde>

</head>
<body>

/><br/>/

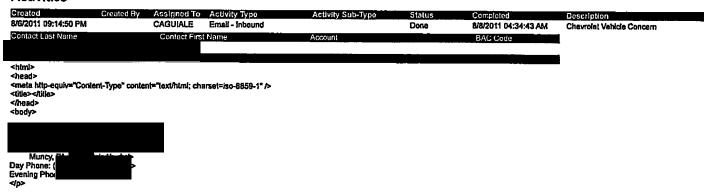
Muncy, PA
Day Phone:
Evening Phone: (5...

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### **Activities**



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

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## **UCC Information**

UCC Code Symptom N40 Thermal Event

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

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Limited Warranty Special Coverage 10054

08/05/2011

07/05/2006

**Lonout** 

**@lobalWarranty** 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 Warrantes, Transaction History, Service Contract(s) if applicable, Warranty Block, Branded Title information and OnStar and XM Radio information (if applicable) Vehicle Information VIN 1GNDT13S162 Model: CT15506-2006 TRAILBLAZER 4WD Service Contract No Branded Talle. No Warranty Block No. PDI Status No Order Type 70 - RETAIL - STOCK Field Actions: 0_Open Required Field Actions Open field actions are highlighted Vehicle has no current record of required field actions. **Branded Title** "The VIN information contained herein and information derived therefrom is the proprietary property of The Polk Company and is to be used only for the purpose of warranty verification and shall not be used for any other purpose whatsoever Vehicle has no current record of branded titles. Warranty Block Vehicle has no current record of warranty block. Service Information Vehicle has no current record of outstanding service information. OnStar and XM Satellite Radio Information Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677). OnStar Equipped Y OnStar Status: Active XM Equipped Y XM Radio ID 2BDRD54M XM Status: Active OnStar Vehicle Diagnostics Y DMN Enabled Y **Applicable Warranties** Valid warranties are highlighted Warranty Add Start Effective End End Valid Description Date Odometer Date Odometer Corresion Limited 08/05/2011 07/05/2006 07/05/2012 100.022 MI Warranty **Emission Select** 08/05/2011 07/05/2006 22 MI 07/05/2014 80,022 MI Component Ltd Wty Bumper to Bumper 08/05/2011 07/05/2006 22 MI 07/05/2009 36,022 MI

Transaction History

View Vehicle Delivery Information

Detail

22 MI

07/05/2016

120,022 MI

## Service Contract

Vahicle has no current record of service contracts.

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	16,609 MI
04/04/2008	403224	ZREG.—Regular Vehicle Transaction		E7700 - Shaft, Steering Intermediate - Replace	18,609 KI
04/04/2008	403224	ZREGRegular Vehicle Transaction		B4401 - Rear Side Door Up/Down Adjustment - Left Side	18,609 MI
04/04/2008	403224	ZREGRegular Vehicle Transaction		87010 - Emblem/Nameplate Replacement	18,609 MI
02/26/2007	362689	ZREGRegular 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	ZPDIPre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
09/12/2005	A52787	ZPDIPre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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N Logout

**Clobal Warranty** 

August 10, 2011

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

Ø

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

#### Vehicle Information

Order Type: 70 - RETAIL - STOCK

VIN 1GNDT13S162 Service Contract No.

Branded Title, No.

Model CT15508-2006 TRAILBLAZER 4WD

Warrenty Block No.

PDI Status No

Field Actions 0 Open

#### Vehicle Build

Model CT15506-2006 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number: JKST8P 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 OF WINDOW Sticker

1SE - LT PREFERRED EQUIPMENT GROUP 2 * LEATHER 1SZ - PREFERRED EQUIPMENT SAVINGS APPOINTED SEATING, 8-WAY PWR PSGR & PWR LUMBAR * LEATHER WRAPPED STEERING WHIL WIAUDIO

CONTROLS * POWER OSRY MIRRORS - HEATED * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROLS * REVERSIBLE

**CARGO MAT** 

272 - LIGHT CASHMERE/EBONY

**6HP - SUSPENSION** 

**80U - RED JEWEL TINTCOAT** 

9NS · SUSPENSION

AKS - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AMP - SPLIT FOLDING REAR SEAT BACK AUG - KEYLESS REMOTE DOOR LOCK

830 - CARPETING, COLOR-KEYED

B33 - REAR COLOR KEYED FLOOR MATS

886 - MOLDING B/S COLOR C5N - GVW RATING - 5750 LBS

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - ISRV MIRROR W/COMPASS& AUTO\DIM

**DK2 - POWER OSRV MIRROR - HEATED EVA - EVAP EMISSION REQUIREMENT** 

GT4 - REAR AXLE - 3.73 RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

**K34 - CRUISE CONTROL** 

LL6 - VORTEC 4200 SFI I6

N40 - POWER STEERING N79 - FULL SIZE SPARE

NT7 - EMISSION SYS FED - TIER 2

PDC - SEAT, 8-WAY POWER DRIVER

271 - INT TRIM CASHMERE/EBONY

7HP - SUSPENSION

8NT - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE AXP - MPV VIN IDENT POSITION

**B32 - FLOOR MATS, FRONT AND REAR B42 - REVERSIBLE CARGO MAT** 

C49 - REAR WINDOW DEFOGGER

CF5 - ELECTRIC SUNROOF

DAY - ASSEMBLY PLANT MORAINE OHIO

OH2 - LIGHTED LH & RH VISOR MIRRORS **DK7 - OVERHEAD CONSOLE** 

FE9 - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC K18 - ELECTRIC AIR INJECTION SYSTEM

KG4 - GENERATOR 150 AMP

M30 - 4-SFD AUTO TRANS W/OVERDRIVE

AND ELECTRONIC CONTROL

N75 - 17" SPORT ALUMINUM WHEELS

NP8 - 2-SPEED ACTIVE TRANSFER CASE

PCR - SUN, SOUND, ENTERTAINMENT PKG: POWER SURROOF . 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)

POF - LT PACKAGE 1 * LEATHER WRAPPED

For this vehicle:

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

STEERING WHL WAUDIO CONTROLS * RR INFORMATION CENTER - AUTO CLIMATE CONTROL

OTE - P245/85R17 ON/OFF ROAD BLACKWALL TIRES

**R9N - LEATHER SEAT TRIM** 

STW - LEATHER WRAPPED STG WHL WICONTR

**195 - FRONT FOG LAMPS** 

**TB4 - LIFTGATE** 

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

MONTHS INCL

U73 - FIXED MAST ANTENNA

UC6 - AM/FM RADIO,RDS,6 DISC CHANGER, (REPLACES

STD/OPT PKG RADIO)

UG1 - HOMELINK

**UQA - BOSE PREMIUM SOUND SYSTEM** 

V1K - LUGGAGE RACK CROSS-BARS

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

VXS - COMPLETE VEHICLE LABEL

YC5 - LT DECOR

**YD5 - BASE FRONT SPRING** 

ZQ3 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE ZW7 - PREMIUM RIDE SUSPENSION CNTR, AUTO CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL W/CONTL

ZY1 - SOLID PAINT

SEAT RADIO & HVAC CONTROLS * DRIVER

R6P - PREMIUM PAINT

SLM - STOCK ORDERS

**T81 - DAYTIME RUNNING LIGHTS** 

**198 - STAMPING VEHICLE IDENT NUMBER** 

TGA · LANGUAGE CONTROL ENG, FR, SPAN

U68 - DRIVER INFO CENTER DISPLAY

**UA6 - THEFT DETERRENT ALARM SYSTEM** 

**UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR** 

SAFE & SOUND PLAN

UK6 - REAR SEAT RADIO & HVAC CONTROLS

**UY7 - TRAILER WIRING HARNESS** 

V40 - POWER PASSENGER SEAT

**PROVISIONS** 

VK3 - LICENSE PLATE FRAME, FRONT

**X88 - CHEVROLET CONVERSION** 

YO3 - BASE EQUIP FOR SCH GVW PL-FT AX

YO6 - BASE REAR SPRING

#### Added Option Codes

~BQ -

Global Warranty Management Site Map

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**Global Warranty** 

August 10, 2011

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

INTERFACE WITH CUSTOMER

# View Vehicle Component Summary

3

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

Vehicle Information

VIN 1GNDT135162 Service Contract: No

Branded Title No.

Warranty Block No.

Model CT15506-2006 TRAILBLAZER 4WD

PDI Status No

Order Type 70 - RETAIL - STOCK

Field Actions <u>0 Open</u>

-• <u>View Vehicle Build</u> View Vehicle Component Summary Visw Vehicle

Service Contract

- Branded Title

- - Warranty Block

Transaction History

For this vehicle: View Vehicle Summary

View Vehicle Delivery Information

Vehicle Component

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

Date Scanned 09/10/2005

Traceability 509080177 Part / Number Broadcast NFS

Time Scanned 15:55:00 Scan Station 01

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

Date Scanned 09/10/2005

Traceability 002792455 Part / Number Broadcast. XWF

Time Scanned 16:45:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 09/10/2005

Traceability: 0BG994931 Part / Number Broadcast FK

Time Scanned 16:08:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 09/10/2005

Traceability 42637267 Part / Number Broadcast: 6TDD

Timo Scanned, 16:05:00 Scan Station 02

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

Source Plant G-

Traceability C2L20245 Part / Number Broadcast

Date Scanned. 09/10/2005

Time Scanned, 16:49:00 Scan Station.

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant. C-SAGINAW BUFFALO, NEW YORK

Date Scanned 09/10/2005

Traceability 237140638

Part / Number Broadcast CN7

Time Scanned 16:12:00 Scan Station, 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability 00102417

Part / Number Broadcast 3051

Date Scanned: 09/10/2005

Time Scanned 17:40:00 Scan Station:

Component Code: AB-IR-MODULE ASM-INFLATOR

Source Plant: Q-RIMIR MATAMORS MEXICO

Date Scanned 09/10/2005

Traceability 1FJW5FE Part / Number Broadcast 2395

Time Scanned 19:58:00 Scan Station 06

Component Code AL-IR-MODULE ASM-LIP

Source Plant M-MORTON-THIOKOL

Date Scanned 09/10/2005

Component Code CB-SEQ NUM (FLEX) BODY ASM

Source Plant. -

Date Sconned: 09/07/2005

Traceability: 7ZAKE10 Part / Number Broadcast: 0900

Time Scanned 16:38:00 Scan Station 04

Traceability 0400911

Part / Number Broadcast 1ZZ

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 2055635 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: -

Traceability: 2054225 Part / Number Broadcast: 1GB

Date Scanned: 09/10/2005

Time Scanned: 13:19:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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**Global Warranty** August 10, 2011 Global Warranty Management: Mam > Interface With Customer > View Vahiole Transaction History Detail CUSTOMER View Vehicle Transaction History Detail @ This screen allows IVH users to view the available information on individual fransaction for the VIN selected Vehicle Information VIN 1GNDT13S162 Model CT15508-2006 TRAILBLAZER 4WD Service Contract: No Branded Title No. Warranty Block No. PDI Status No Order Type 70 - RETAIL - STOCK Field Actions. O Open 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 MONTOURSVILLE 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 # 1 Transaction Adjustment: Cause Code 0000-Converted Claims Labour Op 87876-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 Odometer Reading 18,609 MI **BLAISE ALEXANDER CHEVROLET BUICK** Authorization Code 933 BROAD ST MONTOURSVILLE PA 17754-2407 5703688877 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 Odometer Reading 18,609 MI

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

Odométer 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:

Labour Op B4401-Rear Side Door Up/Down Adjustment - Left Side

Causal Part Number

Cause Code: 0000-Converted Claims

Odometer Reading, 18,609 MI

Authorization Code

Job Card Number: 403224

Job Card Date: 04/04/2008

Repair Service Agent 113926

BLAISE ALEXANDER CHEVROLET BUICK 933 BROAD ST

5703688677

MONTOURSVILLE PA 17754-2407

**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: 02/26/2007

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

Job Card Number: 362669

Odometer Reading 7,000 MI **Authorization Code** 

Process Data: 05/08/2007

5703688677

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 Number: 382669

Repair Service Agent. 113926 BLAISE ALEXANDER CHEVROLET BUICK 933 BROAD ST

MONTOURSVILLE PA 17754-2407

Job Card Date: 02/26/2007

5703688677

Odometer Reading 7,056 MI Authorization Code

**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

BLAISE ALEXANDER CHEVROLET BUICK 933 BROAD ST

MONTOURSVILLE PA 17754-2407

5703688677

Odometer Reading: 3 MI Authorization Code:

Process Date 09/23/2005

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

Transaction Expense Category:

Customer Complaint Code.

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

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

BLAISE ALEXANDER CHEVROLET BUICK 933 BROAD ST

MONTOURSVILLE PA 17754-2407

5703688677

Odometer Reading 0 MI Authorization Code

Process Date 09/16/2005

Transaction Type

ZPDI---Pre-Delivery Inspection

Transaction Expense Calegory: Customer Complaint Code:

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

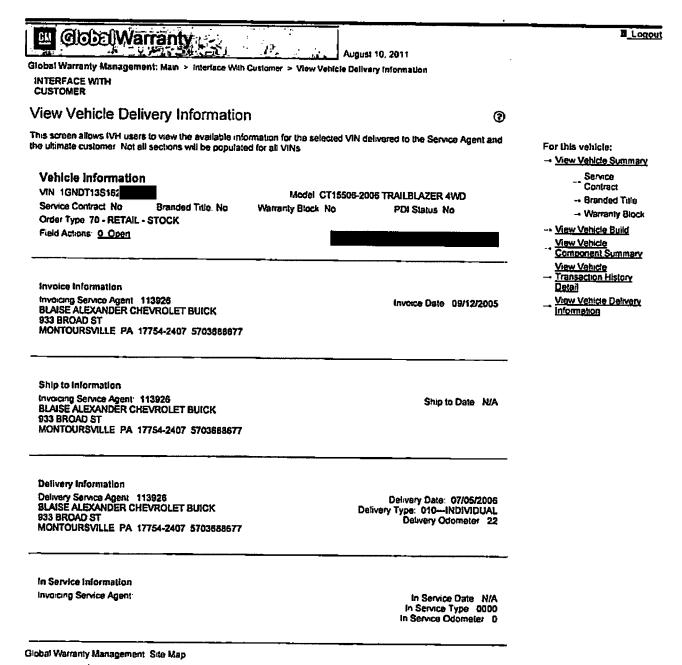
Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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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



RE: Our File No.: 732559

Our Client: General Motors LLC

Date/Event: 8/6/11

Subject vehicle: 2006 Chevrolet Trailblazer

VIN: 1GNDT13S162

Dear Mr.

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. BRC Type PAR Goodwill No Goodwill Offered Account Site GW SubType Bus, Unit BRC Last Name First Name Not Initiated PAR Approval Area Daytime # Evening # UCC Electrical - Power Door Lock Motor / Sub-Area Initiate PAR- Thermal Event Address Involved Dir City Tarpon Springs Safety State FL ZipCd Serial #/VIN 1GNDS13S27 Con Acct Updated 8/17/2011 10:50:19 AM Source Phone Model Year 2007 Medkum RJOHNS35 Priority License # Owner Open Status Make Chevrolet Warr, Start 11/30/2006 Opened 8/15/2011 02:32:08 PM TrailBlazer Model Mileage Sub-Status Dissatisfied Closed (ESIS 8/29) Electrical - Power Door Lock Motor / Switch / Wiring (Thermal Event) Abstract This is a BRC PAR File. Please do not Assume. DO NOT ADVISE. Forward all inquiries to Renea @ ext 21071

# Description Pro_PAR

Pre-PAR	•							
PAR Notifier	InoderN Date/Time		# Other Veh	# People in Veh	Road Suiface		Cond. Fire Report#	Police Report#
Relative	8/14/2011 10:00:52 AM		0	0	Concrete	Dry	uone	none
Driver Last Na	ame		First Name	Hei			illies	
no occupant		ло осс			occupant		cupant	
insurance Age unknown	ent Last Name	unknov	nce Agent Fin	st Name Pho	ne#		e Agency s Insurance	
	11				mi (			
incident Loc	driveway of	residence.		Tarpon Springs	FL Incident Desc		e noticed the incident on 8/14/ her father,s residence. The wi	11 @ 1000AM. Cust sts the veh was parked in the indows were foggy.
Component	drivers door					use the key	fob to unlack the driver door t	xxt the door did not unlock. Cust manually opened the
Vehicie	driveway of	esidence.		Farpen Springs	Damage Fl Desc	driver side	panel was burnt, controls, drive	er seat melled, smoke damage, windows
Loc			4	o.pon opinigo	Add'i Inf	o 800claim33	, preowned, father is borrowin	g Slormy's vehicle, no injuries
Emgcy Svc Names	попе				Maint Lo	oc unsure		
PAR Def	tail					<del></del>		•
Collision	Non Collision	Y	Property Damage	N Thermal E	ivt Y	Spec Equip	none	
Vehicle Speed	0		Weather Condition	Clear & Dry		Prop Owner	c√a	Property n/a Type
Last Service Date			Loc Last Service			Property Location	n/a	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost	\$0,00		Spec Equip Installer	n/a		Prop Damage Description	n/a	
rimary /eh Use	Personal		Inspection Type	Thermal Event		Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	driver side panel was burnt,	controls, dr	iver sest melt	ed, smoke damage	ewabniw,	Explain Other	Escalating to ESIS Thermal	Event

Report Generated for toporowm

on 8/17/2011

Page 1 of 6

# **Activities**

Contact Last Name  Contact First Name  Account  BAC Code  BAC Code  Contact First Name  Account  BAC Code  Contact First Name  Account  BAC Code  Description  SIS Pick Up  Contact Last Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Account  BAC Code  SIS Pick Up  Contact First Name  Contact First Name  Account  BAC Code  SIS Pick Up  Contact First Name  Contact First Name  Account  BAC Code  Description  SIS Pick Up  Contact First Name  Contact First Name  Account  BAC Code  Description  BAC Code  Contact First Name  Contact First Name  Account  BAC Code  Description  BAC Code  Contact First Name  Contact First Name  Account  BAC Code  Description  BAC Code  Contact First Name  Contact First Name  Account  BAC Code  Description  BAC Code  Contact First Name  Contact First Name  Account  BAC Code  Contact First Name  Contact First Name  Account  BAC Code  Contact First Name  Contact First Name  Account  BAC Code  Contact First Name  Contact First Name  Account  BAC Code  Contact First Name  Contact First Name  Account  BAC Code  Code  Contact First Name  Contact First Name  Contact First Name  Account  BAC Code  Code  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact First Name  Contact Firs	9/1 <i>//2</i> 011 10:50:32 AM	04501415	Assigned To		Activity Sub-Typo	Status	Completed	Description
Controlled Trailblazer - Thermal Event  See GIPARIATX  Containing pial Comments  Controlled Viscount Scheduled by Assigned To Activity Type Activity Sub-Type Status Completed Scheduled Alarm  Viscount Last Name Account BAC Code  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Status Completed Description  First Name Account BAC Code  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Controlled Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Sis Pick Up  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Scheduled Alarm  Sched		GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Every	In Progress		Thermal event - ESIS
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Report Generated for toporowm

on 8/17/2011

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#### **Activities**

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

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

Renea/PAR/ATX

Confidential Comments

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

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

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# **Activities**

Groated B/15/2011 03:10:14 PM	Created By RJOHNS36	Assigned To RJOHNS36	Activity Typo BRC PAR	Activity Sub-Type Initial Contact-AVM	Status Done	Completed 8/15/2011 03:16:51 PM	Description Called DDMA Dave Coval 813-758-
Contact Last Name		Contact Firs	t Name	Account		BAC Code	6417
							1
DDMA/RCCDMA cell ph	one number is f	or BRC use only	1				
This is Renea calling from The request number is: 1	m (he GM Prodi	uct Allegation De	ept to make you aware of a	file that was received in your ar	ea.		
The Customer's name is	i:						
The dealer involved is: n The vehicle is a: 2007 C							
With current mileage: un		12.C1					
The last 8 digits of the V		thornel over	Ma will be conding the Se	to our Central Claims dept for a	undi entine		
This message is for infor	s verside ned er mational purpo:	ses only, Howev	er if you do have any ques	lions please feel free to give me	a call. My phor	ne number is 866-790-5700 ext	
21071. Renea/PAR/ATX							
Confidential Comments							1
		•					•
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
3/15/2011 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
Contact Last Name		Contact Firs	t Name	Account		BAC Code	not been to dealer in two years
Comments							1
to Initial Contact require	d. Vehicle has	not been to deal	er in two years				
Renea/PAR/ATX			·				
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Confidential Comments					_		
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			ACTIVITY IVAG	Activity Sub-Type	Status	Completed	Description
Prested	Created By	Assigned To			Dane	8/15/2011 02:00:00 DM	Ourseathin Escalated to SDC
	Created By RJOHN\$36	RJOHNS36	Ownership Changed	Ownership Escalated to BRC	Done	8/15/2011 03:09:00 PM	Ownership Escalated to BRC
Oreated W15/2011 03:09:00 PM Contact Last Name			Ownership Changed	Ownership Escalated to	Done	8/15/2011 03:09:00 PM BAC Code	Ownership Escalated to BRC
V15/2011 03:09:00 PM		RJOHNS38	Ownership Changed	Ownership Escalated to BRC	Done		Ownership Escalated to BRC
V15/2011 03:09:00 PM		RJOHNS38	Ownership Changed	Ownership Escalated to BRC	Done		Ownership Escalated to BRC

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# **Activities**

Ors verified cust contact informat esidence. The windows were for pened the door. There was a but to third party damages were fout we you the original owner? Cust ors asked are you currently in a ors asked if cust sustained injurk ors galhered prePAR and PAR DI. RB advised custamer of require cust requested the file to be reference.	ggy. Ms uml door, and saw the ond. No injuries. at sis her father rental or loaner vehicle es? Cust ats no. betail info. Last date of do verblage as stated in red to the Central Clai	wmei ad the incident on 8/14/ attempted to use i driver side door panel, of purchased ve i7 suisservice/location and main of 1075834	Account  Cust does not have the veh mileag 11 @ 1000AM. Cust sis the veh wi the key fob to unlock the driver doc controls and driver seat melted. The sh precwned sing her vehicle sintenance location not available.	as parked in the d or but the door di	i not unlock, Cust manually	1 ————————————————————————————————————
As aling or crs verified cust contact informat estidence. The windows were for ppened the door. There was a but to third party damages were fout we you the original owner? Crs asked are you currently in a crs asked are you currently in a crs asked if cust sustained injurk crs galihered prePAR and PAR DI RS advised custamer of require cust requested the file to be refered.	tion.Cust sts she notice ggy, Ms imit odor, and saw the o ind. No injuries, at sis her father rental or loaner vehicle es? Cust ats no. letall info. Last date of ad verbiage as stated in red to the Central Cial	at the incident on 8/14/ extempted to use of driver side door panet, of the purchased very sure as a sure service/focation and main of 1075834	11 @ 1000AM. Cust sis the veh wa the key fob to unlock the driver do controls and driver seat melted. The ch precioused sing her vehicle	as parked in the d or but the door di	i not unlock, Cust manually	l
irs advised cust someone from o irs provided my contact informat		arlment will follow up w	ilih yau within 7-10 business days.			
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reated Create	d By Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/15/2011 02:52:22 PM RJOHI	NS36 RJOHNS36	BRC PAR	Acknowledgement	Done	8/15/2011 02:53:05 PM	M: (daughter) called in
ontact Last Name	Contact Fire	st Name	Account		BAC Code	
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reated Create			Activity Sub-Type	Status	Completed	Doscription
15/2011 02:50:55 PM RJOH)	NS36 RJOHNS36 Contact Fire	BRC PAR	Case Assigned	Done	8/15/2011 02:52:21 PM BAC Code	File assigned (c
MUNCLE CASE WATER	Contract ins	Name	Account		5NO 0008	J
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### **Activities**

Created	Created By		Activity Typo	Activity Sub-Typo	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
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: WILLIAB3 TO: RJOHNS36
							Nachinasa
			·				

Contidential Comments

Croated	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	

Cust Sts: 2007 Chevrolt Traiblezer
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 Codo	Symptom	Doscription
N42	Thermal Event	Electrical - Power Door Lack Motor / Switch / Wiring

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For this vahicle:

View Vehicle Summary

Service
Contract

Branded Title

Warranty Block

View Vehicle Build

View Vehicle
Component Summary

View Vehicle
Transaction History
Detail

View Vehicle Delivery Information

E Logout

<u> </u>	lobal Warrain	y		August	t 17. <b>20</b> 11	
obal Wa	ranty Management: Main	> Interface With C	ustomer > Vie		• •	
NTERFA CUSTOM	CE WITH ER					
iew V	ehicle Summary	,				•
plicable	n allows IVH users to view t Warrenties Transaction Hi r and XM Radio information	story, Service Cor				
Vehici	e Inform <u>ation</u>					
_	ND\$13577				RAILBLAZER 5	
		trile No W	farranty Block	No	PDI Status	No
	pe 50 - FLEET tions <u>0 Open</u>					
Requi	red Field Actions			o	pen field actions	are highlighted
Vehic	e has no current record a	f required field a	ctions.			_
<del> </del>	whatsoover e has no current record o	f branded titles.				
Warra	nty Block					
	s has no current record o	f warranty block	•		•	
	e information e has no current record d	f outstanding se	rvice Informa	tion.		
	r and XM Satellite R					
Venice	e has no current record o	Unstar/XM Ra	idio iniormati	on.		
Applic	able Warranties				Valid warranties	are highlighted
Valid	Description	Warrenty 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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Logout

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

3

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

Vehicle Information

VIN 1GNDS13S772 Service Contract No

Branded Title: No

Model CS15506-2007 TRAILBLAZER SUV 2WD

August 17, 2011

Title: No Warranty Block No

PDI Status No

Order Type 50 - FLEET Field Actions 0 Open

Vehicle Build

Model CS15508-2007 TRAILBLAZER SUV 2WD

Grass Vehicle Weight: 2,520

Order Number, KPBK68 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 1SZ - PREFERRED MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, EQUIPMENT SAVINGS DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT

DETERRENT SYSTEM 28H - LIGHT GRAY

49U - BORDEAUX RED METALLIC

7AB - FRONT SPRING

9UX - COMPONENT RR RH COMPUTER SEL

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 85/35 FOLDING 2ND ROW SEAT

AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

**AXP - MPV VIN IDENT POSITION** 

832 - FLOOR MATS, FRONT/REAR

886 - MOLDING B/S COLOR

C49 - REAR WINDOW DEFROSTER

**CJ3 - CLIMATE CONTROL** 

**DP2 - POWER OSRV MIRRORS** 

**EVA - EVAP EMISSION REQUIREMENT** 

FLT - FLEET PROCESSING OPTION

JF8 - BRAKE VAC POWER, 4 WHL DISC

K16 - ELECTRIC AIR INJECTION SYSTEM

281 - INT TRIM LT GRAY/DK GRAY

6AC - SUSPENSION 8UY - COMPONENT RR LH COMPUTER SEL

AJ1 - GLASS, DEEP

TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AUD - REMOTE KEYLESS ENTRY 830 - FULL CARPET-

COLOR KEYED B33 - REAR COLOR KEYED FLOOR MATS B8X - GM PRODUCTION

**WEEK #48** 

C4D - GVW RATING .

5550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER

FE9 - FEDERAL EMISSIONS

GU5 - REAR AXLE 3,42

RATIO

JJB - PT DRESS SUBASSY NOT INSTALLED

K34 - CRUISE

For this vehicle:

→ View Vehicle Summary

Serviça

→ Contract

- Branded Title

→ Warranty Block

→ View Vehicle Build

View Vehicle

Component Summary

View Vehicle
-- Transaction History

- View Vehicle Delivery Information

CONTROL KCV - VANGUARD RAC KG4 - GENERATOR 150 AMP LL8 - ENGINE, VORTEC 4.2L SFI IS M30 - TRANSMISSION, 4 SPD AUTOMATIC N40 - POWER STEERING N75 - 17" ALUMINUM WHEELS 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 B CODE USERS **R6K - ONSTAR TURN-**BY-TURN NAVIG AVAIL R6P - SPECIAL PAINT **R7M - ONSTAR DELETE R9N - LEATHER SEAT TRIM** T61 - DAYTIME **RUNNING LIGHTS T98 - STAMPING VEHICLE IDENT NUMBER** TB4 - LIFTGATE TFD - RETAIL AMENITY DELETE U73 - FIXED MAST **ANTENNA UA6 - THEFT DETERRENT ALARM SYSTEM UB0 - AM/FM STEREO** WICD **UJ6 - TIRE PRESSURE MONITOR UY7 - TRAILER WRING** HARNESS V73 - STATEMENT OF VEHICLE CERT.-V1K - LUGGAGE RACK CROSS-BARS U.S. /CANADA VN9 - DAILY RENTAL REPURCHASE PROGRAM VXS - COMPLETE VEHICLE LABEL **X88 - CHEVROLET CONVERSION** YO3 - BASE AXLE YD5 - BASE FRONT SPRING YD6 - BASE REAR SPRING YT1 - DAILY RENTAL FLAT RATE DEPREC. ZNF - SPARE, ALL-SEASON TIRE ZW7 - PREMIUM RIDE SUSPENSION ZY1 - SOLID PAINT

## Added Option Codes

-RO -

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E Logout

August 17, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Component Summary

CUSTOMER

## View Vehicle Component Summary

**②** 

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

#### Vehicle Information

VIN 1GNDS13S772 Service Contract: No

Branded Title: No

Warranty Block: No

Model: CS15506-2007 TRAILBLAZER SUV 2WD PDI Status: No

Order Type 50 - FLEET

Field Actions: Q Open

- View Vehicle Build

View Vehicle Component Summary

For this vehicle:

- View Vehicle Summary Service

Contract

- Branded Title

→ Warranty Block

View Vehicle Transaction History <u>Detail</u>

View Vehicle Delivery Information

### Vehicle Component

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

Date Scanned 11/27/2006

Traceability. 611170768 Part / Number Broadcast NAX Time Scanned 23:11:00

Scan Station 01

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

Date Scanned 11/27/2005

Traceability 001963246 Part / Number Broadcast A1Z

Time Scanned, 23:50:00 Scan Station, 05

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

Date Scanned 11/27/2008

Traceability: 44973436 Part / Number Broadcast 7SDD

Time Scanned 23:19:00 Scan Station 02

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

Date Scanned: 11/27/2006

Traceability 312095830 Part / Number Broadcast CN8

Time Scanned 23;56:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Tracesbility 00054007 Part / Number Broadcast

3172

Date Scanned 11/28/2006 Time Scanned 08:14:00 Scan Station:

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

Date Scanned 11/28/2006

Traceability 1GZYBEN Part / Number Broadcast 2395

> Time Scanned 10:14:00 Scan Station, 06

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

Date Scanned. 11/27/2006

Traceability 5ABQ035 Part / Number Broadcast 5521

Time Scanned 23:42:00 Scan Station: 04

Companent Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant: -

Date Scanned 11/18/2006

Traceability: 1010142 Part / Number Broadcast 12Z

> Time Scanned 03:01:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Source Plant .

Date Scanned 11/22/2006

Traceability, 3094879 Part / Number Broadcast 1WW

Time Scanned: 12:51:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant +

Date Scanned 11/27/2006

Traceability 3094752

Part / Number Broadcast 1PH

Parl / Number Broadcast 1PT Time Scanned: 08:36:00 Scan Station

Component Code CG-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 11/27/2006

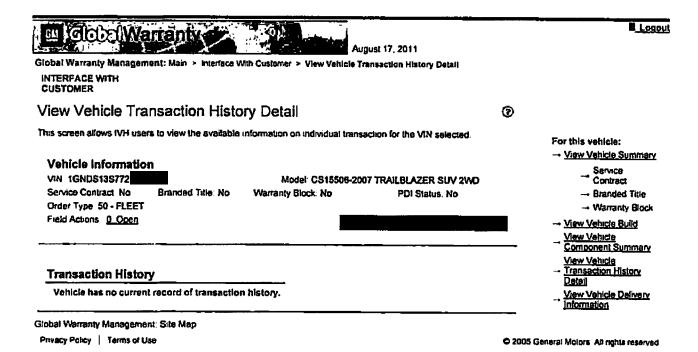
Traceability 3094309

Time Scanned 16:50:00 Scan Station

http://gmvis2.gotd.gm.com/gmvis2/showVehicleComponent.do?VIN=1GNDS13S772

8/17/2011

Component Code. CP-SEQ NUM (FLEX) GEN ASM Source Plant: -	Traceability, 3094339 Part / Number Broadcast: 1GB		
Date Scanned: 11/27/2008	Time Scanned: 18:51:00	Scan Station	
Sandan Agent Installed Commonent			_
Service Agent Installed Component			=
Vahicle has no current record of vehicle component.			
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Logout **Globell Waitrainty** 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. For this vehicle: → View Vehicle Summary → Service Contract Vehicle Information VIN 1GNDS13\$772 Model CS15506-2007 TRAILBLAZER SUV 2WD → Branded Title Service Contract No Branded Title No. Warranty Block No. PDI Status. No → Warranty Block Order Type: 50 - FLEET → View Vehicle Build Field Actions: 0_Open View Vehicle Component Summary View Vehicle Transaction History Detail Involce Information View Vehicle Delivery Invoicing Service Agent 111571 CAR/TRUCK CITY 1405 MAIN ST S PINE CITY MN 55083-9092 3206296761 Invoice Date 11/29/2008 Information Ship to Information Invoicing Service Agent 141493 NATIONAL CAR RENTAL 8450 HANGER BLVD Ship to Date. N/A ORLANDO FL 32827-5420 **Delivery Information** Delivery Service Agent 111571 CAR/TRUCK CITY 1405 MAIN ST S PINE CITY MN 55083-9092 3206296751 Delivery Date 11/30/2008 Delivery Type: 020---DAILYRENTAL Delivery Odometer 10 In Service Information trivolcing Service Agent in Service Date. N/A In Service Type 0000 In Service Odometer 0

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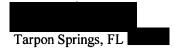
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C

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



RE: Claimant:

Our File No.: 732888

Our Client: General Motors LLC

Date/Event: 8/14/11

Subject vehicle: 2007 Chevrolet Trailblazer VIN: 1GNDS13S772

Dear Ms.

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

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

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

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

# C

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

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

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

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

Sincerely,

Bryan Schwartz

Claims Administrator

Bryan Schwartz



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,

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

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.

8-24-11
727-939-9706 -> LYNNE SUBJECK
TO FERMAN CHEVROLET - SERVICE MANAGEN
I TEMS BEYOND APPRAISAL
O ALL DOOR HANDLES PITTED - REPLACE
@ MOTOR NOT START
(3) GAS GAUGE NOTWORK
4) DAMAGE TO ALL WINDOWS
E MUST NOT USE OZONE
BLEACH OR AMMONIA - HIGHLY ALLERGIC TOALL
(6) INTERIOR LITES NOT STAYON.
NOONE IS TO TOUCH VEHICLE UNTIL
YOU CONTACT RE: FILENO! 732888
1000 0001111011
BRYAN SCHLOARTZ
ESIS GM CENTRAL CHAIMS UNIT
1-800-888-0164
FAX NO: 313-665-0911.
HE WILL REQUEST COLOR PHOTOS AND
OTHER ITEMS, POSSIBLY A GMENGINEUR
•
WILL COME SEE VEHICEE. RECEIVED
MUR THEURANCE IS' AUG 30 2011
TRA VELERS.  ESIS-OM CLAIMS UNIT
STEPHANIE WILLIAMS 813-890-4150
FIRE CLAIM #
PLEASE KEED ME UPDATED. THANK YOW.
Tarpon Spgs, FL

***************************************	August 24, 2011
MR. BR	YAN SCHWARTZ
ESISIGN	n Central Claims unit
P.o. B	TX 300
MAILCO	DE 482 C19 B61
DETR	эт, MI. 48265-3000
DEAR	MR. SCHWARTZ,
βM	CLOSED FIND COPIES OF ALL INFORMATION,
サン	ICLUDING 8 PAGE DETAILED FORM SENT TO
TR	AVELERS AND ADDON SHEET FOR DAMAGES
To	FERMAN CHEVROLET IN TARPON SPRINGS, FL
Si	PRVICE MANAGER- HYNNE SUBJECK
I	PIRECT LINE: 727-939-9706
N	opolice or fire report as Neither
4	OPS CALLED. (FIRE OUT MHEN DAUGHTER
	DISCOVERED IT)
	THANK YOU FOR YOUR ASSISTANCE.
PR	FSUME TRAVELERS CANPROVIDE YOUR
a	OPY OF THEIR ORIGINAL ESTIMATE.
	SINCERELY
312 STREET	TARPON SPRINGS, FL.

G#+1992-White

## FIRE LOSS AFFIDAVIT

DATE:	August 15, 2011
INSURED/CLAIMANT:	
POLICY NUMBER:	
FILE NUMBER:	
DATE OF LOSS:	08/13/2011
INSTRUCTIONS: This at attached, postage-paid env must be answered. Enter I have already obtained, a re oath.  WARNING: YOUR F	Fidavit must be completed, signed, notarized and returned in the elope within five days of receipt. All questions, blanks or statements NA for not applicable or UNK for unknown. We may also require, or corded statement, a signed statement and/or an examination under AILURE TO RETURN THIS AFFIDAVIT IMMEDIATELY MAY OUR CLAIM SETTLEMENT.
after being duly sworn, d	eposes and states as follows:
(c) Model:	HEVROLET TRAILBLAZER HOR SUV UT ARK CHERRY METALLIC ntification Number: 16NOS135713
2. The above describe titled owners):	ed vehicle is titled to (ivame, address, telephone number instance)
	3
Explain if different	ed vehicle is registered to (Name, Address, Telephone Number – from person titled to):

4 800

4. The above described vehicle had the following accessories and optional equipment permanently installed in the vehicle (check all that apply): Edition Ext Cab Drive Reg Cab Bodystyle Doors **2**₩□ 4₩ Model Crew Cab Make Year SuV CHEVROLET TRAILBLAZER Stepside 

 Auto
 □ 2 sp
 □ 3 sp
 □ 4 sp
 □ 5 sp
 □ CVT

 □ Manual
 □ 3 sp
 □ 4 sp
 □ 5 sp
 □ 6 sp

 2001 # Cylinders Trans. Engine Size Diesel Turbo Supercharged Gas Van Type: Passenger Cargo Regular Extended Engine 4.2 Other: Type: Capacity/Tonnage: Bed Length: Conversion Name # Passenger □ ½T □ ¼T □ IT 6 ☐ Short ☐ Long VEHICLE EQUIPMENT Capacity: OTHER **BUMPERS** ROOF Grill Guard (GG)) SEATS RADIOS/ALARMS Rear Step Bumper (RSB) ☐ Vinyl Top (VNL) POWER ACC Fog Lights (FOG) Power Seat (ES) AM Radio (AM) ☐ Tube Bumper Carriage Roof (CRF) Power Brakes (PB) Dual Pwr (ES2) Winch (WCH) AM/FM Siereo (FMS) Chrome Bumper (CHB) Power Steering (PS) Luggage Rack (RAK) Canopy (CAN) ☐ Heated Seats(HSS) AM/FM Tape (FMC) Chrome Stp Bmper(CHS) Power Windows (PW)
Power Locks (PL) Roll Bar/Lite Bar (BAR) ☐ Split (SBS) ☐ 60/40 Camper Shell (CSH) ☐ AM/FM Cass/CD (CDT) WHEELS/TIRES Convertible Top (CON) Bucket (BST) Bed Liner (BDL) CD Player (CD) Wire Wheels (WW) Power Mirrors (PM) ☐ Hard Top (HTR) Cloth/Velour (VEL) Rear Tool Box (TBX) ☐ Wire Wheel Cvrs (WWC)
Alloy (ALW) ☐ AM CD Changer (CDC) Hented Mirrors (DHM) SUNROOF Leather (LTH) Extra Tank (AUX) ☐ Equalizer (GEQ) ☐ Sliding – Power (PSU)
☐ Sliding – Manual (MSR) mise Control (CC) ☐ Vinyl (VNS) Hydraulic Liftgate (HGT) Chronie (CHR) AM
Styled Steel (STY) Wheel (TW)
Rear Defroster (DEF) Removed | Captain Chairs 2 (CC2) Lift Kit (LO3)(LO6)(L10) CB (CB) Pop-UP (PMR) ☐ 4 (CC4) ☐ 6 (CC6) Ground Eff. Pkg.(GRD) Auto Lock Hubs (ALH) Alarm System (ALR) T-Top Glass (GPR) Lowered _____in.(LOV Side Rear Wind (SRW) Air Cond (AC) PAINT/TRIM/GLASS in.(LOW) Manual Lock (MLH) Phone (CTP) ☐ 7-Top Solid (TTP) Danl Air Cond (DAC) 1 1 u-Tone (TN2) Remote Starter (RMS) ☐ Wide Tires (WDT) Anti-Lock Brakes (ABS)

Ab Bag-Driver (ABR)

Air Bag-Passenger(DAB) TRICK VANS Exterior V
Dash Mat Exterior Visor ( Custom (CPT) Exeyless Entry (KES) Dual Rear Wheels(DRW) Refrigerator (RFR) Graphics (GRA) SUSPENSION Navigation Sys Television (BTV, CTV) Running Boards (RNB) Tinted Glass(OEM)(TNT) Tachometer (TCH) Trailer Tow Pkg. (TOW) ☐ Air Bag Other ____ ☐ Power Antenna (ANT) ☐ Microwave ☐ Tinted AM Center Console (CTC) Camper Special □ BRA Privacy Glass (PRG) Full Pop-Top Air Dam (FAD) Operhead Cosole (OHC) Trailer Hitch (TRH) Rear Wiper (RWW) □ % Рор-Тор Lighted Entry Sys (LES) Rear Spoiler (SPL) Remote Trunk Ris (RTR) EQUIPMENT NOTES: ☐ BELOW AVERAGE AVERAGE ☐ ABOVE AVERAGE | Minor Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Damage | Minor Wear | Needs Repair | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | Moderate Wear | M Needs Replacing INTERIOR Restored SEATS: Needs Replacing Restored ☐ Needs Replacing
☐ Needs Replacing CARPETS: Restored **Needs Replacing** DASH/TRIM: Recently Replaced ☐ Needs Replacing GLASS: HEADLINER: Restored ☐ BELOW AVERAGE AVERAGE □ ABOVE AVERAGE EXTERIOR ☐ Serious Damage Moderate Damage Minor Damage Good Restored BODY ☐ Needs Repainting Moderate Damage Minor Wear ☐ Good New PAINT Yes No Date: Repainted ☐ Needs Replacing
☐ Needs Replacing Moderate Damage Minor Damage New **₩** Good ☐ Moderate Damage D Good Minor Damage Restored ROOF/TOP: □ BELOW AVERAGE AVERAGE ABOVE AVERAGE MECHANICAL ☐ Needs Minor Work ☐ Needs Major Work Minor Wear Well Maint ☐ New/Rebuilt ENGINE: Miles on Rebuilt TO No ☐ Yes_ Rebuilt Engine ☐ Needs Minor Work ☐ Needs Major Work Minor Wear Well Maint New/Rebuilt TRANS: Miles on Rebuilt No. Yes Rebuilt Trans Date work done/Part(s): Desc/\$: OTHER MECHANICAL RECEIPTS ☐ BELOW AVERAGE ☐ AVERAGE ABOVE AVERAGE New or 80-100% of tread. Rubber nubs visible amid tire tread. 

Good or 30-79% tread remains. TIRES New or 80-100% of tread. Rubber rubs visible amid tire tread. Good or 30-79% tread remains. REAR 5. When was the car purchased?: (a) Month, Day, Year: (b) New or used? i. If used, approximate number of miles when purchased?

	GORDON	hicle purchased? (Name, add		
	16414	NO. DALE MARRY		
	Tampe	A FL. 33618		
	81	3-969-2600		
7. Ho	w much did the car	r cost? #17, 998 (	(PLUS TAXES E WITH FINANCIN	<u>rc)</u>
8. Ho	w was it paid for?_	TRADE IN PLUS	FINAN CING	· 
V G1	itus of Lien (if any)	<b>)</b>		
9. 56	( ) Niema Addros	on Talanhone Number of Mo	rtgagee:	
	5,,,,,	AS ST SCHOOLS FER	JERAL CKEDIT	UNION
	1.81	OI EAST HILLSBOR	ough AV. Po	BOX 11901
		۸۷ ، حد السور ۸		
	81	3-621-7511 OR 8	300-999-5887	
	(b) Account Num	her:		
	(c) Amount of ori	iginal lien: 19,739,28		
	(d) Remaining ba	lance: 5,474.23	١	
	(e) Amount of Me	onthly Payments? 299.0	<u> </u>	
	(f) Arrearange an	nount, if any: NoNE		
	(g) Payoff date (if	f already paid off):		
			_	
		ys available at the time of pu		
11. Nu	mber of sets of key	ys available on the date of lo	SS?	
	(a) Regular locati	ions of each set of keys:	_	
	ARm	OIRE IN MASTE	R BEDROOM	
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		The state of the first		nd nercentage (
12. Li	st of people permit	tted to drive the car (List full	names of all drivers a	nd percentage
12. Li us		tted to drive the car (List full	names of all drivers a	nd percentage
			names of all drivers a	nd percentage of
				Date of
				Date of
				Date of
us	e):	Dhone #   Soc Sec # -	DI. Num.	Date of
us	e):	Dhone #   Soc Sec # -	DI. Num.	Date of
us 13. Li	e):	residing in your household or	DI. Num.  ver the age of fifteen (	Date of
13. Li	e):	residing in your household or   Phone #   Soc. Sec. #	DI. Num.	Date of
us 13. Li	st of ALL people r	residing in your household or	DI. Num.  ver the age of fifteen (	Date of

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				•				
14. My	occupation	m 1 1	N	- CE-roloxed				
	(a) Name. Addre	ss, Telephon	e Number	or Employe	ar.			
	LAR	GO FL.						
15. Is tl	e vehicle normal	ly garaged?	20	If so, where	e?			
		11						
<u> </u>		* .						
16. Wh	ere was the vehic	le normally s	erviced? (	Name, addr	ess & Tele	phone Nu	mber):	15
	EZULAR OI	L FILTER	CHAN	CES DO	WE EAR	X27 30	1.939-	090
<u>                                      </u>	ORRS CARCA	re ctr.'n	<u>د ای باد</u> (۱۵ کاد)	TED DY JO	SE DOLL	V4 016	CHAN	165
					,			
	(a) Ask for:				<u></u>			
		le last service	ed?					
17. Wh	ere was the vehic		· / ~	ST OIL C	HANGE '	<u>5-1-5</u>	04	72
17. Wh	ere was the vehic	ro Trzyno	LOGY 'NO	12550 S	BEZCHUN	RO. FAR	GOFL	0
17. Wh	ere was the vehic	ro Trzyno	LOGY 'NO	12550 S	BEZCHUN	RO. FAR	GOFL	72
17. Wh	VANCED AUT	TO TOZHNO	LOGY 'NC GRKBU	12550 S	BUZCHUN 25 PARK, F	RO. FAR	GOFL	0
17. Wh	NANCED AUT	TO TOZHNO	LOGY 'NC ARKBLV	12550S	BENCHEN ASPARK F	RO. FAR	GOFL	01
17. Wh	ANCED AUTO C TIRE + AUTO (a) When: OIL CHA.	TO TECHNO TO 7180 PA	LOGY 'NC ARKBW PUMP	13550 S D. PINELL HTIRES 11-19-1	BENCHEN ASPARK F	RO. FAR	GOFL	01
17. Wh	(a) When:  ou cha	VATOR	LOGY 'NC ARKBLY PUMP 10	12550 S D. PINELL HTIRES 11-19-1 floss:	BEZCHOW ASPARK, F	RO. FAR	GOFL	01
17. Wh	TIRE + AUT  (a) When: Ou cha	TO TECHNO TO 7180 PA WATER AND 7-14  Ind approximately No.	LOGY 'NC ARKBW PUMP 10 ate time o	12550 S D. PINELL HTIRES 11-19-1 floss:	BEZCHOW ASPARK, F	RO. FAR	GOFL	01
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17. Wh	(a) When: OLCHA TREACH  (b) When: OLCHA TO 27.30  The exact date and and and and and and and and and and	TO TECHNO TO 7180 PA WATER TO 11 7-14  Ind approximately 12 No.  (Exact located) F House	LOGY 'NC ARKBLY  PRIMP  10  ate time of IDEA  cation):	12550 S D. PINELL HTIRES 11-19-1 floss:	BERCHON ASPARK, F O	RO. FIAR.	GOFL	0
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(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.
TOTAL TOTAL TOTAL +JOYCE V. BANDEIGHAR
IN ILLINOIS ON VACATION.
22. What were you (named insured) doing at the time of the fire?  BOTH IN THUNOIS
23. Who discovered the fire?  DAUGHTER WHO CAME TO TAKE CARE OF OUR.
DAUGHTER WHO CHING
BASENTI (DOG)
24. What did you/they do?  CALLED US - CALLED TRAVELERS INSURANCE
25. Was the fire department notified? NO (FIRE WAS OUT)  (a) When?
(L) 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):
INDIAC
Š.
27. What was the name of the insurance company that insured the above-described vehic (or if new, insured your previous car) prior to your current carrier?
GENCO AUTO INSURPRISE
(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)
(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)
phone number of the person or business who performed the repairs and what the cost was):
PERMISSION AND 31. Are you presently renting a vehicle? NO-WAITING ONATHEO. FROM  (a) From Whom? TRAVELERS, INS.
(a) From Whom? TRAVELERS, INS.
(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 time as I have given notice to my insurance carrier and they have had the opportunity to inspect and/or test the vehicle.
TTACH THE FOLLOWING DOCUMENTS TO THIS FORM (FAILURE TO DO SO CAN ERIOUSLY DELAY THE PROCESS AND/OR SETTLEMENT OF YOUR CLAIM):
PHOTOCOPY OF THE CERTIFICATE OF TITLE (Proof of Ownership)
) POLICE AND/OR FIRE DEPARTMENT REPORT

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Page 7 of 8	
(V) COPY OF THE BILL OF SALE / PURCHASE INVOICE  DONE BY  FILTER  7-2-2011 - TEDDY SOE DA	NDERMA
(V) COPY OF THE BILL OF SALE / PURCHASE INVOICE  DONE BY  OCOPY OF THE LAST REPAIR / SERVICE BILL  OCOPY OF THE LAST REPAIR / SERVICE BILL	
ODOMETER MILEAGE STATEMENT 77,741 (CARREST MILEAGE)	
( ) ALL SETS OF KEYS WILL SEND WITH VEHICLE WHEN TOWER.	
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 KNOWLINGLY 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 OFCOUNTY 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 following identification:	
SWORN TO AND SUBSCRIBED before me this day of	
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NOTARY PUBLIC in and for the STATE OF FLORIDA My commission expires.	

POLICY NO.	

of TARPON SPRING, FL

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.

l agree that this authorization and release shall remain valid for the duration of the claim.

DATE: 8-24-11

SIGNATURI

DATE OF B

SOCIAL SECURITY NO.

DATE: 8-24-11

SIGNATURE DATE OF BI

SOCIAL SEC

www.TravelersFL.com

STATE OF FLORIDA
APPLICATION FOR VEHICLE/VESSEL
CERTIFICATE OF TITLE
AND/OR REGISTRATION

COUNTY AGY# SUB # REPORT #

COUNTY AGY# SUB * REF	PORT #			[	<u> T# 50905138€</u>
					- R# 509051393
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Applicant / Oursein Name	- B. ddcoec			į	
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TARPON	SPRINGS, FL			•	
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FLEET NUMBER MOS	s. class with ength Mos.	1.60	7.75	27.00	0.00 36.35
TRANSF	ER TITLE		Brands:		
STATE PREY, REG.	908/25/2007 New	USED ODOMETE	6 6 SEL LLES " " 6 B 7 2 3	/2007 ACTUAL	
LIEN INFORMATION	DATE OF LIEN	FEID # OR FI_/DI * AND S	EX AND DATE OF RIGH		ODOMETER
ELT	08/23/2007				DECLARATION CERTIFICATION
NAME OF FIRST LIENHOLDER: (IF N	NO LIEN, ENTER NONE) DOLS FEDERAL CREDIT	UNION			CERTIFICATION CONTROL
ADDRESS:					VEHICLE USE:
PO BOX 11904	Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Company of the Compan				
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SELLER INFORMATION  NAME OF SELLER, FLORIDA DEALE	R. OR OTHER PREVIOUS OWNER:		-		
GORDON STEWAR	T CHEVROLET INC				
ADDRESS: 16414 NORTH D	L MABRY				V.
TAMPA, FL 33	518 STATE	ZIP CÓDI		•	<u>.</u>
DEALER LICENSE NO		-	1		
SALES TAX AND USE RE TRANSFER OF TITLE	:PORT		CONSUMER OR SALES T	AX EXEMPTION #	
IS EXEMPT FROM FLORIDA SALES OR	PURCHASER HOLDS VA			ASE PRICE, INCLUDING A BELLER, BANK OR OTHERS	
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APPLICANT CERTIFICAT	FION HAT THE VEHICLE/VESSEL TO BI	E TITI ED WALL NOT DE	OPERATED LIPON THE	PUBLIC HIGHWAYSAM	ATERWAYS OF THIS STATE
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I CERTIFY THAT THIS MO	OTOR VEHICLE/VESSEL WAS REI	OSSESSED UPON DEF			
NOTICE IS HEREBY GIVEN	TIWE LAWFULLY OWN THE ABOY THAT THERE IS AN EXISTING W E. IWE FURTHER AGREE TO DE	VRITTEN LIEN INSTRUM	MENT INVOLVING THE V	PPLICATION FOR TITLE. ÆHICLENESSEL DESCI	IF LIEN IS BEING RECORDED, RIBED ABOVE AND HELD BY
	F PERJURY, I DECLARE THAT I			ID THAT THE FACTS ST	TATED IN IT ARE TRUE.
HSMV 82041 (REV. 07/05) S	ture of Applicant/Owner	OWNER CO		Signature of Applicant/0	
			gym-addini bathlini balla (1924-1911).	Comercian and American Programmes Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American Commission and American American American American American American American American American American American American American American American American American American American American American American	

	RETAIL ORDER FOR A MOTOR VEHICLE		08/23/200	08/23/2007			
	A, FLORIDA 33618 www.Gordan-Chevrolet.com rrolet.com	-		9			
PRICEMO, MICHAEL J.	200886		RES. PHONE	BUS, PHONE			
	□ NEW □ DEN	MO	2007 MAKE CHEVR	01 554			
	□ USED □ DEN	YEAR	2007 MAKE CHEVE				
MODEL OR TRATIFIZER BODY TYPE TER SOV	COLOR [160] TRIM	V	IN NO. LENDELESTY ?				
TO BE DELIVERED ON OR ABOUT 108/23/3007	MILEAGE 009699	STOC	CNO. 00088247				
USED VEHICLE TRADE		Sale Price		graduje ist			
YEAR 2004 MAKE NEESAN MOD MILEAGE 48032 VIN NO. LINEAAOE	1 7. 1 7 3 4 1	Less Manu	facturer Rebate	N/A			
BALANCE OWED TO: ACHIVA FEED CR							
ADDRESS PO BOX BOX14		Equals Ne	t Purchase Price	17,998.00			
ТАМРА	Ft. 33614	Less Trade	e-in Allowance	13,650.00			
PHONE NO. ACCT. NO.  PAYOES AMOUNT 12257, 07GOOD		Equals Tra	ade Difference	4,348.00			
PAYOFF AMOUNT 1.2257. 07GOOD THRU:	PER:	Plus: Trad	e-in payoff	12,297.05			
DRIVER'S LIC.			ellaneous	NZA			
D.O.B. 08/27/1953			er Services	599 00			
E-MAIL ADDRESS			Tire & Battery Fee	N/A			
ARBITRATION		4	Hazard Protection	r/A			
Arbitration - Any controversy, claim or dispute (*dispute"), arising	out of or relating to this contract or	Xzilo	n Protection	11/2			
Arbitration - Any controversy, claim or dispute ("dispute"), arising the breach thereof, or all other disputes relating to the subject tr purchase or lease of the subject vehicle, shall be settled by County, Florida, or in the county in which the buyer resides.	arbitration in Tampa, Hittsborough All said disputes shall be settled in	Exte	nded Service Agreement	14/A			
accordance with the rules of the American Arbitration Associate entered by the arbitrators may be entered in any court having ju	risdiction thereof. It is the express	Mair	tenance Agreement	Ы/A			
Intent of the buyer and dealer that this Arbitration provision app recognition dishonored checks, worthless checks, insufficient fund	iles to all disputes except disputes is checks and/or entitlement to pos-	Elec	tronic Filling Fee	34.00			
session of either the selected vehicle or any trade-in vehicle ("e the exempted disputes, either party may resort to a judicial dete waiving any right to demand arbitration with respect to all other	emination of such disoutes without	Sale	s Tax	347.97			
shall be resolved by a judge and not a jury. The buyer and det	aler are waiving their right to a jury a narty initiation the Arhitration and	Lice	nse & Title Fees	7, 00 ליגי			
shall be no more than a filing fee charge in an appropriate court trator's fee and any other costs normally taxable in a civil action favor of the prevailing party. Each party shall pay their own alto	of competent jurisdiction. The arbi- n shall be taxed by the arbitrator in	Equals Gr	oss Amount Due	17,653.04			
for may award attorney's fees to a prevailing party of any contraining the Arbitration where such a fee award is authorized by the cointrains shall determine any lead a to a ward of attorney's fees income	ctual or statutory ciaim represented ntract or statute involved. The arbi- duding both politicment to an award	Less Dowr	npayment	1,000.00			
and the amount of any attemptes to avail to attempt 3 sous including and the amount of any attemptes tees award. If the entire, or an are deemed void or unenforceable, the parties hereby agree to competent jurisdi	ny oarts, of the Arbitration provision	Less:		N/A			
PURCHASER(S)	<u>2.</u>	1 - 1	nount Due at Delivery	16,653.04			
• LICENSE & TITLE FEES ARE ESTIMATED. OVERGRANGES OF RECEIPT OF LICENSE PLATE OR TRANSFER OF REGIS	S WILL BE REFUINDED BY THE SE	ELLER, SHORTAG	GES ARE THE RESPONSIBILITY OF T	HE BUYER AT THE TIME			
• PURCHASER GUARANTEES THE TITLE OF THE TRADE IN		BRANDED AS R	EBUILT OR SALVAGE.				
"THE ANNUAL PERCENTAGE (APRY FOR THE INSTALLMENT				LERSHIP MAY RECEIVE			
SOME PORTION			,				
PURCHASER(S)	TUC ADOVE DESCRIBED VEHIC	HE IS NOT FINAL	LINTIL PURCHASER'S CREDIT HAS	REEN APPROVED BY A			
1. THE PURCHASER ACKNOWLEDGES THAT THE SALE OF THIRD PARTY LENDER ACCEPTABLE TO SELLER, AND A RI							
THIS TRANSACTION.  2. CONDITION OF SALE: I UNDERSTAND THAT UPON SIGNI NOT REPRESENT OR IMPLY THAT MY CREDIT HAS BEEN A IN THE EVENT THAT THE LENDING INSTITUTE APPROVES PAYMENTS. CHANGES REQUIRED BY THE LENDER MUST 3. SHOULD THE LENDING INSTITUTE DECLINE MY LOAN ANCE OF THE CASH PRICE, OR (b) IMMEDIATELY RETURN IN WILL BE RETURN THE REQUIRE	PPROVED OR WILL BE APPROVE	:U		COMO OD MUNDED OF			
PURCHASER(S)							
CREDIT LIFE INSURANCE 117.19.	NON-GM DEALER INSTALLED	ACCESSORIES 'W	ARRANTIES FIRMICUEN DV VENSORA A				

State law does not provide for a "co you may only cancel it if the seller you change your mind. This notice	NO COOLING OFF PERIOD coling off" or cancellation period for this sale. After you sign this contract agrees or for legal cause. You cannot cancel this contract simply because does not apply to home solicitation sales.
The Annual Percentage Rate ma and retain its right to receive a p	Who more that the
HOW THIS CONTRACT CAN BE CHANGED. This contract and we must sign it. No oral changes are binding. Buy If any part of this contract is not valid, all other parts stay way extend the time for making some payments without existence back for other important agreements.  NOTICE TO THE BUYER: a) Do not significant.	to this contract. Any change to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract to the contract t
You agree to the terms of this contract. Y	Ou confirm that before you signed this contract, we gave it to you, and you were u received a completely filled-in copy when you signed it.  Date 08/23/2006 - Buyer Signs X
Other owner signs here X Seller signs GORDON CHEVROLET IN	Address
Seller assigns its interest in this contract to	the territory the territory
Assigned with recourse	(Assignee) under the terms of Seller's agreement(s) with Assignee.
Seller	Assigned without recourse  By  Title  Title
	100

FORM NO. 553-FL (REV. 1924) U.S. PATENT NO. D460 792

2004 Reywolds and Roynolds TO 0805Ft waverspaces off; 1 800-341-0998, for 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR MPLED, AS TO CONTENT OR
FITNESS FOR PURPOSE OF THIS FORM, CONSULT YOUR OWN LEGAL COURSEL.

Seller

CUSTOMER/TRUTH-IN-LENDING COPY

# SUNCOAST SCHOOLS FEDERAL CREDIT UNION INDIRECT LENDING SUBSEQUENT ACTION FORM

	·····			wan kamber	Social Security Number	9/6/07 Date
V.	re agree to	tion to Payn (Lextend your payment from Lextend to the rate shall (Ven opreement shall	payment o	lue date from	yment will be rainstated. In to % ANNUAL source below.	e in payment shall be [] for the remain PERCENTAGE RATE, All remaining ter
U W	<b>Modificat</b> e agree to r	tion to Secur elease our secu	ity Agre	e <b>ment</b> st in the following pr	roperty:	
Īn	considerati	on of this releas	e, you ag	ree to grant us a sec	curity interest to secure the above i	pan in the following property:
By PE	signing be	slow, you agre RATE chall be	e this s	vuellu Internet la	reated from the date of the abo	
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			m, voi	# # # # # # # # # # # # # # # # # # #	e ase your monthly payment	
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		CENTAGE		ICE CHARGE:	UNPAID BALANCE:	Tomas
The	TE: cost of you ty rate	r Credit as a	The dollar amount the credit will cost you		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 acheduled
	B RAVAE	6.1540	<b>\$ 3</b> ,	038,40	\$14,711.84	\$ 19,750.24
Vun	per of	Amount of	E WILL	BE: When Payments	Are Due	
_	nents:	Payments:			10/8/07	
fin	al			☐ Monthly beginn	ling: [] Exc	ept July and August
ayn	nent of Fixed Ra	\$ 10.9	6			
		Insurance:			rty insurance from anyone y	ou want that is acceptable to
	Drane.—	<b>-</b>	in addi Credit Ioan.	tion to a security in Union. Collateral s	nterest in your shares and/or decuring other loans with the O	aposits and/or certificates in this redit Union may also secure this
i your paym	Prepayme contract doc ent refunds a	eric: uments for any a nd penalties.	at you j	payoff early, you w formation about nonpa	ill not have to pay a penalty. whent, default, any required repaymen	t in full before the scheduled date and
ian	ature(s) i	Required are	w /n net el		ur behalf is not required to complete	this modelles New Y
					9-6-07	ora madification)

Date 03-22-02 For Credit Linion Line.

## 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:

Customer :
Address :

City: TARPON SPRINGS, FL

Phone 1: (813) -

Ext:

Phone 2: (813) -

Ext:

Vehicle: 2006 CHET TRAIL BLAZER

License:

Unit:

Vin:

Engine: 4.2

Alloono i 5540s

Trans: AUTO

Mileage: 55405

Parts			Labor					
Quan Part Number 1.00 KO60915 1.00 41122 2.00 2.7G	Description BELT N WATER PUMP ANTIFREEZE	Price 65.45 60.95 22.00			Description REPLACE WATER PUMP AND SERPENTINE BELT HAS NO BELT, FLEW OFF	Time	Charge 195.00	

14R 12,000 MILES

OK Bad

Recommendation

OK Bad

Recommendation.

OK Bad

Recommendation

7/14/216

I hereby authorize the repair work to be done along with the hecessary 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 descretion, 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!

Labor :
Parts :

 Sublet :
 \$0.00

 Other Fees :
 \$0.00

 \$0.00

Subtotal : \$343.40 Sales Tax : \$24.04

Paid By :

Total:

\$367.44 \$0.00

\$195.00

\$148.40

Pay Ref :

Paid: \$0.00 Due: \$367.44 ABC TIRE AND AUTO 7180 PARK BLUD PINELLAS PARK, FL 33781 727-544-8939 27310039318302

11/19/2010 13:15:09

Transaction # > Visa Card Type: Acc: **/** Exp. Date: Swiped Entry: 2697 Invoice # Sale: 321.00 Amount: 9000 Reference No : 05580C Auth .Code: Response:

CUSTOMER COPY

THANK YOU!
PLEASE LUME AGAIN!

Date 11-19-18



ABC TIRES & AUTO, INC. 7180 Park Boulevard Pinellas Park, FL 33781 Office: (727) 544-8939 Fax: (727) 289-7058

| F | C.O.

Great Price on New & Used Tires

Open 7 days a Week

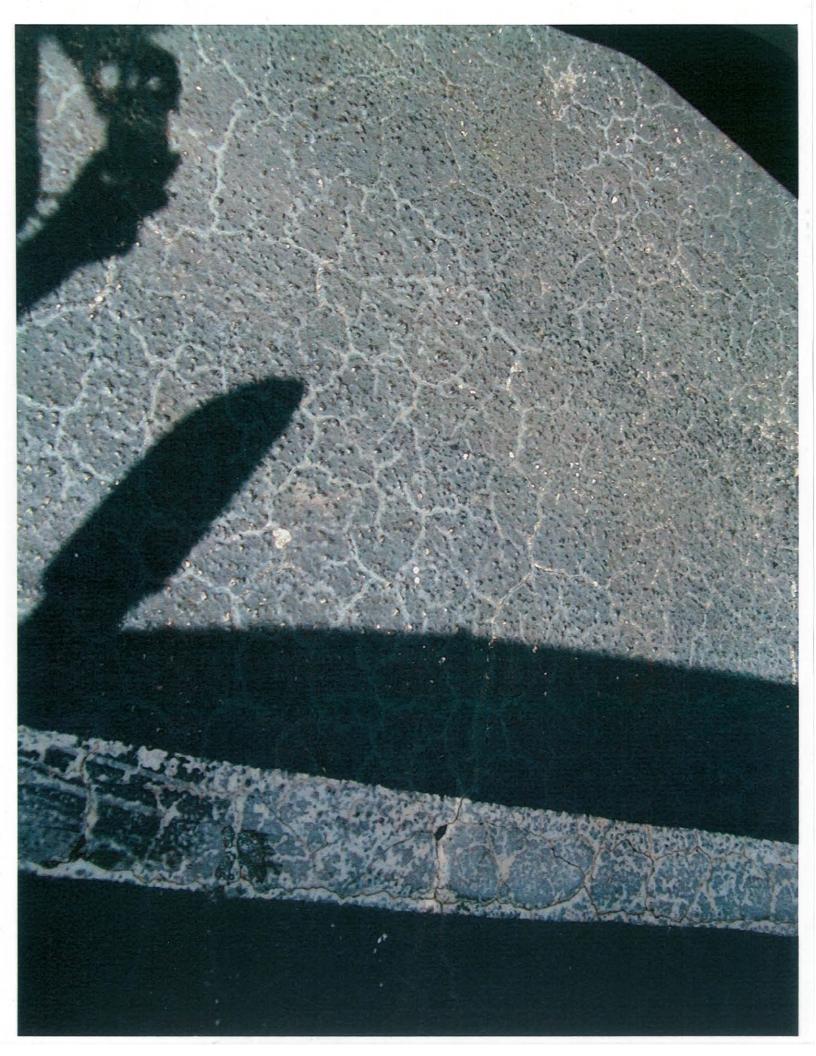
Mon. - Sat. 8 am to 6 pm Sun. 9 am to 2 pm

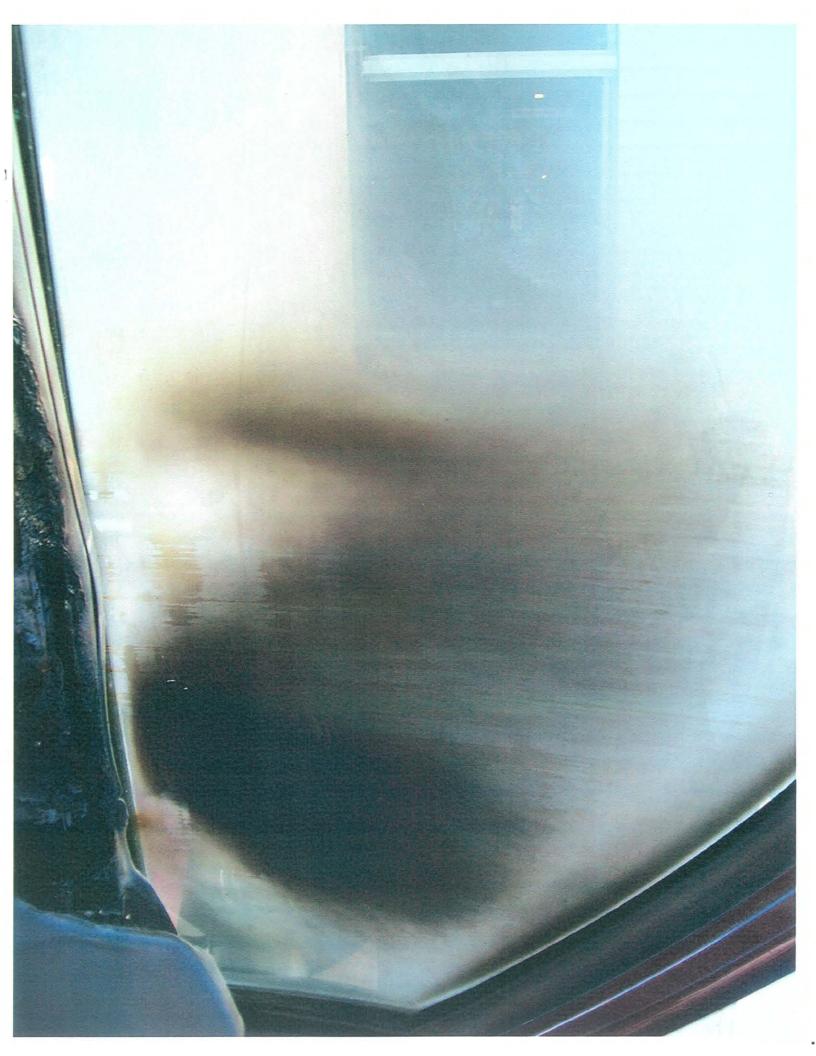
THE BEST DEAL IN TOWN

QTY.	DESCRIPTION	AMOUNT		
		300		
<u> </u> 		<b>.</b>		
	-			
	Sub Total		·	
	•			
	Tax	21		
	Total	321		

WRITTEN 30 DAY WARRANTY ON USED TIRES. 30 DAY WARRANTY DOES NOT INCLUDE ROAD HAZARD OR WEAR DUE TO WHEELALIGNMENT. NO CASH REFUNDS. NOT RESPONSIBLE FOR ANY DAMAGE CAUSED BY USED TIRES. ALL NEW TIRES, MANUFACTURER WARRANTY ONLY IF DEFECTIVE!

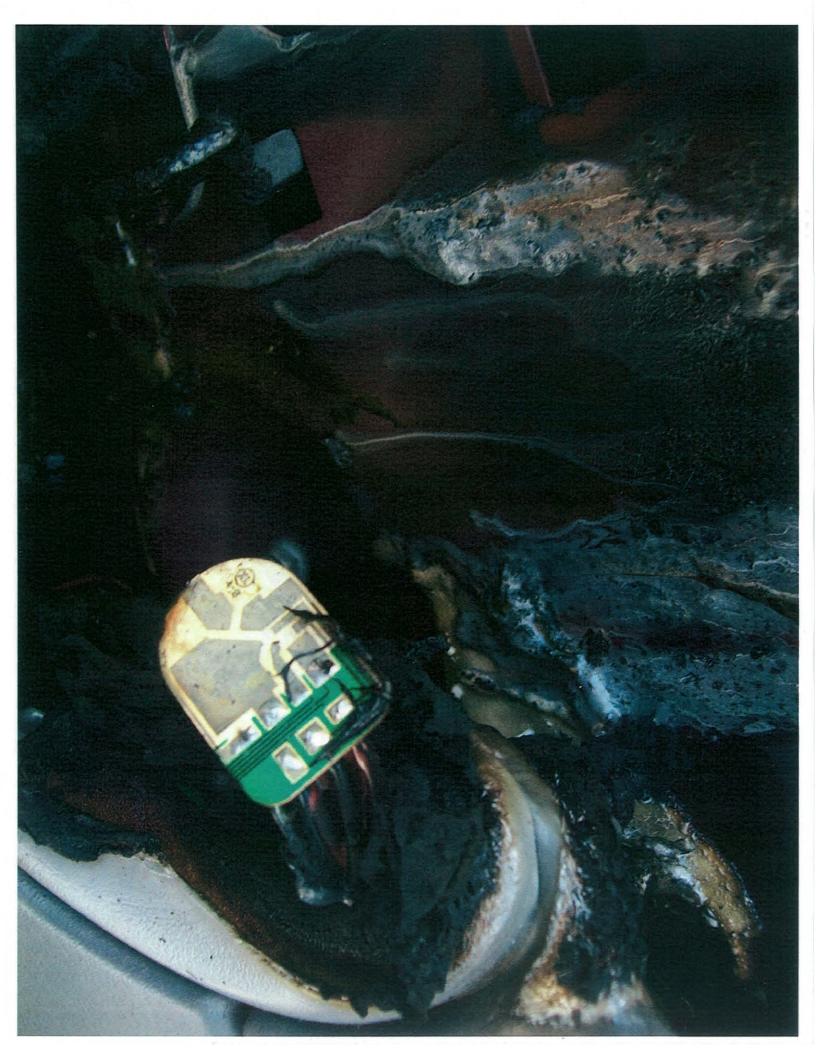




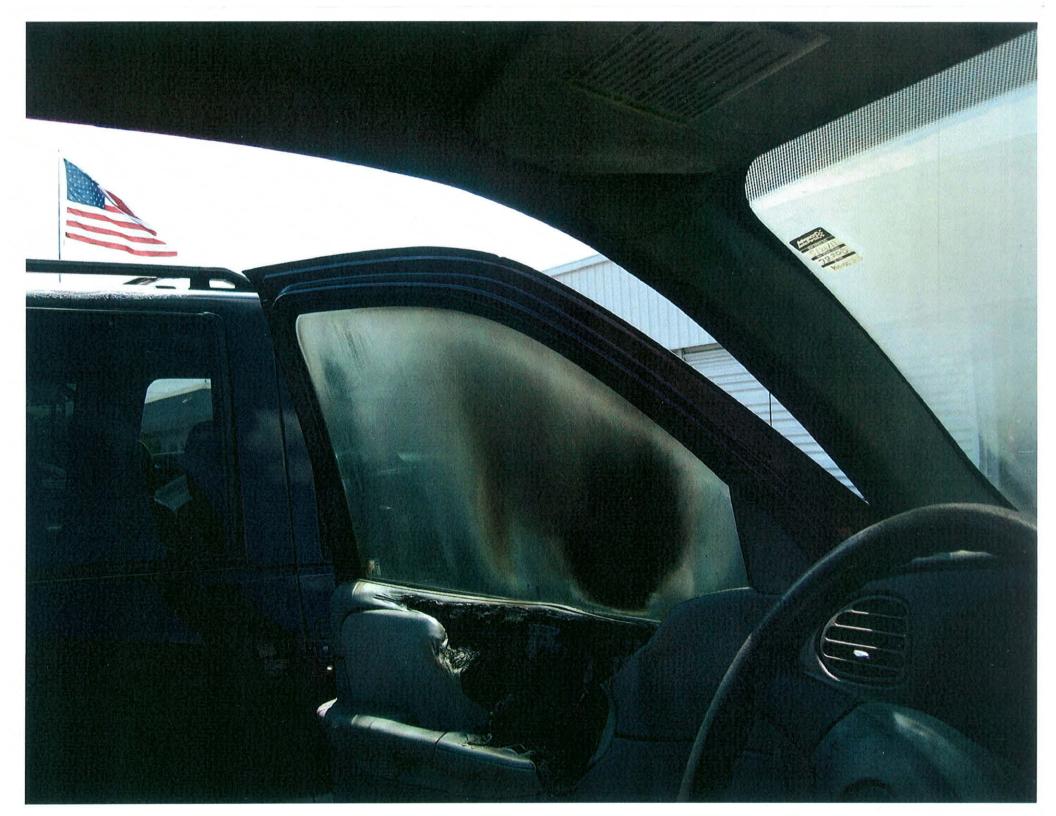




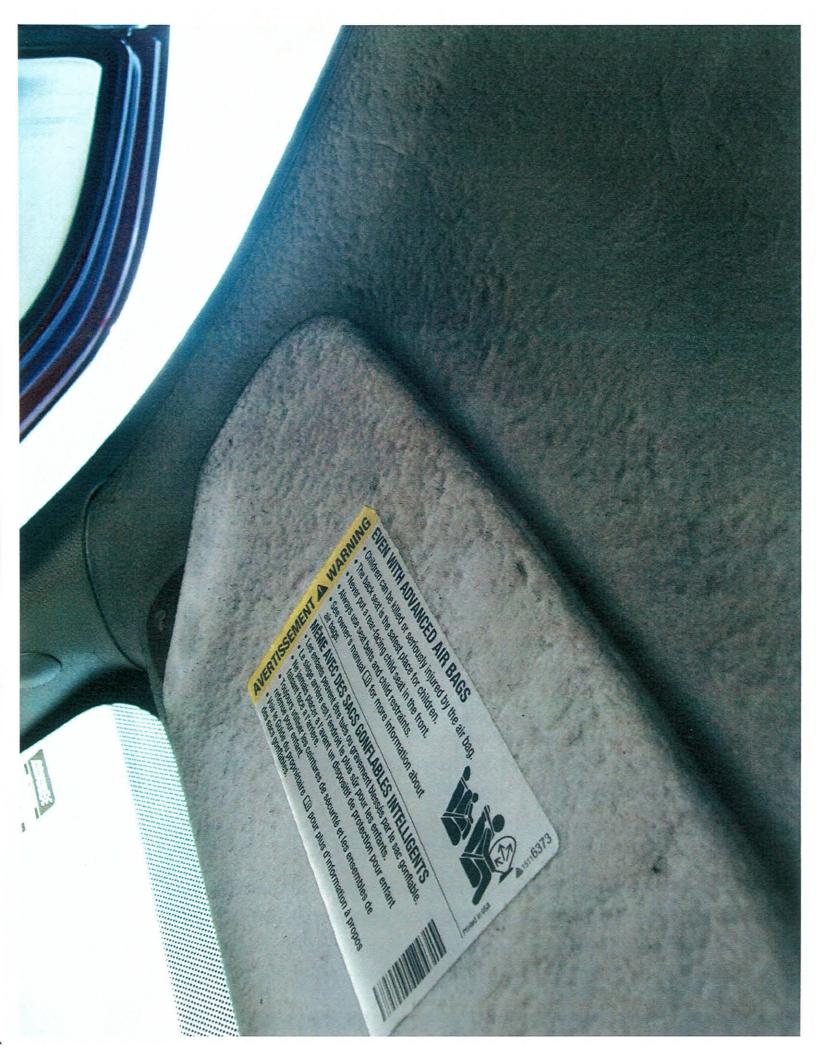




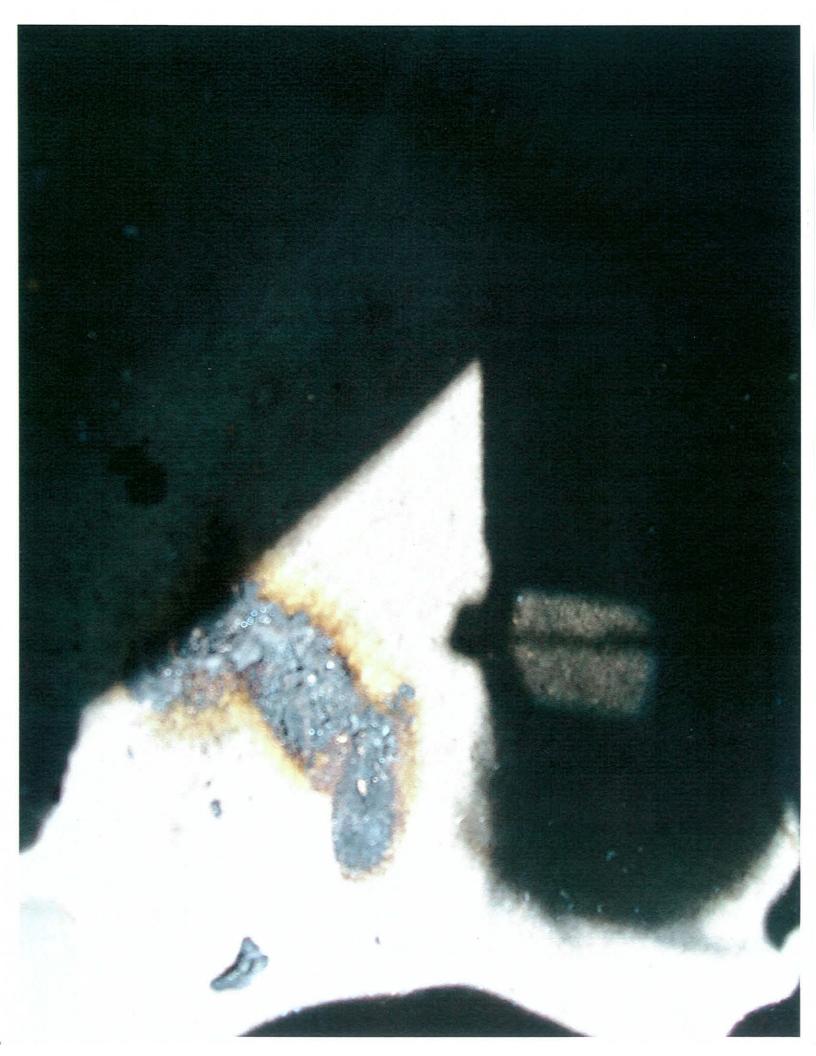




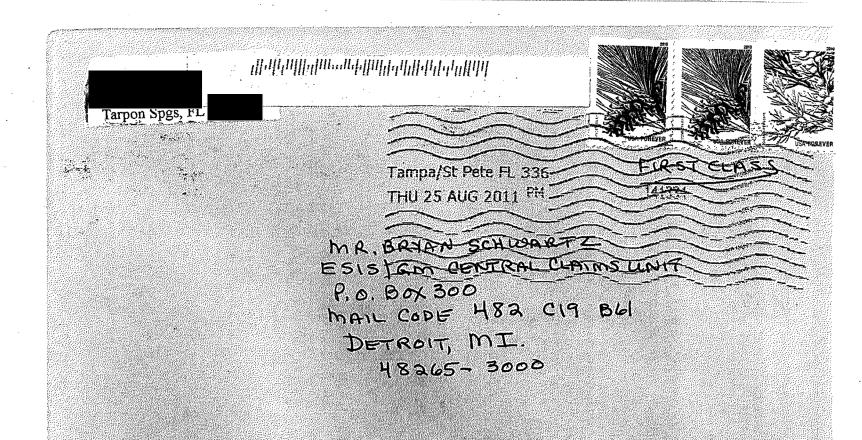












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Lest Sout Seat - side seith Segel - 1912/425 Gther stript to mertel

Donnes Don Modele to program to which - 25867005 -30105 1.0

Additional I tens-Add to Estimate

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: Owner: Address: TARPON SPRING, FL

Policy

Date of Loss: 08/13/2011 at 12:00 AM Type of Loss: Comprehensive

Point of Impact: 16. Non-Collision

Inspect Location: TARPON SPRING, FL

Evening:

Evening:

HOME

Claim

Repair FERMAN COLLISION Facility: 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

FL Prod Date: 11/2006 Odometer: 77791 VIN: 1GNDS13S772 Tilt Wheel Rear Defogger Air Conditioning Keyless Entry Intermittent Wipers Cruise Control Body Side Moldings Rear Window Wiper Alarm Console/Storage Privacy Glass Dual Mirrors Clear Coat Paint Luggage/Roof Rack Power Brakes Power Steering Power Driver Seat Power Locks Stereo AM Radio

FM Radio CD Player

Search/Seek Passenger Air Bag Driver Air Bag Cloth Seats

Stability Control Automatic Transmission Trailering Package Aluminum/Alloy Wheels

Metallic Paint Power Windows Power Mirrors Anti-Lock Brakes (4) 4 Wheel Disc Brakes

Bucket Seats Overdrive

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1	~	ROOF				_	
2	Repl	Headliner w/o sunroof, w/o	1	3263	. 63	4.5	
	~	head air bag gray	_			1	
3	Repl	RT Sunshade gray	1	100		Incl.	
4		LT Sunshade gray	1	130	.83	Incl.	
5	_	PILLARS, ROCKER & FLOOR					
6	TAR	RT Front sill plate gray				0.2	
	7.4.T	LT Front sill plate gray				0.2	
7	KKT						
8		SEATS & TRACKS				0 5	
9 .	REI	RT R&I front seat				0.5	
10.	R&I	LT R&I front seat	7,5			Incl.	

1kt50e7j

# ESTIMATE OF RECORD 2007 CHEV TRAILBLAZER 4X2 LS 6-4.2L-FI 4D UTV MAROON Int:GREY

	NO.	OP.	DESCRIPTION	QTY	EXT. PRIC	E LABOR	PAINT
	11#	Ror	Seat overlap adjustment			0.5	
T.	12*	RAI	LT Cushion cover cloth gray			0.6	
•	13*	Repl	LKQ LT Cushion cover cloth	1	198.00	Incl.	
F	14#	Repl	gray +20% LKQ LT Cushion pad	1	Incl.	0.6	
•	15		CONSOLE				
	16	R&I	Console assy Chevorlet, W/o			1.2	
			temp control gray	1			
	17#	_	CARPET	±	321.81	1.4	
	18#	Repl	Front carpet section	7			
	19#		Ozone generator rental +20%	1	72.00 X		
	20		FRONT DOOR		000 00	T-43	0.0
	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#	Rnr	LT door assy R&I			1.3	
	26#	Rpr	LT Transfer interior trim			. 0.7	
		_	panel and switch cluster				
_	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 ==>	· <del></del>	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 exisiting seat frame

Line 21 : Suppliers Part Description: Boor, Lt Ft LH, BLUE, XDMR, L.

Line 29 : restore Ecoat, spot refn through fire affected area of door shell

only

1kt50e7j

2902.90

#### 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 Discount Body Labor Paint Labor	\$ 1816.90 -1 17.9 hrs @ \$ 6 0.6 hrs @ \$ 6	12.00/hr	-181.69 751.80 25.20
Paint Supplies Sublet/Misc.	0.6 hrs 0 \$ 2		14.40 72.00
SUBTOTAL Sales Tax Tier	1 \$ 3512.61 @	•	3584.61 245.88
TOTAL COST OF REPAIRS ADJUSTMENTS:		\$	3830.49
Deductible Appearance Allowance			500.00 -30.00
TOTAL ADJUSTMENTS NET COST OF REPAIRS		\$ \$	470.00 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.

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 Fart Costs based on information provided by Car-Part.com. For assistance, call CCC at 800-637-8511.

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

CYSTAL RIVER, FL 34423

#### Service Request Detail 71-984406366 Ref No. No Goodwill Offered BRC Type PAR SR No. Goodwill Site GW SubType Bus. Unit BRC Account PAR Not Initiated Area Last Name First Name Approval ucc Electrical - General Sub-Area Initiate PAR- Other Daytime # Evening # Willington Address City Involved Dir Carter Chevrolet Co, Inc. Safety Yes CT ZipCd 1GNDT13S26: B/7/2011 08:55:14 AM Con Acct Email Updated Source State STEWARDE Serial #/VIN Model Year 2006 Priority Medium License# Owner Chevrolet 11/25/2006 Status Open Opened 9/7/2011 05:55:21 AM Make Warr. Start TrailBlazer Model Mileage 49750 Sub-Status Dissatisfied Closed Abstract (ESIS)Electrical - General

Customer This is a BRC PAR File. Please do not Assume. Forward all inquiries to Debble Stewart @ ext 31117 Description

### Pre-PAR

PAR Notifier	Incident Bate/Time	Injunes #	Olher Veh	# People in				Cond Fire Report	#		Report#
Owner	2/3/2011 03:00:00 PM	N	0	1	Aspl		Dry	N/A		N/A	
Oriver Last Na	ime	Driver F	irst Name		Height	D()	<u> </u>	lities			
			n Acres Con	M	5'5" Phone #		None	D A			
N/A N/A	an castranic	N/A	ce Agent First	Name	Phone #			e Agency Insurance			
incident Loc	Hwy 84 in Willington, CT					incident Desc		pand smoke filled the dift. I paid out of poo		ihe driver's do	or panel, I drove to the dir and
Component	controls in driver's door panel										
						Damage	controls bur	ned			
	driving					Desc					
Loc						Add1 Info	N/A				
Emgcy Svc Names	N/A					Maint Lo	c independan	t shops			
PAR De	tail										
Collision	Non Collision	Y	Property I Damage	N The	mai Evt	Y	Spec Equip	None			
Vehicle Speed	55		Weather Condition	clear			Prop Owner	N/A		Property Type	N/A
Last Service Date	10/14/2010		Loc Last Service	Gates GM	IC Truck, In		Property Location	N/A		Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$564.00		Spec Equip Installer	N/A			Prop Damage Description	N/A			
Primary Veh Use	Personal		Inspection Type	Thermal Eve	ent		Inspected By	Inspection Not Pe		Inspection Date/Time	
Veh Damage Description	controls burned						Explain Other	Forwarding to ES	IS		

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on 9/9/2011

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### Activities

9/8/2011 09:48:59 AM	Greated By GARCIAJR	Assigned To ESISBIQU	Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description Thermal event - ESIS
Contact Last Nama		Contact Firs	t Name	Account		BAC Code	
06 Chevrolet TrattBlazer	- thermal event						l
Joe G/PAR/ATX Confidential Comments			· · · · · · · · · · · · · · · · · · ·				I
Greated 9/7/2011 06:30:22 PM	Created By SADMIN	Assigned To	Activity Type Inbound White Mail	Activity Sub-Type	Status Done	Completed 9/8/2011 01:47:22 PM	Description Scanned: 2011-09-07-11.01.35,
Contact East Name		Contact Firs	t Name	Account	•	BAC Code	SourceDocNum: STE4E674F6, worklist : BRC PAR SR Status: Open
RO Confidential Comments							
Greated 9/7/2011 08:58:07 AM	Created By STEWARDE	Assigned To	Activity Type Scheduled Follow-up	Activity Sub-Typo	Status Scheduled Alan	Completed m	Description ESIS
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Check to see if ESIS pick	ed up file						
Debble Stewart/PAR/ATX Confidential Comments					_		1

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### Activities

ACUVIUES							
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
9/7/2011 08:57:46 AM	STEWARDE	GARCIAJR	Notify CRM		Done	9/8/2011 09:48:54 AM	Forwarding to ESIS
C'Antam Last Nama		Contact Fire	l Name	Account		BAC Code	
Gommens							1
Cust alleges a thermal e	vent in their vet	n.					•
Forwarding to ESIS							
Debbie Stewart/PAR/AT.	x						
Confidential Comments							
9/7/2011 08:56:38 AM	Created By STEWARDE		Activity Typo BRC PAR	Activity Sub-Type Business Case	Status Done	9/7/2011 08:57:43 AM	Poscription Business Case
Contact Last Name	SIEWANDE	Contact Firs		Account	Dolle	BAC Code	Dusi less Chae
		15	TName	Account		BAO COUC	
Comments							
Cust alleges a thermal e	vent in their ver	1.					
Forwarding to ESIS							
Debbie Stewart/PAR/AT	X						
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/7/2011 08:48:06 AM	STEWARDE		Research	Activity Sun-Type	Done	9/7/2011 08:56:17 AM	Research
Postact Last Name	012141102	Contact Firs		Account		BAC Code	
omments .	-						
VIN and CUST scan- no	njes						
No recalls							
KEYLESS REMOTE DO	OR LOCK						
Research completed							
Debbie Slewart/PAR/ATO	<						
Confidential Comments							

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### **Activities**

Creatod	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscri-"	
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		

Spoke to: Rick Griffin, service manager

CRS adv: Please fax me the RO for this repair. Was there evidence of a thermal event?

Dir sis: Master window switch shorted, I only have notes about the small of smoke. I will fax you the RO.

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

Debble Stewart/PAR/ATX
Confidential Comments

Created By Assigned To Activity Typo STEWARDE SYEWARDE BRC PAR Activity Sub-Type Status Description Completed 9/7/2011 08:55:23 AM 9/7/2011 08:27:21 AM Initial Contact-Phone Done Cust transferred from CAC Contact Last Name Contact First Name BAC Code

confirmed cust contact into 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 packet 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 went 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: care and fine the care of the repairs.

CRS adv: gave ph# and SR# Cust sts: Thank you

Debble Stewart/PAR/ATX Confidential Continents

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### **Activities**

	Created 1772011 08:26:08 AM Contact Last Name Continuents See INI	Created By STEWARDE	Assigned To STEWARDE Contact Firs	Activity Typo BRC PAR I Name	Activity Sub-Typa Acknowledgement Account	Status Done	Completed 977/2011 08:25:27 AM BAC Code	Description Cust transferred from CAC
0	Debbie Slewart/PAR/ATX Confidential Comments	Crealed By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Doscription
9	77/2011 08:25:45 AM	STEWARDE	STEWARDE	BRC PAR	Case Assigned Account	Done	9/7/2011 08:26:07 AM BAC Code	STEWARDE ×31117
-	onlidential Comments	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
Œ	07/2011 08:23:54 AM	STEWARDE	STEWARDE  Gontact Firs	Ownership Changed	Ownership Escalated to BRC Account	Done	<b>9/7/2011 08:23:59 AM</b> BÁC Code	Ownership Escalated to BRC
Ø	onfidential Comments							
9.	roated 17/2011 08:14:53 AM ontact Last Name omments	Created By STEWARDE	Assigned To STEWARDE Contact First	Activity Type Ownership Changed Name	Activity Sub-Type Account	Status Done	Completed 9/7/2011 08:14:54 AM BAC Code	Poscription Service Request Ownership has changed FROM: MOZOSH TO: STEWARDE
_	onfidential Comments							

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description	
9/7/2011 08:07:44 AM	MOZOSH	MOZOSH	Oulbound Call Customer	Made Contact	Done	9/7/2011 08:12:10 AM		
Contact Last Name		Contact Firs	: Name	Account		BAC Code		

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 sould be a recall on that
Carter Chevolet in manchester, CT
car started filling up with smoke at first and then everything was burned inside the door panel

CRS ADV:

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 / Level1 Confidential Comments

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#### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
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	ĺ

Comments

Service Request: 71-984406366 Customer Relationship Specialist: Shallah

Dear

Thank you for contacting the Chevrolet Customer Assistance Center. We appreciate you took the lime 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 101:00 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 Refallonship 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.

Again, thank you for contacting Chevrolet.

Sincerely

The Chevrolet Consumer Support Team

[THREAD ID:1-G9V3HA]

---Origin...

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### **Activities**

Croated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
9/7/2011 05:56:53 AM	MOZOSH	MOZOSH	Scheduled Outbound Call Cust	Initial Attempt	Done	9/7/2011 08:07:42 AM	inițiai
Contact Last Name		Contact Firs	i Name	Account		BAC Code	
-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 Typo	Activity Sub-Type	Status	Completed	Description
9/6/2011 10:14:43 AM		MOZOSH	Email - Inbound		Done	9/7/2011 06:01:01 AM	Chevrolet Vehicle Concern
Confact Last Name		Contact First	l Name	Account		BAC Code	

Comments

<html> <head>

*mela hitip-equiv="Content-Type" content="text/html; charsat=iso-8859-1" /> <iiite><irie>
</nead>

<body>

Na Email / Addres

Willington, CT z**ip4/><**br/> Day Phone Evening Pt

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 fall 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 fire, 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 lives 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 milage 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

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### **UCC Information**

UCC Code Symptom Description
N01 Thermal Event Electrical - General

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Special Coverage 10054

Emission Select State

Component Lty Wty Corrosion Limited Warranty

Emission Limited Warranty 08/05/2011 11/25/2008

08/05/2011

Logout

@ GlobalWarrant	<b>y</b>			tember 9, 2011	
Global Warranty Management: Main INTERFACE WITH CUSTOMER	> Interlace With (	Customer > View			
View Vehicle Summary					•
This screen allows IVH users to view the Applicable Warranties, Transaction His and OnStar and XM Radio information	itory, Service Co	Vehicle Informa sutract(s) if appl	tion, Field Ar icable, Warr	ctions, Service Info anty Block, Brands	mation. d Title information
Vehicle Information VIN 1GNDT13S262 Service Contract Yes Brand Order Type: 70 - RETAIL - STOCK Field Actions: 0 Open	ted Title No	Mode Warranty Bk		2006 TRAILBLAZI PDI Statu	
Required Field Actions				Open field actions	are highlighted
Vehicle has no current record of	required field :	actions.			
Branded Title  The VIN information contained here Company and is to be used only for purpose whatsoever  Vohicle has no current record of  Warranty Block	the purpose of v	varienty ventice	afom is the tion and sha	proprietary properti Il not be used for a	y of The Polk ny other
Vehicle has no current record of	warranty block	<b>t.</b>			
Service Information  Value has no current record of	outstanding se	ervice informat	ion.		
OnStar and XM Satellite Ra Refer to Help page for details, Fe contact 877.GET.XMST (877.438.	or OnStar conta	ct 888.ON.STA	R1 (888.66	7.8271) and for XI	1 Radio
OnSter Equipped Y	our Canada, a	ing in the USA	.000-300-30		ır Status: Active
XM Equipped N OnStar Vehicle Diagnostics Y		XM Radio ID			XM Status: NA MN 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	11/25/2006	14 MI	11/25/2009	35,014 MI

08/05/2011 11/25/2008

08/05/2011 11/25/2006

11/25/2006

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

14 MI

14 MI

14 MI

14 MI

11/25/2016 120,014 MI

11/25/2009 50,014 MI

11/25/2013 70,014 MI

11/25/2012 100,014 MI

	Emission Sale component Ltd		11/25/2006	14.MI	11/25/2014	80,014 MJ
Service Co	ontract					
Policy Numbe	r. <b>816222486</b>				Ow	mer JOHNSON
Description: 6 Effective Date		AJOR GUARD				Amount: 100.00
					•	
				E	xpiration Odol	meler 60014 Mi
Effective Odo Daily Rental L Transactio				E	xpiration Odol	weter 60014 Mi
Daily Rental L	umit. 35.00	Transaction Type	Transaction Adjustment	Labour O		
Daily Rental L  Transactic  Job Card	on History  Job Card	Transaction Type ZSCT—Service Contracts		Labour O		View Details

Global Warranty Management: Site Map

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Logout

**Global Warranty** 

September 9, 2011

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

INTERFACE WITH CUSTOMER

#### View Vehicle Build

3

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

#### Vehicle Information

VIN 1GNDT13S262 Service Contract. Yes

Branded Title No.

Warranty Block: No

Model CT15506-2008 TRAILBLAZER 4WD

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

#### Vehicle Build

Model CT15508-2008 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number JKCP33 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

28H - LIGHT GRAY

62U - DARK GRAY METALLIC

7HN - SPRING

**9NR - SUSPENSION** 

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

AUO · KEYLESS REMOTE DOOR LOCK

830 - CARPETING, COLOR-KEYED

833 - REAR COLOR KEYED FLOOR MATS

C49 - REAR WINDOW DEFOGGER

**CJ3 - CLIMATE CONTROL** 

**DP2 - POWER OSRV MIRRORS** 

**EVA - EVAP EMISSION REQUIREMENT** 

JF8 - BRAKE VAC POWER, 4 WHILDISC

K18 - ELECTRIC AIR INJECTION SYSTEM

**KG4 - GENERATOR 150 AMP** 

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

NC7 · FEDERAL OVERRIDE

NP8 - 2-SPEED ACTIVE TRANSFER CASE

**1SZ - PREFERRED EQUIPMENT SAVINGS** 

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

6HN - SPRING

**8NS - SUSPENSION** 

AJ1 - TINTED GLASS ALO - SENSOR INF

RESTR, CHILD DETECT

AR9 - FRT BUCKET

SEAT, DELUXE

AXP - MPV VIN IDENT POSITION

**B32 - FLOOR MATS.** 

FRONT AND REAR

886 - MOLDING B/S

COLOR

C5N - GVW RATING -

5750 LBS

DAY - ASSEMBLY PLANT

MORAINE, OHIO DT4 - ASHTRAY AND

LIGHTER

GU6 - REAR AXLE 3.42

RATIO

JJB - PT DRESS SUBASSY NOT

INSTALLED

K34 - CRUISE CONTROL

LL8 - VORTEC 4200 SFI 16 N40 · POWER STEERING

NE1 - 50-STATE

EMISSIONS

NUS - EMISSION SYSTEM

#### For this vehicle:

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

CALIFORNIA NZ3 · WHEEL, FULL SIZE SPARE PDC - SEAT, 8-WAY POWER DRIVER QC3 - ALUMINUM WHEELS ONF - P235/75R16 ALS BWTIRES R6P - PREMIUM PAINT R9U - GM ACCESS -AUTOBOOK IDENTIFIER SLM - STOCK ORDERS **T61 - DAYTIME RUNNING** LIGHTS **198 - STAMPING VEHICLE IDENT NUMBER** TB4 - LIFTGATE U73 - FIXED MAST ANTENNA UA6 - THEFT DETERRENT ALARM SYSTEM **UBO - AM/FM STEREO W/CD** UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN **UY7 - TRAILER WIRING HARNESS** VIK - LUGGAGE RACK CROSS-BARS VK3 - LICENSE PLATE V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA FRAME, FRONT VXS - COMPLETE VEHICLE LABEL X68 - CHEVROLET CONVERSION YO3 - BASE EQUIP FOR SCH GVW PL-FT AX YD5 - BASE FRONT SPRING **YD5 - BASE REAR SPRING** ZW7 - PREMIUM RIDE SUSPENSION ZY1 - SOLID PAINT

#### **Added Option Codes**

-BO -

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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

3

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: Service Contract: Yes Model CT15508-2006 TRAILBLAZER 4WD

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

Order Type 70 - RETAIL - STOCK

Field Actions O Open

 View Vehicle Build View Vehicle Component Summary View Vehicle

For this vehicle:

-- View Vehicle Summary Service Contract

· Branded Title

Warranty Block

Transaction History Detail

View Vehicle Delivery Information

Vehicle Component

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

Date Scanned 09/01/2005

Traceability. 508300854 Part / Number Broadcast NFS

> Time Scanned 01:30:00 Scan Station 01

Companent Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 09/01/2005

Traceability 109132365 Part / Number Broadcast XVM

Time Scanned 02:10:00 Scan Station 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant: N-

Date Scanned 09/01/2005

Traceability 08G875452 Part / Number Broadcast FK

Time Scanned 01:40:00 Scan Station 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Sconned: 09/01/2005

Traceability 41612210 Part / Number Broadcast 6TDD

> Time Scanned 01:37:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Traceability C2l41105

Part / Number Broadcast

Date Scanned 09/01/2005

Time Scanned 02:20:00 Scan Station

Component Code: 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 09/01/2005

Traceability 236074952 Part / Number Broadcast CNB

Time Scanned 01:57:00 Scan Station 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00065496

Part / Number Broadcast

Date Scanned 09/01/2005

3051 Time Scanned 03:48:00

Scan Station

Component Code AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 09/01/2005

Traceability 1FJMXPG Part / Number Broadcast. 2395

Time Scanned 05:58:00 Scan Station 06

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

Source Plant M-MORTON-THIOKOL

Date Scanned 09/01/2005

Traceability 7ZARO78

Part / Number Broadcast: 0901

Time Scanned 02:03:00 Scan Station 04

Component Code GB-SEQ NUM (FLEX) BODY ASM

Source Plant. -

Date Scanned 08/26/2005

Traceability 0342515 Part / Number Broadcast 122

Time Scanned 00:03:00 Scan Station

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability 2045493

http://gmvis2.gotd.gm.com/gmvis2/showVehicleComponent.do?VIN=1GNDT13S262

Source Plant: -

Date Scanned: 08/30/2005

Part / Number Broadcest: 1WW

Time Scanned: 22:16:00 Scan Station:

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

Source Plant: -

Date Scienned: 08/31/2005

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

Source Plant -

Date Scanned: 08/31/2005

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

Source Plant .

Date Scanned: 08/31/2005

Traceability 2046734

Part / Number Broadcast: 1PT

Time Scanned: 14:19:00 Scan Station:

Traceability 2045205

Part / Number Broadcast, 1PH

Time Scanned: 22:26:00 Scan Station.

Traceability: 2045262

Part / Number Broadcast: 1GB

Time Scanned: 23:23:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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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

3

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

Vehicle Information

VIN 1GNDT13S262 Service Contract: Yes

Branded Title No.

Model CT15506-2006 TRAILBLAZER 4WO Warranty Block No.

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

PDI Status No

Job Card Date: 03/27/2010

Job Card Number: 896828

Repair Service Agent: 207453 **GM ROADSIDE ASSISTANCE/CCAS** 

Odometer Reading. 37,188 MI Authorization Code BJMR

ONE CABOT RD

MEDFORD MA 02155-5117

View Vehicle Delivery Information

Detail

For this vehicle: View Vehicle Summary

Service Contract

 View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History

→ Branded Title

→ Warranty Block

**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: A43998

Repair Service Agent 111126 CARTER CHEVROLET CO. INC. 1229 MAIN ST

Odometer Reading: 0 MI Authorization Code

MANCHESTER CT 06040-6056

8606466464

**Process Date** 09/06/2005

Transaction Type ZPD1---Pre-Delivery Inspection

Transaction Expense Calegory Customer Compleint Code 0000-Converted Claim

Job Card Line #. 1

Transaction Adjustment

Cause Code. 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Tima

Causal Part Number

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**L**oquut dobal Warranty September 9, 2011 Global Warranty Management: Main > Interface With Customer > View Vahicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information 3 This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and For this vehicle: the ultimate customer. Not all sections will be populated for all VINs. - View Vehicle Summary Service Contract Vehicle Information VIN 1GNDT13\$262 Model. CT15506-2006 TRAILBLAZER 4WD → Branded Title Service Contract Yes Branded Title No Warranty Block: No PDI Status No Warranty Block Order Type, 70 - RETAIL - STOCK → View Vehicle Build Field Actions 0 Open View Vehicle Component Summary View Vehicle Transaction History Invoice Information Invoicing Service Agent. 111126 CARTER CHEVROLET CO, INC. View Vehicle Delivery Invoice Date: 09/02/2005 Information **1229 MAIN ST** MANCHESTER CT 06040-6056 8606468464 Ship to Information Invoicing Service Agent: 111126 CARTER CHEVROLET CO, INC. Ship to Date N/A **1229 MAIN ST** MANCHESTER CT 06040-6056 8606466464 **Delivery Information** Delivery Service Agent 111126 CARTER CHEVROLET CO, INC. Delivery Date: 11/25/2006 Delivery Type: 010—INDIVIDUAL **1229 MAIN ST** Delivery Odometer 14 MANCHESTER CT 08040-8056 8606466464 in Service information Invoicing Service Agent In Service Date: N/A In Service Type: 0000 In Service Odometer 0 Global Warranty Management Site Map

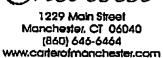




1 229 Main Street Manchester, CT 06040 (860) 646-6464 www.corterofmanchester.com



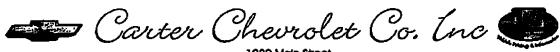
INVOICE NO. VERICLE IDENTIFICATION MILEAGE OUT DATE OUT 02/09/11 62156 A 1GNDT13S262 45633 TAG NO. COLOR HAKE MODEL CT YEAR WILLINGTON DARK GRAY 00000 TRAILBLAZE 06 CHEVROLET SERV. ADV. TERMS WORK PHONE STOCK NO. PROD. DATE HOME PHONE LICENSE CUST.NO. 00/00/00 697 CASH 6115 37488 IN-SERV DATE DELIV, DATE DELIV.MILES HILEAGE IN DATE IN CUST LABOR RATE 4.2L V6 MPI NM 02/03/11 11/25/06 45633 11/25/06 14 98.10 AMOUNT HOURS/OTY TYPE FAIL-CD TECH: LINE OD. CODE **D** + COM TECHNICIAN FOUND AND REPLACED BURNT LEFT LOW BEAM HEADLIGHT BULB. C 21.00 **A31** C 11.17 1 1999366 BULB 32.17 Line Total. E + Com Customer states REPLACE BATTERY. COY REPLACED BATTERY. A31 33.00 C 75.50 78-6YR BATTERY Line Total.... 108.50 CYTHUTILA Labor 189.00 343,60 Parts 31.96 Sales Tax TOTAL-CASH CUSTOMER COPY - PAGE 02 On behalf of servicing dealer, I hereby certify that the information contained STATEMENT OF DISCLAIMER betoon to accurate unless otherwise abben. Warrancy services described were The factory warranty constitutes all of the warranties with respect to the sate of this item/items. The Setter hereby expressly disclaims all personned at do charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim warranties either empress or implied. including any implied warranty of merchantability or farmens for a particular purpose. Seller meither had been connected in any way with any accident negligance or misure. Somerica assumes nor authorizes any other person to assume for it any limbility to supporting this claim are available for (1) year true the date of payment notification at the servicing dealer for anspection by manufacturer's representative. connection with the sale of this item/items. CUSTOMER SIGNATURE (STOKES) DEALER, GENERAL HANGER OR AUTHORISTO PERSON (DATE)







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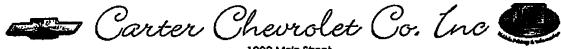




1229 Main Street Manchester, CT 06040 (860) 646-6464 www.carlerofmanchester.com



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Manchester, CT 06040
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### CUSTOMER COPY. - PAGE 03

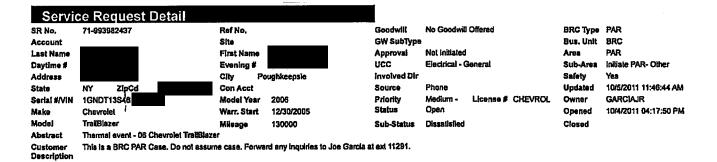
#### STATISHENT OF DISCLASHER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Soller hereby expressly disclaims all warranties either express or implied, including any implied warranty of cerchantability or fitness for a particular purpose. Soller noither assumes nor authorises any other person to assume for it any liability in connection with the sale of this item/items.

On behalf of servicing dealer, I hereby certify that the isformation contained hereen is accurate unless otherwise shown. Marranty services described were parformed at so tharps 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 minus. Records supporting this claim are available for (I) year from the date of payment notification at the purvicing dealer for inspection by manufacturar's representative.

CUSTONER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORISED PERSON (DATE)



#### Pre-PAR

-16-LWL	•						
AR Notifier	Incident Date/Time	Injuries # Other Vi			Road		Police Report#
)wner	10/4/2011 01:00:00 PM	N O		phalt	Dry	unk	n/a
river Last Na	ame	Driver First Nam	e Height	DOB		lities	
ot		occupied			none		
isurance Age	ent Last Name	Insurance Agent	First Name Phone	#	Insurance		
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ncident .oc	cus's driveway			incident Desc	Veh was par	ked at cust's residence when	n started smoking and burning
omponent	electrical						
•				Damage	interior burn	dmg, totaled	
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imgcy Svc	Poughkeepsie FD						
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eh Damage escription	interior burn dmg			E	Explain Other	Being sent to ESIS	

Report Generated for toporowm

on 10/6/2011

Page 1 of 7

### **Activities**

Croated 10/5/2011 12:57:33 PM Contact Last Name (Comments Thermal Event from elec Confidential Comments	Greated By AMSTUTST tricel in drivers	Assigned To ESISBIQU Contact Firs door	Escalation	Activity Sub-Typo ESIS- Thermal Event Account	Status In Progress	Completed BAC Code	Description Thermal Event
Created 10/5/2011 11:44:59 AM Contact Last Name	Greated By GARCIAJR	Assigned To GARCIAJR Contact Firs	Activity Typo Scheduled Follow-up I Name	Activity Sub-Type Account	Status Scheduled Alarm	Completed BAC Code	Description Walting for ESIS to pick up
Croated 10/5/2011 11:44:30 AM Contact I rist Name	Greated By GARCIAJR er - thermal eve	AMSTUTST	Activity Type Notify CRM I Name	Activity Sub-Type Account	Status Done	Completed 10/5/2011 12:57:31 PM BAC Codo	Description ESIS
Joe G/PAR/ATX Confidential Comments Created 10/5/2011 11:43:55 AM	Created By GARCIAJR	Assigned To	Activity Typo BRC PAR	Activity Sub-Typo Business Case	Status Done	Completed 10/5/2011 11:44:29 AM	Description Business Case
Veh experienced a them Joe GIPARIATX Confidential Comments	nal event, file b	eing referred to		Account		BAC Code	 

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on 10/6/2011

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### **Activities**

eated /5/2011 11:43:49 AM	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Description
	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	10/5/2011 11:43:49 AM	Ownership Escalated to BRC
nlact Last Name		Contact EllS	t Name	Account		BAC Code	
инисть:						_	Ī
onsdential Comments							
08(96 V5/2011 10:08:49 AM	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
	MERCADTO	GARCIAJR	Ownership Changed		Done	10/5/2011 10:08:49 AM	Service Request Ownership has
ontact Last Name		Contact Fire	Name	Account		BAC Code	changed FROM: BENITEAN TO: GARCIAJR
omments			•				
onfidential Comments							1
							l
eated / <i>5/</i> 2011 10:08:42 AM	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
	MERCADTO		BRC PAR	Initial Contact- Dealer	Done	10/5/2011 11:43:43 AM	no dir ct needed
ontact Last Name		Contact Fire	Name	Account		BAC Code	
mments							
	d Makiela kara			A			
, maner conservisione	u. veracie beyo	no warranty and	I has not been to dealer in	two years.			
e G/PAR/ATX							

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on 10/6/2011

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### **Activities**

Prograd 10/5/2011 10:08:38 AM	Created By MERCADTO	Assigned To GARCIAJR	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Phone	Status Done	Completed 10/5/2011 11:41:50 AM	Description made initial of vacust
Contact Last Name		Contact Fire	Name	Account		BAC Code	1
							<u>.</u>
Called daytime phone #.							

Called dayume phone a

Spoke in Spanish:

Crm stated calling to t/u w/cust re the product allegation case, understand that veh was involved in a therma 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 - fit d/s door. Cust stated no injuries.

Crm verfd pre-par & par detail screen info.

Cmm also advised that will need to refer this file to our central claim dept, they will tru wicust with 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX

Confidential Comments

Created 10/5/2011 10:08:34 AM	Created By MERCADTO	Assigned To GARCIAJR	BRC PAR	Activity Sub-Typo Acknowledgement	Status Done	Completed 10/5/2011 11:39:07 AM	Description acknowledgement made
Сопянень			Name	Account		BAC Code	
see Initial ct activity  Joe G/PAR/ATX  Confidential Comments							
Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	
10/5/2011 10:08:28 AM Contact Last Name	MERCADTO	GARCIAIR Contact Fire	Notify CRM	Account	Done	10/5/2011 10:12:31 AM BAC Gode	Description File assigned

Confidential Comments

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on 10/6/2011

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### **Activities**

Created 10/5/2011 10:08:23 AM Contact Last Name	Created By MERCADTO	Assigned To GARCIAJR Contact Fire	Research	Activity Sub-Type Account	Status Done	Completed 10/5/2011 11:43:05 AM BAC Code	Doscription Research
Summary:							
Repairs - no related repa	irs						
Recalls - N050086 05086	POWER STE	ERING HOSE I	FRACTURE, not related	to allegation			
SR's - no other files for th	nis veh						
Joe G/PAR/ATX Confidential Comments							I
Created 10/5/2011 10:08:07 AM Contact Last Name	Created By MERCADTO	Assigned To GARCIAJR Contact Firs	Activity Typo BRC PAR It Name	Activity Sub-Typo Case Assigned Account	Status Done	Completed 10/5/2011 10:12:28 AM BAC Code	Poscription File assigned to Joe Garcia @ ext 11291
Confidential Comments							
Created 10/5/2011 10:07:59 AM	Created By	Assigned To BENITEAN	Activity Type SR Opened	Activity Sub-Type	Status Done	Completed	Description
Contact Last Name	menororo	Contact Fire	•	Account	DOUB	10/5/2011 10:07:59 AM BAC Code	SR in Status of Closed has been Re- Opened by MERCADTO
Confidential Comments							

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on 10/6/2011

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### **Activities**

	VITEAN SR Closed - Dissatisfied	Activity Sub-Type Account	Done Done	Completed 10/5/2011 10:07:57 AM BAC Code	Description Service Request has been Closed Dissatisfied,
Canfidential Comments					
	signed To Activity Type RCADTO Notify CRM	Activity Sub-Typo Escalation Resolution		Completed 10/5/2011 10:05:55 AM	Description par thermal event
Contact Last Name Co	ontact First Name	Account		BAC Code	Received and assigned in PAR Tonie/BRC PAR/ATX

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Report Generated for toporowm on 10/6/2011

### **Activities**

Creatod	Created By	Assigned To	Activity Typo	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
Control							•
Contact Last Name		Contact First	Name	Account		BAC Corte	

cust six: I have a 2006 chevrolet traiblazer 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 freman came in and resolve the flames and no medical assistance needed

#### cust sks: assistance

crs inform: I applicated for the incovenience 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
  1gndt 13s46:
  chevolet traliblazer 2006
  130000 mlg

crs inform customer that im going to be escalating the issue to a par dept

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	

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on 10/6/2011

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#### Service Request Detail 71-923590868 Ref No. Goodwill No Goodwill Offered BRC Type PAR GW SubType Bus, Unit BRC Account Site PAR Last Name First Name Approval Not Initiated serA Evening # Daytime # UCC Electrical - Power Door Lock Motor / Sub-Area Initiate PAR- Thermal Event Safety Address Involved Dir Yes City Camden State NY ZipCd Con Acct Source Phone Updated 3/2/2011 04:47:04 PM Serial #/VIN 1GNDT13S072 Priority Medium Liconso# Owner SANCHERI Model Year 2007 Status Open 3/2/2011 03:51:39 PM Opened Make Chavrolet Warr. Start 03/24/2007 Model **TrailBlazer** Mileage 63000 Sub-Status Dissatisfied Closed esis - thermal event / door controls/ electrical --***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.31227 *** Abstract Customer Description

### Pre-PAR

Owner 2/27/2011 09:23:51 PM N 0 0 Asphalt Icy na na Oriver Last Name Driver First Name Height DOB Disabilities na na na na na na diver in the vehicle at the time of incident																17	LIG-LWI
Oriver Last Name na na na na na na na na na na na na na	N. 10.	Report#									# Pc						
na na na na na na na na na na difver in the vehicle at the time of incident  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name I went into my vehicle monday is smalle the control panels were all black i took the vehicle to my mechanic and they remot and all the controls and wiring is all burned, I didnt see a flame but it is evident that  Damage  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Last Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Agent Name  Insurance Name  Insurance Agent Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance Name  Insurance			*									•			27/2011 09:23:		
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Date Service Location Repair Cost  Veh Est \$0.00 Spec Equip na Prop Damage na Repair Cost Installer Description  Primary Personal Inspection Thermal Event Inspected By Inspection Not Performed Inspection		na				na	Prop Owner			owing						0	
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Veh Damago Interior driver door damage Explain Other sent to esis Description					al to esis	er senti	Explain Oth							amage	r driver door da		

Report Generated for toporowm

on 3/4/2011

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## **Activities**

Croated 3/3/2011 06:11:48 PM Contact Last Name Comments 07 Chevrolet Trail@lazer	GARCIAJR	Assigned To ESISBIQU Contact First	Activity Typo Escalation Name	Activity Sub-Typo ESIS-Thermal Event Account	Status In Progress	Completed	Description Thermal event - ESIS
Joe G/PAR/ATX Confidential Comments							•
Some Some is							
Greated 3/2/2011 04:45:20 PM Contact Last Name	Created By SANCHERI	Assigned To SANCHERI Contact Firs	Activity Typo Scheduled Follow-up Name	Activity Sub-Type	Status Scheduled Alarm	Completed BAC Code	Doscription fuesis pick up
Comments							· •
Confidential Comments							ľ
Created	Created By		Activity Type	Activity Sub-Type	Status	Completed	Description
3/2/2011 04:45:05 PM	SANCHERI	GARCIAJR	Notify CRM	A minus	Done	3/3/2011 06:11:36 PM	esis - thermal event
		Firs	Name	Account		BAC Code	l
Confidential Comments							I
Croated			<b>₩Activity Typo</b>		ाStatus क्रिकास	S Completed 9/42 FEE 5/85	Description was to be a second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second of the second
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		Control Eiro	t Name	Account		BAC Code	
Confidential Comments							I

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### **Activities**

Greated 3/2/2011 04:38:38 PM	' Created By SANCHERI	Assigned To SANCHERI	Activity Type Ownership Changed	Activity Sub-Type	Status Status Done	3/2/2011 04:36:38 PM	Service Request Ownership has
Contact Last Name		Contact Fire	it Name	Account		BAC Cede	changed FROM: SAXTONÂN TO: SANCHERI
Confidential Comments							i
Created	Created By		Activity Type	Activity Sub-Type	Status		Description
3/2/2011 04:32:27 PM Contact Last Name	SAXTONAN	SAXTONAN Contact Fire	PAR Case Assessment	Thermal Account	Done	3/2/2011 04:33:57 PM BAC Code	transfer E
Transfer call to Rita.							l
Angela Saxion/CAC Ties Confidential Comments	1/SAG/GW1	·					
Groated 3/2/2011 04:17:16 PM	Created By	Assigned To	Activity Typo BRC PAR	Activity Sub-Type Initial Contact-AVM	Status Done	Completed 3/2/2011 04:44:40 PM	Doscription
Contact Last Name		Contact Fire		Account		BAC Code	I
This is Rita Sanchazea Custome Service Request: 71-923 Vehicle information:200' Last 8 of the VIN: 7 Involved Dealership:non Nature of allegation: the CRS adv if you have anyou know what is going Rita Sanchez/ATJ/PAR Confidential Comments	590868 ? Cheyrolet Tra 6 ermal event y additional Info on in your distri	nii Blazer umation pertaini	ing to customer or vehicle pi	ease contact me at 1-868-79	0-5600 X 31227 H	not then this is an FYJ to let	

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### **Activities**

MCHAINES							
Greated Section 1	Created By	Assigned To	Activity Typo	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
Crintact Last Name		Controt Einst	N-me	Account	****	BAC Code	
No need to call Dir. Vehic Rita Sanchez/PAR/ATX	de beyond wan	anty and has no	t been to dealer in two year	8.	,		ı
Confidential Comments							
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status :	Completed	Doscription
3/2/2011 04:16:45 PM	SANCHERI	SANCHERI	BRC PAR	Initial Contact- Phone	Don <del>e</del>	3/2/2011 04:35:25 PM	call

Account

BAC Code

verified allegation and information

provided required esis statements

cust sis i want to proceed

crs sts what happen

ontact Lact Namo

cust ats 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 didn't 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

**-st Name

### **Activities**

Created By 3/2/2011 04:16:37 PM SANCHERI Comments CRS Performed VIN Scan GMVIS: Found No Open Recalls	Assigned To Activity Type SANCHERI Research rst Nume		tatus Completed ane 3/2/2011 04:20:52 PM BAC Code	Doscription vin 1GNDT13S07
VIN: - Found No Duplicate File				
SVC History: No Service History Related	f to Allegation			
Rita Sanchez/PAR/ATX				
Confidential Comments				I
Greated Sylvania Greated By 3/2/2011 04:16:26 PM SANCHERI	Assigned To Activity Type SANCHERI BRC PAR		tatus Completed Services one 3/2/2011 04:20:17 PM	Doscription States and States and Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Control of the Co
Contact Last Name	Contact First Name	Account	BAC Code	I
Comments				1
See Initial Contact			1114 1114	•
Rita Sanchez/PAR/ATX				
Confidential Comments				Ī
Croated By	Assigned To   Activity Type	Activity Sub-Type 1000000000000000000000000000000000000	tatus Completed Source Source	Doscription
3/2/2011 04:16:15 PM SANCHERI	SANCHERI BRC PAR		one 3/2/2011 04:20:01 PM	File assigned to Rita Sanchez @ ext
Contact Last Name	Contact First Name	Account	BAC Code	31227
Comments				•
File received and reviewed				•
Rita Sanchez/ATX/PAR Confidential Comments				•
				•

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### **Activities**

Created	Created By	Assigned To	Activity Typo	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 Fire	t Name	Account		BAC Code	1

Continues

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 furnes are strong and could be toxic.

Cust sks: 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 Saxion/CAC Tier 1/SAG/GW1

Confidential Comments

### **UCC** Information

UCC Code	Symptom	Doscription
N42	thermal event	Electrical - Power Door Lock Motor / Switch / Wiring
N40	Thermal event	Electrical - Power Window Motor / Switch / Wiring / Regulator

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			UD THE THE ANY			
Ш (C	Obd Warran	ty		March 4	, 2011	
Global War	ranty Management: Mai	n > Interface With C	ustomer > Vle	w Vehicle Summa	ity	
INTERFAC						
View V	ehicle Summar	у				3
Applicable '	allows GMVIS users to Warranties, Transaction I and XM Radio informati	History, Service Col				
* *****	e Information ADT13807:		Mod	ei· CT15508-200	7 TRAILBLAZ	ER 4WD
-		ided Title. No	Warranty Bio	cek. No	PDI Stat	us. No
	pe: 50 - FLEET					
Field Act	ions <u>0 Open</u>			1	4000	1 (1 m)
						•
Requir	ed Field Actions			Ор	en field action	ıs are highlighted
			-41	•		
AGUICH	has no current record	or required seid a	Enous.			
*The VIA Compan	ed Title Information contained to y and is to be used only to whatsoover	erein and information for the purpose of w	on derived the arranty ventic	refrom is the prop ation and shall no	rietary proper at be used for	rty of The Polk any other
Vehicle	has no current record	of branded titles.				
					••	
Warra	nty Block					
	has no current record	of warranty block				
•						
Servic	e information					
Vahlck	has no current record	of outstanding se	rvice inform	ation.		
0-54-			41			
OnSta	rand XM Satellite	Radio Informa	tion	<del></del>		<del> </del>
Vehicle	has no current record	of OnStar / XM Ra	idio informat	ion.		
Applic	able Warranties				/alid warranti	es are highlighted
Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer

#### 03/24/2014 70,010 MI **Emission Select State** 02/21/2010 03/24/2007 10 MI Component Lty Wty 03/24/2013 100,010 MI Corresion Limited Warranty 02/21/2010 03/24/2007 10 MI Bumper to Bumper Limited 02/21/2010 Warranty 03/24/2010 36,010 MI 03/24/2007 10 MI Emission Limited Warranty 02/21/2010 03/24/2007 10 MI 03/24/2010 50,010 MI Powertrain Limited 02/21/2010 03/24/2007 10 MI 03/24/2012 100,010 MI Warranty **Emission Select** 02/21/2010 03/24/2007 10 MI 03/24/2015 80,010 MI Component Ltd Wty

**□** Logout

For this vehicle:

- -- View Vehicle Summary
  - Service Contract

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

### **Service Contract**

Vehicle has no current record of service contracts.

Transaction	oπ History	,			View Detail
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	ZREGRegular 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	ZREGRegular Vehicle Transaction		B1790 - Windshield Washer Nozzla Hosa Replacement	15,663 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

Global Warranty Management: Site Map

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March 4, 2011

Logous

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

INTERFACE WITH CUSTOMER

### View Vehicle Build

رف

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 Service Contract No Branded Title, No. Model. CT15506-2007 TRAILBLAZER 4WD

Warranty Block. No

PDI Status No

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

### Vehicle Build

Model, CT15506-2007 TRAILBLAZER 4WD

Order Number KSRKFZ Build Date: 03/22/2007

Build Plant 2-

Gross Vehicle Weight: 2,611

### **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

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

**DETERRENT SYSTEM** 28H - LIGHT GRAY

**67U - SILVERSTONE METALLIC** 

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** 

886 - MOLDING B/S COLOR

**BZ4 - GM PRODUCTION WEEK #13** 

C5N - GVW RATING - 5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER

FLT - FLEET PROCESSING OPTION

JF8 · BRAKE VAC POWER, 4 WHILDISC

28L-INT TRIM LT

**GRAY/DK GRAY** 

6FB - COMP FRT LH COMPUTER SEL SUSP **8UY - COMPONENT RR** LH COMPUTER SEL AJ1 - GLASS, DEEP

TINTED ALO - SENSOR INF

RESTR, CHILD DETECT AR9 · FRT BUCKET

SEAT, DELUXE AUG - REMOTE **KEYLESS ENTRY B30 - FULL CARPET-**COLOR KEYED

833 - 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

### For this vehicle:

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

INSTALLED K18 · ELECTRIC AIR INJECTION SYSTEM K34 · CRUISE CONTROL KG4 - GENERATOR 150 AMP LL8 - ENGINE, VORTEC 4.2L SFI 16 N40 - POWER M30 - TRANSMISSION, 4 SPD AUTOMATIC STEERING N75 - 17" ALUMINUM WHEELS NC7 - FEDERAL OVERRIDE **NE1 - 50-STATE EMISSIONS** NP8 - 2-SPEED ACTIVE TRANSFER CASE NZ3 - 16" FULL SIZE NU5 - EMISSION SYSTEM CALIFORNIA SPARE WHEEL OTM - ALL-SEASON PDC - PWR SEAT ADJUST-DRIVER, 8 WAY TIRES **R6F - IDENTIFY B CODE USERS R6K - ONSTAR TURN-**BY-TURN NAVIG AVAIL R6M · NEW JERSEY COST SURCHARGE **R6P - SPECIAL PAINT** R6Z · SURCHARGE BLOCK - IL & NJ R7M - ONSTAR DELETE R9X - XM RADIO STANDARD IDENTIFER **R9N - LEATHER SEAT TRIM T61 - DAYTIME RUNNING LIGHTS T98 - STAMPING** VEHICLE IDENT NUMBER TB4 - LIFTGATE **TFD · RETAIL AMENITY** DEFELE U73 - FIXED MAST U2J - DELETE XM SATELLITE RADIO ANTENNA **UAG - THEFT DETERRENT ALARM SYSTEM UBC - AM/FM STEREO** WCD **UJ6 - TIRE PRESSURE MONITOR UY7 - TRAILER WIRING** HARNESS V1K - LUGGAGE RACK CROSS-BARS V73 - STATEMENT OF **VEHICLE CERT.** U.S. /CANADA VK3 · FRONT LICENSE PLATE BRACKET VN9 - DAILY RENTAL REPURCHASE PROGRAM VXS - COMPLETE VEHICLE LABEL X88 - CHEVROLET CONVERSION YD3 - BASE AXLE YD5 - BASE FRONT SPRING YD6 - BASE REAR SPRING YT1 - DAILY RENTAL FLAT RATE DEPREC. ZNF - SPARE, ALL-SEASON TIRE ZW7 - PREMIUM RIDE SUSPENSION ZY1 - SOLID PAINT

### **Added Option Codes**

Vehicle has no current record of SAIO codes.

Global Warranty Management: Site Map

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প্রিটা Warranty िपूर्व March 4, 2011 E Logout

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 vanous major components added to the VIN selected during vehicle build

Vehicle Information

VIN 1GNDT13S072 Service Contract: No

Branded Titte, No.

Warranty Block, No.

Model CT15508-2007 TRAILBLAZER 4WD

PDI Status, No

Order Type 50 - FLEET

Field Actions: 0 Open

Vehicle Component

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

Date Scanned: 03/22/2007

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

Date Scanned 03/22/2007

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned: 03/22/2007

Date Scanned: 03/22/2007

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

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

Source Plant G-

Date Scanned: 03/22/2007

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

Date Scanned. 03/22/2007

Component Code. 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant. K-KELSEY-HAYES JASPER, INDIANA

Component Code: AB-IR-MODULE ASM-INFLATOR

Date Scenned 03/22/2007

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned 03/22/2007

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

Date Scanned. 03/22/2007

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant -

Date Scanned: 03/16/2007

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

Traceability 703140116

Part / Number Broadcast. NAX

Time Scanned 16:23:00 Scan Station 01

Traceability. 003960757

Part / Number Broadcast: F9A

Time Scanned 17:18:00 Scan Station 05

Traceability. 0BN371584

Part / Number Broadcast: JN

Time Scanned: 15:35:00 Scan Station: 03

Traceability 45689451 Part / Number Broadcest: 7TDD

Time Scanned, 16:32:00 Scan Station: 02

Traceability: 3FH45457

Part / Number Broadcast

Time Scanned, 17:12:00 Scan Station

Traceability: 068093612

Part / Number Broadcast: ZM4

Time Scanned: 17:05:00 Scan Station, 11

Traceability: 00116042

Part / Number Broadcast

3172

Time Scanned, 18:50:00 Scan Station

Traceability. 1H2Z0EL Part / Number Broadcast: 2395

Time Scanned: 21:28:00 Scan Station: 06

Traceability: 4BAHJ02 Part / Number Broadcast: 8435

> Time Scanned. 17:10:00 Scan Station 04

Traceability 1700314

Part / Number Broadcast 1ZZ

Time Scanned: 03:01:00 Scan Station

Traceability 3158119

For this vehicle:

7

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

Source Plant: -

Date Scanned: 03/21/2007

Part / Number Broadcast: 1WW

Time Scanned: 00:53:00 Scan Station:

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

Source Plant: -

Date Scanned: 03/21/2007

Traceability: 3158076 Part / Number Broadcast: 1PT

Time Scanned: 22:16:00 Scan Station:

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

Source Plant: -

Date Scanned: 03/22/2007

Traceability: 3157303 Part / Number Broadcast: 1PH

Time Scanned: 12:18:00 Scan Station:

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

Source Plant -

Traceability: 3157497 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.

Global Warranty Management: Site Map

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Lonout

obal Warranty Management: Man > Interface With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer > View to the With Customer >	Vehicle Transaction History Detail
iew Vehicle Transaction History Detail	3
s screen allows GMVIS users to view the available information on ind	ividual transaction for the VIN selected
Vehicle Information VIN 1GNDT135072 Model: Service Contract: No Branded Title No Warranty Block Order Type 50 - FLEET Field Actions 0 Open	CT15506-2007 TRAILBLAZER 4WD : No PD1 Status No
Job Card Date: 02/19/2009	Job Card Number: 092079
Repair Service Agent: 115311 DJ WALTERS CHEVROLET-BUICK-PONTIAC- 23 W MAIN ST GOUVERNEUR NY 13642-1300 3152870500	Odometer Reading: 27,472 MI Authorization Code
Process Date. 02/24/2009	
Transaction Type. ZREGRegular 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 - R Causat Part Number	epiace
-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 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. 1909-Converted Claim	
Job Card Line #: 1 Transaction Adjustment	Cause Code: 0000-Converted Claims
abour Op R4490-Remote Control Door Lock Transmitter Replaceme. Causal Part Number	H3E
-See other Parts and/or Net Items	Line Total USD 73.66
Job Card Date: 02/14/2008	Job Card Number: 089489

For this vehicle:

- View Vehicle Summary

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

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. Customer Complaint Code. 0000-Converted Claim Transaction Adjustment Cause Code: 0000-Converted Claims Job Card Line # 2 Labour Op 27911-2-WAY SHUTTLE COURTESY TRANSPORTATION Causal Part Number Line Total USD 10.00 -See other Parts and/or Net Items Job Card Date: 11/13/2007 Job Card Number: 088858 Odometer Reading: 15,663 MI Repair Service Agent. 115311 DJ WALTERS CHEVROLET-BUICK-PONTIAC-Authorization Code. 23 W MAIN \$1 **GOUVERNEUR NY 13642-1300** 3152870500 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 Odometer Reading 14,439 MI Repair Service Agent: 115311 DJ WALTERS CHEVROLET-BUICK-PONTIAC-Authorization Code 23 W MAIN ST GOUVERNEUR NY 13642-1300 3152870500 **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-PONTIAC23 WMAIN ST
GOUVERNEUR NY 13642-1300
3152670500

Odometer Reading: 14,439 MI Authorization Code:

Process Date: 10/19/2007 Transaction Type: ZREG—Regular Vehicle Transaction Transaction Expense Category: Customer Comptaint 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 Nat Items

Line Total: USD 10.00

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Logout Warranty March 4, 2011 Global Warranty Management: Main - Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER (2) View Vehicle Delivery Information This screen allows GMVIS users to view the available information for the selected VIN delivered to the Service Agent For this vehicle: and the ultimate customer. Not all sections will be populated for all VINs View Vehicle Summary Service Vehicle Information Contract VIN. 1GNDT13S072 Model: CT15506-2007 TRAILBLAZER 4WD - Branded Table Service Contract: No Branded Title No Warranty Block: No PDI Status No · Warranty Block Order Type: 50 - FLEET View Vehicle Build Field Actions: <u>0_Open</u> View Vehicle Component Summary View Vehicle Transaction History Detail Invoice information View Vehicle Delivery Invoicing Service Agent 111571 CAR/TRUCK CITY Invoice Date 03/22/2007 information 1405 MAIN ST S PINE CITY MN 55063-9092 3206296751 Ship to Information Invoicing Service Agent: 143667 Ship to Date: N/A 30-116 PORT STREET NEWARK NJ 07114-3130 Delivery Information Delivery Service Agent 111571 Delivery Date 03/24/2007 CAR/TRUCK CITY Delivery Type: 020--DAILYRENTAL 1405 MAIN ST S Delivery Odometer 10 PINE CITY MN 55063-9092 3206296751 In Service Information Invalding Service Agent In Service Date N/A In Service Type 0000 In Service Odometer Global Warranty Management Site Map



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

Poughkeepsie, NY

RE:

Claimant:

Our File No.:

Our Client:

General Motors LLC

Date/Event:

10/4/11

734556

Subject vehicle:

2006 Chevrolet Trail Blazer

VIN:

1GNDT13S462

Dear

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

Claims Administrator

Sasha Henson

Servi	ce Request Detail			Ī			
SR No. Account Last Name Daytime # Address State Serial #/VIN Make Model Abstract Customer Description	PA ZipCd 1GNDS13S872 Chevrolet TrailBlazer ESIS Thermal Event PAR FILE, DO NOT ADVISE, DO NOT	Con Acct Model Year Warr. Start Mileage	rklomenville 2007 06/20/2006 77582 DALL CALLS TO X41022 STA	Goodwill GW SubType Approval UCC Involved Dir Source Priority Status Sub-Status	No Goodwill  Not Initiated Electrical - G  Phone Medium Open Active	 BRC Type Bus, Unit Area Sub-Area Safety Updated Owner Opened Closed	

## Pre-PAR

PAR Notifier Owner	Incident Date/Time 11/1/2011 01:32:02 PM	Injuries <b>N</b>	# Other Veh	# People in Ve 1	Asphatt		Road Dry	Cond Fire Report#	Police n/a	e Report#
				5	9	DOB	Disale none	litres		
uya inemumeave	ent Last Name	n/a	nce Agent Fire	Name P	hone#		not invol	e Agency ved		
Incident Loc	in Potislown, adress unk				Incide Desc		Saw white s	moke from the drivers goot, th	en flames from the door	down, while going to work he r handle, he used a bottle of
Component	electrical						water to res	oive, he removed the panel ar	nd found the wiring mell	ed logelher, he disconnected
	cust residence				Dami Desc		drivers door	, wiring, electrical		
Loc Emgcy Svc	n/a				Add'i	Info	rva			
Names					Makot	Loc	unk			
PAR Det	tail									
Collision	Non Collision	Y	Property Damage	N Thermal	Evt Y	Sp	ec Equip	none		
Vehicle Speed	0		Weather Condition	dry		Pro	p Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service				porty ation	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost			Spec Equip Installer	n/a			p Damage scription	nla		
Primary Veh Use	Personal		Inspection '	Thermal Event		Ins	pected By	Inspection Not Performed	inspection Date/Time	
Veh Damage Description	drivers door, wiring, electrical					Exp	oiain Other	sent to ESIS, no rep est, fast	date of svc unk	

Report Generated for toporowm

on 11/3/2011

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## **Activities**

reated 1/2/2011 03:25:36 PM	Created By MERCADTO	MERCADTO	Activity Type Inbound Call Third Party ome	Activity Sub-Typo Voice Mail Received Account	Status Done	Completed 11/2/2011 03:25:50 PM BAC Code	Pescription PAR Voice Mail
	on GM CAC. I h	iave a case 71-1	003860118. Customer had a	in open flame on the drivers	side door.		ı
nie/BRC PAR/ATX Infidential Commercia							•
valod /2/2011 01:55:57 PM Intact Last Name	Greated By AMSTUTST	Assigned To AMSTUTST Contact First	Activity Type Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alar		Description check for ESIS pick up
ack for ESIS pick up				Account		BAC Code	<b>!</b>
cy/ATX/PAR							
IS IS NOT A SCHED C ntidential Comments	ALL BACK, DO	) NOT ADV CUS	T OF THIS SCHED ACTIVIT	TY, DIRECTALL INQUIRIES	TO OCRS STACY	AMSTUTZ @ X41022	ſ
		Assigned To	Activity Typo Escalation	Activity Sub-Typo ESIS-Thermal Event	Status In Progress	Completed	Description
ntact Last Name		Cantact Light	Name	Account		BAC Code	Thermal Event
experienced a therma friential Comments	i event from the	s drivers door					
/2011 01:55:03 PM	Created By AMSTUTST	Assigned To AMSTUTST	Activity Typo BRC PAR	Activity Sub-Typo Business Case	Status Done	Completed 11/2/2011 01:55:38 PM	Description
fact Last Name		Control First N	Vame	Account		BAC Code	Business Case for Escalation to ESIS
illeriis							
experienced a thermal	event from the	drivers door					

Report Generated for toporowm

on 11/3/2011

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## Activities

Greated 11/2/2011 01:37:17 PM	Created By AMSTUTST	Assigned To AMSTUTST	Activity Type Ownership Changed	Activity Sub-Typo Ownership Escalated to	Status Done	Completed 11/2/2011 01:37:18 PM	Description Ownership Escalated to BRC
"nniaci Lari Name		0 1 F		Account		BAC Code	
							ī
onfidential Comments							l
roated 1/2/2011 01;26:41 PM	Created By AMSTUTST	Assigned To AMSTUTST	Activity Typo Outbound Email	Activity Sub-Type DVM/CAM/Field	Status	Completed 11/2/2011 01:27:28 PM	Doscription
ontact Last Name		Contact First	t Name	Account		BAC Code	danlel.m.perkins@gm.com
product allegation dain	n has been mar	ie in your region	. The customer is alleging a	s thermal event from electrical c	omponents in th	a ddwyr does. This ever in	<b>!</b>
eing escalated to ESIS	because the the	emal event.			oniponante tii ti	e ouvers cook. This case is	
007 Chevrolet Trailblage GNDS13S872	B£						
ris is only a notification.	. No action is re	equired on your;	part at this time.				
est wishes. Jacy Amsluiz   CRS							
onfidential Comments							
reated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Complete	
1/2/2011 12:08:51 PM	AMSTUTST	AMSTUTST	Inbound Call Customer	Voice Mail Received	Done	Completed 11/2/2011 12:09:09 PM	Description cust called in
IIIIain i aci wama		Constant Europ	Name	Account		BAC Code	
, this è k to somebody, if you co	a) ould please cali	ling about 71-10 me at home, tha	03860118, my husband wa ink you	s driving my veh when it caught	fire, no unders	anding as to why, I needed to	
, this i k to samebody, if you co ccy/ATX/PAR	a ould please cali	ling about 71-10 me at home, tha	03860118, my husband wa ank you	is driving my veh when it caught	fire, no unders	anding as to why, I needed to	

Report Generated for toporowm

on 11/3/2011

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### **Activities**

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**	Greated 11/2/2011 10:55:44 AM Coplect Last Name	Greated By MORENOTO		Notify CRM	Activity Sub-Type Customer Called Account	Status Done	Completed 11/2/2011 11:27:53 AM BAC Code	Doscription informing of contact w/ cust
11/2/2011 10:51:46 AM MORENOTO MORENOTO Inbound Call Customer Complex Request Done 11/2/2011 10:55:40 AM **assisting only**	Confidential Comments			-				<b>!</b> !
	Created 11/2/2011 10:51:46 AM Contact Last Name		MORENOTO	Inbound Call Customer	Complex Request		11/2/2011 10:55:40 AM	

- cust ass -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

### CTB SIS

- -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/atx/t1/LvL1

Confidential Comments

Created Created 11/2/2011 09:38:50 AM MERCA	كالتراز الكالنفية الكفايدية بالمناف	Activity Sub-Type	Status Done	Completed 11/2/2011 09:38:50 AM	Description Service Request Ownership has
Contact Last Name	Contact First Name	Account		BAC Code	changed FROM: QUATROCA TO: AMSTUTST
Confidential Comments					

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on 11/3/2011

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### **Activities**

Created 11/2/2011 09:38:39 AM		BRC PAR	Activity Sub-Typo Inklal Contact - Field	Status Done	Completed 11/2/2011 01:26:40 PM	Description called daniel.m.perkins@gm.com
Libriary Lact Mama	To kunda da Filim	nme	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 Trailblaze 1GNDS139872

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

Best wishes. Stacy Amstutz | CRS

Confidential Comments

Created 11/2/2011 09:38:37 AM	Created By Assigned To Activity Typo MERCADTO AMSTUTST BRC PAR	Activity Sub-Type Initial Contact- Dealer	Status	Completed 11/2/2011 01:18:03 PM	Description called PATRIOT BUICK PONTIAC
Contact Last Name	Contact First Name	Account			GMC @ 510 367 2961

CRS spoke with: Svc Consultant James Ferber

CRS adV: calling on veh with thermal event, any Info on vehilincident? weh at db? cust in rentalloaner? tile 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 foamer from the dir, thanks for the heads up

Stacy/ATX/PAR Confidential Comments

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### **Activities**

	realed By MERCADTO	AMSTUTST	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Phone	Status Done	Completed 11/2/2011 01:54:54 PM	
CUMACI Last Name		Contact Fir	st Name	Account		BAC Code	

coust sis: husband was driving the veh yesterday, the window would not go down, while going to work he saw while smoke from the drivers door, then flames from the door handle, he used a bottle of water to respire, he removed the panel and found the wiring melled 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 statment

cust sts: go ahead with central claims

CRS adV: someone from central claims will t/u within 7-10 business days

Stacy/ATX/PAR Confidential Comments

11/2/2011 09:38:24 AM	Created By MERCADTO	Assigned To	Activity Typo BRC PAR	Activity Sub-Typo Adviowledgement	Status Done	Completed Doscription 11/2/2011 01:52:59 PM	
Contact Last Name		Contact tims	l Name	Account		BAC Code	

CRS adv: Calling to inform cust that we have recreved 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 11/2/2011 09:38:19 AM Contact Last Name	Created By MERCADTO	Assigned To AMSTUTST	Activity Type Notify CRM Name	Activity Sub-Type	Status Done	Completed 11/2/2011 01:54:59 PM BAC Code	Doscription File assigned
Confidential Comments							

Report Generated for toporowm

on 11/3/2011

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### **Activities**

Croated 11/2/2011 09:38:13 AM Contact Lest Name Comments 71-990826859 - special	Created By MERCADTO	A	Research	Activity Sub-Typo Account	Status Done	Completed 11/2/2011 12:14:31 PM BAC Code	Diggeription Research 1GNDS13S872
Service Update Bulletins Closed no related repairs				MODULE REPROGRAM **EXTE	ENDED TO NOVE	MBER 30, 2006** 08/30/2006	
Stacy/ATX/PAR Confidential Comments Croated 11/2/2011 09:37:57 AM Contact Last Name	Created By MERCADTO	Assigned To AMSTUTST Contact First	Activity Typo BRC PAR Name	Activity Sub-Type Case Assigned Account	Status Done	Completed 11/2/2011 12:13:05 PM BAC Code	Description File assigned to Stacy Amstutz @ ext 41022
Created 11/2/2011 09:37:50 AM	Created By MERCADTO	Assigned To	Activity Typo SR Opened	Activity Sub-Typo	Status Done	Completed 11/2/2011 09:37:51 AM	Description
Contact Last Name  Confidential Comments		Contact First	Name	Account		BAC Code	SR in Status of Closed has been Re- Opened by MERCADTO

Report Generated for toporowm

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## **Activities**

Created 11/2/2011 09:37:49 AM Contact Lest Nama Comments Confidential Comments	Created By MERCADTO	Assigned to QUATROCA	Activity Typo SR Closed - Active	Activity Sub-Typo Account	Status Done	Cempleted 11/2/2011 09:37:50 AM BAC Gode	Description Service Request has been Closed Active.
Created 11/1/2011 04:52:48 PM Contact Last Name Please see lbcc-hank you		Assigned To MERCADTO	Activity Type Notify CRM Name	Activity Sub-Typo Customer Called Account	Status Done	Completed 11/2/2011 09:37:46 AM BAC Code	Description Informing contact with the cust Duplicate Activity TonlerBRC PAR/ATX
	Created By PADUAMA	Assigned To PADUAMA	Inbound Call Gustomer Name	Activity SUD-Typo Complex Request Account	Status Done	Completed 11/1/2011 04:52:48 PM BAC Code	Description Assisting only
cust sks: information  crs adv: the case will be assumed to the seeing under the file the they will give you a call elit they are open in 8PM  Marika/CAC T1/MAN/Level (Confidence)	it the PAR depa er loday or by	artment fræd beer tomorrow	s notify				

Report Generated for toporowm

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### **Activities**

Created 11/1/2011 02:32:59 PM	Created By QUATROCA	MERCADTO	Activity Typo Notify CRM	Activity Sub-Type Other	Status Don <del>e</del>	Completed 11/2/2011 09:37:32 AM	Doscription PAR - Themal Event
Contact Last Nama		7	Name	Account			Received and assigned in PAR Tonle/BRC PAR/ATX

please contact cust as soon as possible.

vm was left

Monica / BA / CAC / T1 1v1 0 Confidential Comments

11/1/2011 02:23:37 PM	Created By QUATROCA		Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 11/1/2011 02:32:58 PM	Description thermal event - driver side door
Contact Last Name		Contact Errs	t Name	Account		BAC Code	Pro-11/07 GACIF - FILABL BICK GOOL

cst 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 couldn't 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 curst doesn't even want to get near the veh anymore due to the incident her husband had.

est sks for assistance

crs adv first spologized for the inconvinience 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 provided cust with the SR# and also let her know that ill be transfering 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

NOT Symptom Description NOT Thermal Event Electrical - General			ı
----------------------------------------------------------------	--	--	---

Report Generated for toporowm

on 11/3/2011

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Logout

November 3, 2011 Global Warranty Management: #Aain > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information ② This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs. For this vehicle: → View Vehicle Summary Vehicle Information Service Contract VIN 1GNDS135872 Model CS15506-2007 TRAILBLAZER SUV 2WD -- Branded Title Service Contract: No Branded Tille No Warranty Block No. PDI Status No → Warranty Block Order Type: 50 - FLEET Field Actions: <u>O Open</u> --- View Vehicle Build View Vehicle Component Summary View Vehicle Invoice Information Transaction History Invoicing Service Agent 157858 Detail Invoice Date 06/19/2006 ALLEN SAMUELS CHEVROLET, INC. View Vehicle Delivery 7000 SW FWY Information HOUSTON TX 77074-2008 28 17547000 Ship to information Invoicing Service Agent 157858 ALLEN SAMUELS CHEVROLET, INC. 7000 SW FWY Ship to Date: N/A HOUSTON TX 77074-2008 2817547000 Delivery Information Delivery Service Agent 157858 ALLEN SAMUELS CHEVROLET, INC. 7000 SW FWY Delivery Date: 06/20/2006 Delivery Type 020—DAILYRENTAL Delivery Odometer 10 HOUSTON TX 77074-2008 2817547000 In Service Information Invoicing Service Agent In Service Date N/A In Service Type 0000

Global Werranty Management Site Map

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In Service Odometer O

Logout

@lobalWarrainty November 3, 2011 Global Warranty Management: Mato > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail 3 This screen allows IVH users to view the available information on individual transaction for the VIN selected. Vehicle Information VIN 1GND5135872 Model: CS15506-2007 TRAILBLAZER SUV 2WD Service Contract: No Branded Title: No Warranty Block No. PDI Status No. Order Type: 50 - FLEET Field Actions O Open 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 933 E PHILADELPHIA AVE PO BOX 545 BOYERTOWN PA 19512-0545 6103672961 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 -Wom/Stripped Labour Op L0816-Evaporative Emilssion Canister Vent Sciencid Valve Replacement Causal Part Number 000000000025950499-VALVEASM-EVAPEMISCNSTRVENT →See other Parts and/or Net Items Job Card Dato: 01/15/2007 Job Card Number: 503139 Repair Service Agent. 157858 Odometer Reading. 11,894 MI ALLEN SAMUELS CHEVROLET, INC. Authorization Code 7000 SW FWY 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: A05653

For this vehicle:

- View Vehicle Summary

Service

→ Branded Title

- Warranty Block

→ View Vehicle Build

View Vehicle Component Summary

View Vehicle Transaction History Detail

View Vehicle Delivery Information

Component Code: CP-SEQ NUM (FLEX) GEN ASM Source Plant: - Date Scanned: 08/19/2006	Parl / Number Broadcast 1GB Time Scanned: 01:21:00	Scan Station	
Service Agent Installed Component			<del>-</del>
Vehicle has no current record of vehicle component.  Global Warranty Management. Site Map			_
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ල්වන් Warranty

E Logout

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 Information

VIN 1GNDS138872 Service Contract: No

Brankled Title No

Model C\$15506-2007 TRAILBLAZER SUV 2WD

Warranty Block No.

PDI Status No

Order Type: 50 - FLEET Field Actions: 0 Ocen

### 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 06/19/2006

Traceability, 008291598 Part / Number Broadcast A1Z

Time Scanned 04:49:00 Scan Station 05

Component Code 61-TRANSMISSION

Source Plant: Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 08/19/2008

Tracestrilly 44391646 Part/Number Broadcast, 7SDD

> Time Scanned: 04:14:00 Scan Station 02

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

Date Scanned: 05/19/2006

Traceability 157133815 Parl / Number Broadcast: CN8

Time Scanned 05:05:00 Scan Station 11

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant: K-KELSEY-HAYES JASPER, INDIANA

Date Scanned 06/19/2008

Traceability 00010115 Part / Number Broadcast

5724

Time Scanned 06:32:00 Scan Station

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

Date Scanned. 06/19/2006

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

Source Plant M-MORYON-THIOKOL

Date Scanned, 08/19/2006

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

Source Plant -

Date Scanned. 06/13/2006

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Source Plant -

Date Scanned 06/15/2006

Component Code CK-SEQ NUM (FLEX) GEN ASM

Source Plant .

Date Scanned: 06/16/2006

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

Source Plant .

Date Scanned 06/19/2006

Traceability 1GUX08X

Part/Number Broadcast 2395

Time Scanned 08:21:00 Scan Station, 06

Traceability 5AASL47

Part / Number Broadcast 5521

Time Scanned: 04:41:00 Scan Station: 04

Traceability 0100742

Pert / Number Broadcast 1ZZ

Time Scanned 00:03:00 Scan Station

Traceability 3007055

Part / Number Broadcast: 1WW

Time Scanned 23:40:00 Scan Station

Traceability 3006998

Part / Number Broadcast, 1PT

Time Scanned 16:48:00 Scan Station

Traceability 3007006

Part / Number Broadcast 1PH

Time Scanned 00:36:00 Scan Station

For this vehicle:

→ View Vehicle Summary

Service Contract

→ Branded Tribe

Warranty Block

View Vehicle Build

View Vehide Component Summary

View Vehicle Transaction History

Detail

View Vehicle Delivery Information

K18 - ELECTRIC AIR INJECTION SYSTEM	INSTALLED K34 - CRUISE
XG4 · GENERATOR 150 AMP	CONTROL
•••	LL8 - ENGINE, VORTEC 4.2L SFI IB
M30 - TRANSMISSION, 4 SPD AUTOMATIC	N40 - POWER STEERING
N75 - 17" ALUMINUM WHEELS	NT7 - EMISSION SYS FED - TIER 2
NZ3 - 16" FULL SIZE SPARE WHEEL	QTM - ALL-SEASON TIRES
R4W - TIRE BRAND-MICHELIN	R6F - IDENTIFY B CODE USERS
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6P - SPECIAL PAINT
R7M - ONSTAR DELETE	R9N - LEATHER SEAT TRIM
T81 - DAYTIME RUNNING LIGHTS	T98 - STAMPING VEHICLE IDENT NUMBER
TB4 - LIFTGATE	TFD - RETAIL AMENITY DELETE
U73 - FIXED MAST ANTENNA	UAG - THEFT DETERRENT ALARM SYSTEM
UBO - AM/FM STEREO W/CD	UJ8 - TIRE PRESSURE MONITOR
UY7 - TRAILER WIRING HARNESS	V1K - LUGGAGE RACK CROSS-BARS
V73 - STATEMENT OF VEHICLE CERTU.S. (CANADA	VK3 - FRONT LICENSE PLATE BRACKET
VQ2 - FLEET ORDERING AND ASSISTANCE	VX7 - LONG TERM DAILY RENTAL PROGRAM
VXS - COMPLETE VEHICLE LABEL	X88 - CHEVROLET CONVERSION
YD3 - BASE AXLE	YD5 - BASE FRONT SPRING
YD5 - BASE REAR SPRING	ZNF · SPARE, ALL- SEASON TIRE
ZW7 - PREMIUM RIDE SUSPENSION	ZY1 - SOLID PAINT
Added 6-A 6. 1	

## **Added Option Codes**

~BQ -

Global Warranty Management Site Map

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**B** Logout

প্রতিচ্ছা Warranty

November 3, 2011

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

INTERFACE WITH CUSTOMER

### View Vehicle Build

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

### Vehicle information

VIN 1GNDS13\$872 Service Contract: No

Branded Title: No

Warranty Block, No

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

PDI Status: No

Order Type 50 - FLEET Field Actions O Open

#### Vehicle Build

Model C515506-2007 TRAILBLAZER SUV 2WD

Gross Vehicle Weight 2,520

Order Number, KCSRF9 Build Date 06/19/2008

Build Plant. 2-

**(?)** 

#### For this vehicle:

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

### **Option Codes**

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

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

28H - LIGHT GRAY

41U - BLACK

7AB - FRONT SPRING

9NR - SUSPENSION

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

ATS - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING

AXP - MPV VIN IDENT POSITION

830 - FULL CARPET-COLOR KEYED

**B33 - REAR COLOR KEYED FLOOR MATS** 

C1U - ENTERPRISE RENT A CAR

C4D - GVW RATING - 5550 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO

**EVA - EVAP EMISSION REQUIREMENT** 

FLT - FLEET PROCESSING OPTION

JF8 - BRAKE VAC POWER, 4 WHIL DISC

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

6AC - SUSPENSION 8NS - SUSPENSION

A50 - FRT BUCKET SEATS & FLR CONSOLE

AK5 - DUAL STAGE FRONT AIR BAGS

AM9 - 65/35 **FOLDING 2ND ROW** 

SEAT

**AUD - REMOTE KEYLESS ENTRY** 

BOL - GM

PRODUCTION WEEK

#29

B32 - FLOOR MATS,

FRONT/REAR

B86 - MOLDING B/S COLOR

C49 - REAR

WINDOW DEFROSTER

**CJ3 - CLIMATE** 

CONTROL

DP2 - POWER OSRV

MIRRORS FE9 - FEDERAL

EMISSIONS GU6 - REAR AXLE

3.42 RATIO

JJB · PT DRESS

SUBASSY NOT

**Emission Select** 10/30/2011 06/20/2006 10 MI 06/20/2014 80.010 MI Component Ltd Wty Powertrain Limited Warranty 10/30/2011 06/20/2008 to Mi 06/20/2011 100,010 MI Service Contract Vahicle has no current record of service contracts. **Transaction History** View Details Job Card Date Job Card Transaction Transaction Odometer Labour Operation Number Adjustment Reading 09/18/2010 ZREG-Regular 105494 10616 - Evaporative Emission Cantister Vent Solenoid Valve 57,558 MI Vehicle Transaction Replacement 01/15/2007 ZREG---Regular 503139 J6354 - Powertrain Control 11.894 MI Vehicle Transaction Module Engine

Reprogramming with SPS

Z7000 - Pre-Delivery

Inspection - Base Time

O MI

Global Warranty Management Site Map

A06653

ZPDI---Pre-

Delivery Inspection

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06/19/2006

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For this vehicle:

View Vehicle Summary

Service
Contract

Branded Title
Warranty
Block

View Vehicle Build
View Vehicle
Component Summary

- View Vehicle
- Transaction History
Detail

View Vehicle Delivery Information

E Logout

<u>n</u> (6	lobellWa	rrant	Year	। । । । । । । । । । । । । । । । । । । ।			
	CE WITH	eni: Main	Interface With	Customer > \	/lew Vehicle Summa	er 3, 2011 Iry	
/iew \	/ehicle Sur	nmarv					<b>②</b>
his scree pplicable	n allows (VH user	s to view th	tory. Service C	Vehicle Information (6) If a	nation, Frefd Action pplicable, Warranty	s, Service Int Block Brand	<b>.</b>
VIN 1G Service	le Information NDS13S872 Contract No	n Branded	Title: No 1	Model. Marranty Bioc	CS15508-2007 TR k [,] No	AILBLAZER PDI Statu:	
	tions: <u>0 Open</u>						
Requi	red Field Act	ions				Open	held actions are
Туре	Number	Original Nbr	Descriptio	n		Releas Date	Status
Servi Upda Bullet	ite	06091	ENGINE/PORE	OWERTRAIN AM "EXTEN 30, 200	CONTROL MODUL DED TO NOVEMBE 36"	LE 08/30/2 SR	2006 Closed
Warra	nty Block						
Vehici	e has no current	record of	warranty block	L			
	e Information		outstanding s	Price inform	atlan		
701112				TVEG HIGHI	auon.		<del></del>
OnSta	r and XM Sat	ellite Rac	ilo Informa	tion	<u> </u>		
Vehici	e has no current	record of C	OnStar / XM Ra	dio informat	lon.		· <u></u>
Applic	able Warrant	ies			Va	id warranties	are highlighted
Valid	Description		Warranty Add	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bu Limited Wan		10/30/2011	06/20/2006	10 MI	06/20/2009	36,010 MI
	Corresion Lin Warranty	nited	10/30/2011	06/20/2006	10 MJ	06/20/2012	100,010 MI
	Certified Used 1 Warranty	imited	10/30/2011	06/20/2006	10 MI	09/20/2009	39,010 MI

Special Coverage 10054 10/30/2011 08/20/2006 10 MI 06/20/2018 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



RE: Our File No.: 735564

Our Client: General Motors LLC

Date/Event: 11/1/11

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

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. 71-1012902394 Ref No. BRC Type PAR Goodwill No Goodwill Offered Account Site GW SubType Bus, Unit BRC Last Name First Name Approval Not Initiated Area PAR Daytime # NCC Electrical - Power Door Lock Motor / Sub-Area Evening # **ESIS** Escalation Address Washington City involved Dir Serra Bulck-Pontiac-GMC L.L.C. Safety State ZipCd Con Acct Source Updated 11/29/2011 09:49:10 AM Serial #/VIN 1GNDT13S262 Model Year 2006 Priority Medium License # CHEVROL Owner RJOHNS36 Status Open Warr. Start 08/30/2006 Make Chevrolet Opened 11/28/2011 03:48:16 AM Model TrailBlazer Mileage 66000 Sub-Status Dissatisfied Closed (ESIS) Electrical - Power Door Lock Motor / Switch / Wiring (Thermal Event) Abstract 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	njumes # Other Ve	h #People in Veh Ro	ad Surface	Road (	Cand Fire Report#	Police	e Report#
Owner	11/27/2011 01:00:53 PM	N 0		phall	Wet	none	none	
Onver Last No	ime	Driver First Name		DOB	Disabil	ties		
			5'8"		None	N-11-11-11-11-11-11-11-11-11-11-11-11-11		
msurance Aga n/a	ent Cast Name	insurance Agent	First Name Phone	#	Insurance	not involved	_	
	F-14 1-17-17-17-17			4-144			AND A COURT OF THE	
incident Loc	Exit Joslin Rd from 175 in Auber	m His, Mi		Incident Desc	from 1 75 in A	ncident occurred on 11/27/11 @ 10 ubum Hills, MI traveling 40-50mpt	. Cust sis he sme	it a burnt odor, started to see
Component								
Vehicle	Damage Interior control module - drivers door  cust residence, 57175 Sycamore Dr Washington Mi Desc							
Loc	CUSL residence, 5/1/5 Sycamore Dr Wasnington Mil Add'i Info n/a							
Emgcy Svc Names	none			Maint Loc	Sema in			
PAR De	ail			mant Lou	Duita III			
Collision	Non Collision	Y Property Damage	N Thermal Evt	Y Sp	ec Equip	none		
Vehicle Speed	50	Weather Condition	Raining n	Pr	op Owner	n/a	Property Type	n/a
Last Service Date	8/5/2011	Loc Lasi Service	Serra Buick-Pontiac		operty ecation	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00	Spec Eq Installer	ulp n/a		op Damage escription	n/a		
Primary Veh Use	Personal	Inspectio Type	n Thermal Event	In	spected By	Inspection Not Performed	Inspection Date/Time	
/eh Damage Description	Interior control module - drivers	door		Ex	plain Other	Escalating to ESIS Thermal Eveni	l .	

Report Generated for toporowm

on 11/30/2011

Page 1 of 10

## Activities

/29/2011 09:49:17 AM	AMSTUTST	Assigned To	Activity Type	Activity Sub-Type ESIS-Thermal Event	Status In Progress	Completed	Description Thermal Event
ontact Last Name	7411010101	Contact First		Account	.,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	BAC Code	
					_		•
mments							
n experienced a therma	al event from the	e drivers door					•
nfidential Comments	<b>.</b>			ı			
eated	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
28/2011 11:12:15 AM	RJOHNS36	RJOHNS36	Scheduled Follow-up		Scheduled Alam		ESIS Pick UP
ntact Last Name		Contact First	Name	Account		BAC Code	
ovenania.							•
mments s is NOT a SOCC. do:	no adv cust of (	his actual activi	ly, direct all inquiries to OCF	25 Renea @ ext 21071			l .
nea/PAR/ATX	NO GUY CUSCOI (	149 90100 0000	y, and an infamo to oo.	TO THE GOOD ATTO			
			and ESIS dalm number.				
mfidential Comments	•	·		<u> </u>			
eated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Doscription
/28/2011 11:11:31 AM	RJOHN\$36	AMSTUTST	Notify CRM		Done	11/29/2011 09:49:15 AM	Escalating to ESIS Thermal Event
intact Last Name		Contact First	Name	Account		BAC Code	
mments							
st alfeging driver door	interior control (	panel experienc	ed a lhermal event.				
	interior control (	panel experienc	ed a (herma) event.				
nea/PAR/ATX	Interior control (	panel experienc	ed a thermal event.				
nea/PAR/ATX	Interior control (	panel experienc	ed a thermal event.				
nea/PAR/ATX nfidential Comments				Activity Sub-Typo	Status	Completed	Description
nea/PAR/ATX nfidential Comments eated	Interior control p  Created By  RJOHNS35	Assigned To		Activity Sub-Typo Business Case	Status Done	Completed 11/28/2011 11:08:40 AM	Description PAR Case Assessment
nea/PAR/ATX nfidential Comments pated 28/2011 10:39:02 AM	Created By	Assigned To	Activity Type BRC PAR				
nea/PAR/ATX Infidential Comments Catod 78/2011 10:39:02 AM	Created By	Assigned To RJOHNS36	Activity Type BRC PAR	Business Case		11/28/2011 11:08:40 AM	
onea/PAR/ATX infidential Comments oatod (28/2011 10:39:02 AM infact Last Name	Greated By RJOHNS36	Assigned To RJOHNS36 Contract First	Activity Typo BRC PAR Name	Business Case Account	Done	11/28/2011 11:08:40 AM	
nea/PAR/ATX nfidential Comments patod 28/2011 10:39:02 AM ntact Last Name	Greated By RJOHNS36	Assigned To RJOHNS36 Contract First	Activity Typo BRC PAR Name	Business Case	Done	11/28/2011 11:08:40 AM	
nea/PAR/ATX Infidential Comments Datod 28/2011 10:39:02 AM Infact Last Name	Greated By RJOHNS36	Assigned To RJOHNS36 Contract First	Activity Typo BRC PAR Name	Business Case Account	Done	11/28/2011 11:08:40 AM	

Report Generated for toporowm on 11/30/2011 Page 2 of 10

## **Activities**

Created Create	d By Assigned To Activity Type	Activity Sub-Typo	Status	Completed	Description
11/28/2011 10:38:49 AM RJOHN	1836 RJOHNS36 Research		Done	11/28/2011 11:09:17 AM	Research VIN
Contact Last Name	Contact First Name	Account		BAC Code	

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: 71-855492894 center console & heater switch replacement 8/3/2010

Renea/PAR/ATX
Confidential Comments

on 11/30/2011 Page 3 of 10 Report Generated for toporowm

#### **Activities**

Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
11/28/2011 10:38:34 AM RJOHNS3	RJOHNS36	Outbound Email	DVM/CAM/Fleld	Done	11/28/2011 11:07:24 AM	Emailed DMA bruce.bicknell@gm.com
Contact Last Name	Contact Fire	t Name	Account		BAC Code	

Page 4 of 10

Comments

Sent by: Renea Johnson To: bruce.bicknell@gm.com

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 TraliBlazer 1GNDT13S262 221914 221914
Serra Bulck-Pontlac-GMC L.L.C.
Washington Township Mt
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 j CRS

Aditya Birta Minacs | Inspired every day 7401 E. Sen White Bird, Bidg. F. Austin, TX 78741 Phone 886-790-5700 ext 21071 | Fax 886-660-2731 | www.minacs.adityabirta.com| Follow us on Twitter

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Confidential Comments

Report Generated for toporowm on 11/30/2011

### **Activities**

Greated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
11/28/2011 10:38:22 AM	RJOHNS38	RJOHNS36	BRC PAR	Initial Contact - Field	Done	11/28/2011 11:07:05 AM	Ernailed DMA bruce.bicknell@gm.com
Contact Last Name		Contact First	Name	Account		BAC Code	
O O I I I I I I I I I I I I I I I I I I							
see oulbound email							
Renea/PAR/ATX							
Confidential Comments							
Created	Created By	Assigned To	Activity Typo	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 Armato from
Contact Last Name		Contact First	Name	Account		BAC Code	Serra @ 586 281 2800

221914 Serra Bulck-Pontiac-GMC L.L.C. 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 lire 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 lnop

Crs provided the case # and my contact info.

Renea/PAR/ATX
Confidential Comments

Page 5 of 10 Report Generated for toporowm on 11/30/2011

### **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description	
11/28/2011 10:35:39 AM	RJOHNS36	RJOHN536	BRC PAR	initial Contact- Phone	Done	11/28/2011 10:50:11 AM	Mr	called in
Contact Last Name		Contact First	Name	Account		BAC Code		

Crs verified cust contact info. Cast sits the incident occurred on 11/27/11 @ 100PM. Cust sits he was exiting off onto Josiin Rd from 175 in Aubum Hills, Mi travelling 40-50mph. Cust sits he smelt a burnt octor, started to see smoke coming from the inside the driver door panel. Cust sits he pulled over and open the door panel and saw the melted hole in the interior door control module. Cust sits he has removed the module from the door. Cust sits he look pics of the module. Are you the original owner? Cust sits purchased Certified from Bill Fox - Serra GMC on Thirty Mile Rd Crs asked are you currently in a rental or loaner vehicle? Cust is no. Crs asked if cust sustained injuries?Cust sits no Crs gathered prePAR and PAR Detail info.
CRS advised customer of required verbiage as stated in d_1075634
Cust requested the file to be referred to the Central Ctalms dept.
Crs advised cust someone from our Central Ctalms 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		· · · · · · · · · · · · · · · · · · ·		1
Somments Comments				•
Croated Created By	Assigned To Activity Type	Activity Sub-Typo Sta	tus Completed	Description
11/28/2011 10:35:11 AM RJOHN\$36	RJOHNS36 BRC PAR	Acknowledgement Doo	ne 11/28/2011 10;35;36 AM	Mr alled in
Contact Last Name	Corrtact First Name	Account	BAC Code	
				_
COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMITTEE COMMIT				
see cust initial				
Renea/PAR/ATX				
Confidential Comments				
Created By	Assigned To Activity Type	Activity Sub-Typo Sta	tus Completed	Description
11/28/2011 10:09:41 AM RJOHNS36		Ownership Escalated to Dor BRC		Ownership Escalated to BRC
Contact Last Name	Contact First Name	Account	BAC Code	

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
11/28/2011 10:09:41 AM	RJOHNS38	RJOHNS36	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							

Report Generated for toporowm

on 11/30/2011

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## **Activities**

Groated 11/28/2011 09:47:13 AM	Created By RJOHNS36	Assigned To RJOHNS36	Activity Type BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 11/28/2011 09:47:38 AM	Dosoription File assigned to Renea @ ext 21071
Contact Last Name		Contact First	Name	Account		BAC Code	
received							
Renea/PAR/ATX Confidential Comments		. =-					
CO MOCINIO CINA							
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
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: MOZOSH TO: RJOHNS36
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 Communication
Contact Last Name		Contact First	Name	Account		BAC Code	

CUST STS:
happened yesterday afternoon
everything has melted and burnt
! have pictures of what happened
havent taken it to the dir yet for this
kucklif 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

Shallah / CAC / MAN / T1 Email / Level1 Confidential Comments

Report Generated for toporowm on 11/30/2011 Page 7 of 10

#### **Activities**

Created Created B	Assigned To Ac	tivity Typo Activity Sub-Typo	Status	Completed	Description
11/28/2011 03:53:03 AM MOZOSH	MOZOSH En	nail - Outbound	Done	11/28/2011 03:53:28 AM	Service Request: 71-1012902394
Contact Last Name	Contact First Na	me Account		BAC Code	
Comments					

Service Request: 71-1012902394 Customer Relationship Specialist: Shallah

COSTONIE TERMONIST SPECIALSE SI

Dea

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 mumber we can reach you at.

Should you decide to call your Customer Relationship Specialist directly, please do not healtate 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.

Agein, thank you for contecting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

[THREAD ID:1-GR1DTV]

---Origi...

Report Generated for toporowm

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## Activities

Greated (	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 09:36:55 AM	initial
Contact Last Name		Contact Firs	I Name	Account		BAC Cude	
-warm transfer to PAR (VD)	N X2455).						
9-11em est							
810 388 2418							
Shallah / CAC / MAN / T1 E	Email / Level1	I					
Confidential Comments							

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### **Activities**

Created Cr 11/27/2011 05:30:34 PM		ssigned To IOZOSH	Activity Type Email - Inbound	Activity Sub-Type	Status Done	Completed 11/28/2011 03:53:18 AM	Description Chevrolet Vehicle Concern
Contact Last Name		Contact First		Account		BAC Code	One violet valides condition
Comments							İ
html>	-						•
<pre><head> <mela conleni≈"<="" http-equiv="Content-T &lt;litle&gt;&lt;/title&gt; &lt;/head&gt; &lt;body&gt; &lt;/head&gt;&lt;/th&gt;&lt;th&gt;ype" th=""><th>Text/Intml; cha</th><th>ırset=iso-8659-1" /&gt;</th><th></th><th></th><th></th><th></th></mela></head></pre>	Text/Intml; cha	ırset=iso-8659-1" />					
sp>Na Email / Addres Washington, MI	        	•					
Day Phone: Evening Ph							

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 66k miles. My 2006 Chevrolet Trailblazer has just had a door PIRE from your driver window control module, while my wrife and four year old son were in the vehicle. I am contacting you first because I already know the standard GMt 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 maited 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.



Vehicle Concern Info:<br/>
Confidential Comments

#### **UCC Information**

miloimadon		
UCC Codo	Symptom	Doscription
N42	Thermal Event	Electrical - Power Door Lock Motor / Switch / Wiring

Report Generated for toporowm

on 11/30/2011

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Lonout

**Global Warrainty** 

② 6 △ 1 November 30, 2011

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

INTERFACE WITH CUSTOMER

## View Vehicle Summary

②

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

#### Vehicle Information

VIN 1GNDT13S262 Service Contract: No Model: CT15506-2006 TRAILBLAZER 4WD

Branded Title, No. Warranty Block, No. PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions. 0 Open

→ View Vehicle Build

For this vehicle:

View Vehicle Summary → Service Contract

→ Branded Tittle

Warranty

View Vehicle Component Summary View Vehicle

Transaction History Detail

View Vehicle Delivery Information

### Required Field Actions

Original

Description

Release Date

Status

highlighted

Open field actions are

**Product Safety** Recall

Type

Number N050088

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 ventication and shall not be used for any other purpose whatsoever.

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888,ON.STAR1 (888,667,8271) and for XM Radio contact 877.GET.XMST (877.438,9677 Canada) and in the USA:800-556-3600.

OnStar Equipped. Y

XM Equipped: Y

XM Radio ID: X3KQC0HP

OnStar Status: Inactive

XM Status Inactive

OnStar Vehicle Diagnostics: N

DMN Enabled N

#### Applicable Warranties

Valid warrantes are highlighted

Valld	Description	Warranty Add Date	Start Date	Effective Odomater	End Date	End Odomaler	
	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	38,080 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

100,000

Certified Used Limited Warranty 10/30/2011

08/30/2006

60 MI

08/30/2010 48,060 MI

## Service Contract

Vehicle has no current record of service contracts.

	on History				View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/29/2010	189206	ZREG—Regular Vehicle Transaction		E2321 - Bearing And Hub Assembly, Front Wheel - Left - Replace	53,899 MI
07/30/2010	167871	ZREGRegular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	47,634 MI
07/29/2010	167647	ZREGRegular Vehicle Transaction		K9995 - Customer Concern Not Duplicated (CCND) - Automatic Transmission	47,634 MI
07/29/2010	167647	ZREGRegular Vehicle Transaction	Add Credit	B4160 - Outside Rearview Mirror Motor Reptacement - Right Side	47,634 Mi
07 <i>/29/</i> 2010	167647	ZREGRegular Vahicle Transaction	Full Debit - Reversal	B4160 - Outside Restview Mirror Motor Replacement - Right Side	47,634 MI
07 <i>1</i> 29/2010	167647	ZREGRegular 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	42,849 MI
04/06/2010	151738	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	41,502 MI
01/18/2010	140221	ZREG—Regular Vehicle Transaction		N0110 - Battery - One - Replace	39,585 MI
01/14/2010	139928	ZREGRegular Vehicle Transaction		F2022 - Differential Drive Pinlon Gear Seal Replacement	39,575 MI
01/14/2010	139928	ZREGRegular Vehicle Transaction		F1280 - Propeller Shaft Assembly - R&R Or Replace	39,575 MI
01/14/2010	139928	ZREGRegular Vehicle Transaction		E2180 - Insulator And/Or Bracket, Front Stabilizer Shaft At Frame - Replace	39,575 MI
11/05/2009	129907	ZREG—Regular Vehicle Transaction		E8081 - Steering Linkage Outer Tie Rod Replacement - Left Side	37,324 MI
11/05/2009	129907	ZREGRegular Vehicle Transaction		C4618 - Latch, Rear Compartment Floor Stowage Compartment - Replace	37,324 MI
11/05/2009	129907	ZREG—Regular Vehicle Transaction		25000 - DEALER/RETAILER TRADE (PART OBTAINED LOCALLY)	37,324 Mi
03/12/2009	169648	ZREGRegular Vehicle		N2411 - Front Seat Adjuster Switch Replacement - Driver	26,396 MI

		Transaction		Side	
03/04/2009	169341	ZREGRegular Vehicle Transaction		B4001 - Front Side Door Adjustment - Left Side	28,126 Mi
03/D4/2009	169341	ZREG—Regular Vehicle Transaction		Z7901 - 1-DAY COURTESY TRANSPORTATION	28,126 MI
02/24/2009	169017	ZREG—Regular Vehicle Transaction		C8800 - Infiatable Restraint Steering Wheel Module Coil Replacement	27,939 MI
02/24/2009	169017	ZREGRegular Vehicle Transaction		E2147 - Stabilizer Shaft Link Reptacement - Both Sides	27,939 MI
02/24/2009	169017	ZREG-Regular Vehicle Transaction		C0141 - Channel And/Or Relainer, Front Door Window Run (Front) - Left - R&R Or Replace	27,939 MI
02/24/2009	169017	ZREGRegular Vehicle Transaction		N2328 - Switch - Ignition/Key Warning - Replace	27,939 MI
02/24/2009	169017	ZREGRegular Vehicle Transaction	Partial Debit	C6871 - Driver Seat Cushion Cover Replacement	27,939 MI
02/24/2009	169017	ZREGRegular Vehicle Transaction	Full Debit - Reversal	G6871 - 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	ZREGRegular Vehicle Transaction		C0040 - Inside Rearview Mirror Replacement	25,330 MI
12/22/2008	111241	ZREGRegular 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	ZREGRegular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	24,725 MI
12/10/2008	110877	ZREG—Regular Vehicle Transaction		B1765 - Rear Window Wiper Am Replacement	24,725 MI
12/10/2008	110677	ZREG—Regular Vehicle Transaction		Z7801 - 1-DAY COURTESY TRANSPORTATION	24,725 MI
12/02/2008	110146	ZREGRegular Vehicle Transaction		E7690 - Sensor, Steering Wheel Rotation - Replace	24,286 MI
12/02/2008	110146	ZREGRegular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	24,286 MI
12/02/2008	110146	ZREGRegular Vehicle Transaction		27903 - 3-DAY COURTESY TRANSPORTATION	24,266 MI
12/02/2008	110148	ZREGRegular Vehicle Transaction		B4490 - Link Or Spring, Rear Door Hold Open - Right - Replace	24,286 MI
12/02/2008	110146	ZREGRegular Vehicle Transaction		B4491 - Link Or Spring, Rear Door Hold Open - Left - Replace	24,286 MI
12/02/2008	110148	ZREG—Regular Vehicle Transaction		B8520 - Rear Window Raveal Moldling Replacement	24,286 MI
12/01/2008	110142	ZREGRegular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	24,285 MI
09/24/2008	108283	ZREGRegular Vehicle Transaction		F2022 - Differential Drive Pinion Gear Seal Replacement	23,626 MI
09/24/2008	106283	ZREGRegular Vehicle Transaction		N0761 - Buibs, Stop, Tail, And Tum Lamp (Left) - Replace	23,626 MI
09/09/2008	153156	ZREGRegular		J5650 - Fuel Injector	23,173 MI

		Vehicle Transaction	Replacement	
09/09/2008	153156	ZFATField Action Recall	V1415 - 05085 - Inspect Hose(z) Only - No Further Action Required	23,173 MI
09/09/2908	153156	ZREGReguler Vehicle Transaction	27911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	23,173 MI
08/22/2005	114029	ZPDIPre- Delivery Inspection	Z5999 - PDI Related Fluid Adds	3 MI
08/15/2005	A25081	ZPDIPre- Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	O MI

Global Warranty Management: Site Map

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Lonout

@lobalWarrainty

November 30, 2011

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

CUSTOMER

View Vehicle Build

0

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

Vehicle Information

Order Type: 70 - RETAIL - STOCK

VIN 1GNDT13S262 Service Contract No.

Branded Title, No.

Model CT15506-2006 TRAILBLAZER 4WD

Warranty Block, No.

PDI Status, No.

Field Actions: D Open

Vehicle Build

Model, CT15506-2006 TRAILBLAZER 4WD

Grass Vehicle Weight: 2,611

Order Number JHQNR8 Build Date, 08/15/2005

Build Plant: 2-

For this vehicle:

- View Vehicle Summary

Service Contract

-- Branded Title

Warranty Block

→ <u>View Vehlde Build</u>

View Vehicle Component Summery

<u>Viaw Vehida</u> Transaction History

<u>Detail</u> View Vehicle Delivery

Information

#### Option Codes

*IVH is not the definitive source of GM Vahicle RPO information and is interrided for service reference only. Should there be any questions about the vehicle's original build or RPO information prease 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 WHIL WAUDIO CONTROLS POWER OSRV MIRRORS - HEATED * RR SEAT RADIO & HVAC CONTROLS * DRIVER INFORMATION CENTER * AUTO

CLIMATE CONTROLS • REVERSIBLE CARGO MAT 282 - 1 IGHT GRAY

62U - DARK GRAY METALLIC

7HP - SUSPENSION

9NS - SUSPENSION

AJ1 - TINTED GLASS

ALO - SENSOR INF RESTR. CHILD DETECT ARB - FRT BUCKET SEAT, DELUXE AXP - MPV VIN IDENT POSITION B32 - FLOOR MATS, FRONT AND REAR

**B42 - REVERSIBLE CARGO MAT** C5N - GVW RATING - 5750 LBS CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - ISRV MIRROR W/COMPASS& AUTO\DIM

DK7 - OVERHEAD CONSOLE

**EVA - EVAP EMISSION REQUIREMENT** 

GU6 - REAR AXLE 3.42 RATIO

JJB · PT DRESS SUBASSY NOT INSTALLED

**K34 - CRUISE CONTROL** KG4 - GENERATOR 150 AMP

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

CONTROL

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. • AWFM STEREO WIS DISC CHANGER (REPLACES

281 - INT TRIM LT GRAY/DK GRAY

6HP - SUSPENSION ANT - SUSPENSION

AAB - MEMORY DRIVER CONVENIENCE

1SZ · PREFERRED EQUIPMENT SAVINGS

AK5 - DRIVER & RIGHT FRONT

PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK AUO - KEYLESS REMOTE DOOR LOCK 830 - CARPETING, COLOR-KEYED **B33 - REAR COLOR KEYED FLOOR MATS** 

CF5 - ELECTRIC SUNROOF

C49 - REAR WINDOW DEFOGGER

DAY - ASSEMBLY PLANT MORAINE, OHIO DH2 - LIGHTED LH & RH VISOR MIRRORS DS3 - POWER OSRV MIRRORS, HEAT,

TURN SIGNALS

FE9 - FEDERAL EMISSIONS

JF8 - BRAKE VAC POWER, 4 WHL DISC K18 - ELECTRIC AIR INJECTION SYSTEM

KAI - HEATED FRONT SEATS LL8 - VORTEC 4200 SFI 16

N40 - POWER STEERING

N79 - FULL SIZE SPARE

NT7 - EMISSION SYS FED - TIER 2

PDC - SEAT, 8-WAY POWER DRIVER

**CD/CASSETTE RADIO)** 

PDF - LT PACKAGE 1 * LEATHER WRAPPED STEERING WHL QTE - P245/85R17 O WAUDIO CONTROLS * RR SEAT RADIO & HVAC CONTROLS * BLACKWALL TIRES DRIVER INFORMATION CENTER * AUTO CLIMATE CONTROL

**R6P · PREMIUM PAINT** 

**R9N - LEATHER SEAT TRIM** 

STW - LEATHER WRAPPED STG WHL WICONTR

**T96 - FRONT FOG LAMPS** 

TB4 - LIFTGATE

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

MONTHS INCL.

U73 - FIXED MAST ANTENNA

UC6 - AMFM RADIO,RDS,6 DISC CHANGER, (REPLACES

STD/OPT PKG RADIO) UG1 - HOMELINK

**UQA - BOSE PREMIUM SOUND SYSTEM** V1K - LUGGAGE RACK CROSS-BARS

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

X88 - 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

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,

U68 - DRIVER INFO CENTER DISPLAY

UA6 - THEFT DETERRENT ALARM

SYSTEM

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

UK6 - REAR SEAT RADIO & HVAC

CONTROLS

**UY7 - TRAILER WIRING HARNESS** V40 - POWER PASSENGER SEAT

**PROVISIONS** 

VXS - COMPLETE VEHICLE LABEL

YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT, OSRV MIRROR * OSRV MIRRORS WITURN SIGNAL * HEATED FRONT SEATS * ETR AMMEM STEREO WICASS., CD RDS. THEFT DETERRENT (REPLACES STO/OPT

PKG RADIO)

YD5 - BASE FRONT SPRING

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

2Y1 - SOLID PAINT

#### **Added Option Codes**

Vehicle has no current record of SAIO codes.

Global Warranty Management Site Map

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@ Global Warranty

November 30, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

**②** 

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

Vehicle Information

VIN 1GNDT13S262 Service Contract: No

Branded Title No

Warranty Block, No.

Model CT15506-2006 TRAILBLAZER 4WD

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions: <u>D. Open</u>

- View Vehicle Build

Contract

→ Branded Title

Warranty

Block

For this vehicle:

-- <u>View Vehice Summery</u>
Service

<u>View Vehide</u> Component Summary

View Vehide

— Transaction History

Detail

View Vehicle Delivery Information

Vehicle Component

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

Date Scanned: 08/15/2005

Traceability, 508120027 Part / Number Broadcast, NFS

Time Scanned 16:29:00

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

Date Scanned: 08/15/2005

Traceability 100992225
Part / Number Broadcast: XWF

Time Scanned: 17:16:00 Scan Station: 05

Scan Station 01

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned: 08/15/2005

Traceability 08G515398
Part / Number Broadcast: FK

Time Scanned 16:41:00 Scan Station: 03

Component Code: 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 08/15/2005

Traceability 42443078
Part / Number Broadcast, 8TDD

Time Scanned 15:38:00 Scan Station: 02

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

HUB ASSEMBLIES

Source Plant G-

Traceability: B2I17185

Part / Number Broadcast UP7

Date Scanned 08/15/2005

Time Scanned 17:28:00 Scan Station.

12

Component Code 65-REAR AXLE ASSEMBLY

Source Plant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 08/15/2005

Traceability: 216101626

Part / Number Broadcast: CN8

Time Scanned: 17:15:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSÉMBLY

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Traceability: 00034996

Part / Number Broadcast

3051

Date Scanned 08/15/2005 Tarme Scanned 18:41:00 Scan Station:

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

Date Scanned 08/15/2005

Traceability. 1FHQ6TQ Part / Number Broadcast. 2395

Time Scanned 20:53:00 Scan Station 06

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

Date Scanned 08/15/2005

Traceability 7ZAJO40

Part / Number Broadcast 0901

Time Scanned, 16:58:00 Scan Station: 04

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

Source Plant: -

Date Scanned: 08/10/2005

Traceability: 0220518 Part / Number Broadcast: 1ZZ

Time Scanned: 00:03:00 Scan Station:

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability: 2026234

http://gmvis2.gotd.gm.com/gmvis2/showVehicleComponent.do?VIN=1G...

11/30/2011

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 2027452 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

Date Scanned: 08/15/2005

Traceability: 2025947 Part / Number Broadçast, 1PH

Time Scanned: 10:49:00 Scan Station:

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

Source Plant -

Part / Number Broadcast: 1GB

Traceability: 2026000

Time Scanned: 12:45:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management. Site Map

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<u>Logout</u> Gold Warrainty WITE . November 30, 2011 Giobal Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information 3 This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs. For this vehicle: - View Vehicle Summary - Service Contract Vehicle Information VIN 1GNDT13S262 Model CT15508-2006 TRAILBLAZER 4WD - Branded Title Service Contract: No Branded Title: No PDI Status: No Warranty Block No. → Warranty Block Order Type: 70 - RETAIL - STOCK Field Actions: O Open - View Vehicle Build View Vehicle Component Summary View Vehicle Transaction History Invoice Information Invoicing Service Agent. 115093 JOHN BOWMAN CHEVROLET, INC. Invoice Date: 08/17/2005 View Vehicle Delivery 6750 DIXIE HWY Information CLARKSTON MI 48346-2919 2486255071 Ship to Information Invoicing Service Agent: 1150933 JOHN BOWMAN CHEVROLET, INC. 6750 DIXIE HWY Ship to Date: N/A CLARKSTON MI 48346-2919 2486255071 Delivery information Delivery Service Agent: 115093 Delivery Date: 08/30/2006 JOHN BOWMAN CHEVROLET, INC. 8750 DIXIE HWY Delivery Type: 032-RETAILLEASE'-EMPLOYEESTOCK(GMS) Delivery Odometer 60 CLARKSTON MI 48346-2919 2486255071 In Service Information Involcing Service Agent In Service Date: N/A In Service Type 0000 In Service Odometer 0 Global Warranty Management Site Map

http://gmvis2.gotd.gm.com/gmvis2/showVehicleDeliveryInformation.do?...

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Logout

**Global Warrainty** November 30, 2011 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail 3 This screen allows IVH users to view the available information on individual trainsaction for the VIN selected. Vehicle Information VIN 1GNDT13S262 Model CT15508-2006 TRAILBLAZER 4WD Service Contract: No Branded Title No Warranty Block: No PDI Status No Order Type 70 - RETAIL - STOCK Field Actions: 0 Ocen Job Card Date: 12/29/2010 Job Card Number: 189208 Repair Service Agent 221914 Odometer Reading: 53,899 MI SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD Authorization Code: WASHINGTON TOWNSHIP MI 48095-2031 5862812800 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 Causel Part Number 000000000015130858-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 12300 THIRTY MILE ROAD Authorization Code: R WASHINGTON TOWNSHIP M1 48095-2031 5862812800 **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

See other Parts and/or Next Items

Causal Part Number 0000000000015051014-TRANSMITTERASM-R/CONDRLK

Job Card Date: 07/29/2010

Job Card Number: 187647

Repair Service Agent: 221914 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD

Odometer Reading: 47,634 MI Authorization Code

WASHINGTON TOWNSHIP MI 48095-2031

586281280D

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: 167647

Repair Service Agent: 221914 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD

Odometer Reading 47,634 MI Authorization Code

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: Add Credit

Cause Code: 3063-Rotating Part -Noise during operation

Labour Op 84160-Outside Reastview Milror Motor Replacement - Right Side Causal Part Number 0000000000088944479-ACTUATOR, O/SRRVIEWMIRINR

→See other Parts and/or Net Items

Job Card Date: 07/29/2010

Job Card Number: 167647

Repair Service Agent: 221914 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD WASHINGTON TOWNSHIP MI 48095-2031 Odometer Reading. 47,834 MI Authorization Code:

5882812800

**Process Date** 08/05/2010

Transaction Type: ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customar Complaint Code 0522-Features/Controls/Displays -

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 000000000000088944479-ACTUATOR,O/SRRVIEWMIRINR →See other Parts and/or Net Items

Job Card Dato: 07/29/2010

Job Card Number: 187647

Repair Service Agent 221914 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD

Odometer Reading: 47,634 MI

Authorization Code.

WASHINGTON TOWNSHIP MI 48095-2031 5862812800

**Process Date** 08/05/2010 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Calegory

Wananty **Customer Complaint Code** 0522-Features/Controls/Displays -

Mirrors

Job Card Line # 4

Transaction Adjustment: Cause Code: 3063-Rotating Part - Noise during

Labour Op B4160-Outside Rearview Mirror Motor Replacement - Right Side Causal Part Number 0000000000088944479-ACTUATOR, O/SRRVIEWMIRINR

→See other Parts and/or Net Items

Job Card Date: 07/29/2010

Repair Service Agent: 221914 **SERRA BUICK GMC CADILLAC** 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 000000000015051014-TRANSMITTERASM-R/CONDRLK

→See other Parts and/or Net Items

Job Card Date: 04/07/2010

Job Card Number: 2014065

Job Card Number: 187647

Odometer Reading, 47,634 MI

Authorization Code.

Repair Service Agent: 192110 **SPECMO ENTERPRISES** 1200 E. AVIS

Odometer Reading: 42,649 MI Authorization Code

MADISON HEIGHTS MI 48071-1507

**Process Date** 04/14/2010 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category Warranty

**Customer Complaint Code** 0290-Audio/Entertainment/Navigation - Other issues

Job Card Line # 1

Transaction Adjustment Cause Code: 6017-Module/Component

Labour Op R0754-RADIO RECEIVER-RETURN TO ACIDELCO ESC

Causal Part Number 000000000019115915-RADIOASM,AM/FMSTEREO&CLK&

See other Parts and/or Net Items

Job Card Date: 04/05/2010

Job Card Number: 151738

Repair Service Agent. 221914 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD WASHINGTON TOWNSHIP ME 48095-2031

Odometer Reading 42,649 MI

Authonzation Code:

Broken

5882812800

**Process Date** 04/09/2010

Transaction Type.

ZREG-Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code 0921-Interior - Seats

Job Card Line # 2

Transaction Adjustment: Cause Code 2029-Surface (Interior) - Off-Colour

Labour Op C6871-Driver Seat Cushion Cover Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/06/2010

Job Card Number: 151736

Repair Service Agent: 221914 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD

Odometer Reading. 42,649 MI **Authorization Code** 

WASHINGTON TOWNSHIP MI 48095-2031

5882812800

Process Date: 04/09/2010

Transaction Type. ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warranty

Customer Complaint Code

0221-Audio/Entertainment/Navigation -

Audio

Job Card Line # 1

Transaction Adjustment

Cause Code: 6579-Module/Component -

Labour Op R0760-Radio, Remove and Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 03/10/2010

Job Card Number: 147872

Repair Service Agent: 221914 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD

Odometer Reading 41,502 MI Authorization Code.

WASHINGTON TOWNSHIP MJ 48095-2031

5862812800

**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 -

Labour Op C7342-Heating Element, Left Front Seat Cushion - Replace Causal Part Number 00000000000089042184-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 M1 48095-2031

Odometer Reading 39,585 MJ Authorization Code

5862812800

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 6571-Module/Component -

Labour Op N0110-Battery - One - Replace

Causal Part Number 000000000019001632-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 ME 48095-2031 Odometer Reading. 39,575 Mi Authorization Code. R

5862812800

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 Geer Seel Replacement Causal Part Number 0000000000012471614-SEAL,FRTDIFFDRVP/GR

-See other Parts and/or Net Items

Job Card Date: 01/14/2010

Repair Service Agent 221914 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD

WASHINGTON TOWNSHIP Mt 48095-2031 5852812800

Job Card Number: 139928

Job Card Number: 139928

Odometer Reading: 39,575 MI

Odometer Reading: 39,575 MI

Authorization Code: E

**Authorization Code** 

Process Date 01/22/2010

Transaction Type: ZREG....Regular Vehicle

Transaction

Transaction Expense Category

Warranty

Customer Complaint Code 0126-Drivability - Noisa

Job Card Line # 2

Transaction Adjustment:

Cause Code: 6031-Module/Component - Poor

Labour Op F1280-Propeller Shraft Assembly - R&R Or Replace

Causal Part Number

Job Card Date: 01/14/2010

Repair Service Agent 221914 SERRA BUICK GMC CADILLAC 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

Job Card Number: 129907

Labour Op E2180-Insulator And/Or Bracket, Front Stabilizer Shaft At Frame - Reptace

Causal Part Number 000000000015128385-INSULATOR, FRTSTABSHF

→See other Parts and/or Net Items

Job Card Date: 11/05/2009

Repair Service Agent. 221914 SERRA BUICK GMC CADILLAC

12300 THIRTY MILE ROAD

WASHINGTON TOWNSHIP MI 48095-2031

5862812800

**Process Date** 11/14/2009

Transaction Type

ZREG—Regular Vehicle Transaction

Transaction Expense Category Customer Enthusiaso

**Customer Complaint Code** 0000-Converted Claim Job Card Line # 1

Transaction Adjustment:

Cause Code 0000-Converted Claims

Odometer Reading. 37,324 MI

Authorization Code.

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 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD

Odometer Reading: 37,324 MI Authorization Code:

WASHINGTON TOWNSHIP MI 48095-2031

5862812800

**Process Date** 11/14/2009

Transaction Type ZREG....Regular Vehicle Transaction

Transaction Expense Category Customer Enthusiasn

**Customer Complaint Code** 0000-Converted Claim

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C4618-Letch, Rear Compartment Floor Stowage Compartment - Replace

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/05/2009

Job Card Number: 129907

Repair Service Agent: 221914 SERRA BUICK GMC CADILLAC 12300 THIRTY MILE ROAD

Odometer Reading: 37,324 MI

Authorization Code:

WASHINGTON TOWNSHIP MI 48095-2031

5862812800

**Process Date** 11/14/2009

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category. Customer Enthusiasn

Customer Complaint Code 0000-Converted Claim

Job Card Line # 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

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

Causal Part Number

--- See other Parts and/or Net Items

Job Card Date: 03/12/2009

Job Card Number: 189648

Repair Service Agent. 115122 HEIDEBREICHT CHEVROLET 64200 VAN DYK

Odometer Reading 28,395 MI Authorization Code

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

Process Date 03/17/2009

Transaction Type: ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warrenty

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 HEIDEBREICHT CHEVROLET

Odometer Reading 28,126 MI 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

Warrenty

**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 HEIDEBREICHT CHEVROLET 64200 VAN DYKE

Odometer Reading 28,126 MI Authorization Code.

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

Process Date 03/10/2009

Transaction Type:

ZREG---Regular Vehicle Transaction

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

Job Card Line # 2

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Lobour 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 HEIDEBREICHT CHEVROLET

Odometer Reading: 27,939 MI

64200 VAN DYKE WASHINGTON TOWNSHIP M3 48095-2577

**Authorization Code:** 

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 Coll 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 HEIDEBREICHT CHEVROLET

Odometer Reading 27,939 MI Authorzation 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 Shaff Link Replacement - Both Sides

Causal Part Number

—See other Parts and/or Net Items

Job Card Date: 02/24/2009

Job Card Number: 169017

Repair Service Agent: 115122 HEIDEBREICHT CHEVROLET

Odometer Reading: 27,939 MI Authorzation Code:

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

03/06/2009

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 C0141-Channel And/Or Retainer, Front Door Window Run (Front) - Left - R&R Or Replace

Causal Part Number

Job Card Date: 02/24/2009

Job Card Number: 169017

Repair Service Agent 115122 HEIDEBREICHT CHEVROLET 64200 VAN DYKE

Odometer Reading, 27,939 MI Authorization Code.

WASHINGTON TOWNSHIP MI 48095-2577

5867525900

Process Date 03/06/2009

Transaction Type

ZREG---Regular Vehicle Transaction

Transaction Expense Category

Warrenty

**Customer Complaint Code** 

0000-Converted Ctalm

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 Authonzetion Code 64200 VAN DYKE WASHINGTON TOWNSHIP MI 48095-2577 5867525900 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 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:** 84200 VAN DYKE WASHINGTON TOWNSHIP M1 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 #. 5 Transaction Adjustment: Full Debit: Cause Code: 0000-Converted Claims Labour Op C6871-Driver Seat Clushion Cover Raplacement Causal Part Number -See other Parts and/or Net Items Job Card Dato: 02/24/2009 Job Card Number: 169017 Repair Service Agent: 115122 Odometer Reading 27,939 MI Authorization Code.

HEIDEBREICHT CHEVROLET 64200 VAN DYKE

WASHINGTON TOWNSHIP MT 48095-2577

5887525900

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:

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: 12/22/2005

Job Card Number: 111241

Repair Service Agent 115085 BILL FOX CHEVROLET, INC. **725 S ROCHESTER** 

Odometer Reading: 25,330 MI Authorization Code:

ROCHESTER HILLS MI 48307-2739

2486517000

Process Date. 12/26/2008

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 C0040-Inside Rearview Mirror Replacement

Causal Parl Number

→See other Parts and/or Net Items

Job Card Date: 12/22/2008

Repair Service Agent. 115085 BILL FOX CHEVROLET, INC.

725 S ROCHESTER ROCHESTER HILLS MI 48307-2739

2486517000

Job Card Number: 111241

Odometer Reading 25,330 MI

Authorization Code:

Process Date 12/26/2008

Transaction Type.

ZREG....Regular Vehicle Transaction

Transaction Expense Category Customer Enthusiasn

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

Job Card Line #: 2

Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op 27901-1-DAY COURTESY TRANSPORTATION

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 12/22/2008

Repair Service Agent: 115085 BILL FOX CHEVROLET, INC. 725 S ROCHESTER

ROCHESTER HILLS MI 48307-2739

2486517000

Job Card Number: 111241

Odometer Reading: 25,330 MI

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 BILL FOX CHEVROLET, INC.

Odometer Reading, 24,725 MJ Authorization Code

725 S ROCHESTER

ROCHESTER HILLS MI 48307-2739

2486517000

Process Date 12/16/2008

Transaction Type

ZREG-Regular Vehicle Transaction

Transaction Expense Category

Warrenty

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 BILL FOX CHEVROLET, INC. 725 S ROCHESTER ROCHESTER HILLS MI 48307-2739

Odometer Reading 24,725 MI

Authorization Code:

2486517000

Process Date 12/16/2008

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 B1785-Rear Window Wiper Arm Replacement

Causal Part Number

-- See other Parts and/or Not Items

Job Card Number: 110677

Repair Service Agent 115085 BILL FOX CHEVROLET, INC. 725 S ROCHESTER

Job Card Date: 12/10/2008

ROCHESTER HILLS MI 48307-2739

2486517000

Odometer Reading: 24,725 MI Authorization Code.

Process Date: 12/16/2008 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category Customer Enthusiasn **Customer Complaint Code** 0000-Converted Claim

Job Card Line # 3 Transaction Adjustment:

Labour Op Z7901-1-DAY COURTESY TRANSPORTATION

Causal Part Number

-- See other Parts and/or Net Items

Cause Code: 0000-Converted Claims

Odometer Reading: 24,286 MI

Authorization Code

Job Card Number: 110146

Job Card Date: 12/02/2008

Repair Service Agent 115085 BILL FOX CHEVROLET, INC. 725 S ROCHESTER

ROCHESTER HILLS MI 48307-2739 2486517000

**Process Date** 12/12/2008

Transaction Type ZREG-Regular Vahicle Transaction

Transaction Expense Calegory Customer Complaint Code

0000-Converted Claim Job Card Line # 1

Transaction Adjustment

Cause Code: 0000-Converted Claims

Odometer Reading, 24,288 MI

Authorization Code:

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 BILL FOX CHEVROLET, INC. 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: 110148

Repair Service Agent: 115085 BILL FOX CHEVROLET, INC. 725 S ROCHESTER ROCHESTER HILLS MI 48307-2739 Odometer Reading 24,286 MI Authorization Code.

2486517000

Process Date 12/12/2008

Transaction Type.

ZREG-Regular Vehicle Transaction

Transaction Expense Category. Customer Enthusiesn

**Customer Complaint Code** 0000-Converted Claim

Job Card Line # 3

Transaction Adjustment

Cause Code: 0000-Converted Claims

Odometer Reading: 24,286 MI

Authorization Code:

Job Card Number: 110148

Labour Op Z7903-3-DAY COURTESY TRANSPORTATION

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 12/02/2008

Repair Service Agent. 115085

BILL FOX CHEVROLET, INC. 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 #: 4

Transaction Adjustment

Cause Code 0000-Converted Claims

Odometer Reading: 24,286 MI

Authorization Code:

Job Card Number: 110146

Labour Op B4490-Link Or Spring, Rear Door Hold Open - Right - Replace

Causal Part Number

-See other Paris and/or Nat Items

Job Card Date: 12/02/2008

Repair Service Agent. 115085 BILL FOX CHEVROLET, INC.

725 S ROCHESTER ROCHESTER HILLS MI 48307-2739

2486517000

Process Date: 12/12/2008

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customar Complaint Code 0000-Converted Claim

Job Card Line #. 5

Transaction Adjustment:

Cause Code. 0000-Converted Claims

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

Job Card Date: 09/24/2008

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 Transaction Adjustment Job Card Line # 6 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 Odometer Reading. 24,285 MI BILL FOX CHEVROLET, INC. Authorization Code 725 S ROCHESTER ROCHESTER HILLS MI 48307-2739 2486517000 Process Date: 12/09/2008 Transaction Type: ZREG—Regular Vahicle 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 Ne1 Items Job Card Date: 09/24/2008 Job Card Number: 106283 Repair Service Agent, 115085 Odometer Reading: 23,626 MI BILL FOX CHEVROLET, INC. Authorzation Code. 725 S ROCHESTER ROCHESTER HILLS MI 48307-2739 2486517000 Process Date: 09/26/2008 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category Wanshiy Customer Complaint Code. 0000-Converted Cigim Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims Labour Op F2022-Differential Drive Pinlon Gear Seal Replacement Causal Part Number -- See other Parts and/or Net Items

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 Labour Op N0761-Bulbs, Stop. Tail, And Turn Lamp (Left) - Replace

Cause Code: 0000-Converted Claims

Odometer Reading: 23,173 MI

Authorization Code:

Job Card Number: 153156

Causal Part Number

→ See other Parts and/or Net Items

Job Card Date: 09/09/2008

Repair Service Agent: 115093 JOHN BOWMAN CHEVROLET, INC. 6750 DIXIE HWY

**CLARKSTON MI 48348-2919** 

2486255071

**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

Odometer Reading. 23,173 MJ

Authorization Code:

Job Card Number: 153156

Labour Op J5850-Fuel Injector Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 09/09/2008

Repair Service Agent. 115093 JOHN BOWMAN CHEVROLET, INC.

6750 DIXIE HWY

**CLARKSTON MI 48348-2919** 

2486255071

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

6750 DIXIE HWY CLARKSTON MI 48346-2919

2486255071

Job Card Number: 153156

Odometer Reading 23,173 MI

Authorization Code:

Process Date 09/16/2008

Transaction Type

ZREG-Regular Vehicle Transaction

Transaction Expense Category Customer Enthusiasa Customer Complaint Code 0000-Converted Claim

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op 27911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

→See other Parts and/or Net Items

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:

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-POI Related Fituid Adds

Causal Part Number

-- See other Parts and/or Net Items

Job Card Date: 08/15/2005

Repair Service Agent. 115093

JOHN BOWMAN CHEVROLET, INC.

6750 DIXIE HWY

**CLARKSTON MI 48348-2919** 

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

Global Warranty Management Site Map

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Re: Claim #

Sasha Henson to: Jaquays, Timothy (SMR)

12/05/2011 02:54 PM

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

Direct Dial : 313,667.069 Fax : 313,665.0911 sasha.henson@gm.com

SMR)"

Sasha, Attached are the pictures of the ...

12/05/2011 02:49:08 PM

From:

То:

"sasha.henson@gm.com" <sasha.henson@gm.com>

Date:

12/05/2011 02:49 PM

Subject:

Claim i

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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## ESIS REPAIR OFFER CONFIRMATION TO CLMT -



12/08/2011 09:40 AM

Sasha Henson to: Cc: pamato

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

Sasha, Thanks for the information on G...

12/07/2011 03:45:06 PM

From:

To: Date: "sasha.henson@gm.com" <sasha.henson@gm.com>

12/07/2011 03:45 PM

Subject:

RE: Claim

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**

From

Sent: Wednesday, December 07, 2011 3:23 PM

To: 'sasha.henson@gm.com'

Subject: RE

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]

Sent: Monday, December 05, 2011 2:55 PM

To:

Subject: Re:

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

From:

To: "sasha.henson@gm.com" < 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.

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## RE: ESIS REPAIR OFFER CONFIRMATION TO CLMT -

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,

From: sasha.henson@gm.com [mailto:sasha.henson@gm.com]

Sent: Thursday, December 08, 2011 9:40 AM

To Cc:

Subject: ESIS REPAIR OFFER CONFIRMATION TO CLMT

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

From:

To:

"'sasha.henson@gm.com'" < sasha.henson@gm.com>

Date:

12/07/2011 03:45 PM

Subject:

RE:

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### **Thanks**

Fron

Sent: Wednesday, December 07, 2011 3:23 PM

To: 'sasha.henson@om.com'

Subject: RE

Sasha,

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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]

Sent: Monday, December 05, 2011 2:55 PM

To

Subject: Re:

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 Detroit, MI 48265 800.888.0164

Direct Dial: 313.667.0691

Fax: 313.665.0911 sasha.henson@gm.com

From:

To:

"'sasha.henson@gm.com'" < sasha.henson@gm.com>

Date: Subject:

12/05/2011 02:49 PM

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 BRC Type PAR Bus, Unit BRC 71-1014387646 SR No. Ref No. Goodwill No Goodwill Offered Account GW SubType Site Last Name Not Initiated First Name Approval Area PAR Daytime # Evening # UCC Electrical - General Sub-Area initiate PAR- Other Address Waterford Involved Dir Joe Lunghamer Chevrolet, Inc. Safety City Yes State MI ZIpCd Serial #VIN 1GNDT13S172 12/2/2011 04:15:36 PM Con Acct Phone Updated Source Model Year 2007 Priority Medium License # Owner GARCIAJR Make Chevrolet Status Open Opened 12/1/2011 11:20:24 AM Warr. Start 11/11/2006 Model TrailBlazer Sub-Status Dissatisfied Closed Abstract Thermal event - 07 Chevrolet Trail@lazer Customer Description This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garda at ext 11291.

## Pre-PAR

PAR Notifier Owner	Incident Date/Time	treunes #							
Owner		mjulics "	Other Veh	#Ревр	le in Veh Ro			Cond. Fire Report#	Police Report#
	11/1/2011 07:30:00 AM	N	0			hall	Dry	n/a	n/a
Oriver Last Name	2	_	irst Name		Height	DC	8 Disab	itties	
not		occupia					none		
insurance Agent I	Last Name		ce Agent Firs	t Name	Phane :	#		e Agency	
n/a		n/a					did not fi	le claim	
Incident No Loc	rth Avis Dr					incident Desc	parked veh burning	at work, came out after wo	rk to find this d/s door panel had burned, still evidence
Component ele	ectrical								
Vehicle GM	A dir					Damage Desc	d/s door par	nel burned	
Loc						Add'i tof	o rva		
Emgcy Svc n/s Names	ı								
						Maint Lo	c n/a		
PAR Detai	1								
Collision	Non Collision		Property Damage	N T	Thermal Evt	Y	Spec Equip	none	
Vehicle () Speed			Weather Condition	dry			Prop Owner	n/a	Property n/a Type
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est \$0.00 Repair Cost
Veh Est \$0 Repair Cost	0.00		Spec Equip Instalier	n/a			Prop Damage Description	n./a	
Primary Pe Veh Use	ersonal		inspection Type	Thermal	Event		Inspected By	inspection Not Performed	i inspection Date/⊓ime
Veh Damage d/s Description	s door panel burned						Explain Other	being sent to ESIS	

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on 12/5/2011

Page 1 of 7

## Activities

roated 2/2/2011 04:21:39 PM	Created By AMSTUTST	Assigned To ESISBIQU	Activity Type	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Description Thermal Event
Contact Last Name	AMSTOTS	Contact For		Account	in Progress	BAC Code	TRAMBI EVER
meth a becneheque them	sal event from e	lectrical compor	ente				
Confidential Comments		Compo	arna				
reated	Created By		Activity Type	Activity Sub-Type	Status	Completed	Doscription
2/2/2011 09:38:20 AM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received Account	Done	12/2/2011 09:36:37 AM BAC Code	PAR Voice Maii
			Name	жасал		BAC Code	ı
ominients ils: SR: 71-1014387646 ent 12/01/11 1131am	3. Owner Terry F	######################################					
onle/BRC PAR/ATX							
Confidential Comments						•	
reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
2/1/2011 12:39:27 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up	• •	Scheduled Alan	n	Waiting for ESIS to pick up
Contact Last Name		Contact Firs	il Name	Account		BAC Code	
Confidential Comments							· I
reated	Created By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Description
	GARCIAJR	AMSTUTST	Notify CRM		Done	12/2/2011 04:21:36 PM	ESIS
	GARCIAJR						
	GARCIAJR	Comment	st Name	Account		BAC Code	
ontset Lact Moma		Continue	st Name	Account		BAC Code	I I
2/1/2011 12:39:04 PM  7 Chevrolet TrailBlazer  10 G/PAR/ATX		Continue	st Name	Account		BAC Code	I I

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on 12/5/2011

Page 2 of 7

### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	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 Firs	l Name	Account		BAC Code	
							-
Voluments	at a second fits to						
Veh experienced a them	iai event, me o	eing sent to ESIS	i.				
Joe G/PAR/ATX							
Confidential Comments							

Created By Assigned To Activity Typo 12/1/2011 12:37:52 PM GARCIAJR GARCIAJR Outbound Email Activity Sub-Typo
DVM/CAM/Field Completed Doscription
12/1/2011 12:38:32 PM FYI email sent to DMA, Jay Townsend Status Done

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 Chavrolet TralfBlazer 1GNDT13S172 Jos Lunghamer Chevrolet, Ponliac 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

Croated	Created By	Assigned To	Activity Typo	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	l Name	Account		BAC Code	1
Comments		-0.					I
Confidential Comments							1

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on 12/5/2011

Page 3 of 7

## **Activities**

Created  2/1/2011 11:58:14 AM  Contact Last Name	Greated By GARCIAJR	Assigned To GARCIAJR Contact Fils	Ownership Changed	Activity Sub-Typo Account	Status Done	Completed 12/1/2011 11:58:14 AM BAC Code	Discription Service Request Ownership has changed FROM: MAQUIRMA TO: GARCIAIR
Confidential Comments							
Preatod  2/1/2011 11:56:01 AM	Created By GARCIAJR	Assigned To	Activity Type BRC PAR	Activity Sub-Typo Initial Contact- Phone	Status Done	Completed 12/1/2011 11:58:12 AM	Doscription email attached to the file
Contact Last Name Comments To email sent to DMA		Contact Firs	l Name	Ассвипт		BAC Code	
oe G/PAR/ATX Confidential Comments				,			
zoated 2/1/2011 11:55:42 AM	Created By GARCIAJR	Assigned To GARCIAJR	Activity Typo BRC PAR	Activity Sub-Typo Initial Contact- Dealer	Status Done	Completed 12/1/2011 12:30:40 PM	Description Joe Lunghamer Chevrolet
Contact Last Name		Contact Firs	t Name	Account		BAC Code	_
Crm stated calling to get	any details tha	t may be retated	to cust's product allegation	n case.			
ive adv, Terry, stated the oe G/PAR/ATX onlidential Comments	y have no histo	ory on this veh fo	r electrical problems.				
Annae mar Cammenta							

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on 12/5/2011

Page 4 of 7

## **Activities**

Created	Created By	Assigned To	Activity Typo	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 of wicust
Contact Last Name		Contrast Lines	Numpe .	Account		BAC Code	
Comments							

Caller transferred from CACL

Cust stated he was calling to I/u w/GM in regards to the allegation he filed on his veh.

Cmn stated understand that veh burst into flames.

Cust stated that is correct, has parked it at his comptoyemnt, when he came out the d/s door panel had burned, it was still cindering. Cust stated he took the veh to Joe Lunghamer Chevrolet - no injuries.

Crm verid 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 flu wicust win 7-10 business days.

Cust stated that is fine.

Joe G/PAR/ATX
Confidential Comments

Greated 12/1/2011 11:55:27 AM	Created By GARCIAJR	Assigned To GARCIAIR	Activity Type BRC PAR	Activity Sub-Type Acknowledgement	Status Done	Completed 12/1/2011 11:57:04 AM	Posteription acknowledgement made
Contact Last Name		Contact Firs	Name	Account		BAC Code	
see initial ct activity							
Joe G/PAR/ATX Confidential Comments							

Report Generated for toporowm on 12/5/2011 Page 5 of 7

## Activities

2/1/2011 11:55:23 AM G/ Rummery: Repairs - no related repairs Recalls - no open recalls	ARCIAJR	GARCIAJR	Research Name	Account	Done	12/1/2011 12:32:43 PM BAC Code	Research vin
Summary: Repairs - no related repairs			Name	Account		BAC Code	<b>!</b>
Gummary: Repairs - no related repairs							1
Repairs - no related repairs					•		
•							
ecalis - no open recalis							
iR's - no other files for this w	eh						
oe G/PAR/ATX							
Confidential Comments							l
roated Cre	eated By		- C- C- C- C- C- C- C- C- C- C- C- C- C-				
	ARCIAJR	Assigned To GARCIAJR	Activity Typo BRC PAR	Activity Sub-Type Case Assigned	Status Done	Completed 12/1/2011 11:56:21 AM	Description File assigned to Joe Garcia x11291
ontact Last Name		Contact First	· -	Account	5010	BAC Code	I the aboughed to one cancer x11291
		3.00.00.00.00.00.00.00.00.00.00.00.00.00				Brito 0030	•
omments							[
ortfdential Comments							
	eated By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
	VRCIAJR	MAQUIRMA	SR Opened		Done	12/1/2011 11:54:15 AM	SR in Status of Closed has been Re-
onfact Last Name		Contrat Cirst	Name	Account		BAC Code	Opened by GARCIAJR
cmments							1
Elline its							1
onfidential Comments							1

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ол 12/5/2011

Page 6 of 7

## **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
12/1/2011 11:54:13 AM	GARÇIAJR	MAQUIRMA	SR Closed - Dissatisfied		Done	12/1/2011 11:54:13 AM	Service Request has been Closed
Contact Last Name		Contact First	t Name	Account	•	BAC Code	Dissatisfied.
							•
Comments					****		7

Groated Created By Assigned To Activity Type
12/1/2011 11:23:17 AM MAQUIRMA MAQUIRMA Inbound Call Customer Activity Sub-Type Status Completed 12/1/2011 11:26:19 AM Description Customer claims thermal event (open flame, not just smoke). Complex Request Done Account * Erst Name BAC Code

NAME
PHON
ADDRESS
Valerford Michigan
VIN:NA
DLR:JOE LUNGHAMER CHEVROLET, INC.
Service Manager Pate Salich 2482922460
Service Adv. Steve Winkler

CUST STS:
-2007 Blazer
-When the veh was Unoccupied, the veh caught on fire being altributed to the windows front driver side control panel
-I have to drive it to the dir
-I was told me this morning that 670 dollars for 4 days

CUST SEEKS:

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

MacICAC Tier 1WAN 'Lvi 0 Empowered Confidential Comments

## **UCC** Information

Symptom Thermal Event Description Electrical - General

Report Generated for toporowm

on 12/5/2011

Page 7 of 7

Limited Warranty Powertrain Limited Warranty

10/30/2011

11/11/2006

E Loqout

<u>п</u> (6	ြင်း Warrant	У		Decer	nber 5. 2011	
lobal War INTERFAC CUSTOMI		> Interface With Cu	istomer > Viev			
/iew V	ehicle Summary	,				(9)
his screer opticable	allows IVH users to view Warranties, Transaction H and XM Radio information	the Summery of Ve istory, Service Con	ehicle Informat Nract(s) if appl	tion, Field Acti icable, Warran	ons, Service Infon ity Block, Branded	mation
VIN 1GE Service ( Order Ty	e Information NDT13S172 Contract. No Branc pe 50 - FLEET cons. 0 Open	led Title No	Mode Warranty Blo		007 TRAILBLAZEI PDI Status	
	red Field Actions				Open field actions	are highlighted
'The VIN Compan	ed Title i information contained he y and is to be used only fo whatsoever	rein and information	n derived their amonty venfice	efrom is the pr	opnetary properly not be used for ar	of The Polk ly other
Vehicl	e has no current record (	of branded titles.			-	
	nty Block e has no current record	of warranty block				
	e information	of outstanding se	rvice informa	tion.		
Refer	r and XM Satellite F to Help page for details, at 877.GET.XMST (877,43	For OnStar conta-	ct 888.ON.ST	AR1 (888.667. \:800-556-360	8271) and for XM	l Radio
OnStar I	Equipped N		dio ID ZPVRI		On: XN	Star Status: NA 1 Status: Active MN Enabled: N
Applic	able Warranties	_			Valid warranties	are highlighted
Valid	Description	Warranty Add Date	Start Date	Ellective Odomoter	End Date	End Odometer
	Corrosion Limited	10/30/2011	11/11/2006	10 MI	11/11/2012	100,010 MI
	Warranty Emission Select	10/30/2011	11/11/2006	10 MI	11/11/2014	80,010 MI
	Component Ltd Wty Bumper to Bumper	10/30/2011	11/11/2008	10 MI	11/11/2009	36,010 MI

For this vehicle:

-- View Vehicle Summary

Service Contract

- Brandeo Tillo

• Warranty Block

View Vehicle Build

View Vehicle Component Summary

View Vehicle
Transaction History
Detail

View Vehicle Delivery Information

10 MI

11/11/2011 100,010 MI

Cı	wified Used Warrant		2011 11/11/2	006 10 MI	11/11/2010	48,010 MI
Service C	ontract					
Vehicle ha	s no current	t record of service	contracts.			
Transacti	oπ Histor	у				View Detail
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operatio	n	Odometer Reading
08/19/2009	433372	ZREGRegular Vehicle Transaction		B5450 - Sup Compertment Taligate/Liftgate ( (Gas Tube) - O Repis	Lid And/Or counterbalance ne Or Both -	32,899 MI
05/01/2009	429171	ZREG—Regular Vehicle Transaction		Z7911 - 2-WAY COURTESY TRAN		28,264 MI
05/01/2009	429171	ZREGRegular Vehicle Transaction		L1197 - Fuel Li Replace		28,264 MI

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Lonout

**@lobalWarranty** 

December 5, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Build

1

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 CT15508-2007 TRAILBLAZER 4WD

Warranty Block No.

PDI Status No

Order Type 50 - FLEET Field Actions O Open

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD

Gross Vehide Weight 2,611

Order Number KNFK1O Build Date: 11/10/2006

Build Plant 2-

For this vehicle:

View Vehicle Summary

Service

Contract

Branded Title

Warranty ВІсся

- View Vehicle Build

View Vehicle Composient Summary

View Vehicle Transaction History Detail

View Vehicle Delivery

Information

#### **Option Codes**

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

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

* THEFT DETERRENT SYSTEM

28H - LIGHT GRAY

32U - MOONDUST METALLIC

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

832 · FLOOR MATS, FRONT/REAR

886 - MOLDING BUS COLOR

C49 - REAR WINDOW DEFROSTER

CJ3 - CLIMATE CONTROL

**DP2 - POWER OSRV MIRRORS** 

EVA - EVAP EMISSION REQUIREMENT FLT - FLEET PROCESSING OPTION

JF8 - BRAKE VAC POWER, 4 WHILDISC

K1B - ELECTRIC AIR INJECTION SYSTEM

KCV - VANGUARD RAC

281 - INT TRIM LT GRAY/DK GRAY

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

**1SZ - PREFERRED** 

**EQUIPMENT SAVINGS** 

AJ1 - GLASS, DEEP TINTED ALD - SENSOR INF RESTR. **CHILD DETECT** 

AR9 - FRT BUCKET SEAT, DELUXE

**AUO - REMOTE KEYLESS** 

**ENTRY** 

**B30 - FULL CARPET-COLOR KEYED** 

B33 - REAR COLOR KEYED FLOOR MATS

**BBU - GM PRODUCTION** 

**WEEK #45** 

**C5N - GVW RATING - 5750** 

LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO DT4 - ASHTRAY AND

LIGHTER

FE9 · FEDERAL EMISSIONS GU6 - REAR AXLE 3.42

RATIO

JJB - PT DRESS SUBASSY

NOT INSTALLED

**K34 - CRUISE CONTROL** 

KG4 - GENERATOR 150

AMP

LL8 - ENGINE, VORTEC 4.2L SFI 16 M30 - TRANSMISSION, 4 SPD AUTOMATIC N75 - 17" ALUMINUM N40 - POWER STEERING WHEELS NP8 - 2-SPEED ACTIVE TRANSFER CASE NT7 - EMISSION SYS FED -TIER 2 N23 - 16" FULL SIZE SPARE WHEEL PDC - PWR SEAT ADJUST-DRIVER, 8 WAY QTM · ALL-SEASON TIRES R6F - IDENTIFY B CODE USER\$ R6K · ONSTAR TURN-BY-TURN NAVIG AVAIL **R6P - SPECIAL PAINT R60 - OPTION PKG NOT DESIRED** R7M - ONSTAR DELETE R9N - LEATHER SEAT TRIM **T61 - DAYTIME RUNNING** LIGHTS 198 - STAMPING VEHICLE IDENT NUMBER TB4 · LIFTGATE TFD - RETAIL AMENITY DELETE U2K · XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL U73 - FIXED MAST ANTENNA UA6 - THEFT DETERRENT ALARM SYSTEM UBO - AM/FM STEREO W/CD **UJ6 - TIRE PRESSURE** MONITOR V1K - LUGGAGE RACK CROSS-BARS **UY7 - TRAILER WRING HARNESS** V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA VN9 - DAILY RENTAL REPURCHASE PROGRAM VXS - COMPLETE VEHICLE LABEL X88 - CHEVROLET CONVERSION YDS - BASE FRONT YD3 - BASE AXLE SPRING YDS - 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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@Del Warranty

December 5, 2011

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

INTERFACE WITH CUSTOMER

## View Vehicle Component Summary

**②** 

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

Vehicle Information

VIN 1GNDT13S172 Service Contract: No

Branded Title No.

Model CT15508-2007 TRAILBLAZER 4WD

Warranty Block No.

PDI Status No

Order Type 50 - FLEET Field Actions O Open

- View Vehicle Build

For this vehicle:

- • View Vehicle Summary Service

Contract

Warranty

Block

- Branded Title

<u>View Vehicle</u>

Component Summary View Vehicle

Transaction History

View Vehicle Delivery Information

Vehicle Component

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

Date Scanned 11/09/2006

Part / Number Broadcast NAX Time Scanned 19:17:00

Scan Station 01

Component Code 35-STEERING COLUMN - SIR SYSTEM

Source Plant S-SAGINAW DIVISION SAGINAW,MI

Date Scanned 11/09/2006

Traceptikity 006043066 Part / Number Broadcast A1Z

Traceability 611010620

Time Scanned: 19:55:00 Scan Station: 05

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned: 11/09/2006

Traceability, OBM258807 Part / Number Broadcast FK

Time Scanned 19:27:00 Scan Station: 03

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned 11/09/2008

Traceability 44989619 Part / Number Broadcast 7TDD

Time Scanned 19:24:00 Scan Station 02

Component Code 63-FRONT AXLE/FRONT CRADLE WITH FRONT

**HUB ASSEMBLIES** 

Source Plant G-

Traceability: F7O45156

Part / Number Broadcast UK2

Date Scanned 11/09/2008

Time Scanned 20:32:00 Scan Station

Component Code 65-REAR AXLE ASSEMBLY

Source Flant C-SAGINAW BUFFALO, NEW YORK

Date Scanned 11/09/2006

Traceability 300123728 Part / Number Broadcast CN8

Time Scanned: 19:42:00 Scan Station: 11

Component Code 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Traceability 00045272

Source Plant K-KELSEY-HAYES JASPER, INDIANA

Part / Number Broadcast 3172

Date Scenned 11/09/2006 Time Scanned 21:28:00 Scan Station

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

Date Scanned 11/09/2008

Traceability 1GZC54C Part / Number Broadcast 2395

Time Scanned 23:30:00 Scan Station 08

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

Date Scanned 11/09/2006

Traceability 5ABNT35 Part / Number Broadcast 5521

Time Scanned 19:48:00 Scan Station 04

Component Code CC-SEQ NUM (FLEX) BODY ASM

Source Plant: -

Date Scanned 10/31/2006

Traceability 0910154 Part / Number Broadcast 122

> Time Scanned 03:02:00 Scan Station

Component Code CD-SEQ NUM (FLEX) BODY ASM

Traceability 3086419

http://gmvis2.gotd.gm.com/gmvis2/showVehicleComponent.do?VIN=1GN... 12/5/2011

Logout

Source Plant: -

Date Scanned: 11/08/2008

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

Source Plant -

Date Scanned: 11/08/2006

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

Date Scanned: 11/09/2005

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

Source Plant: -

Date Scanned: 11/09/2006

Part / Number Broadcast 1WW

Time Scanned: 07:29:00 Scan Station

Traceability 3086294

Part / Number Broadcast 1PT

Time Scanned: 22:55:00 Scan Station

Traceability 3086003

Part / Number Broadcast. 1PH

Time Scanned. 13:39:00 Scan Station.

Tracesbility: 3086054

Part / Number Broadcast: 1GB

Time Scanned, 14:29:00 Scan Station.

## Service Agent Installed Component

Vehicle has no current record of vehicle component.

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**Logout** 

**ৰিচিন্ন Warranty** December 5, 2011 Global Warranty Management: Man > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER View Vehicle Transaction History Detail 1 This screen allows IVH users to view the available information on individual transaction for the VIN selected. Vehicle Information VIN 1GNDT135172 Model CT15508-2007 TRAILBLAZER 4WD Service Contract No. Branded Title No Warranty Block No. PDI Status: No Order Type 50 - FLEET Field Actions <u>9 Open</u> Job Card Date: 08/19/2009 Job Card Number: 433372 Repair Service Agent 115098 Odometer Reading 32,899 MI JOE LUNGHAMER CHEVROLET, INC. Authorzation Code 475 SUMMIT DR WATERFORD MI 48328-3368 2486837100 **Process Date** 08/25/2009 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category Warrenty Customer Complaint Code 0000-Converted Claim Job Caro Line # 1 Transaction Adjustment Cause Code: 0000-Converted Claims Labour Op B5459-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 Odometer Reading 28,264 MI JOE LUNGHAMER CHEVROLET, INC. **Authorization Code** 475 SUMMIT DR WATERFORD MI 48328-3368 2485837100 **Process Date** 05/08/2009 Transaction Type ZREG---Regular Vehicle Transaction Transaction Expense Category Customer Enthusiasn Customer Comptaint Code: 0000-Converted Claim Job Card Line # 1 Transoction Adjustment: Cause Code: 0000-Converted Claims Labour Op Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION Causal Part Number See other Parts and/or Net Items

For this vehicle:

View Vehicle Summary
Service
Contract
Branded Title
Warrenty
Block
View Vehicle Build
View Vehicle
Component Summary
View Vehicle
Transaction History
Patell

View Vehicle Delivery

Information

Job Card Date: 05/01/2009

Repair Service Agent: 115098 JOE LUNGHAMER CHEVROLET, INC. 475 SUMMIT DR WATERFORD MI 48328-3388

Job Card Number: 429171

Odometer Reading: 28,264 MI Authorization Code.

2485837100

Process Date 05/05/2009

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

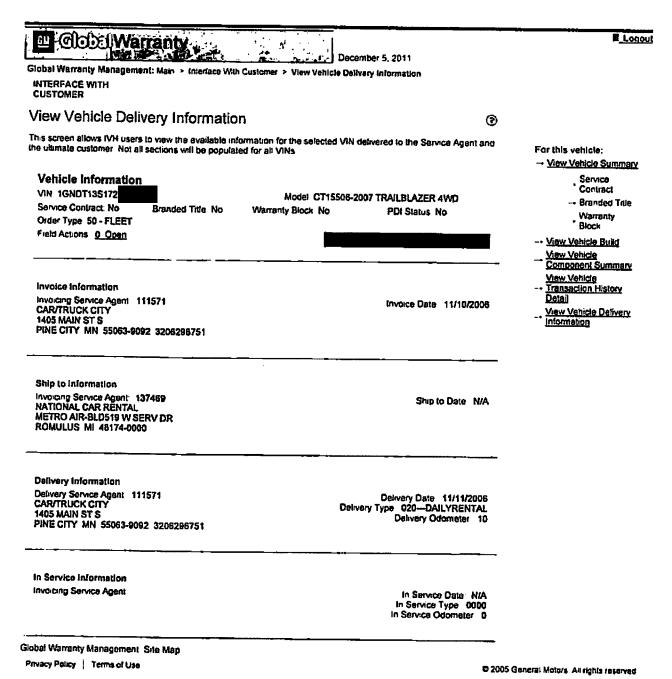
Causal Part Number

-See other Parts and/or Net Items

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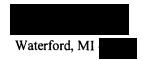




ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 800.888.0164 tel 313.665.0911 fax

**Bryan Schwartz**Claims Administrator

December 8, 2011



RE: Claimant:

Our File No.: 736830

Our Client: General Motors LLC

Date/Event: 11/1/11

Subject vehicle: 2007 Chevrolet Trailblazer VIN: 1GNDT13S172

Dear Mr.

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 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 Safety Yes State PA ZipCd Con Acct Source Phone Updated 1/12/2012 01:59:30 PM Serial #/VIN 1GNDT13S06 Model Year Priority 2006 Medium License # CHEVROL 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 Dissalisfied Closed Abstract **ESIS Thermal Event** PAR FILE, DO NOT ADVISE, DO NOT ASSUME, SEND ALL CALLS TO X41022 STACY Customer

Description
Pre-PAR

PAR Notifier	Incident Date/Time											
Owner			Olher Veh	# Peo	ole in Veh Ro		æ	Road		port#	Pelice	Report#
	12/23/2011 09:30:01 PM	N	. 0			phalt		Dry	n/a		r/a	
Driver Last N	ame	Driver F	iret Marne		Height	DO	OB	Disabi	lities		•	
					5'			n/a				
∧a nanan≎e viit	ant Foot Mainle		ce Agent Fire	t Name	Phone	#		Insurance				
		n/a						not involv	ed			**
ncident Loc	301 N Face Blvd, PA		•			inciden Desc	t	for about a n	nonth before the	switch worked on an	d off, while drivi	ng one night i smelled wire:
Component	power window switch, drivers s	ide				Ocac		disconnect ti	ne wiring harne:	ske, i pulled the switch is, when I threw the d	n up and saw a i nor open i bit a j	flame on the wire, had to pole with it, I unplugged the
/ehicle	with cust					Damag Desc			imoke damag <del>e</del>			
Emgcy Svc Names	n/a					Add1 In	-	n/a				
PAR Det	ail		<del></del>			Maint L	00	n/a				
Collision	Non Collision	Y	Property Damage	N '	Thermal Evt	Y	Spe	c Equip	none			
/ehicle Speed	0		Weather Condition	dry			Pro	p Owner	n/a		Property Type	n/a
ast Service ate			Loc Last Service					perty ation	n/a		Prop Est Repair Cost	\$0.00
eh Est lepair Cost	\$400.00		Spec Equip Installer	n/a				p Damage cription	n/a			
rimary en Use	Personal		Inspection Type	Themai	Event		insp	sected By	Inspection Not	Performed	Inspection Date/Time	
eh Damage escription	driver door, smoke damage						Ехр	lain Other	sent to ESIS.			

Report Generated for toporowm

on 1/13/2012

Page 1 of 12

## **Activities**

Created	Created By		Activity Type	Activity Sub-Type	Status	Completed 1/12/2012 05:03:09 PM	PAR Voice Meli
1/12/2012 05:02:55 PM	MERCADTO	MERCADTO	Inbound Call Third Party	Voice Mail Received Account	Done	8AC Code	PAR VOICE MER
CHASE IT INSTRUME		I ANIMA ENGI	in in g	Accom		0A0 0000	l
Sis: Leanns Jones, vehi Sent 01/11/2012 @ 4181		al event. 71-102	7431522				
Tonie/BRC PAR/ATX				_			
Confidential Comments							
Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
1/12/2012 02:02:13 PM	AMSTUTST	AMSTUTST	Scheduled Follow-up		Scheduled Alar	mi .	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 D	NOT ADVICUS	ST OF THIS SCHED ACTIV	ITY, DIRECTALL INQUIRIES	TO OCRS STACY	AMSTUTZ @ X41022	
Confidential Comments	W 122 O 1011, D	510172000				<u> </u>	
Created	Created By	Assigned To		Activity Sub-Typo	Status	Completed	Doscription Thermal Event
1/12/2012 02:01:56 PM	AMSTUTST	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress	BAC Code	i narmai Eveni
			( Name	Account		BAC Code	
veh experienced a therm Penintentral Comments	al event from th	e drivers window	w switch				
Serniderman Comments							
Proated	Created By	Assigned to	Activity Typo	Activity Sub-Typo	Status	Completed	Description
1/12/2012 02:01:24 PM		AMSTUTST	BRC PAR	Business Case	Done	1/12/2012 02:01:53 PM	Business case for Escalation to ESIS
Contact Last Name		Contact Firs	l Name	Account		BAC Code	
comments							
reminimus reh experienced a therm	al event from th	e drivers windo	w switch				

Report Generated for toporowm

on 1/13/2012

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### **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
1/12/2012 01:59:43 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	

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.

2006 Chevrolet Trailblazer 1GNDT13S06

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 Typo	Activity Sub-Type	Status	Campleted	Description
1/12/2012 01:49:48 PM	AMSTUTST	AMSTUTST	BRC PAR	Initial Contact - Fleid	Done	1/12/2012 01:59:42 PM	called donald.gaskins@gm.com
Contact Last Name		Contact First	Name	Account		BAC Code	

A product allegation claim has been made in your region. The customer is alleging the veh experienced a thermal event from the driver's window switch. This case is being escalated to ESIS because of the thermal event.

2006 Chevrolet Traiblazer 1GNDT13S06: no involved dealer

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

Best wishes, Slacy Amstutz | CRS

Confidential Comments

Report Generated for toporowm on 1/13/2012 Page 3 of 12

#### **Activities**

Created 
 Groated
 Created By 1/12/2012 01:49:43 PM
 Assigned To Activity Type AMSTUTST
 Activity Type BRC PAR
 Activity Sub-Type Status Description Initial Contact- Dealer 1/12/2012 01:56:05 PM called Roberts Automotive @ (610) 269-8200 Done Contact Last Name Account BAC Code

CRS spoke with: Svc Adv Craig Reichert

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

 
 Groated
 Created By 1/12/2012 01:49:26 PM
 Assigned To Activity Typo

 MSTUTST
 AMSTUTST
 BRC PAR
 Activity Sub-Typo Initial Contact- Phone Status Completed Description 1/12/2012 01:51:48 PM Done called in Contact First Name Account BAC Code

cust sist for about a month before the switch worked on and off, while driving one right 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 for within 7-10 business days

Staty/ATX/PAR Confidential Comm

Created	Created By		Activity Typo	Activity Sub-Type	Status	Completed	Description
1/12/2012 01:49:16 PM	AMSTUTST	AMSTUTST	BRC PAR	Acknowledgement	Done	1/12/2012 01:49:58 PM	see initial
Contact Last Name		Contact Firs	1 Name	Account		BAC Code	
0							
Comments							
Confidential Community							

Report Generated for toporowm

on 1/13/2012

Page 4 of 12

## **Activities**

Prostod 1/12/2012 01:49:08 PM	Created By AMSTUTST	Assigned To AMSTUTST	Activity Typo Research	Activity Sub-Type	Status Done	Completed 1/12/2012 01:50:52 PM	Description Research 1GNDT13S062
Contact Last Name		Contact First	Name	Account		BAC Code	
Comments							
to other files on cust or	æh						
no recalls							
o related repairs							
lacy/ATX/PAR							
Confidential Comments							Ī
roatod	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
/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 @
Innfact Last Marne		Contract Lirst	Name	Account		BAC Code	×41022
Comments							I
Confidential Comments							
reated	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
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
ontact Cast Norne		Contact First	Name	Account		BAC Code	
ontidential Comments							

Report Generated for toporowm

on 1/13/2012

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## **Activities**

Greated	Created By	Assigned To	Activity Typo	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
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: BUANKA TO: AMSTUTST
Confidential Comments							Į.

Created Created By Agsigned To Activity Typo Activity Sub-Typo 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 F/U

Contact Last Name Contact First Name Account 6AC Code

Comment

Callback

Spoke with:

-1137 Thomas St. Chester Pensylvania 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 callbo	ick						

Kathlean/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

Report Generated for toporowm on 1/13/2012

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## 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 f/u
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
							•
Celiback							
CHADACK							
Spoke with :							
-rEACHED vm							
CRS states :							
INFORM CUST THAT W	Æ HAVE TO G	ET THE COMPL	ETE ADDRESS BEFORE TR	RANSFERRING TO PAR			

Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

Confidential Comments

Greatod 1/11/2012 04:36:29 PM	Created By BUANKA	Assigned To BUANKA	Activity Typo Scheduled Outbound Call Third	Activity Sub-Typo	Status Done	Completed 1/12/2012 10:25:29 AM	Description Transfer
Contact Last Mamo		Control Gret	Mama	Account		BAC Code	
POA:	12 @ 11	:30em ESY					
-Transfer call to PAR Kathleen/CAC TIER1/MA	N/Level0						

Report Generated for toporowm

on 1/13/2012

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## **Activities**

Created By	Assigned To	Activity Typo	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	

Callback

#### Spoke with:

- -Cust is really UPSET

  -He scheduled me Next week

  -He priced me\$40-50 just for diagnosis
  -I don't 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 don't 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

Kalhleen/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

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## 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	F/U
Contact Last Name		Contact First	Name	Account		BAC Code	
							•
Caliback							

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

Con'	lideni	lati	Comment	s

	JANKA Scheduled Outbound Call Cust	Initial Attempt	Status Done	Completed 1/11/2012 01:10:17 PM	Description F/U
Centect Last Name Co	Contact First Name	Account		BAC Code	
Caliback number:					
-Chack if appointment was set w/ dir -She was able to call dir for the appointment Kathleen/CAC TIER1/MAN/Level0					

Report Generaled for toporowm

Confidential Comments

on 1/13/2012 Page 9 of 12

## **Activities**

Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
1/10/2012 04:07:03 PM	BUANKA	BUANKA	Scheduled Outbound Call	· · · · · · · · · · · · · · · · · · ·	Done	1/11/2012 01:10:07 PM	FALI
			Dir				
Contact Last Name		Contact First	Name	Account		BAC Code	

CALL DLR ON Jan 11 @ 1pm-3pm EST

CALLBACK NUMBER: Creg from service ROBERTS CHEVROLET 19 PARK LN DOWNINGTOWN PA 19335-2624 6102698200

POA:
-Check if cust called them for appointment

Kathleen/ CAC Tier 1/ MAN/ Level 0 Empowered

Confidential Comments

on 1/13/2012 Report Generated for toporowm

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## **Activities**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
1/10/2012 02:14:08 PM	BUANKA	BUANKA	Dealer Visit Referred by	CAC Scheduled Via	Done	1/10/2012 04:07:01 PM	Appointment
			CAC	Phone			_
Contact Last Name		Contact First	Name	Account		BAC Code	

Callback

Spoke with :

-Creg from service, Cust can bring the veh anytime for me to diagnose it what really happen -Adv her to call me for the appointment ROBERT'S CHEVROLET 19 PARK LN DOWNINGTOWN PA 19335-2624 6102698200

CRS states :

-Check if they could provide service to veh

Kathleen/ CAC Tier 1/ MAN/ Level @ Empowered

Confidential Comments

Report Generated for toporowm

on 1/13/2012

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## Activities

Prestod 1/10/2012 02:04:56 PM	Greated By BUANKA	Assigned To BUANKA	Activity Type Inbound Call Customer	Activity Sub-Type Complex Request	Status Done	Completed 1/10/2012 04:06:57 PM	Poseription -Windows main switch on fire
Contact Last Name		Contact Fire	it Name	Account		BAC Code	Ī
Comments							
NA FEI		<u> </u>					•
AYTIME: VENING:							
NDD:							
VIN: 1GNDT13506 WILEAGE:89000							
CUST STATES: 2006 Chevy	<b>b.</b> 6-						
Vindow main switch wa was leaving in the park							
smell a burning smell The wirings are in lire							
called the dir to check	the car but nor	for diagnosis					
Privers side door is dea	ď						
want the part of the ve			· · · · · · · · · · · · · · · · · · ·	l1da tha daga			
triis ume you can sui si	HER DIS COLLS OF	me waads and	I you ach see the brown mark	2 luaide nie door			
:UST SEEKS: Windows main switch o	n fine						
SR ADVICE: Call dir if they could sen	ics the veh						
•							
athleen/ CAC Tier 1/ M.	PANY LEVEL DET	ipowered					

## **UCC** Information

Confidential Comments

UCC Code	Symptom	Description
N01		Manidan Annual
INVI	Thermal Event	Electrical - General

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Logout

@lobal Warranty

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

INTERFACE WITH CUSTOMER

## View Vehicle Summary

3

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

#### Vehicle Information

VIN 1GNDT13S062

Model CT15505-2005 TRAILBLAZER 4WD Branded Title: No

Service Contract: No

Warranty Block No.

PDI Status No

Order Type. 70 - RETAIL - STOCK

Field Actions: 0_Open

View Vehicle Build

View Vehicle Component Summary

For this vehicle:

→ View Vehicle Summary Service Contract

→ Branded Title

~ Warranty Block

View Vehicle

Transaction History 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 propnetary properly 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 tities.

#### 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 (888.687.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped. Y

XM Equipped N

XM Radio ID

OnStar Status Inactive

XM Status NA DMN Enabled: N

80,003 MI

OnStar Vehicle Diagnostics N

**Emission Select** 

Component Ltd Wty

**Applicable Warranties** Valid warranties are highlighted Warrenty Add Start Effective Valld Description Date Odometer Odometer Special Coverage 10054 08/05/2011 07/01/2006 3 ML 07/01/2016 120,003 MI Corresion Limited 08/05/2011 07/01/2006 3 MI 07/01/2012 100,003 MI Warranty Bumper to Bumper 08/05/2011 07/01/2008 3 MI 07/01/2009 35,003 MI Limited Warranty

07/01/2006

3 MI

07/01/2014

http://gmvis2.gotd.gm.com/gmvis2/showVehicleHistorySummary.do?vin=1GNDT13S062

08/05/2011

Servi	^	4	-4
28IV	CH L	onuz	u

Vehicle has no current record of service contracts.

Transactio	on History				View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/08/2006	A38711	ZPDiPre-Delivery Inspection		Z7000 - Pre-Delivary Inspection - Base Time	O MI

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Logout

(dobal Warranty

January 13, 2012

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

CUSTOMER

#### View Vehicle Build

**②** 

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

#### Vehicle Information

VIN 1GNDT13S062 Service Contract No

granded Title No.

Model CT15508-2006 TRAILBLAZER 4WD

Warranty Block No.

PDi Status No

Order Type 70 - RETAIL - STOCK

Field Actions 0. Open

- • View Vehicle Build

View Vehicle Component Summary

View Vehicle Transaction History

For this vehicle:

- View Vehicle Summary Service

Contract

→ Branded Title

Warranty

View Vehicle Delivery Information

# Vehicle Build

Model CT15508-2006 TRAILBLAZER 4WD

Grass Vehicle Weight 2611

Order Number: JZXN90 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

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 WRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM

1SZ - PREFERRED **EQUIPMENT SAVINGS** 

28H - LIGHT GRAY

42U - SILVER BLUE METALLIC

7FB - COMP FRT RH COMPUTER SEL SUSP

9NS - SUSPENSION

AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG

AM9 - SPLIT FOLDING REAR SEAT BACK

**AU0 - KEYLESS REMOTE DOOR LOCK** 

**B30 - CARPETING, COLOR-KEYED** 

**B33 - REAR COLOR KEYED FLOOR MATS** 

**BVE - RUNNING BOARDS** 

C5N - GVWRATING - 5750 LBS

DAY · ASSEMBLY PLANT MORAINE, OHIO

DT4 - ASHTRAY AND LIGHTER

FEO - FEDERAL EMISSIONS

**GU6 - REAR AXLE 3.42 RATIO** 

JJB - PT DRESS SUBASSY NOT INSTALLED

**K34 - CRUISE CONTROL** 

LLB - VORTEC 4200 SFI IS

281 - INT TRIM LT **GRAY/DK GRAY** 6FB - COMP FRT LH COMPUTER SEL SUSP **8NS - SUSPENSION** AJ1 - TINTED GLASS ALO - SENSOR INF RESTR, CHILD DETECT AR9 - FRT BUCKET SEAT, DELUXE AXP - MPV VIN IDENT POSITION **B32 - FLOOR MATS,** FRONT AND REAR **B86 - MOLDING B/S** COLOR

C49 - REAR WINDOW DEFOGGER

**CJ3 - CLIMATE CONTROL OP2 - POWER OSRV** 

**MIRRORS** 

EVA - EVAP EMISSION REQUIREMENT G80 - LOCKING DIFFERENTIAL-REAR

AXLE

JF8 - BRAKE VAC POWER, 4 WHL DISC K18 - ELECTRIC AIR INJECTION SYSTEM KG4 - GENERATOR 150

AMP

M30 - 4-SPD AUTO TRANS

WOVERDRIVE AND **ELECTRONIC CONTROL** N40 - POWER STEERING N75 - 17" SPORT **ALUMINUM WHEELS** NT7 - EMISSION SYS FED NP8 - 2-SPEED ACTIVE TRANSFER CASE - TIER 2 PDC - SEAT, 8-WAY NZ3 - WHEEL, FULL SIZE SPARE POWER DRIVER OTM - P245/65R17 BW ALS TIRES R4Y - TIRE BRAND-GOODYEAR R&D - IDENTIFIER - TIRE **R6P - PREMIUM PAINT** CHANGE SLM - STOCK ORDERS **T61 - DAYTIME RUNNING LIGHTS T98 - STAMPING VEHICLE IDENT NUMBER** U73 - FIXED MAST ANTENNA **TB4 - LIFTGATE** UBO - AM/FM STEREO **UA6 - THEFT DETERRENT ALARM SYSTEM** WICD UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN UY7 - TRAILER WIRING HARNESS V73 - STATEMENT OF VEHICLE CERT.-V1K - LUGGAGE RACK CROSS-BARS U.S. /CANADA X88 - CHEVROLET

YO3 - BASE EQUIP FOR SCH GVW PL-FT AX

**YD6 - BASE REAR SPRING** 

ZW7 - PREMIUM RIDE SUSPENSION

VXS - COMPLETE VEHICLE LABEL

CONVERSION YD5 - BASE FRONT SPRING

SPARE

ZNF - TIRE, FULL SIZE

ZY1 - SOLID PAINT

## **Added Option Codes**

-80 -

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Lonout

**dobal Warranty** 

January 13, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

3

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

Vehicle Information

VIN 1GNDT13S062 Service Contract No.

Model. CT15508-2006 TRAILBLAZER 4WD

Warranty Block, No. Branded Title No

PDI Status No

Order Type: 70 - RETAIL - STOCK Field Actions: 0_Open

Vehicle Component

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

Date Scanned 05/08/2008

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

Date Scanned 05/08/2008

Component Code 60-TRANSFER CASE (4 WHEEL DRIVE)

Source Plant N-

Date Scanned 05/08/2008

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

Date Scanned: 05/08/2005

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

Source Plant, G-

Date Scanned 05/08/2006

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

Date Scanned. 05/08/2008

Component Code. 92-BRAKE PRESSURE MODULATOR VALVE

ASSEMBLY

Source Plant. K-KELSEY-HAYES JASPER, INDIANA

Date Scanned: 05/08/2008

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

Date Scanned: 05/08/2006

Component Code. AL-IR-MODULE ASM-IP Source Plant M-MORTON-THIOKOL

Date Scanned 05/08/2006

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

Source Plant -

Oate Scanned 05/03/2008

Component Code CF-SEQ NUM (FLEX) PAINT PROCESS

Traceability 604250804

Part / Number Broadcast. NFS Time Scanned 07:29:00

Traceability 001781186

Part / Number Broadcast: A1Z

Time Scanned 07:48:00 Scan Station 05

Scan Station 01

Traceability OBK191138

Part / Number Broadcast: FK

Time Scanned: 07:39:00 Scan Station: 03

Traceability 44098931

Part / Number Broadcast: 6TDD

Time Scanned: 07:36:00 Scan Station: 02

Traceability 5AX11328

Part / Number Broadcast

UK2

Time Scanned 08:18:00 Scan Station.

Traceability 108121606

Part / Number Broadcast AA4

Time Scanned 07:45:00 Scan Station, 11

Troceability. 00332438

Part / Number Broadcast

3051

Time Scanned 09:18:00 Scan Station.

Traceability 1GT7G11 Part / Number Broadcast. 2395

Time Scanned 11:35:00 Scan Station, 08

Traceability 5AAKK02

Part / Number Broadcast 5521

Time Scanned: 07:39:00 Scan Station 04

Traceability 1980346

Part / Number Broadcast: 1ZZ

Time Scanned 00:03:00 Scan Station.

Traceability 2249839

For this vehicle:

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

Source Plant: -

Date Scanned. 05/05/2005

Time Scanned: 04:28:00 Scan Station;

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

Source Plant: +

Date Scanned, 95/05/2006

Traceability: 2250915 Part / Number Broadcast: 1PT

Part / Number Breadcast: 1VWV

Time Scanned: 20:41:00 Scan Station:

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

Source Plant: -

Date Scanned: 05/08/2006

Date Scanned: 05/08/2006

Tracesbility: 2247888
Part / Number Broadcast: 1PH

Time Scanned: 02:24:00 Scan Station:

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

Source Plant: -

Traceability: 2248471
Part / Number Broadcast: 1GB

Time Scanned: .03:07:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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Logout

January 13, 2012

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

## View Vehicle Transaction History Detail

3

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

## Vehicle Information

V:N 1GNDT13S062 Service Contract No.

Brended Title No

Warranty Block No.

Model CT15506-2008 TRAILBLAZER 4WD

Cause Code 0000-Converted Claims

Odometer Reading 0 MI

Authorization Code

PDI Status No

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Job Card Number: A38711

Job Card Date: 05/08/2006 Repair Service Agent: 113846

ROBERTS CHEVROLET

19 PARK LN DOWNINGTOWN PA 19335-2824 6102698200

Process Date 05/12/2008

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

Customer Complaint Code. 0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment

Labour Op 27000-Pre-Delivery Inspection - Base Time

Causal Part Number

For this vehicle:

- → View Vehicle Summary
  - → Service Contract

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

Global Warranty Management Site Map

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**Global Warranty** January 13, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER

Logout

For this vehicle: - View Vehicle Summary Service Contract

-- Branded Title

Warranty

Block

View Vehicle Delivery Information

→ <u>View Vehicle Build</u> View Vehicle Component Summery View Vehicle Transaction History Detail

3

## View Vehicle Delivery Information

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

Vehicle Information

VIN 1GNDT13S06 Service Contract No.

Field Actions: O Open

Branded Title: No

Warranty Block No.

Model CT15508-2006 TRAILBLAZER 4WD

PDI Status No

Invoice information

Invoking Service Agent 113846 ROBERTS CHEVROLET 19 PARK LN

Order Type: 70 - RETAIL - STOCK

DOWNINGTOWN PA 19335-2624 6102698200

Invoice Date 05/08/2006

Ship to information

Invaicing Service Agent: 113846 ROBERTS CHEVROLET 19 PARK LN

DOWNINGTOWN PA 19335-2624 6102698200

Stup to Date N/A

Delivery Information

Delivery Service Agent 113845 ROBERTS CHEVROLET 18 PARK LN

DOWNINGTOWN PA 19335-2624 6102698200

Delivery Date: 07/01/2008 Delivery Type: 010-INDIVIDUAL Delivery Odometer 3

In Service Information Invoicing Service Agent

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

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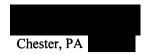
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ESIS/GM Central Claims Unit P.O. Box 300 Mail Code 482 C19 B61 Detroit, MI 48265-3000 800.888.0164 tel 313.665.0911 fax

Bryan Schwartz Claims Administrator

January 19, 2012



RE: Claimant:

Our File No.: 738363

Our Client: General Motors LLC

Date/Event: 12/23/11

Subject vehicle: 2006 Chevrolet Trailblazer VIN: 1GNDT13S062

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 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. Ref No. 71-1029960052 Goodwill No Goodwill Offered BRC Type PAR Account Site GW SubType Bus. Unit BRC Last Name First Name Not initiated Approval 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 1/17/2012 06:17:13 PM Updated Serial #/VIN 1GNDT13S172 Model Year 2007 **Priority** Medium License # CHEVROL Owner RANGELD Make Chavrolet 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 This is a BRC Par Case.Do not assume case. Description Forward any inquiries to Dalla at ext 11350

#### Pre-PAR

PAR Notifier	Incident Date/Time	Injuries #			in Veh Roa			Cond. Fire Report#		Report#
Owner Driver Last Na			0 rsi Name ≈ rsi Firs	0 Name	Height 5'6" Phone to	shed Rock	B Disab	n/a ilities e Agency	nia	
n/a		п/а	e Ageil I II II	i Mairie	T Hone n			de Insurance	<u> </u>	
Incident Loc	879 Rising Sun Rd Telford,PA	18969	7 4			Incident Desc	side door th	so the windows were not work en I went to check the fuse bo	ox and my friend noticed :	smoke coming from the driver
Component	drivers side switch module							anel.We then noticed there we	_	ne door switch module.I went
	at cust home					Damage Desc		panel and switch module bun	1 <del>e</del> d	
Loc Emgcy Svc Names	n/a					Add'i Info		1		
PAR Def	fail	····				Maint Lo	c Bergis Cher	//OL		***************************************
Collision	Non Collision		Property Damage	N The	ermai Evt	Y	Spec Equip	поле		
Vehicle Speed	0		Weather Condition	clear			Prop Owner	ก/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 Ex	vent		Inspected By	Inspection Not Performed	inspection Date/Time	
Veh Damage Description	inside door panel and switch	module bun	ned				Explain Other	escalate to esis		

Report Generated for toporowm

on 1/19/2012

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## Activities

Greated 1/18/2012 01:30:14 PM	Created By AMSTUTST	Assigned To ESISBIQU	Activity Typo Escalation	Activity Sub-Type ESIS- Thermal Event	Status In Progress	Completed	Doscription Thermal Event
Contact Last Nagle	•	Contact First	Name	Account		BAC Code	
Comments			- 11 1044				
veh experienced a therma Confidential Comments	al event from in	e elecurcat in th	8 auneis agol				
Confidence 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 esis
Contact Last Name		Contact First	l Name	Account		BAC Code	
Comments escalate to esis due to		,					
thermal event							
Dalia Rangel/par/alx							1
Confidential Comments		·					ı

Report Generated for toporowm on 1/19/2012 Page 2 of 8

## **Activities**

Creatod	Created By	Assigned To	Activity Typo	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	

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 Chavrolet TraitBlazer 1GNDT13S172 Dealership, City, State (BAC) no involved dir Dealership Contact, Title/Position

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

Best wishes, Dalia Rangel I CRS

Aditya Birla Minacs I inspired every day 7401 E. Ben White Bird, Bidg. F, Austin, TX 78741 Phone: 868-790-5600 ext. 31117 I Fax: 868-775-9478 I www.minacs.adityabirla.com confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	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 Firs	l Name	Account		BAC Code	
							_
Comments							l
please attach email to fie	ald and add outl	ound email acti	vity and resubmit				
Confidential Comments							

Created By	Assigned To	Activity Typo	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						Į.

Report Generated for toporowm

on 1/19/2012

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## Activities

reated 17/2012 06:10:19 PM	Created By RANGELD	Assigned To RANGELD	Activity Type Scheduled Follow-up	Activity Sub-Typo	Status Scheduled Alarm	Completed	Description Check if file has been plu by esis
ontact Last Namo		Contact First	Name	Account		BAC Code	
omments						-	
HIS IS NOT A CALLEA	CK TO CUST.D	O NOT ADVISE	CUST OF THIS				1
onfidential Comments							l
realed	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
17/2012 06:09:37 PM	RANGELD	AMSTUTST	Notify CRM		Done	1/18/2012 0B:37:14 AM	escalate to esis
ontact Last Name		Contact First	Name	Account		BAC Code	
scalate to esis due to							
scarate to esis due to							
alia Rangel/par/atx							1
onfidential Comments							
roated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
17/2012 06:07:34 PM	RANGELD	RANGELD	BRC PAR	Business Case	Done	1/17/2012 06:09:35 PM	case assessment
ontact Last Name		Contact First	Name	Account		BAC Code	
cust sis flames coming t irs escalated file to eals							
alia Rangel/par/abx							
Confidential Comments							

Report Generated for toporowm on 1/19/2012 Page 4 of 8

## Activities

Croated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status Done	Completed 1/17/2012 05:52:04 PM	Description 1GNDT13S17/
1/17/2012 05:48:17 PM	RANGELD	RANGELD	Research	Account	Done	BAC Code	(GAD) ISSTI
Contact Last Name		Contact First	Name	Account	-	DAG GOOD	
Communis							
no prev sr #'s associale v	v/cust name or	vin			.,		
no recalls							
prev repairs related to all 04/12/2007 391267 ZRE 01/21/2009 425297 ZRE	GRegular Ve	ehicie Transactio ehicie Transactio	n N9995 - Cuslomer Concern n C0182 - Front Side Door W	Not Duplicated - Electrical indow Regulator Replaceme	12,106 MI nt - Right Side 29,6	972 MI	
Dalia Rangel/par/atx							
Confidential Comments			<u> </u>				
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
1/17/2012 05:47:22 PM	RANGELD	RANGELD	BRC PAR	Initial Contact - Fleid	Done	1/17/2012 06:07:30 PM	e-mail sent to dma Denise Zobel
Contact Last Name		Contact Firs	Name	Account		BAC Code	
30/////01//0							
Confidential Comments							
Created	Created By	Assigned To		Activity Sub-Type	Status	Completed	Description
1/17/2012 05:47:11 PM	RANGELD	RANGELD	BRC PAR	Initial Contact- Dealer	Done	1/17/2012 06:04:67 PM	"No Initial Contact required. Vehicle has not been to dealer in two years."
Contact Last Nume		Contact Firs	Name	Account		BAC Code	that again to accord at this years.
Comments							1
Similarits		-		٠,	-	,	ı
Confidential Comments							

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Report Generated for toporowm on 1/19/2012

## **Activities**

Created Created	By Assigned To Activity Type	Activity Sub-Type Status	Completed	Description
1/17/2012 05:46:52 PM RANGE	LD RANGELD BRC PAR	tritial Contact- Phone Done	1/17/2012 06:04:20 PM	cust transferred from cac
				and children on work ord
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 module. I went and disconnected the battery. The inside door panel and switch module burned. I contacted gm dir and they adved it would be \$ 315.00 to replace the switch. I called Bergey's Chevrolet, Inc. where I purch veh and they adved me to contact gm to check if you could assist w/repair.

In purch veh used

I did not contact my Insurance.

I purch veh used

Bergey's Chevrolet

Cust sks to adv of therma event

Crs read statement

Crs adv I will need to escalate file to central claims dept someone will be contacting you 7-10 business days

Dalla Rangel/par/abx Confidential Comments

Groated 1/17/2012 05:48:22 PM Contact Last Name	Created By RANGELD	Assigned To RANGELD Contact First	Activity Typo BRC PAR Name	Activity Sub-Typo Acknowledgement Account	Status Done	Completed 1/17/2012 05:46:51 PM BAC Code	Description transferred from cac
Continued in Initial  Dalia Rangel/par/atx							
Confidential Comments  Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
1/17/2012 05:48:00 PM Contact Last Name Comments	RANGELD	RANGELD Contact City	BRC PAR Name	Case Assigned Account	Done	1/17/2012 05:46:20 PM BAC Cods	Dialla Rangel x 11350
Confidential Comments							1

Report Generated for toporowm

on 1/19/2012

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#### **Activities**

Greated 1/17/2012 05:32:32 PM	Created By RANGELD	Assigned To RANGELD	Activity Type Ownership Changed	Activity Sub-Type	Status Done	Completed 1/17/2012 05:32:32 PM	Description Service Request Ownership has
Contact Last Name		Contact First	Name	Account		BAC Code	changed FROM: USONJU TO: RANGELD
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
1/17/2012 05:18:31 PM	ULMOSU	ULMOSU	Inbound Call Customer	Complex Request	Oone	1/17/2012 05:28:27 PM	Door Module Burned down the Front
Contact Last Name		Centact First	l Name	Account		BAC Code	Driver side doors

## Comments

- Cust sts:
   Sunday afternoon, the door module burned down the front driver side door on my 2007 Chevrolet Trailblezer
   The is veh is sitting in the drive way
   Joans 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/MAN/T1/LVL0

Confidential Comments

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UCC Information Description Electrical - General Symptom Thermal Event

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on 1/19/2012

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**Logout** 

വ രിരാലിWarranty

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)

#### Vehicle Information

VIN 1GNDT13\$172 Service Contract: No

Branded Title: No

Model: CT15508-2007 TRAILBLAZER 4WD

Warranty Block: No

PDI Status No

Order Type: 50 - FLEET Field Actions: 0 Open

#### Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

#### **Branded Title**

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

Vehicle has no current record of branded titles.

#### Warranty Block

Vehicle has no current record of warranty block.

#### Service Information

Vehicle has no current record of outstanding service information.

#### OnStar and XM Satellite Radio Information

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

#### Valid warranties are highlighted Applicable Warranties Start **Effective** Warranty Add Valid Description Date Odometer Date Odometer 08/24/2012 100.010 MI Corresion Limited 10/30/2011 08/24/2006 10 MI Warranty 80,010 MI **Emission Select** 10/30/2011 08/24/2006 10 MI 08/24/2014 Component Ltd Why 08/24/2009 Bumper to Bumper 10/30/2011 08/24/2006 10 MI 36,010 MI Limited Warranty Powertrain Limited 08/24/2006 10 MI 08/24/2011 100,010 MI 10/30/2011 Warranty 08/24/2006 10 MI 11/24/2009 39,010 MI Certified Used Limited 10/30/2011 Warranty Special Coverage 10054 10/30/2011 08/24/2006 10 MI 08/24/2016 120,010 MI

# For this vehicle:

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

## Service Contract

Vehicle has no current record of service contracts.

	on History				View Detai
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	ZREGRegular Vehicle Transaction		C3128 - Headlining Trim Panel Replacement	12,107 MI
04/12/2007	391287	ZREGRegular Vehicle Transaction		N9995 - Customer Concern Not Duplicated - Electrical	12,106 MI
02/12/2007	388044	ZREGRegular 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 - Tali Lamp Bulb Replacement	12,080 MI

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M Logout

വ രിരിച്ച് Warranty.

January 19, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

**②** 

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

#### Vehicle Information

VIN. 1GNDT13\$172

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

Vehicle Build

Model, CT15506-2007 TRAILBLAZER 4WD

Gross Vehicle Weight: 2,611

Order Number KGQFHN Ruild Date 08/23/2006

**Build Plant 2-**

For this vehicle:

-- View Vehicle Summary

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

#### Option Codes

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

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 MIRRS-HEATED/TURN SIGNAL

282 - LIGHT GRAY

54U - GRAPHITE METALLIC

7FB - COMP FRT RH COMPUTER SEL SUSP

9UY - COMPONENT RR RH COMPUTER SEL

AJ1 - GLASS, DEEP TINTED

ALO - SENSOR INF RESTR, CHILD DETECT

AR9 - FRT BUCKET SEAT, DELUXE

AUO - REMOTE KEYLESS ENTRY

80R - GM PRODUCTION WEEK #34

832 - FLOOR MATS, FRONT/REAR

842 - REVERSIBLE CARGO MAT

C49 - REAR WINDOW DEFROSTER

CJ2 - AUTOMATIC CLIMATE CONTROL

DD7 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS

DK7 - OVERHEAD CONSOLE

**DT4 - ASHTRAY AND LIGHTER** 

1SZ - PREFERRED **EQUIPMENT SAVINGS** 

281 - INT TRIM LT GRAY/DK GRAY 6FB - COMP FRT LH COMPUTER SEL SUSP **8UZ - COMPONENT RR** LH COMPUTER SEL AAB - MEMORY DRIVER CONVENIENCE PKG 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

**B30 - FULL CARPET-COLOR KEYED B33 - REAR COLOR** KEYED FLOOR MATS 886 - MOLDING B/S COLOR

C5N - GVW RATING -

5750 LBS

DAY - ASSEMBLY PLANT MORAINE, OHIO DH2 - LIGHTED LH & RH VISOR MIRRORS DS3 · POWER OSRV MIRRORS, HEAT, TURN SIGNALS

**EVA - EVAP EMISSION** 

REQUIREMENT FLT - FLEET

FE9 - FEDERAL EMISSIONS

PROCESSING OPTION JF8 - BRAKE VAC GUB - REAR AXLE 3.42 RATIO POWER, 4 WHL DISC K18 - ELECTRIC AIR JJB - PT DRESS SUBASSY NOT INSTALLED INJECTION SYSTEM KA1 - FRONT HEATED K34 - CRUISE CONTROL SEATS **KG4 - GENERATOR 150 KCV - VANGUARD RAC** AMP M30 - TRANSMISSION, 4 SPD AUTOMATIC LL8 - ENGINE, VORTEC 4.2L SFI IS N74 - 17" BRIGHT N40 - POWER STEERING **ALUMINUM WHEELS** NT7 - EMISSION SYS NP8 - 2-SPEED ACTIVE TRANSFER CASE FED - TIER 2 PDC - PWR SEAT NZ3 - 16" FULL SIZE SPARE WHEEL ADJUST-DRIVER, 8 WAY R6F - IDENTIFY B CODE OTE - ON/OFF ROAD TIRES **USERS** R6P - SPECIAL PAINT **R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL** RON - LEATHER SEAT R7M - ONSTAR DELETE TRIM T61 - DAYTIME STW - LEATHER WRAPPED STG WHL W/CONTR **RUNNING LIGHTS** T98 - STAMPING 196 - FOG LAMPS VEHICLE IDENT NUMBER TFD - RETAIL AMENITY TR4 - LIFTGATE DELETE U68 - DRIVER INFO TGA - LANGUAGE CONTROL ENG, FR. SPAN **CENTER DISPLAY** UAG - THEFT U73 - FIXED MAST ANTENNA DETERRENT ALARM SYSTEM UG1 - UNIVERSAL **UBO - AM/FM STEREO W/CD** HOME REMOTE UK6 - REAR SEAT RADIO & HVAC **UJ5 - TIRE PRESSURE MONITOR** CONTROLS V1K - LUGGAGE RACK **UY7 - TRAILER WIRING HARNESS** CROSS-BARS V40 - PWR SEAT ADJ-PASSENGER, 8 WAY POWER LUMBAR, FRONT V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA PASSENGER VN9 - DAILY RENTAL VK3 - FRONT LICENSE PLATE BRACKET REPURCHASE **PROGRAM** X88 - CHEVROLET VXS - COMPLETE VEHICLE LABEL CONVERSION YC6 - LT PACKAGE 2 * MEMORY: DRV SEAT, OSRV MIRROR * OSRV MIRRORS WITURN SIGNAL * HEATED FRONT SEATS * ETR AM/FM STEREO WICASS., CD YD3 - BASE AXLE RDS, THEFT DETERRENT (REPLACES STD/OPT PKG RADIO) YD6 - BASE REAR YD5 - BASE FRONT SPRING SPRING ZNF - SPARE, ALL-YT1 - DAILY RENTAL FLAT RATE DEPREC. SEASON TIRE 203 - DRIVER CONVENIENCE PACKAGE: DRVR MESSAGE CNTR, AUTO ZW7 - PREMIUM RIDE CLIMATE CONTROL, RR SEAT RADIO AND HVAC CTRLS. LEATHER STRG WHL SUSPENSION WICONTL ZY1 - SOLID PAINT **Added Option Codes** ~BQ -Global Warranty Management Site Map Privacy Policy | Terms of Use

odometer=0

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**E** Logout

(@lobe) Warranty

January 19, 2012

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

INTERFACE WITH CUSTOMER

## View Vehicle Component Summary

**②** 

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

#### Vehicle Information

VIN 1GNDT13S172 Service Contract: No Model CT15508-2007 TRAILBLAZER 4WD

Branded Title. No Warranty Block, No. PDI Status, No.

Order Type: 50 - FLEET

Field Actions O Open

**Vehicle Component** 

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

Date Scanned: 08/22/2006

Component Code. 35-STEERING COLUMN - SIR SYSTEM

Source Plant: S-SAGINAW DIVISION SAGINAW,MI Date Scanned 08/22/2008

Source Plant N-

Date Scanned: 08/22/2006

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

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

Date Scanned 08/22/2006

Traceability: 608100299 Part / Number Broadcast: NAX

> Time Scanned: 22:30:00 Scan Station: 01

Traceability: 000722266 Part / Number Broadcast: A2C

Time Scanned 22:30:00 Scan Station: 05

Traceability. OBL462630 Part / Number Broadcast: FK

Time Scanned: 22:41:00 Scan Station: 03

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 Traceability: B9H43496

Source Plant G-

Date Scanned: 08/22/2006

Part / Number Broadcast. UK2

Time Scanned 23:21:00 Scan Station.

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:

Component Code. AB-IR-MODULE ASM-INFLATOR

Source Plant Q-RIMIR MATAMORS MEXICO

Date Scanned: 08/23/2006

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

Date Scanned: 08/22/2006

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

Source Plant: -

Date Scanned: 08/17/2006

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

Traceability 1GWX4X1

Part / Number Broadcast. 2395

Time Scanned: 09:13:00 Scan Station 06

Traceability SABBP36

Part / Number Broadcast 5521

Scan Station, 04 Time Scanned: 22:23:00

Traceability 0380404

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

Traceability: 3036544

For this vehicle:

- · View Vehicle Summary
  - Service Contract

  - -- Branded Title
  - Warranty - Block
- View Vehicle Build
- View Vehicte Component Summary
- View Vehicle Transaction History
- Detail
- View Vehicle Delivery

Information

Source Plant: -

Date Scenned: 08/21/2006

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

Source Plant: -

Date Scanned: 08/22/2006

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

Source Plant: -

Date Scanned: 08/22/2006

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

Source Plant. -

Date Scanned: 08/22/2006

Part / Number Broadcast. 1WW

Time Scanned: 12:32:00 Scan Station:

Traceability: 3036428
Part / Number Broadcast: 1PT

Time Scanned: 10:26:00 Scan Station:

Traceability: 3036312 Part / Number Broadcast: 1PH

Time Scanned: 19:13:00 Scan Station:

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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<u> ල්ල්ක)Warranty</u> January 19, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Transaction History Detail INTERFACE WITH CUSTOMER 3 View Vehicle Transaction History Detail This screen allows IVH users to view the available information on individual transaction for the VIN selected. Vehicle Information Model CT15506-2007 TRAILBLAZER 4WD VIN 1GNDT13S172 Warranty Block: No PDI Status No Branded Title No Service Contract. No Order Type: 50 - FLEET Field Actions 0 Open Job Card Number: 425297 Job Card Date: 01/21/2009 Odometer Reading 29,972 MJ Repair Service Agent: 113816 Authorization Code: BERGEY'S CHEVROLET, INC. 518-610 ROUTE 309 COLMAR PA 18915-0000 2158224100 Process Date. 04/10/2009 Transaction Type ZREG-Regular Vehicle Transaction Transaction Expense Category. Warranty **Customer Complaint Code:** 0000-Converted Claim Cause Code: 0000-Converted Claims Transaction Adjustment: Job Card Line #: 1 Labour Op C0182-Front Side Door Window Regulator Replacement Causal Part Number -- See other Parts and/or Net Items Job Card Number: 391356 Job Card Date: 04/13/2007 Odometer Reading: 12,107 MJ Repair Service Agent: 113816 **Authorization Code:** BERGEY'S CHEVROLET, INC. 518-610 ROUTE 309 COLMAR PA 18915-0000 2158224100 **Process Date** 04/24/2007 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category **Customer Complaint Code** 0000-Converted Claim Cause Code: 0000-Converted Claims Transaction Adjustment Job Card Line # 1 Labour Op C3128-Headlining Trim Panel Replacement Causal Part Number

Logout

For this vehicle:

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

Job Card Number: 391267

Odometer Reading: 12,106 MI

Job Card Date: 04/12/2007

Repair Service Agent: 113816

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

Repair Service Agent: 113816 BERGEY'S CHEVROLET, INC. 518-610 ROUTE 309 COLMAR PA 18915-0000

Job Card Number: 388044

Odometer Reading: 12,080 MI Authorization Code:

Process Date. 02/20/2007

2158224100

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 88990-Molding And/Or Pocket, License Plate - R&R Or Replace

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 02/12/2007

Joh Card Number: 388044

Repair Service Agent 113816 BERGEY'S CHEVROLET, INC. 518-610 ROUTE 309 COLMAR PA 18915-0000 Odometer Reading. 12,080 MI Authorization Code:

2158224100

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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**E** Logout January 19, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER 3 View Vehicle Delivery Information This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs. For this vehicle: View Vehicle Summary Service Contract Vehicle Information Model CT15506-2007 TRAILBLAZER 4WD - Branded Title VIN 1GNDT135172 PDI Status No Warranty Warranty Block: No Branded Title: No Service Contract: No Block Order Type: 50 - FLEET → View Vehicle Build Field Actions: 0 Open View Vehicle Component Summary View Vehicle Transaction History Invoice information Invoice Date: 08/23/2006 Invoking Service Agent: 111571 CAR/TRUCK CITY View Vehicle Delivery Information 1405 MAIN ST \$ PINE CITY MN 55063-9092 3206296751 Ship to Information Ship to Date: N/A Invoking Service Agent: 136703 NATIONAL CAR RENTAL 763 ELKRIDGE LANDING RD LINTHICUM HEIGHTS MD 21090-2904 **Delivery Information** Delivery Date: 08/24/2006 Delivery Service Agent. 111571 CAR/TRUCK CITY Delivery Type: 020-DAILYRENTAL Delivery Odometer 10 1405 MAIN ST S PINE CITY MN 55063-9092 3206296751 In Service Information In Service Date: N/A In Service Type 0000 In Service Odometer. 0 Invoicing Service Agent:

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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



RE: Claimant:

Our File No.: 738534

Our Client: General Motors LLC

Date/Event: 1/15/12

Subject vehicle: 2007 Chevrolet Trailblazer VIN: 1GNDT13S172

Dear Mr

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

Claims Administrator

Gvette Young