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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

PE12-003

GM

4-20-2012

Q_08_d

360_370 TREAD panel
checklist 23MY11-p

TREAD Data Review Panel

May 23, 2011

























VIN	Source	Production Date	Odo	Report Date	Incident Date	Incident	Verbatim	Title Branding	Inspection Summary/Further info
1GNDS13S472	GM Cars	8/21/2006	4	10/23/2006	10/21/2006	AL	Dlr states - doing inventory and saw smoke coming from inside a veh and opened the driver door and there was open flame - was told to call and have a file created then someone is going to call the dlrship back on this Dlr seeks creat a file and what to do next CRS advds have documented this and someone will be calling the dlrship within 2 business days Anna Cole/CAC/PDX/lv1 Received and assigned in PAR. Linette Jackson/atx/par workflow	Not branded	File # 1-439660347 - Witness marks show the orange wire, which is the power feed to the left door module, was cut by the bracket supposed to hold the harness and connector in place at the upper left door hinge. - Witness marks and bumed wire show the orange wire was cut by the bracket, which caused an electrical short and the melting of the wires and insulation at the connector for the interior wiring harness and left door wiring harness. - After left front door panel was removed, there was no further damage found inside left door and after insulation was pulled back on wiring harness going to dash, there appeared to be no damage of the wiring harness in the dash.
1GNDS13S262	GM Cars	10/5/2005	15000	1/8/2007	12/29/2006	MI	there was an open flame underneath door pannel. please handle at PAR level WHITNEYTOLBERT/CAC/ATX	Not branded	- File does not meet PAR criteria because there were no flames therefore it is not a thermal event - dlr repaired the vehicle under warrantymarianuiz
1GNET16S166	GM Cars	8/18/2005	48270	10/18/2007	10/16/2007	IL	Cust sts: has a 2006 trailblazer, took it to dlr. because Driver's side window switch got on fire spontaneously while he was driving, cust noticed smoke and some flemes coming out the switch , which caused Damage to the in side of the door , cus sts there were No injuries.cust veh is still under warranty.dlr advised him to get in touch with cac.Cust sks: to document case and to get his veh fixed. and running.Csr adv: Will certainly document and escalate this case to the Product Allegation Department.	Not branded	File # 71-566155666 - Vehicle sustained fire damage in driver side door panel and armrest. - The origin appears to be left front door window switch. - The driver side window master switch has been previously replaced on 7/26/07 (at 44,640 miles) – 3,630 miles before the incident. - No exterior or engine compartment damage. After the incident the owner drove the vehicle to the dealer. The fire damage is limited to the driver side door panel and window master switch. No open fuses were found and all fuses are properly rated. - The hot spot is directly below the driver side door armrest – location of the window master switch. - No welded wires or balled ends were found. Wire harness leading to the switch appears to be intact. The primary damage is to the switch itself.
1GKDT13S862	GM Cars	4/3/2006	20000	1/3/2008	1/2/2008	MA	Customer states she drove her vehicle the night before, got home at midnight and the next time she saw the vehicle it was being hosed down by the fire dept. Fire dept said that it was due to an electrical fire in the driver side door Customer states she lost her \$300.00 Stroller, \$60Car seat, 30 Cd's that were each \$15, and her driveway has fire damage. Customer has made a claim with her insurance company Customer seeks a new truck CRS Adv that the case will be sent to central claims and the lead time is 7-10 business daysmariarui/tx/par/11180	Salvaged 6/1/2009	52109 - no ETA in system - SUBRO CARRIER FOR CLAIMANT ALLEGES SUBJECT VEHICLE CAUGHT ON FIRE. - Cust sts: I want to talk to a supervisor about my warranty. My car has been written off and I want a rental vehicle. It caught on fire. Took s/v to dealership and two hours later it caught on fire while parked. Fire in the driver front door. '- veh was originally brought here for a window concern. but while it was sitting on the lot, it caught fire causing extensive damage to the driver's door, driver's seat and left side of the dash. - all windows heat discolored, driver side door panel melted, driverseat discolored, drivers door melterd, headliner meleted, and carpet damage - The veh sat in that driveway at the dlrshp for 2 hours before the runner went out to take a look and take it to Pulaski and when the runner went to open the passenger side door flames started coming out from the door panel and it
1GNDT13S472	GM Cars	4/24/2007	0	5/6/2008	4/28/2008	NY	CRS contacted John/svc mgrCRS seeks/ to verify what door flame s came from, because there was confusion. Driver or passenger?DLR advised/ Drivers side door had the flame s. Ashlie Garcia/ ATX/ PAR	Not branded	



1GNDS13S47	GM Cars	4/12/2007	35000	6/10/2008	5/31/2008	IL	CUST STS:- 2007 trailblazer started a fire a week and a half ago- dlr told me that i should call CAC and file a report bec the insurance is not doing to do anything about it - window opend door, panel was burned down , huge hole on ceiling, half of it burned -driver side door caught fire fire dept sts that it is definitely a electrical short -called dlr and have it inspected CUST SKS:-file parCRS ADV:- will gather info from you and have this escalated to PAR dept will contact you withing 2-3 bus days & Jackie Harris/PremiumCAC/Mla/Lvl1>	Not branded	Incident date: 5-31-2008; 35,000 miles; Claimant parked the s/v. Next morning went to get into it and observed that the door panel (driver side) melted. '- vehicle was turned off and then was on fire the door panel the next morning.
1GNDS13S27	GM Cars	11/6/2006	59000	7/2/2008	7/1/2008	ME	CRS adv: confirmed pre-par and par details incident desc? cust sts: veh was parked, went to turn veh on, driver's window started rolling up and down on it's out, then black smoke started coming from the window , cust got out of veh, a few seconds later flames started coming from the driver's window , damaged the drivers door , floorboards, and seats. CRS adv: due to the seriousness of this concern we will need to forward this file to our central daims dept, someone from that dept will call you within 7-10 business days. if no call within 10 business days cust can call CRS and CRS will then have the information available. Stacy Amstutz/ATX/PAR	Not branded	Incident date: 7-1-2008; 59,000 miles; While driving, window started going up and down by itself. Smoke coming from the door, parked vehicle and a fire ensued. '- whole driver side door, running boards, steering wheel, dashboard, seats are burned and melted. started my veh, the driver side window started to roll up and down by itself, suddenly smoke came out fr the window. I got out of the vehicle, a few seconds later the whole driver side window was in flames. The whole door, running board, dashboard, steering wheel and seats were burned an melted up.
1GNET13H96	GM Cars	5/23/2006	50000	9/9/2008	9/6/2008	MD	Cust was driving the veh. The window s stopped working. Started smelling a burning smoke. He yanked the window pannel, he unplugged it and saw flames on it.	Not branded	60063 - Photos - Blackmon VEHICLE WHEN A FIRE BEGAN IN THE WINDOW SWITCH ON DOOR.
1GNDS13S56	GM Cars	7/27/2005	24000	9/30/2008	9/28/2008	TX	Cust stated he was calling to touch base w/crm. Crm stated understand that veh went up in flames . Cust stated that is correct, veh was parked at the time when his son tried to open the d/s door , saw smoke & flames when door opened. Cust stated the veh is at dlr right now. Crm stated will have to refer this file to our central claim dept, they will f/u w/cust w/in 7-10 business days. Cust stated that is correct. Joe G/PAR/ATX	Not branded	Incident date: 9-28-2008; Unknown mileage; Fire in driver door while the s/v was parked and unattended. Fire self extinguished. '- theres an electrical fire on the side of the driver when it was parked - the smoke was so intense- melted the panel on the driver side - Cust stated the insurance company already sent someone who determined that is was faulty wiring on the side of the door. Photos - Stevens
1GNDS13S36	GM Cars	8/10/2005	50000	11/8/2008	10/29/2008	NY	Cust sts: - Calling to report a defect on the trailblazer- car burned started in door - 10/29/2008 incident date- talked to someone else- the dash board is gone steering wheel is gone driver, paseenger side seats is gone. vehicle is totalled- no one was hurt was in the driveway, locked vehicle 6:00pm 8:45pm alarm went off, vehide was in flames when i went out to check- there was a fire inspector that that gave his name Cust sks: - infrom chevrolet about the thermal event CRS adv: - will create a business case and gave SR to the cust- adv that will be forwarding the case to BRC department Tim Parker/CAC/Tier1/Mla/lvl0	Not branded	Incident date: 10-29-2008; 50,000 miles; Fire while the s/v was parked in driver front door. Claimant observed fire and called 911. '- Fire inspector gave name and number / Joe Lacks (Fire Inspector) - started in the door, Electrical nature Totalled, cab of veh burned - Veh had not been driven in 6 hours but about 2 hours prior to the fire starting cust went out to lock the doors on the veh.



1GNDT13S77	GM Cars	11/9/2006	45000	3/2/2009	2/26/2009 MN	<p>CRS adv: got pre-par and par info, incident desc? cust sts: wife was in veh, rolling up passenger window on passenger side, she noticed smoke and flames from the driver door panel. thermal event, dir thinks it was started with the power window switch</p> <p>CRS adv: we will need to forward this file to our central claims dept, someone from that dept will be in contact with cust in 7-10 business days, if no contact in 10 business days cust can call CRS for new agent info Stacy Amstutz/ATX/PAR</p> <p>CRS adv: ASKED FIRE PAR AND PAR - detail questions with Customer</p> <p>Cust sts: As he was driving home and he noticed an orange glow coming from the driver door and he arrived home in his garage and then the vehicle completely shut off inside the garage and then he saw the flames coming more out driver side door panel. Flames were taken out with a fire extinguisher customer used. He removed the door panel and took the rest of the flames out. There was no contact to the fire or police dept. Damages to the vehicle !! Interior trim panel !! window switch box !! wiring was damaged. Insurance comp was contacted and cust can not recall the agents name he spoke with, Insurance comp should be coming out to see the vehicle tomorrow morning, cust is still driving the vehicle. Cust did contact the dir but they advised customer they couldn't do anything for customer to contact gm. There was no property damages involved !! no injuries involved. Cust</p> <p>sts: Assistance CRS adv: File will be forwarded to ESIS due to thermal event that occurred, and that dept will be in contact with cust in 7-10 business days. Monica Marquez/BRCPAR/ATX21072</p>	Not branded	<p>67952 - no ETA in system - CLAIMANT STATES SUBJECT VEHICLE WAS PARKED IN GARAGE WHEN PASSENGER NOTICED SMOKE AND FLAMES COMING FROM THE GARAGE, CLAIMANT STATES FIRE WAS SEEN IN THE DRIVERS DOOR</p>
1GKET63M67	GM Cars	11/21/2006	36108	12/7/2009	12/5/2009 PA	<p>This is Monica Marquez calling from gm par dept. Customer: Collette Cochran Service Request: 71-804081936 Vehicle information: 06 GMC Envoy Last 8 of the VIN: 62206930 Involved Dealership: EDD KIRBY'S ADVENTURE Nature of allegation: cust sts the driver side door panel caught into flames - due to allegation file being forwarded to ESIS. CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 1-866-790-5700 ext 21072. If not then this is an FYI to let you know what is going on in your district. Monica Marquez/BRCPAR/ATX X21072</p>	Not branded	<p>Incident date: 12-5-2009; 35,000 estimated mileage; Fire in driver door while driving.</p> <p>Incident date: 2-16-2010; 68,000 miles; Fire while parked. Fire occurred while mechanic was attempting to fix the door, per claimant.</p> <p>Cust sts: There had been a previous concern with the driver door panel not working from time to time. Cust sts: Sometimes the door panel wouldn't work at all. That day customer sts she was driving 02 Sensor is out she was taking the vehicle to the mechanic and the window and key pads weren't working right and when she arrived to her mechanics shop - Her mechanic pulled the panel from the driver door and he saw the flames and he unplugged the wires and the flames died out on its own.</p> <p>- There was no injuries involved and no property damages involved. Cust sts the damages to the vehicle was the driver side door panel and key pad was melted and wires were melted, some kind of short occurred burned the casing and inside the door paneling.</p>
1GKDS13S62	GM Cars	11/2/2005	36854	2/16/2010	2/16/2010 GA	<p>Customer states: He has a 2007 Chevrolet Trailblazer and the driverside window counsel burnt out and literally caught flames. Customer seeks: Wants to report the incident and see if this part in the vehicle has a defect. Customer Relationship Specialist advised: That I will document all the information needed and transfer you to our PAR Team. Isiah Thomas/Saginaw/Tier1/GW Empowerment 0</p> <p>Cust sts - his wife was driving the last week when the drivers side controls just started smoking then turned glowing red and caught on fire - so she immediately got out from the passenger side door</p> <p>Cust sts - assistance CRS sts - so there was actual flame when she saw it? Cust sts - Yes, it probably turned off by itself when she went out of the veh - because when she brought the veh home and I took a look at the part, there was a hole on the driver side controls - so I have been trying to work with the dir but they aren't any help as well - I know I'm out of the warranty but this shouldn't happen</p> <p>CRS sts - I see, we could further look into this - but for this type of concern we may need to get in touch with our PAR department - and since they are closed for today I may need to call you back Monday</p> <p>Cust sts - okay, thank you Jay-R/CACT1/MLA/LV1</p>	Not branded	<p>695976 - no ETA in system - CLMT ALLEGES THE S/V WAS PARKED AND UNATTENDED IN THE GARAGE WHEN A FIRE IN THE DRIVERS DOOR OCCURRED</p>
1GNDT13S26	GM Cars	3/17/2006	25411	8/7/2010	7/12/2010 PA	<p>CRS adv: got pre-par and par info, incident desc? cust sts: wife was in veh, rolling up passenger window on passenger side, she noticed smoke and flames from the driver door panel. thermal event, dir thinks it was started with the power window switch</p> <p>CRS adv: we will need to forward this file to our central claims dept, someone from that dept will be in contact with cust in 7-10 business days, if no contact in 10 business days cust can call CRS for new agent info Stacy Amstutz/ATX/PAR</p> <p>CRS adv: ASKED FIRE PAR AND PAR - detail questions with Customer</p> <p>Cust sts: As he was driving home and he noticed an orange glow coming from the driver door and he arrived home in his garage and then the vehicle completely shut off inside the garage and then he saw the flames coming more out driver side door panel. Flames were taken out with a fire extinguisher customer used. He removed the door panel and took the rest of the flames out. There was no contact to the fire or police dept. Damages to the vehicle !! Interior trim panel !! window switch box !! wiring was damaged. Insurance comp was contacted and cust can not recall the agents name he spoke with, Insurance comp should be coming out to see the vehicle tomorrow morning, cust is still driving the vehicle. Cust did contact the dir but they advised customer they couldn't do anything for customer to contact gm. There was no property damages involved !! no injuries involved. Cust</p> <p>sts: Assistance CRS adv: File will be forwarded to ESIS due to thermal event that occurred, and that dept will be in contact with cust in 7-10 business days. Monica Marquez/BRCPAR/ATX21072</p>	Not branded	<p>696769 - no ETA in system - CLAIMANT ALLEGED TO PAR, HIS WIFE WAS OPERATING THE SUBJECT VEHICLE WHEN SHE NOTICED SMOKE THEN FLAMES COMING FROM THE CONTROL PANEL IN THE DRIVER'S DOOR - after a short time the flames went out on their own</p>

Photos – Baker



1GNDT135X62	GM Cars	8/12/2005	126000	9/7/2010		TX	Custsts : back in 2006 the front drivers side door electrical was smoking and in flames -ever since the incident the vehicle has been stalling-she insist that thios thermal; event is related to the issue she is experiencing with the stalling issuecustsks: to complain about the thermal event that caused continous problems with the vehicle crsadv: will be forwarding to our PAR dept daniel/cac/mla/11	Not branded	crs sts: I understand there was a thermal event in your front door is that correct?cust sts: yes and every since then I am having electrical issues. There is something wrong with the computer and that's what I'm trying to figure outcrs sts: so do you don't want to file an allegation related to the thermal event you just want to find out why you're having electrical issues with the veh is that correct?cust sts:correctcrs sts: let me get someone from CAC on the line to further assist youjaina young/par/atx
1GND135172	GM Cars	8/24/2006	62400	12/8/2010	11/30/2010	MI	Mailing address for the insurance 808 N Highlander Way Howell, MI 48843 The flames originated from within the drivers door but they have not received their cause & origin report to identify a specific component Road surface/condition unknown	Not branded	701408 - no ETA in system - PER 1241 - ALLEGES THE SUBJECT VEHICLE CAUGHT ON FIRE WHILE PARKED AND UNATTENDED - interior cabin burned out - damage to the driver's door, instrument panel, steering wheel/column, carpeting & trim, windows broken - his wife had driven the vehicle to work and it was parked in the parking lot there - she had tried to use the remote key fob to unlock the door but it did not work - after manually unlocking the door and retrieving items from inside the vehicle the remote key fob would again not work to lock the door so she locked it manually - about 10-15 minutes later she was alerted that her vehicle was on fire, the flames were originating from the drivers door area - fire department was notified and responded
1GNDT135862	GM Cars	4/6/2006	71000	12/27/2010	12/29/2008	NY	- 2-3 years ago the driver's side door caught on fire because of the light switch on the veh- Customer claims thermal event (open flame , not just smoke). Kathreena/Manila/CAC/Tier1/Auth/Lvl0	Not branded	the switch the driver's side door - its the window switch, it went thru my insurance comapny- the veh was at about 38,000mi on it when it happened- and now the gift gauge doesnt work, it wont be allow to fully innspected since the check engine is light on- and its \$700- \$800 dollars to fix it- ok then i'll will take it there tomorrowThe first step for us to help you here is to have a diagnosis from our dealership-Since the veh is out of B2B warranty, the diagnostic fee would be an out of pocket expenseAlternatives provided:*business case *callback expectation:*BNTC: 315963311**BTTC: anytime*Final concern resolved (y/n):n*if not, action plan:- the the dlrs diag *veh history investigated (y/n): y*gw considered (y/n): y*t2 or TL escalation (y/n): y*cust completely satisfied (y/n): nKathreena/Manila/CAC/Tier1/Auth/Lvl0
1GNDT135072	GM Cars	6/29/2006	112000	3/17/2011	3/16/2011	MD	confirmed cust contact info and allegationCRS adv: completed PAR questionsCust sts: I started smelling something and when I pulled in near my driveway the was smoke in the driver's front door panel . I tumed 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 dlr now. I do not have a rental. I'm using my other car.CRS adv: CRS advised customer of required verbiage as stated in d_1075834Cust sts: continueCRS adv: gave ph# and SR#Cust sts: Thank youDebbie Stewart/PAR/ATX	Not branded	Reed, Sherman 726019 - no ETA in system - VEHICLE CAUGHT FIRE WHILE BEING DRIVEN



Make : GMC Model : ENVOY Year : 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10330175 Number of Deaths: 0
Date of Failure: May 11, 2010
VIN : 1GKDT13S462...
Component: ELECTRICAL SYSTEM

Summary:

TL* THE CONTACT OWNS A 2006 GMC ENVOY. WHILE DRIVING AT SPEEDS OF 65 MPH, THE POWER DOOR LOCK SWITCH CAUGHT ON FIRE. THE DEALER ADVISED THE VEHICLE COULD BE REPAIRED BUT THE PART NEEDED TO MAKE THE NECESSARY REPAIRS WAS NOT AVAILABLE AND WOULD NOT BE AVAILABLE FOR ANOTHER SIX MONTHS. THE VEHICLE HAD NOT BEEN REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 65,000. UPDATED 11/03/10. *LJ

Make : GMC Model : ENVOY XL Year : 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10326179 Number of Deaths: 0
Date of Failure: May 11, 2009
VIN : 1GKET16S766...
Component: ELECTRICAL SYSTEM

Summary:

I OWN A 2006 GMC ENVOY XL. LAST MAY OF 2009 I WAS DRIVING ON US STATE 30 WITH MY CHILDREN WHEN THE DRIVER'S SIDE DOOR START SMOKING VIGOROUSLY WITHOUT WARNING. JUST AS THIS HAPPENED THE VEHICLE SHUT DOWN IN THE MIDDLE OF THE HIGHWAY WHILE I WAS DRIVING. I WAS ABLE TO RESTART THE VEHICLE AFTER A FEW ATTEMPTS AND REMOVE IT FROM TRAFFIC. I THEN TRIED TO OPEN THE DRIVERS DOOR TO GET OUT (THE HANDLE ITS SELF WAS NOT SMOKING) AND IT WOULD NOT OPEN. I CLIMBED INTO THE PASSENGER'S SIDE AND MANUALLY OPENED THE DOOR, GOT OUT, THEN REMOVED MY CHILDREN ALSO. THIS INCIDENT WAS REPORTED TO GMC AND THEIR ANSWER WAS THAT THE CAR SHUTTING OFF WAS DESIGNED AS A SAFETY FEATURE. EXPLAIN HOW THIS COULD BE SAFE IN MY SITUATION? *TR

Make : GMC Model : ENVOY Year : 2007
Manufacturer : GENERAL MOTORS CORP.
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10294713 Number of Deaths: 0
Date of Failure: December 5, 2009
VIN : 1GKET63M672...
Component: ELECTRICAL SYSTEM



Make : CHEVROLET Model : TRAILBLAZER Year : 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10284010 Number of Deaths: 0
Date of Failure: September 15, 2009
VIN : 1GNDS13S762...
Component: ELECTRICAL SYSTEM

Summary:

TL*THE CONTACT OWNS A 2006 CHEVROLET TRAILBLAZER. WHILE EXAMINIG HIS VEHICLE HE NOTICED THAT NONE OF THE ELECTRICAL COMPONENTS WERE FUNCTIONING PROPERLY. UPON FURTHER EXAMINATION, THE CONTACT NOTICED THAT THE DRIVERS SIDE POWER WINDOW CONTROL WIRES WERE BURNED DUE TO A SMALL INTERNAL FIRE. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER AND THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGES WERE 28,706.

Make : CHEVROLET Model : TRAILBLAZER Year : 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10275626 Number of Deaths: 0
Date of Failure: June 30, 2009
VIN : 1GNDDT13S362...
Component: LATCHES/LOCKS/LINKAGES

Summary:

I LEFT MY WINDOW DOWN ON MY 2006 CHEVY BLAZER. THE DOOR/LOCK CONTROLER GOT WATER IN IT, SHORTED OUT AND STARTED ON FIRE.
*TR

Make : CHEVROLET Model : TRAILBLAZER Year : 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10274337 Number of Deaths: 0
Date of Failure: March 20, 2008
VIN : 1GNDS13S362...
Component: ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS

Summary:

TL*THE CONTACT OWNS A 2006 CHEVROLET TRAILBLAZER. WHILE DRIVING 10 MPH, THE CONTACT NOTICED SMOKE COMING FROM THE DRIVER'S SIDE DOOR PANEL. HE PULLED OVER AND TURNED OFF THE VEHICLE, WHICH CAUSED IT TO STOP SMOKING. A MECHANIC STATED THAT THE CONTROL FUSE BOX CAUGHT FIRE. THE CONTACT TOOK HIS VEHICLE TO THE DEALER, BUT THEY DID NOT HAVE THE NECESSARY PARTS FOR THE REPAIR. IN ADDITION, THE CONTACT WAS EXPERIENCING FUEL GAUGE ISSUES. WHEN HE FILLED UP THE VEHICLE WITH GASOLINE, THE GAUGE INDICATED THAT IT WAS EMPTY. THE FAILURE MILEAGE WAS 47,500. UPDATED 07/28/09 *BF UPDATED 07/30/09.*JB



Make : CHEVROLET Model : TRAILBLAZER Year : 2006

Manufacturer : GENERAL MOTORS CORP.

Crash : No Fire : Yes Number of Injuries: 0

ODI ID Number : 10247838 Number of Deaths: 0

Date of Failure: October 29, 2008

VIN : 1GNDDT13S362...

Component: ELECTRICAL SYSTEM

Summary:

TL*THE CONTACT OWNS A 2006 CHEVROLET TRAILBLAZER. WHILE THE VEHICLE WAS PARKED IN THE DRIVEWAY, THE CONTACT HEARD THE ALARM SOUND. SHE LOOKED OUTSIDE AND NOTICED THAT THE VEHICLE WAS IN FLAMES. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE AND STATED THAT IT WAS ELECTRICAL AND ORIGINATED FROM THE DRIVER'S SIDE DOOR. A POLICE REPORT WAS FILED. THE FIRE BURNED THE ENTIRE DRIVER'S SIDE OF THE VEHICLE, A PORTION OF THE FRONT PASSENGER SEAT, AND THE ROOF. THE CONTACT CALLED HER INSURANCE COMPANY, BUT COULD NOT REACH THE CHEVROLET DEALER. THE FAILURE MILEAGE WAS 40,000.

Make : CHEVROLET Model : TRAILBLAZER 360 Year : 2007

Manufacturer : GENERAL MOTORS CORP.

Crash : No Fire : Yes Number of Injuries: 0

ODI ID Number : 10229743 Number of Deaths: 0

Date of Failure: May 31, 2008

VIN : 1GNDS13S472...

Component: LATCHES/LOCKS/LINKAGES

Summary:

VEHICLE IS A 2007 CHEVY TRAIL BLAZER, PURCHASED IN JULY OF 2007. OVER THE PAST SEVERAL DAYS, THE DRIVER'S SIDE POWER SWITCHES ON THE DOOR WERE NOT WORKING PROPERLY. VEHICLE WAS PARKED ON FRIDAY EVENING AT AROUND 6:30 PM AND WHEN CAR WAS ENTERED ON SATURDAY MORNING AT APPROXIMATELY 9:30 AM, THE DRIVERS SIDE DOOR WAS ON FIRE AND BLACK SMOKE WAS BILLOWING OUT. THE FIRE DEPARTMENT WAS CALLED AND DISABLED THE VEHICLE SO THERE WOULD BE NO ADDITIONAL DAMAGE. THEY STATED THAT IT LOOKED LIKE AN ELECTRICAL SHORT IN THE DOOR PANEL. *TR



Make : GMC Model : ENVOY Year : 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10252743 Number of Deaths: 0
Date of Failure: December 24, 2008
VIN : 1GKDS13S362...
Component: ELECTRICAL SYSTEM
Summary:

I PARKED MY CAR AND WENT INTO A STORE AND WHEN I CAME OUT I COULD SMELL A BURNING SMELL. MY CAR WOULD NOT UNLOCK FROM THE DRIVERS DOOR AND WHEN I GOT INTO MY CAR I SEEN THAT MY ELECTRICAL PANEL ON THE DRIVERS SIDE BLEW UP. *TR

Make : GMC Model : ENVOY 360 Year : 2007
Manufacturer : GENERAL MOTORS CORP.
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10218104 Number of Deaths: 0
Date of Failure: January 7, 2008
VIN : 1GKDT13S172...
Component: ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS
Summary:

I STARTED MY GMC ENVOY SO THAT IT MAY WARM UP. AS IT WAS WARMING UP I STARTED TO SMELL SMOKE. I HIT THE ONSTAR BUTTON AND WAS SPEAKING TO THE CUSTOMER REP WHEN THE SMOKE GOT HEAVY AND SPARKS CAME FROM THE DRIVERS DOOR PANEL. I IMMEDIATELY BACK THE CAR OUT OF MY DRIVEWAY BECAUSE I DID NOT WANT MY HOUSE TO BURN IN CASE THE CAR WENT UP IN FLAMES. THE ONSTAR REP CALLED THE FIRE DEPARTMENT WHO CAME AND RIPPED APART THE DOOR PANEL, DISCONNECTED THE BATTERY AND PULLED OUT A BURNED WINDOW HARNESS UNIT. THE FIRE CHIEF SAID THAT IT WHAT STARTED THE FIRE. THE TOW TRUCK CAME AND TOOK THE CAR TO THE DEALER WHERE I WAS TOLD I HAD TO PAY OUT OF POCKET BECAUSE THE WARRANTY WAS OVER, MIND YOU THIS IS A 2007 GMC. WHEN I TOLD HIM IT WAS A MANUFACTURER DEFECT AND IT DID NOT MATTER WHETHER OR NOT I HAD WARRANTY OR NOT GMC SHOULD BE RESPONSIBLE. HE SAID THAT THERE WAS NO RECALL AND I WOULD HAVE TO PAY IF I WANTED MY CAR FIXED. I HAD TO RENT A CAR BECAUSE THEY WOULD NOT EVEN HONOR THEY'RE 5 YEAR 100K MILE COURTESY CAR WARRANT AND I HAD TO PAY ALMOST \$1000.00 APART FROM THE RENTAL TO HAVE MY CAR REPAIRED. WHEN I FINALLY GOT MY CAR BACK THE RECEIPT CONFIRMED WHAT HAPPEN. THE SERVICE MANAGER EVEN STATED THAT THE FIRE STARTED FROM THE WIRE HARNESS AND THERE WAS A SHORT SOMEWHERE IN THE CAR THAT THEY HAD TO REPAIR AS WELL. MY CAR HAS NOT BEEN MODIFIED IN ANY WAY. *TR



Make : HONDA Model : CR-V Year : 2006
Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10375324 Number of Deaths: 0
Date of Failure: January 8, 2011
VIN : JHLRD78866C...
Component: ELECTRICAL SYSTEM

Summary:

WE HAVE A 2006 HONDA CR-V AND TONIGHT MY WIFE WAS DRIVING THE CAR AND OUT OF NOWHERE THE POWER WINDOW SWITCH STARTED TO SMOKE AND WAS ON FIRE!!

Make : HONDA Model : CR-V Year : 2006
Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10343884 Number of Deaths: 0
Date of Failure: July 12, 2010
VIN : JHLRD77826C...
Component: ELECTRICAL SYSTEM



Summary:

WHILE DRIVING MY 2006 HONDA CR-V I NOTICED A VERY STRONG BURNING SMELL THAT SMELLED LIKE AN ELECTRICAL FIRE. IT WAS VERY STRONG AND I THOUGHT IT WAS COMING FROM THE VEHICLE IN FRONT OF ME. I WAS AT AN OUTLET CENTER IN LK GEORGE , NY WITH 4 OTHERS IN MY CAR. WE ALL WERE OVERWHELMED ON HOW STRONG THE ODOR WAS. I PULLED OUT OF THE OUTLET DRIVEWAY TO GET INTO THE ROAD SO I COULD TURN INTO THE NEXT OUTLET ENTRANCE. AS I TURNED INTO THE NEXT OUTLET ENTRANCE , MY DRIVER'S SIDE WINDOW WENT DOWN ON ITS OWN A FEW SECONDS LATER I NOTICED SMOKE COMING FROM THE MASTER WINDOW CONTROL AND FROM MY SPEAKER PANEL BELOW IT. I STOPPED THE CAR AND HAD EVERYONE GET OUT. .911 WAS CALLED AND A FIRETRUCK CAME. THE FIREMEN TOOK THE INSIDE PANEL OF MY CAR DOOR OFF AND FOUND THERE WERE BURNED ELECTRICAL WIRES THAT HAD CAUSED MELTING WITHIN THE DOOR. THERE IS NO RECALL ON THIS MODEL HONDA. I LOOKED UP THIS PROBLEM ONLINE AND FOUND THAT THE HONDA FIT WAS RECALLED FOR THIS VERY PROBLEM IN JANUARY,2010. THE ENTIRE WINDOW MASTER SWITCH AND IT'S CORRESPONDING WIRES HAD TO BE REPLACED AS WELL AS THE INSIDE DOOR PANEL. *TR



One of three VOQs referenced in PE10-047 questions to Honda

Make : HONDA Model : CR-V Year : 2006
Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10321646 Number of Deaths: 0
Date of Failure: March 23, 2010
VIN : JHLRD78566C...



Component: ELECTRICAL SYSTEM

Summary:

ON MARCH 16, 2010, THE MAIN POWER WINDOW CONTROLS (LOCATED ON DRIVERS DOOR), BEGAN HAVING PROBLEMS. I COULD NO LONGER CLOSE THE FRONT RIGHT WINDOW FROM THIS CONTROL. I WAS ABLE TO OPEN THE FRONT RIGHT WINDOW AND WAS ABLE TO OPEN AND CLOSE THE THREE REMAINING POWER WINDOWS. THE POWER WINDOW SWITCH ON THE FRONT PASSENGER DOOR DID WORK (TO OPEN AND CLOSE THAT WINDOW). ON MARCH 23, 2010, I TURNED ON THE IGNITION FOR MY CRV AS I GOT READY TO GO TO WORK. I NOTICED AN INTENSE BURNING SMELL (OF PLASTIC) AND WAS ABLE TO TRACE IT TO THE DRIVER'S DOOR WITHIN SEVERAL MINUTES. I TURNED OFF MY VEHICLE AND TRIED TO EXAMINE THE DOOR FURTHER. SMOKE CAME OUT OF THE OPENINGS (LIKE THE SPEAKER COVER) OF THE DOOR PANEL. I NOTICED THAT THE CONTROL SWITCH FOR THE FRONT RIGHT WINDOW WAS NOW STICKING. I PULLED OUT THE POWER WINDOW FUSE FROM THE ENGINE FUSE BOX AND TOOK MY VEHICLE TO MY MECHANIC. UPON DISASSEMBLING THE FRONT DRIVER SIDE DOOR, THE MECHANIC WAS ABLE TO EXAMINE THE WIRING INSIDE THE DOOR AND ALL LOOKED NORMAL (NO SIGN OF BURNS). THEY TOOK OUT THE MAIN POWER WINDOW CONTROL SWITCH AND DISASSEMBLED THAT AND FOUND CLEAR BURN MARKS UNDERNEATH ONE SWITCH AND ON THE MOTHERBOARD ATTACHED TO IT. THEY WILL BE INSTALLING A BRAND NEW SWITCH TOMORROW THAT WAS ORDERED FROM HONDA. UNTIL THE SWITCH IS REPLACED, I DO NOT HAVE CONTROL OF THE POWER LOCKS FROM THE INSIDE, OPENING OR CLOSING THE WINDOWS, OR ADJUSTING THE REAR VIEW MIRRORS. I DO HAVE THE ORIGINAL SWITCH AVAILABLE FOR REVIEW OF THE DAMAGE. WHILE I DID NOT SEE FLAMES, I DO BELIEVE THAT THERE WAS A SMALL FIRE INSIDE THE POWER WINDOW SWITCH AND HAD THE CAR RUN ANY LONGER, THE SMOKE AND FIRE WOULD HAVE SPREAD AND COULD HAVE LED TO MORE SERIOUS CONSEQUENCES IF I HAD BEEN DRIVING (AND NOT PARKED) WHEN THIS OCCURRED.



One of three VOQs referenced in PE10-047 questions to Honda

Make : HONDA Model : CR-V Year : 2006
Manufacturer : HONDA (AMERICAN HONDA MOTOR CO.)
Crash : No Fire : Yes Number of Injuries: 0
ODI ID Number : 10307287 Number of Deaths: 0
Date of Failure: January 25, 2010
VIN : JHLRD78866C...
Component: ELECTRICAL SYSTEM



Summary:

ON MONDAY, JANUARY 25, 2010, MY 2006 HONDA CRV WAS PARKED IN A LOT, TURNED OFF, FOR AT LEAST 10 MIN. WHILE I SAT IN THE DRIVER'S SEAT MAKING FOLLOW-UP SALES CALLS. A WHITE CLOUD OF SMOKE BEGAN TO RISE FROM THE MAIN POWER WINDOW CONTROL SWITCH SPECIFICALLY COMING FROM THE REAR LEFT BUTTON. IT SMELLED LIKE AN ELECTRICAL FIRE. WITHIN 5 SECONDS, FLAMES STARTED COMING OUT OF THE BUTTON. AFRAID, I GRABBED MY BOTTLE OF WATER, POURING HALF OF IT ON THE FLAMES. THE FLAMES ACTUALLY STOPPED, THE SMOKE CONTINUED. I Poured THE REST OF THE BOTTLE ON IT AND FINALLY THE SMOKE SUBSIDED. IT WAS VERY FRIGHTENING AND LATE. I WENT HOME AND TOLD MY HUSBAND WHAT HAD HAPPENED. HE SUGGESTED I STOP AT OUR NEARBY SERVICE STATION AND ASK WHAT THEY THOUGHT. THE NEXT DAY I DID JUST THAT. TUESDAY, JANUARY 26 I PULLED INTO THAT SAME STATION, WHERE I HAVE MOST OF MY VEHICLE SERVICE WORK DONE. THEY REMOVED THE WHOLE CONTROL PANEL TO FIND IT HAD ACTUALLY MELTED AND BURN MARKS REMAINED ON THE FABRIC COVERING THE DOOR. I THEN HEADED FOR THE HONDA DEALERSHIP WHERE I HAD PURCHASED THE CAR. WITH THE CONTROL PANEL IN HAND, I SHOWED AND EXPLAINED TO THEM THE OBVIOUS PROBLEM. I WAS THEN TOLD THEY HAD NEVER HEARD OF ANYTHING LIKE THIS AND IT WOULD ONLY TAKE A DAY OR TWO FOR THEM TO REPLACE THE SWITCH, WHICH COST ME \$187.00. THEY GAVE ME A FREE LOANER CAR AND SENT ME ON MY WAY. THURSDAY JANUARY 28, I PICKED UP MY CAR, PAID THE BILL AND LEFT. AS I WAS DRIVING ON FRIDAY, JANUARY 29, LISTENING TO 1210 RADIO, WHERE THEY SPOKE OF THE HONDA RECALL OF THE FIT FOR THE EXACT SAME PROBLEM! I HAD ALREADY CALLED THE HONDA NATIONAL NUMBER, SPOKE WITH A CUSTOMER SERVICE REP. AND THEN HAD A CLAIM AGENT RETURN MY CALL. THESE CALLS OCCURRED ON TUESDAY, PRIOR TO MY ARRIVING AT THE HONDA DEALERSHIP. HIS RESPONSE WAS THE SAME AS THE HONDA DEALER ONLY MORE RUDE AND DEFENSIVE. SOMEONE HAD THE FIRST FIT WHICH HAD A WINDOW SWITCH FIRE! PERHAPS I HAD THE FIRST HONDA C-RV WHICH HAD A WINDOW SWITCH FIRE! *TW



One of three VOQs referenced in PE10-047 questions to Honda









PE12-003

GM

4-20-2012

Q_08D11

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

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

Mileage at Inspection: 48270 Inspection Location: Phillips Chevrolet, RT 30 & 45, Frankfort, IL 60423
 Phone number [REDACTED]

Inspector's phone number: 630-983-6942

Inspected By: Walter Danes / EAA

Section 1 INSPECTION SUMMARY

Type Non Collision, Collision

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

Following the inspection, summarize the facts and observations:

Vehicle sustained fire damage in driver side door panel and armrest. The origin appears to be left front door window switch. The driver stated that upon noticing the smoke coming from the door switch panel he pulled the switch panel out and extinguished the fire with his hands, thus localizing the fire damage. The front of the window switch housing (side nearest to windshield) is partially melted with the main power feed connectors still attached (melted into the receptacle). Other two connectors operating the rear windows and door lock were disconnected by the owner (Photo 031). The switch connector side (inside) of the armrest is partially melted next to the damaged connectors; the interior door panel directly above the window switch is slightly burnt; also the insulation behind the door panel and around the wire harness is smoldered (Photos 012, 013, 033, 037). The wire insulation is partially burnt and may need to be replaced.

Note: To assess the fire damage behind the door panel, the door panel was removed.

No other damage to the vehicle was found except for smell of burnt plastic in the cabin.

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

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

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

Section 2 INTERVIEW - INCIDENT DETAILS

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

Interview mode: By Telephone In Person Incident Date and Time: **10/16/2007 11:30 AM**
 Interview date: **10/26/2007**

Was a police/fire department report written? Yes No

Provide driver/claimant's description of incident. Describe the event from start to finish; include description of other vehicles involved:

In phone interview, customer stated the following: The incident occurred on RT 1 in Crete, IL. Weather was clear, temperature around 70F. After driving the vehicle for about 5 min., the driver smelled something burning and felt heat coming from the arm rest on driver side door. Shortly after smoke started to come out from the window

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

{ _____

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

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

{ _____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

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

Did the driver observe:

Unusual odors?. Yes No Describe: **Smell of burnt plastic**

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

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

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

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

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

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

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

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

How was the fire extinguished?

Using hands.

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

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Section 3

INTERVIEW - VEHICLE HISTORY

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

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

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

VEHICLE MODIFICATIONS / ALTERATIONS

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

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

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? Yes No If yes, describe: **Driver side - Master window switch replaced on 7/26/2007. (see attached RO# 296722)**

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Prior collision repair? Yes No If yes, describe: **Not known**

{

Repaired by whom? (name, address, phone) **N/A**

{

Repairs outside of warranty(what when, by whom?) **N/A**

{

Last maintenance (date, description, by whom?) **N/A**

Last repair (date, description, by whom?) **Last known service - window switch replacement on 7/26/07**

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? Yes No
 If yes, describe: **No open recalls found.**

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Section 4 VEHICLE INSPECTION

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

Take color photographs of the following in A through E:

A. Exterior:

VIN	Front
Hood outer panel	Hood inner panel
Left side	Right side
Rear	Roof
Trunk area	Option label
Decklid outer panel	Decklid inner panel
Fuel filler "Lead Free" restrictor in place? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Describe: {

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED]

Inspection Date: **10/25/2007**

Vehicle Brand: Chevrolet

Model: 2006 TrailBlazer

File # 71-566155666 VIN: 1GNET16S166 [REDACTED]

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

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

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B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)

Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray

Floor: Left, Right, Rear

Seats: LF, RF, Rear Seats

List all driver electrical controls which are in the "On" position (include ignition): **All systems off**

Position of windows (if glass is missing, do further inspection): **All windows closed except for partially opened window on driver side. No damage to any window.**

If the glass is missing, note the position of the window regulators. Are they up or down?

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

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C. Underhood:

Engine compartment

Radiator, front & rear

Coolant recovery bottle

Engine coolant lines/hoses, connections

Heater lines/hoses, connections/clamps (include those to throttle body)

TBI/injector rail/carburetor, all fuel lines/hoses, filter, connections

Engine block (note precise location of cracks, holes, etc.):

Engine: dipstick, oil cooler lines/connections, filter, oil pan

Transmission: dipstick, oil cooler lines/connections, oil pan

Master cylinder and brake fluid reservoir

Brake lines and hoses

ABS/TCS Modulator

Power steering lines/hoses, connections/clamps, pump

Exhaust system (e.g. intact, rusted, modified, out of position, clearance, etc.):

Other: _____

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

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D. Underbody:

Underbody & exhaust (include hangers):

Catalytic converter (any discoloration or swelling?):

Scrapes or impact damage on the following:

Fuel tank

Fuel filler lines

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED]

Inspection Date: **10/25/2007**

Vehicle Brand: Chevrolet

Model: 2006 TrailBlazer

File # 71-566155666 VIN: 1GNET16S166 [REDACTED]

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

Comments: **No underbody damage observed.**

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E. Electrical:

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

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

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F. Fluids (comments only):

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

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

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

G. General Observations (Take photographs if applicable):

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

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

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

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

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

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

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

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

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

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

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

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

H. Vehicle Contents:

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

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

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

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

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

Section 5

Site Inspection

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED]

Inspection Date: **10/25/2007**

Vehicle Brand: Chevrolet

Model: 2006 TrailBlazer

File # 71-566155666 VIN: 1GNET16S166 [REDACTED]

Carefully consider the facts in the case and then document the basis of your decision concerning whether to inspect the site of the incident. General Motors prefers site inspections as noted on the assignment sheet. If an inspection of the site is done, it is important to move quickly so that valuable information is not lost.

No site inspection conducted.

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If the site is inspected:

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

N/A

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Section 6 Comment Overflow Sheet

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

No additional comments.

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Section 7 Other Report Information

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

Attachments: (Check all that apply)

Photographs Data Downloads Other Records

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [REDACTED] Inspection Date: **11/1/06**
 Vehicle Brand: **Chevrolet** Model: **Trailblazer**
 File #: **1-439660347** VIN: **1GNDS13S472** [REDACTED]

Mileage at Inspection: **32**Inspection Location: **Edwards Chevrolet
1400 3rd Ave., N, Birmingham, AL 35203**Inspector's phone number: **334-567-9221**Inspected By: **Joe Lambrecht**

Section 1 INSPECTION SUMMARY

Type Non Collision, Collision

Fire Hot Spot Engine Compartment, Underdash, Other Interior, Trunk, Unknown, Other - specify
wiring harness in left front door A pillar Component: **wiring harness.**

Following the inspection, summarize the facts and observations:

Thermal event witness marks show the orange wire, which is the power feed to the left door module, was cut by the bracket supposed to hold the harness and connector in place at the upper left door hinge. Witness marks and burned wire show the orange wire was cut by the bracket, which caused an electrical short and the melting of the wires and insulation at the connector for the interior wiring harness and left door wiring harness. After left front door panel was removed, there was no further damage found inside left door and after insulation was pulled back on wiring harness going to dash, there appeared to be no damage of the wiring harness in the dash.

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Section 2 INTERVIEW - INCIDENT DETAILS

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

Interview mode: By Telephone In PersonIncident Date and Time: **10/21/06 10:00 am**Interview date: **11/1/06**Was a police/fire department report written? Yes No

Provide driver/claimant's description of incident. Describe the event from start to finish; include description of other vehicles involved:

Service manager, [REDACTED], states the sales manager and salesman were rearranging the lot. This vehicle had been moved and placed in line on the lot. Shortly after it had been parked, the salesman noted there was smoke coming from vehicle. At this time they extinguished the fire.

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What was the exact geographical location where the fire occurred? **Edwards Chevrolet, 1400 3rd Ave., N, Birmingham, AL 35203**

What was the exact date and time of the fire? **10/21/06 10:00 am**

What is the owner's best estimate of the mileage on the odometer. **32**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED] Inspection Date: **11/1/06**
 Vehicle Brand: **Chevrolet** Model: **Trailblazer**
 File # **1-439660347** VIN: **1GNDS13S472** [REDACTED]

At the time of the fire, was the vehicle being driven? Yes No If "yes", describe: vehicle speed: _____ mph, drive length __ h __ min, distance _____ miles, and type of drive (e.g. city traffic, highway, long grades, etc.). _____

Was anyone smoking? Yes No How long since someone last smoked in the vehicle? n/a

Time **<1 min** and distance **100 ft** between first indication of a problem and start of fire.

If parked, how long was it parked? **<1 min** Was the ignition off or was the engine running ? Describe drive prior to parking: drive length __ h **<1** min, distance **<1** miles, and type of drive (e.g. city traffic, highway, long grades, etc.). _____

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

Weather conditions: Approx. ambient temperature **70**°F, General conditions (dry, rain, wind, wind, etc.): raining

Time **<1 min** between start of fire and other significant events. Describe: **Smoke from vehicle**

Time between the start of the fire and when it was over/ extinguished completely. **<5** Minutes

Describe initial location, color and intensity of smoke and flame. **Smoking coming from left door, color was gray, small flame when door was opened.**

What direction did the smoke go (billow upward, blow away from the vehicle)? upward

Names and addresses of any witnesses. **Sales manager Mike Kamppinen, Edwards Chevrolet**

Did the driver observe:

Unusual odors?. Yes No Describe: { _____

Any warning lights "On", high/low gauge readings, or messages displayed? Yes No Describe: _____

Any apparent malfunction? Yes No If yes, describe: _____

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

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

- | | | |
|---|---|--|
| <input type="checkbox"/> Cruise Control | <input type="checkbox"/> Windshield Wipers | <input type="checkbox"/> 2 Way/Communication Radio |
| <input type="checkbox"/> Traction Control Switch "On" | <input type="checkbox"/> Driver Seat Heater | <input type="checkbox"/> Power Window Controls |
| <input type="checkbox"/> Low Beam Headlights | <input type="checkbox"/> Passenger Seat Heater | <input type="checkbox"/> Power Mirror Controls |
| <input type="checkbox"/> High Beam Headlights | <input type="checkbox"/> Auxiliary Power Outlet | <input type="checkbox"/> Power Seat Controls |
| <input type="checkbox"/> Fog Lamps | <input type="checkbox"/> Radio, Built-in Tape/CD Player | <input type="checkbox"/> Power Sun Roof Controls |
| <input type="checkbox"/> Turn Signal | <input type="checkbox"/> Auxiliary CD Player | <input type="checkbox"/> Cigar Lighter |
| <input type="checkbox"/> Hazard Flashers | <input type="checkbox"/> Telephone | <input type="checkbox"/> HVAC |

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED] Inspection Date: **11/1/06**
 Vehicle Brand: **Chevrolet** Model: **Trailblazer**
 File #: **1-439660347** VIN: **1GNDS13S472** [REDACTED]

- Map Lights, Ft Rr CB Radio Other _____
 Other Interior Lights

If any of the above were cycled, describe: { _____

What did you do after you realized something was wrong? Turn Engine Off? Yes No, Open Hood? Yes No, Other? Yes No Describe: **open door to locate fire and extinguish**

When you left vehicle: Ignition switch position (off, on, accessory): off Windows open? Yes No, Doors open? Yes No Describe: { _____

How was the fire extinguished? **fire extinguisher**

Any other comments that have not been covered? **This vehicle is an inventory vehicle for Edwards Chevrolet. It was being moved to display lot for new car sales.**

{ _____
 { _____
 { _____

Section 3 INTERVIEW - VEHICLE HISTORY

Did the owner purchase the vehicle new? _____ Date _____ Used? Yes No Date _____

VEHICLE MODIFICATIONS / ALTERATIONS

Are any vehicle modifications or alterations present, and has any after-market equipment been installed? (e.g., objects attached to the steering wheel or instrument panel, controls for disabled persons, cellular phone, modified body, electrical components, powertrain, suspension, wheels or tires, after-market seats, etc.) Describe:

none
 { _____
 { _____

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

VEHICLE REPAIR / SERVICE HISTORY

Prior electrical system service? Yes No If yes, describe: { _____
 { _____

Prior collision repair? Yes No If yes, describe: { _____
 { _____

Repaired by whom? (name, address, phone) { _____
 { _____

Repairs outside of warranty (what when, by whom?) **none**

Last maintenance (date, description, by whom?) **none**

Last repair (date, description, by whom?) **none**

Any other pertinent vehicle history information (from interview, GM warranty or dealership history files)? Yes No
 If yes, describe: { _____
 { _____

Section 4 VEHICLE INSPECTION

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION

FIRE

Customer's Name: [REDACTED] Inspection Date: 11/1/06
 Vehicle Brand: Chevrolet Model: Trailblazer
 File # 1-439660347 VIN: 1GNDS13S472 [REDACTED]

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

Take color photographs of the following in A through E:

A. Exterior:

VIN	Front
Hood outer panel	Hood inner panel
Left side	Right side
Rear	Roof
Trunk area	Option label
Decklid outer panel	Decklid inner panel
Fuel filler "Lead Free" restrictor in place? <input type="checkbox"/> Yes <input type="checkbox"/> No	Describe: { _____
Location of fuel filler cap (or evidence of remains): _____	

Comments: { _____
 { _____
 { _____

B. Interior:

Door interior panels: LF, LR, RF, RR, Rear Door(s)
 Instrument panel & odometer: Overall, Ignition key and steering, Left, Right, Console, Ashtray
 Floor: Left, Right, Rear
 Seats: LF, RF, Rear Seats
 List all driver electrical controls which are in the "On" position (include ignition): _____
 Position of windows (if glass is missing, do further inspection): _____

Comments: { _____
 { _____
 { _____

C. Underhood:

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

Comments: { _____

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [REDACTED] Inspection Date: **11/1/06**
Vehicle Brand: **Chevrolet** Model: **Trailblazer**
File # **1-439660347** VIN: **1GNDS13S472** [REDACTED]

{ _____
{ _____

D. Underbody:

Underbody & exhaust (include hangers):
Catalytic converter (any discoloration or swelling?): _____
Scrapes or impact damage on the following:
 Fuel tank
 Fuel filler lines
 Tires/Wheels
Any liquid stains (oil, coolant, transmission fluid).

Comments: { _____
{ _____
{ _____

E. Electrical:

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

Comments: { _____
{ _____
{ _____

F. Fluids (comments only):

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

Engine coolant: **normal** Engine oil: **normal**
Transmission fluid: **normal** Power steering fluid: **normal**
Brake fluid: **normal**

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

G. General Observations (Take photographs if applicable):

Considering the customer's description and your observations, identify the apparent hottest spot(s) of the fire or area of most intense heat. **wiring harness in left front door and A pillar**

Describe the pattern of burning. **Electrical short was limited to wiring harness in A pillar**

PRODUCT ALLEGATION RESOLUTION
PRELIMINARY INSPECTION
FIRE

Customer's Name: [REDACTED] Inspection Date: **11/1/06**
Vehicle Brand: **Chevrolet** Model: **Trailblazer**
File # **1-439660347** VIN: **1GNDS13S472** [REDACTED]

{ _____

Identify the lowest point of burning on the vehicle. **left upper door hinge**

Carefully inspect the wiring looking for welded wires or balled ends of wire. **orange wire was shorted on bracket at door hinge**

Carefully inspect any metal hose crimps for any material remaining in the fitting. **n/a**

Photograph and comment on the item which is alleged to be the origin/cause/source of the fire: **please note photos of bracket where wiring harness connectors connect at left upper door hinge**

{ _____
{ _____

Photograph and comment on the item/area which is the apparent origin of the fire: **bracket that is to hold wiring harness connector in place. This is where the orange wire was shorted.**

{ _____
{ _____

Anything on vehicle which is after-market: **no**

{ _____

Anything on vehicle which is a modification: **no**

{ _____

Anything on vehicle which is unusual, or out-of-place, etc.: **no**

{ _____

Other relevant information: **none**

{ _____

H. Vehicle Contents:

Photograph damage to contents in the claimant's vehicle relating to the allegation. Comment on the nature and extent of damage, location of contents, etc: **none**

{ _____
{ _____
{ _____

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

Review any police or fire report available and comment. { _____
{ _____

Interview any witnesses to the event and provide their comments. **none**

{ _____

Provide any comments concerning points of interest concerning the incident, the conditions, etc. that have not been covered above. **Service manager states the vehicle repairs can be performed by dealership, but the dealership is asking for the vehicle to be repurchased due to the fact repairs would have to be disclosed at time of sale, which would make sale of the vehicle difficult for retail sales.**

{ _____

PE12-003

GM

4-20-2012

Q_08D

Incident Reports (photos)

Field Product Report

VIN (All 17 Digits): 1GKDT13S772 [REDACTED]
Mileage: 64681

Condition:

CUSTOMER STATES THAT D.S. DOOR SWITCH STARTED TO SMOKE.

Cause:

SEE PICTURES; TECH INSPECTED AND FOUND BOTH CONNECTORS HEAVILY DAMAGED DUE TO HEAT

Correction:

NEC. TO REPLACE SWITCH AND REWIRE BOTH CONNECTORS

Dealer BAC Code: 132637

Dealer Name: AL SERRA BUICK

Dealer Contact Name: JASON FREEMAN

Dealer Email Address: jfreeman@alserra.com

RO#: 586106

TAC Case # (If Available):

Part Number (If Available): 25866996,12125636,12102629

Digital Photos Available?: XX Yes No

Parts Available?: XX Yes No

Email All Product Reports to:
electronicproductreport@gm.com

****Include Photos, Videos or Sound if Applicable****

Field Performance Report
GM Aftersales

FPR Case No:	64595	Status: Moved To Find Transfer: 3. transfer to GIMS complete
Type:	GMNA Truck	Country: United States of America
VIN:	1GKDT13S772 [REDACTED]	Vehicle Status:
Make:	GMC	
Model:	Envoy	
Model Year:	2007	

Part Name:	Window Switch
Location:	Drivers Side
Complaint:	Inop
Origination Point:	<input checked="" type="radio"/> Dealer <input type="radio"/> GM Internal
Dealer Code	
GM Rep ID No	

- Affected Vehicles -	
Mileage (Miles)	Build Date
64681	12/05/2006

No of Vehicles: 1			
Engine:	Transmission:	Axle:	Transfer Case:

- Functional Group -			
Level 1:	Level 2:	Level 3:	Level 4:
70 Information & Control	02 Customer Switches	01 Window Lift Switch	

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

Symptoms / Complaints: CUSTOMER STATES THAT D.S. DOOR SWITCH STARTED TO SMOKE
Probable Cause: TECH INSPECTED AND FOUND BOTH CONNECTORS DAMAGED
Correction: NEC. TO REPLACE SWITCH AND REWIRE BOTH CONNECTORS

Sample Parts Available: <input type="radio"/> Yes <input checked="" type="radio"/> No	Part No:
Remark/ Location of Parts: BAC 132637 RO 586106	

[View Attachments](#)

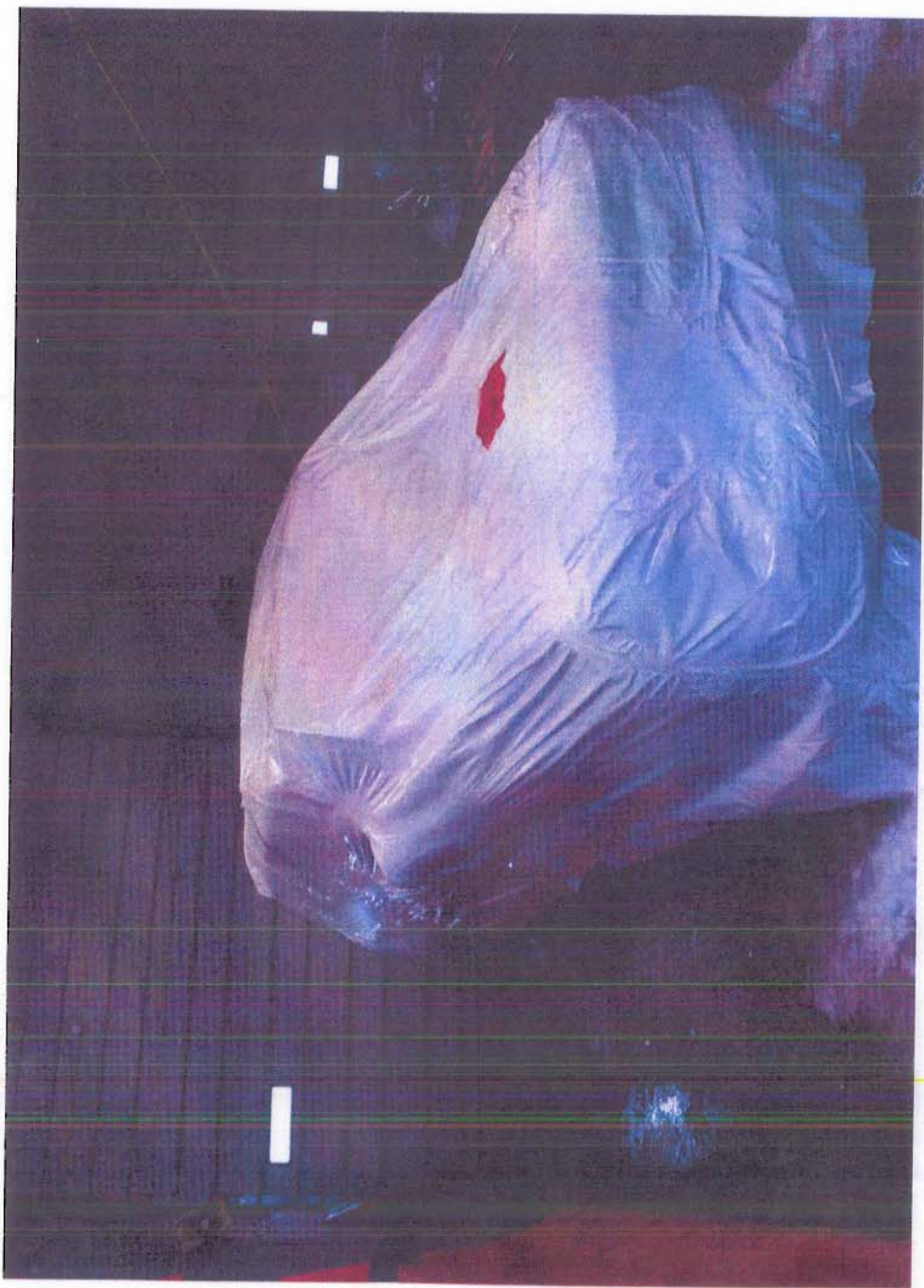
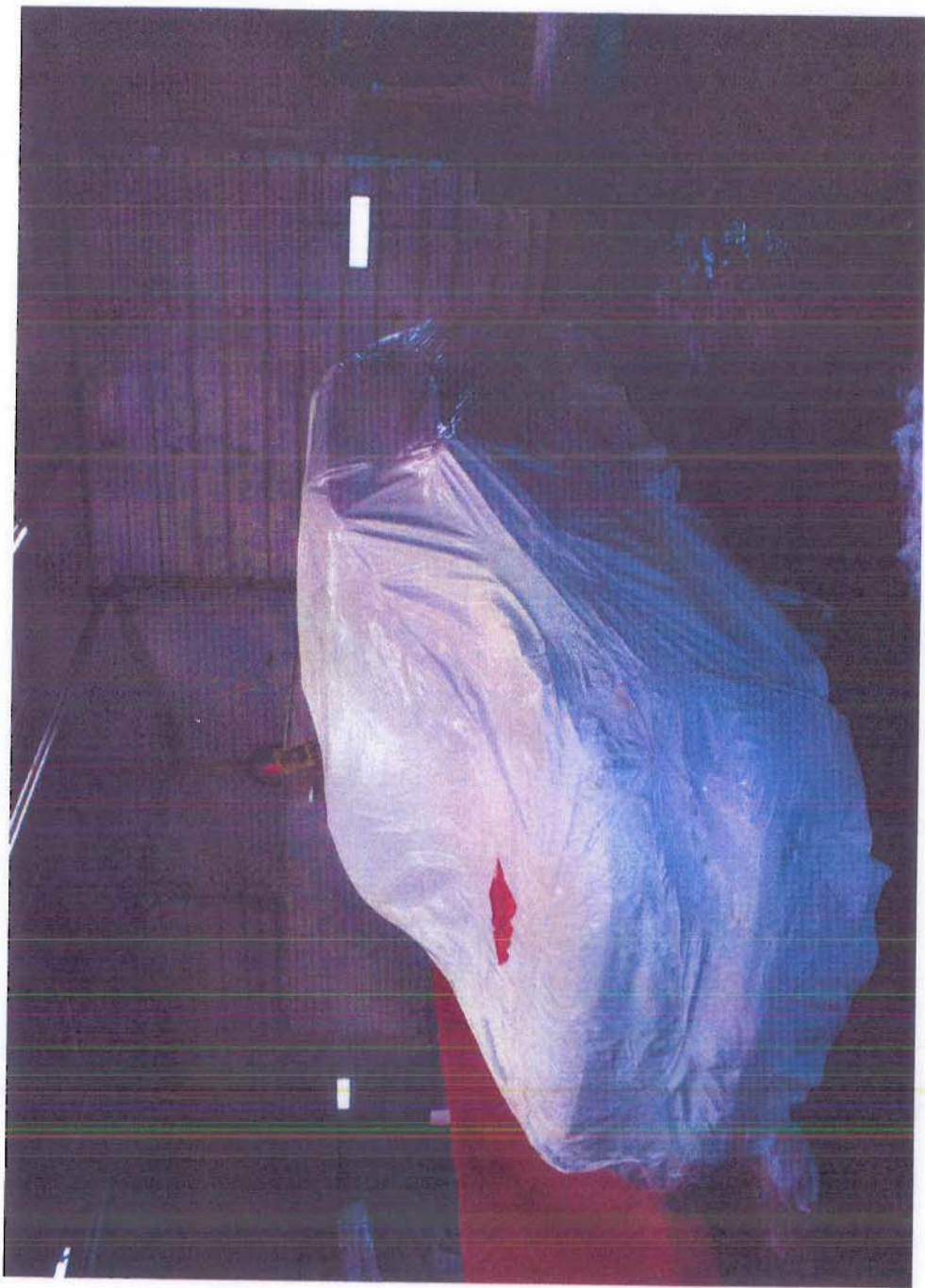


Attachments: SWITCH 586106.jpg

Document Information

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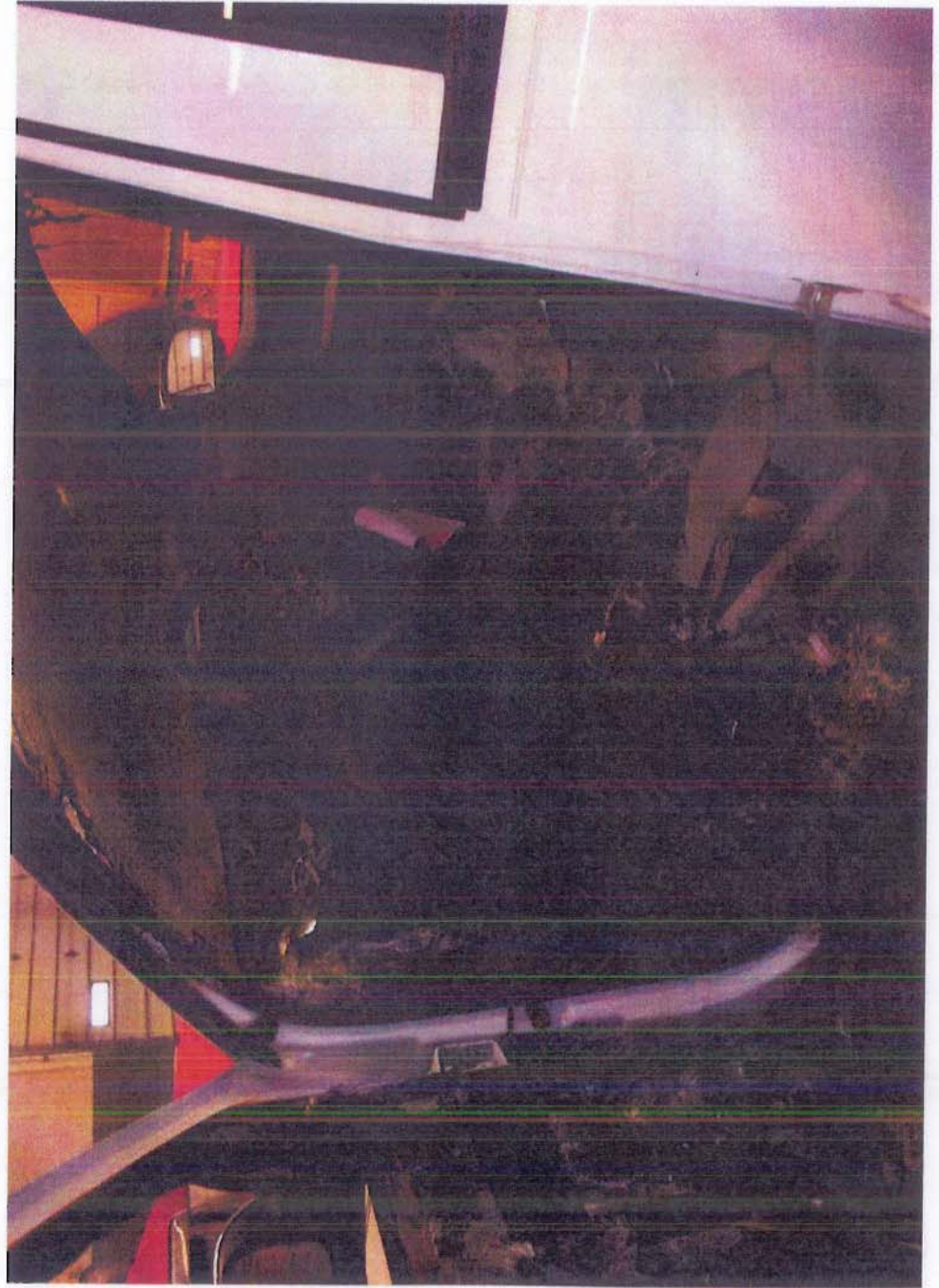


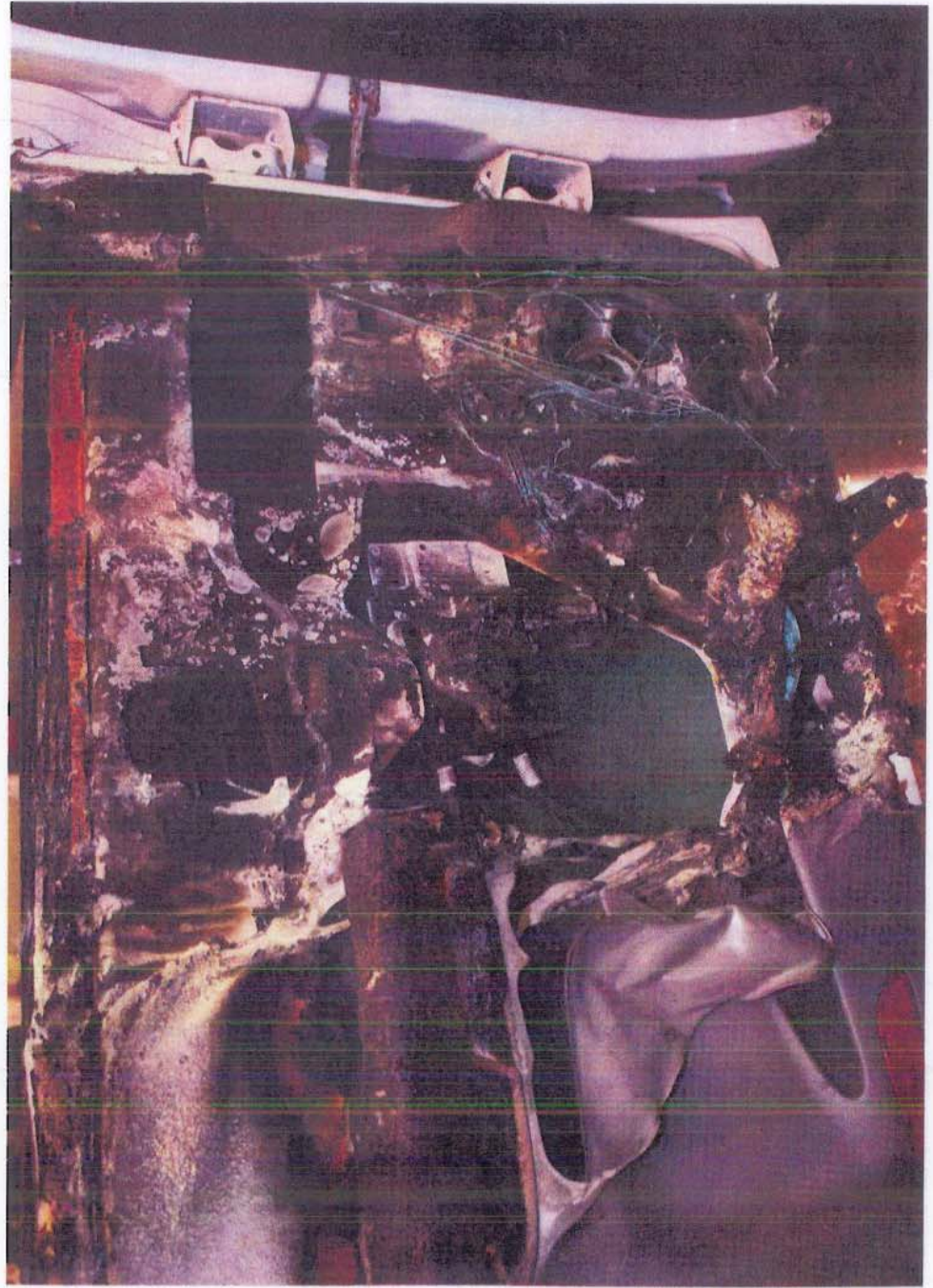


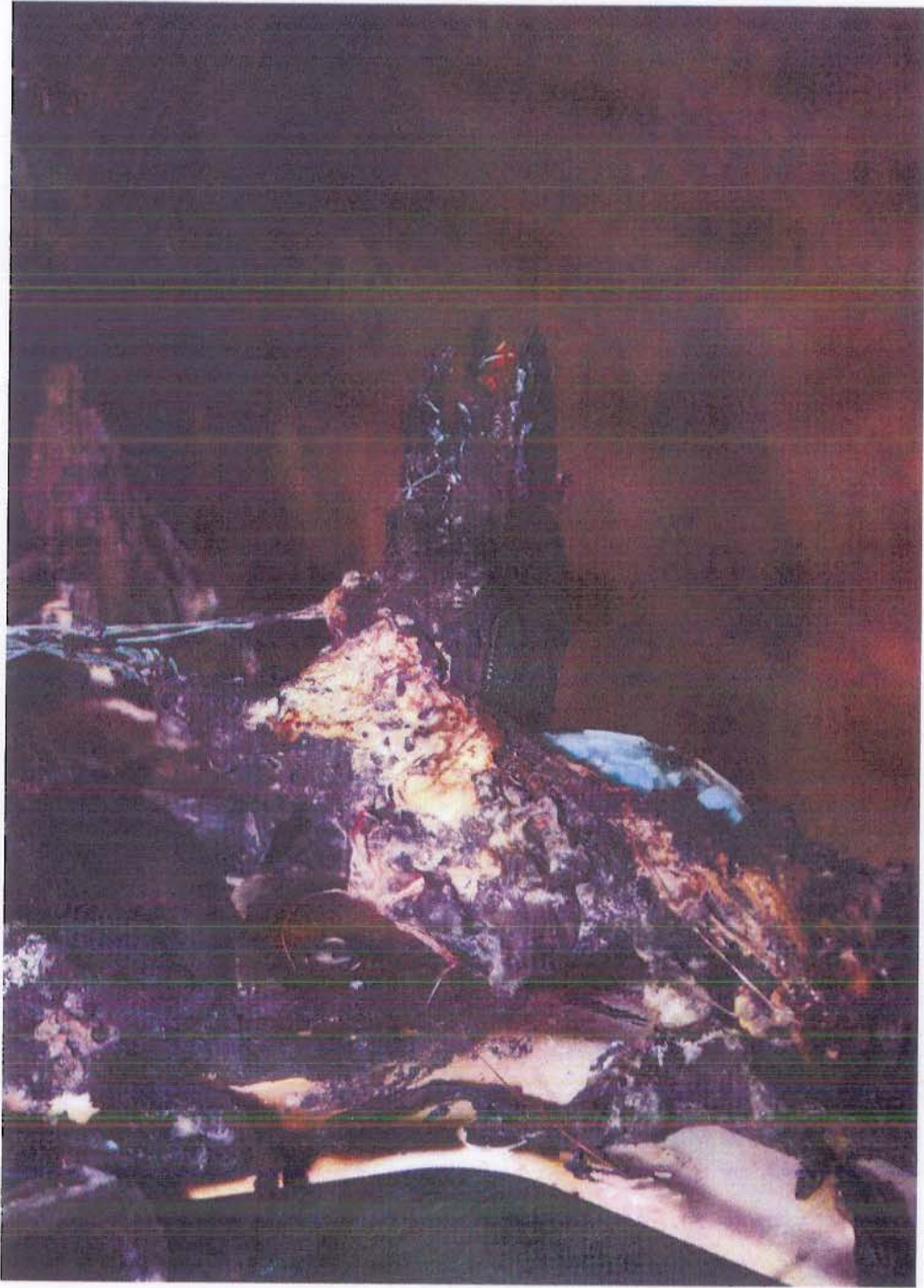




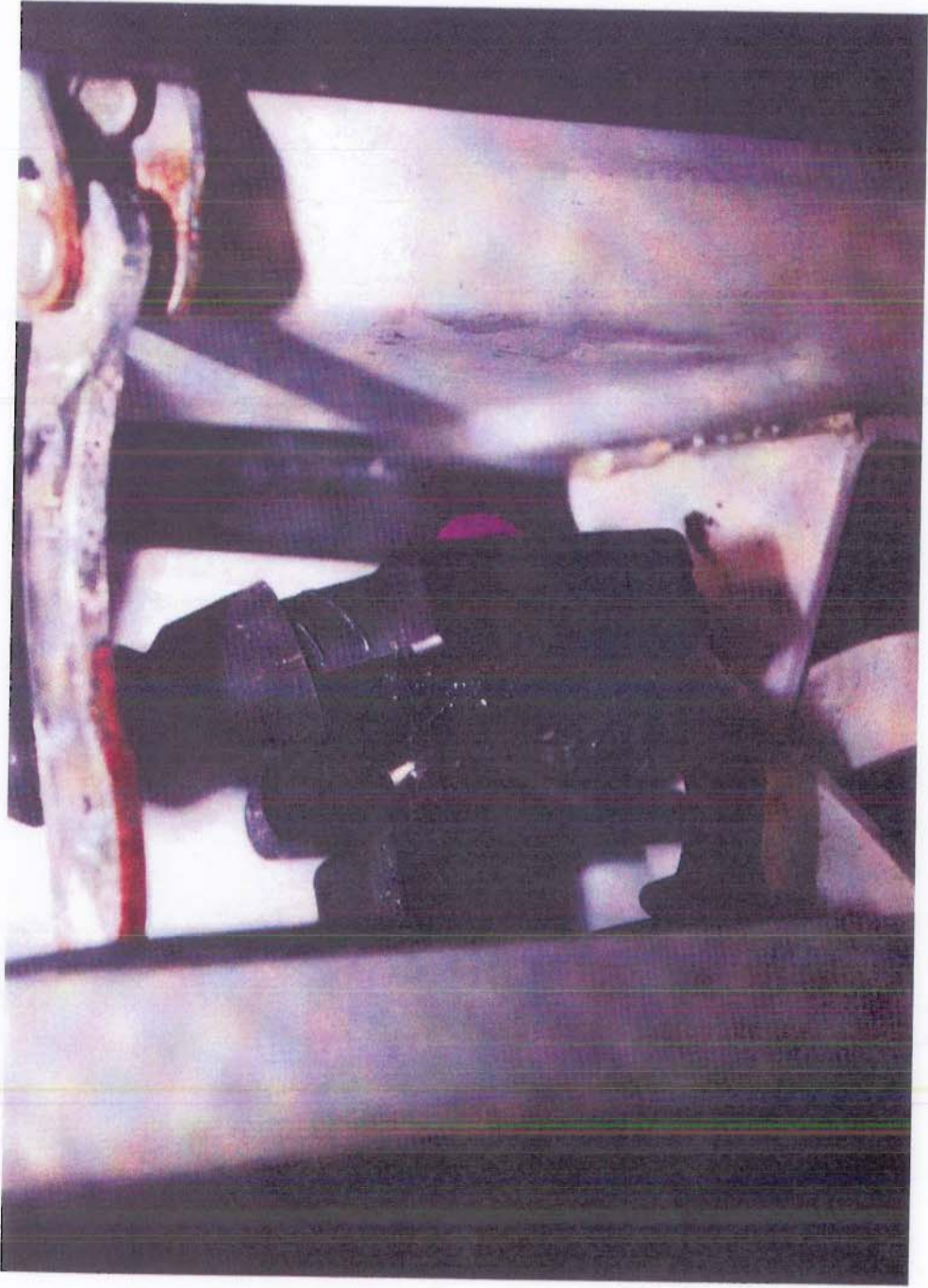


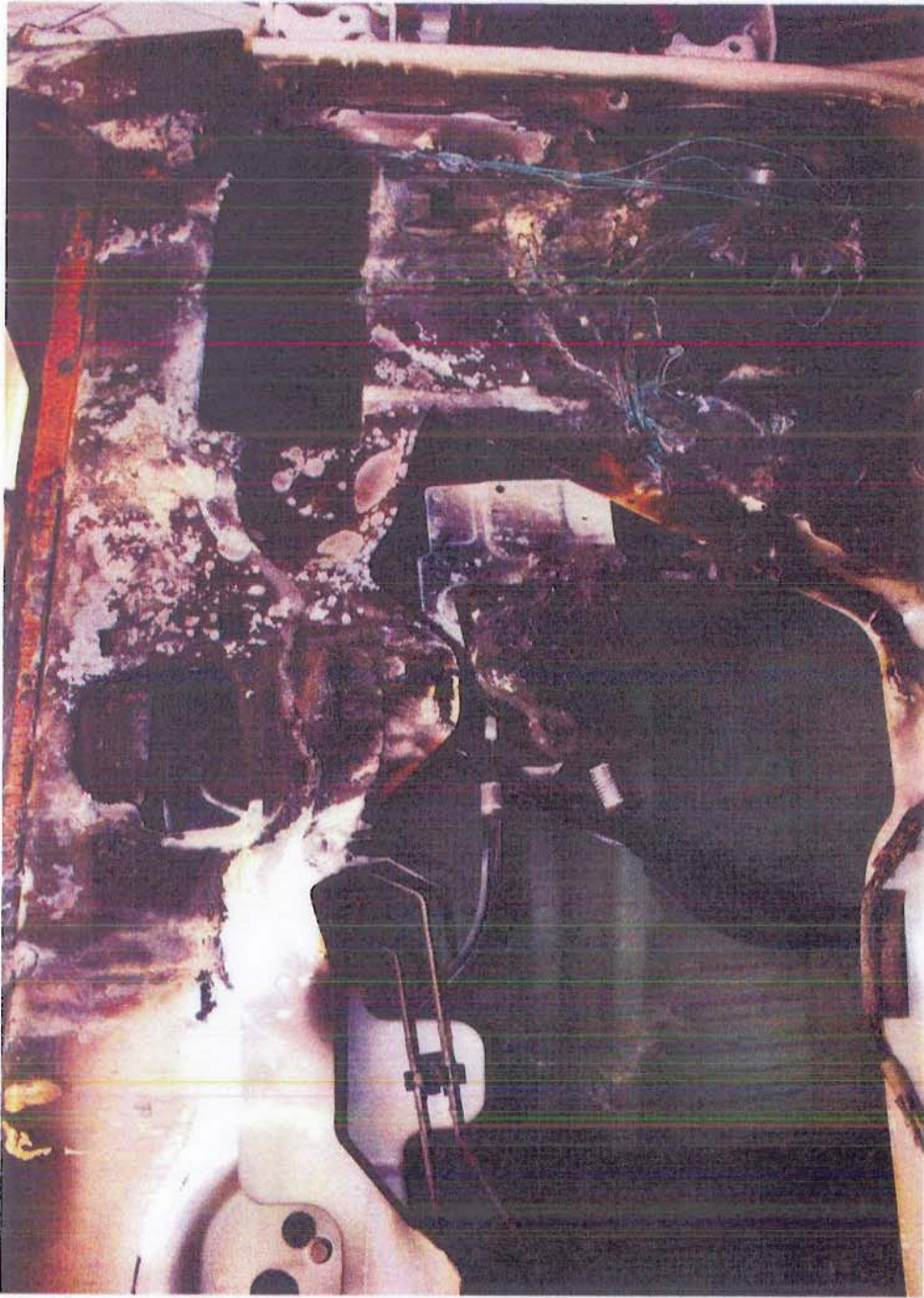


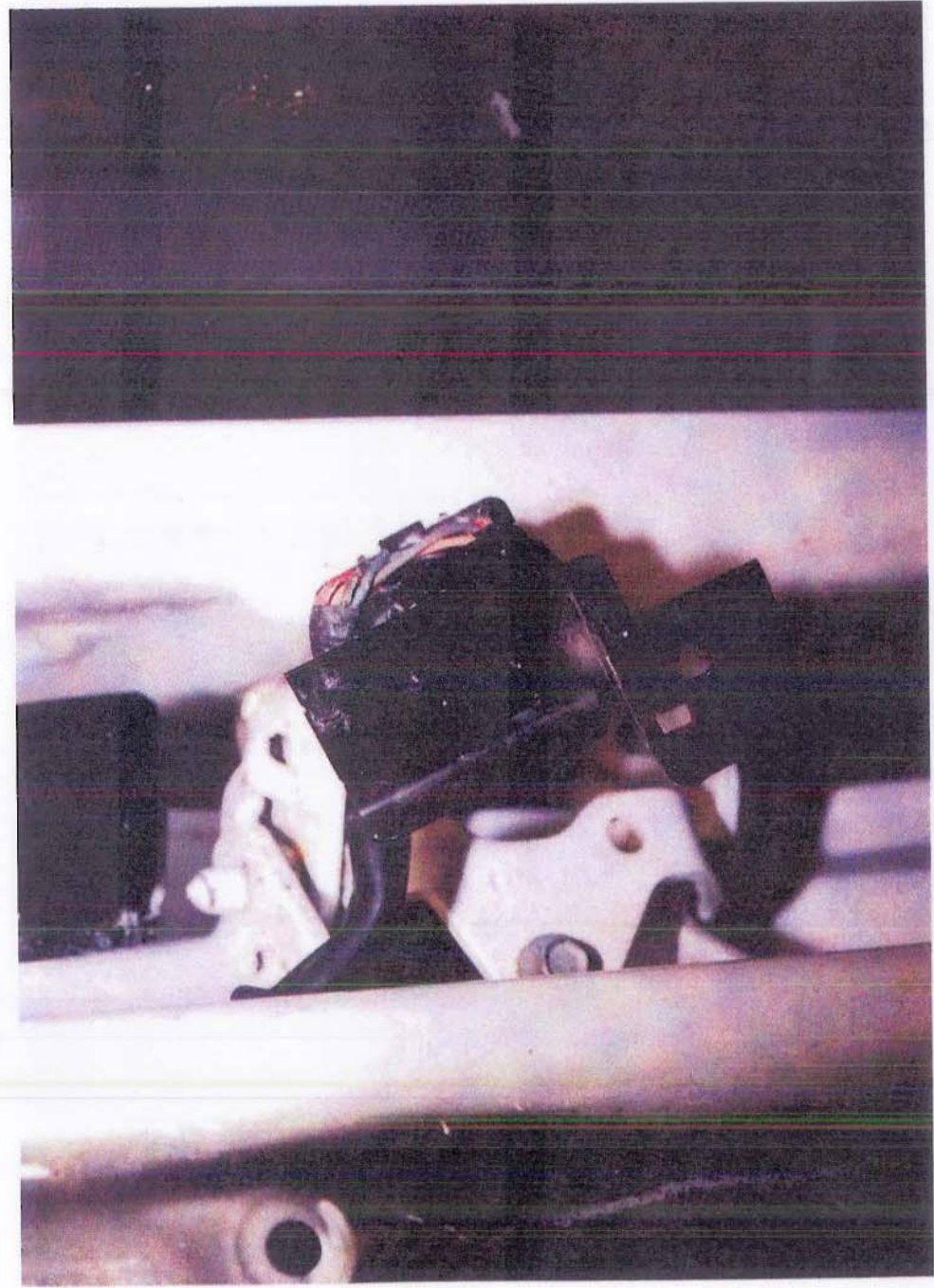


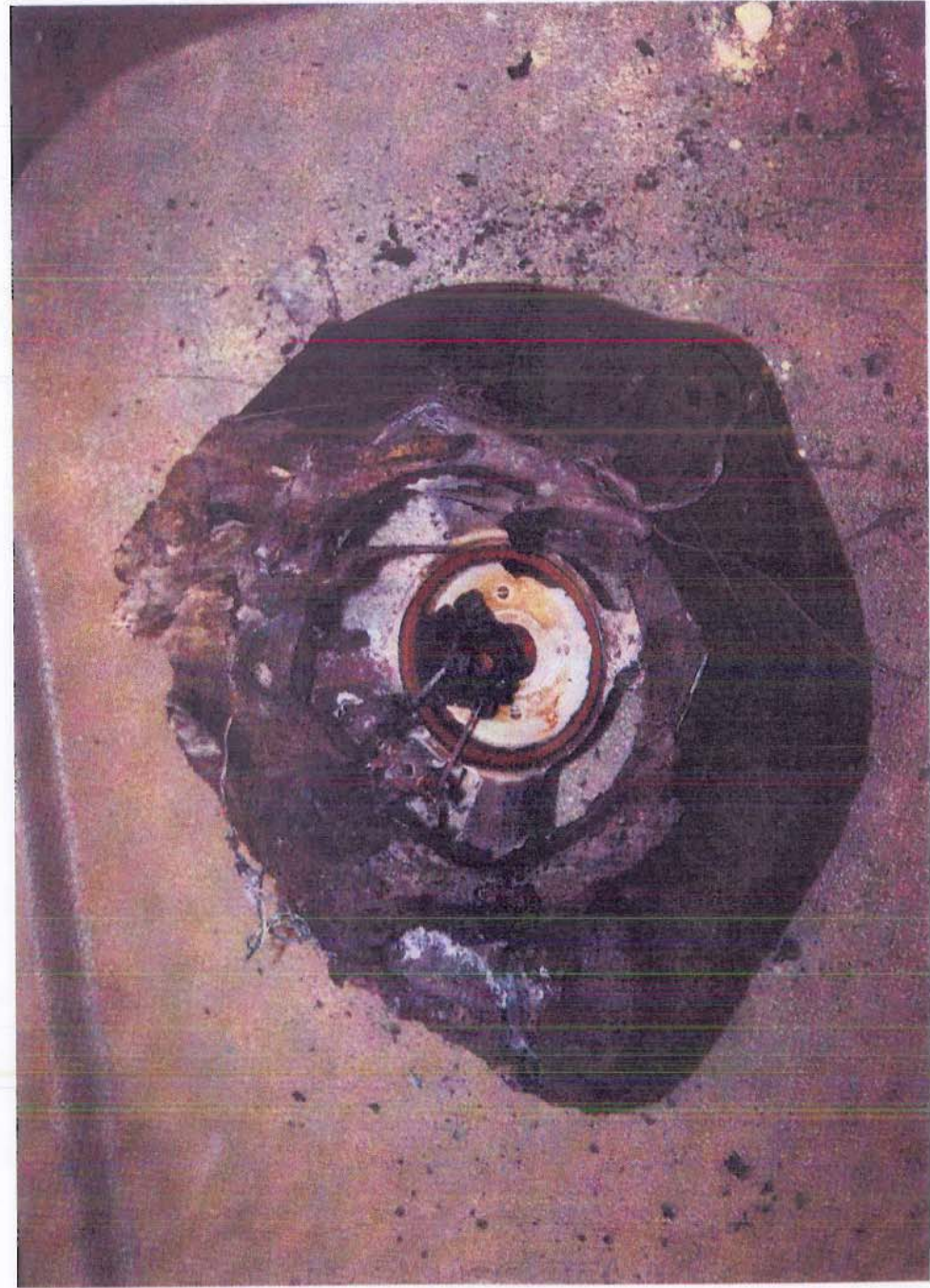
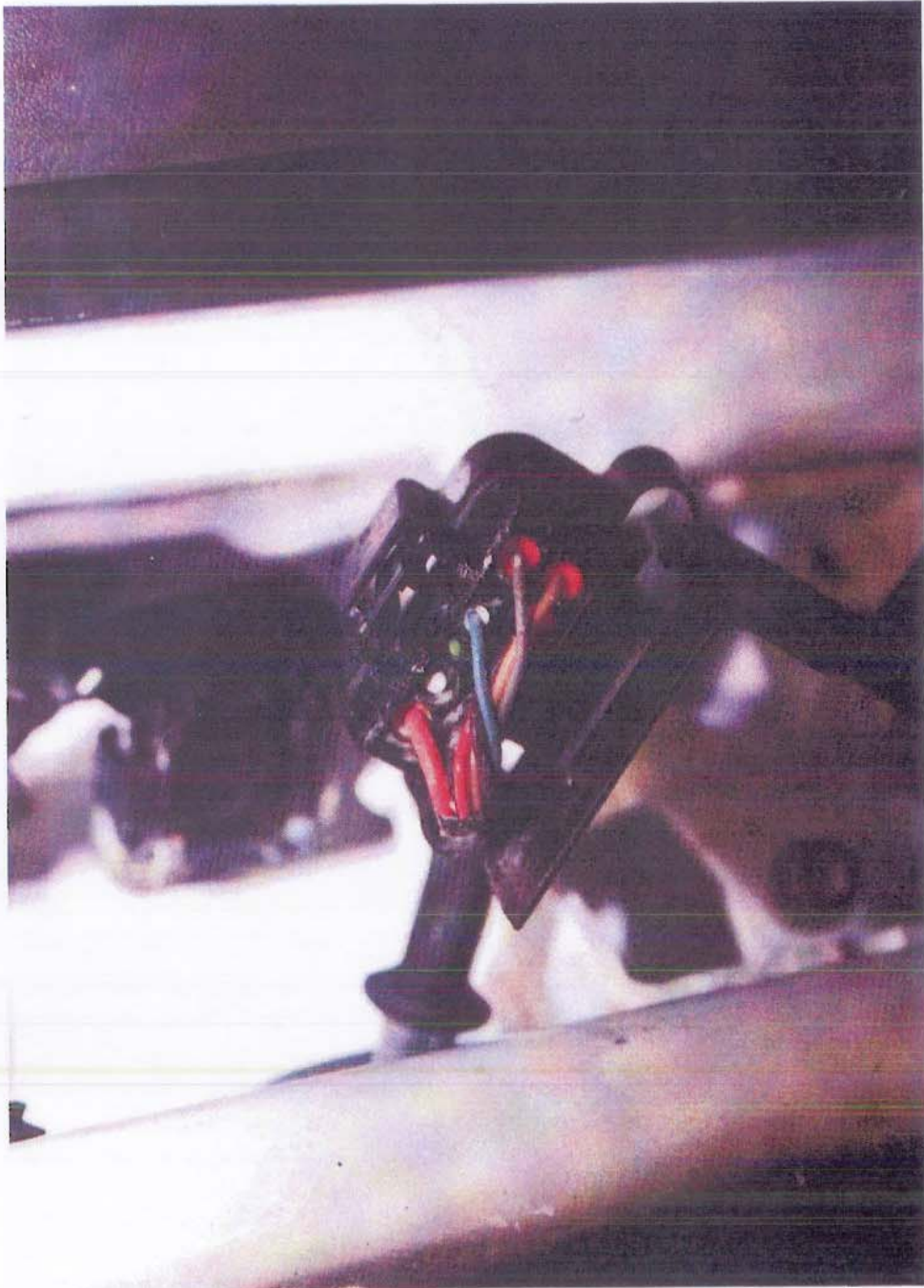


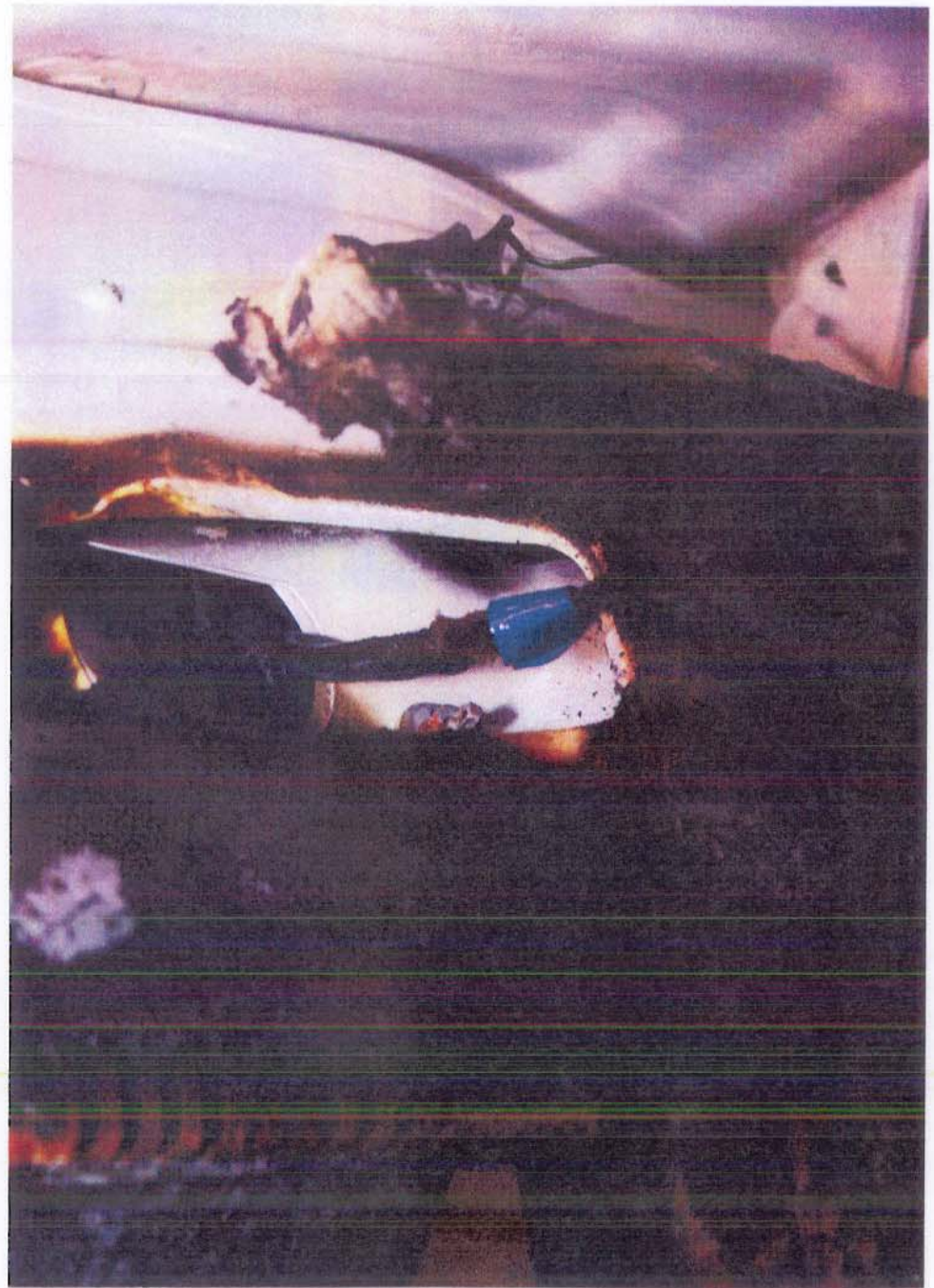
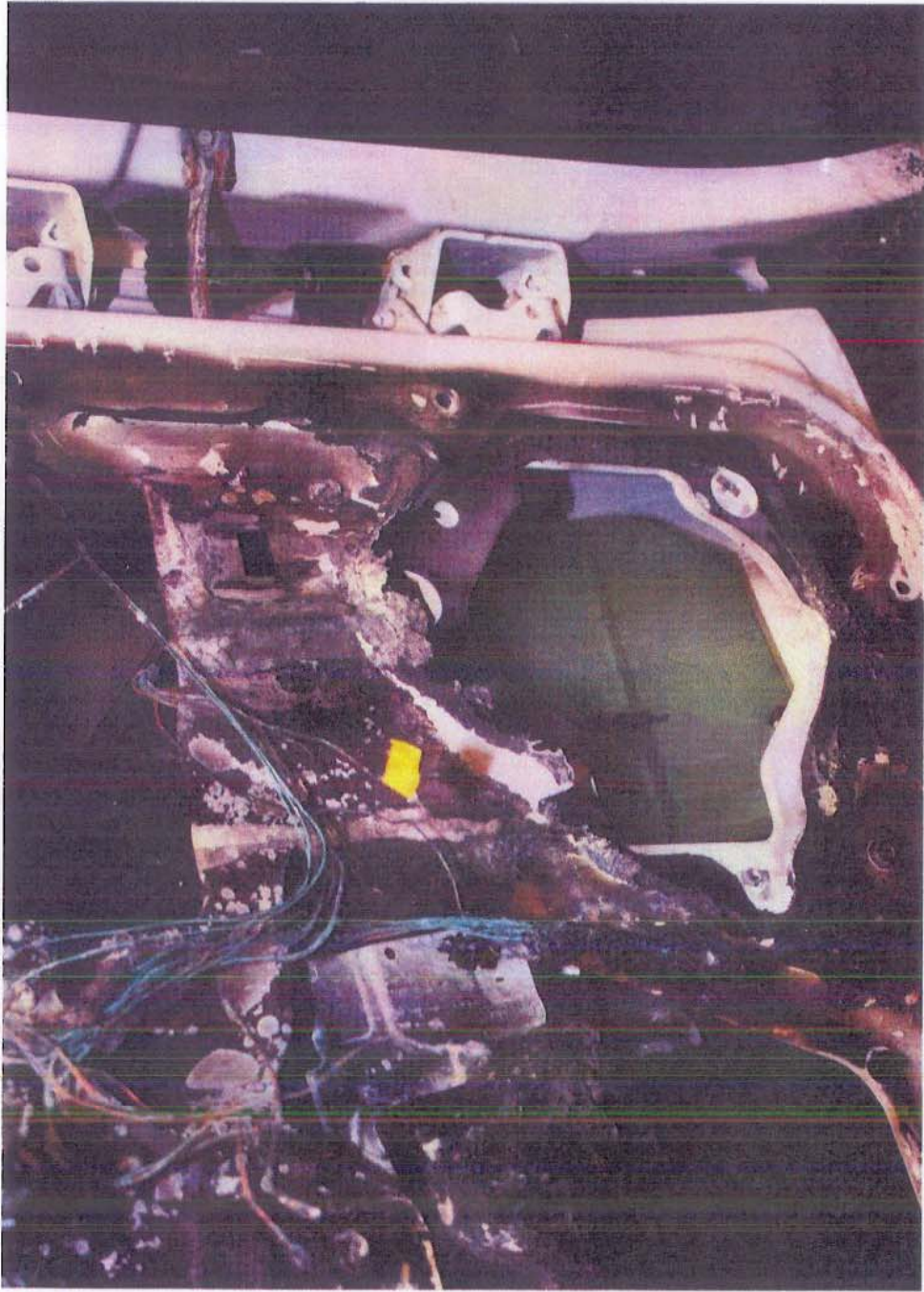


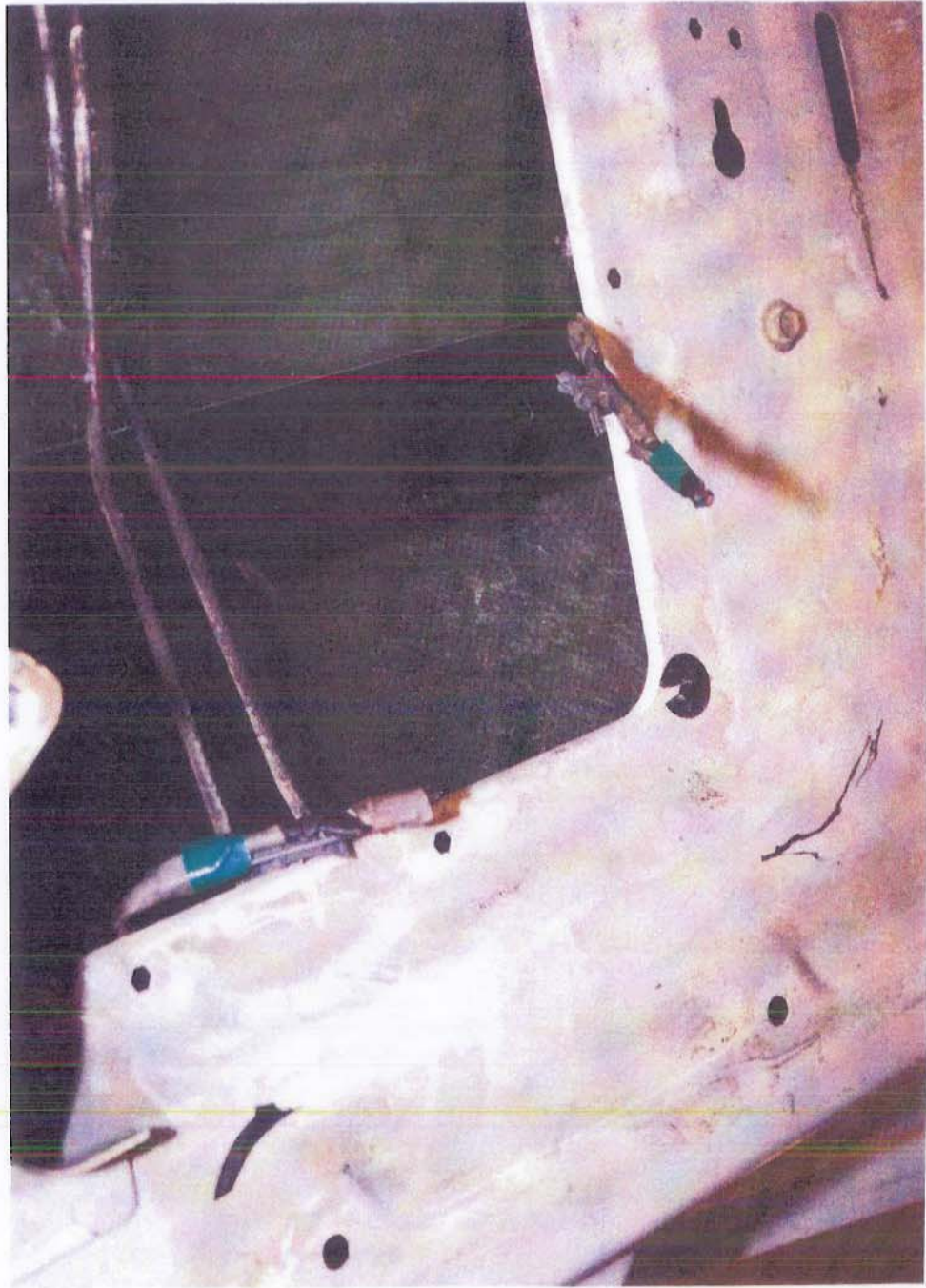


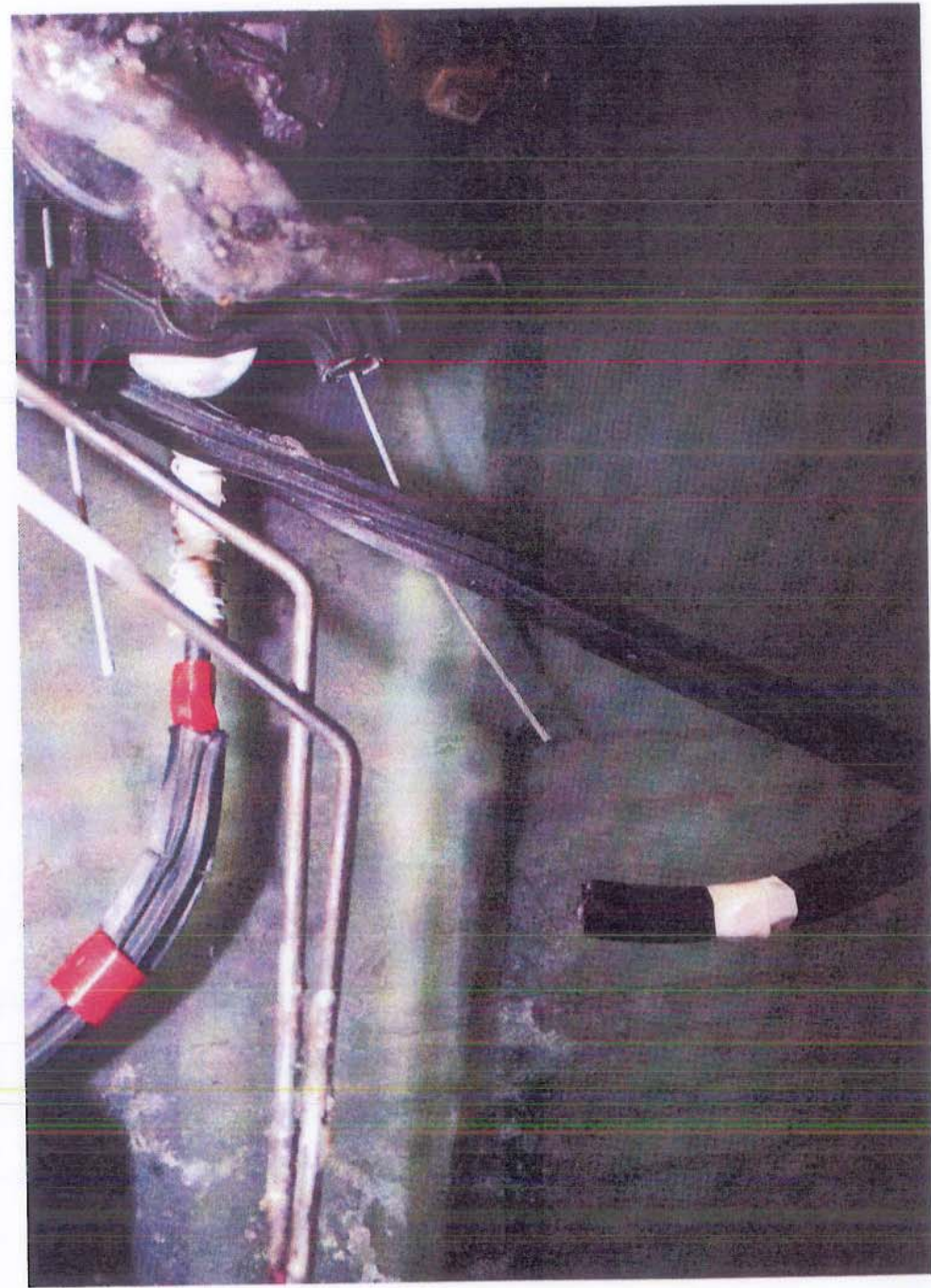
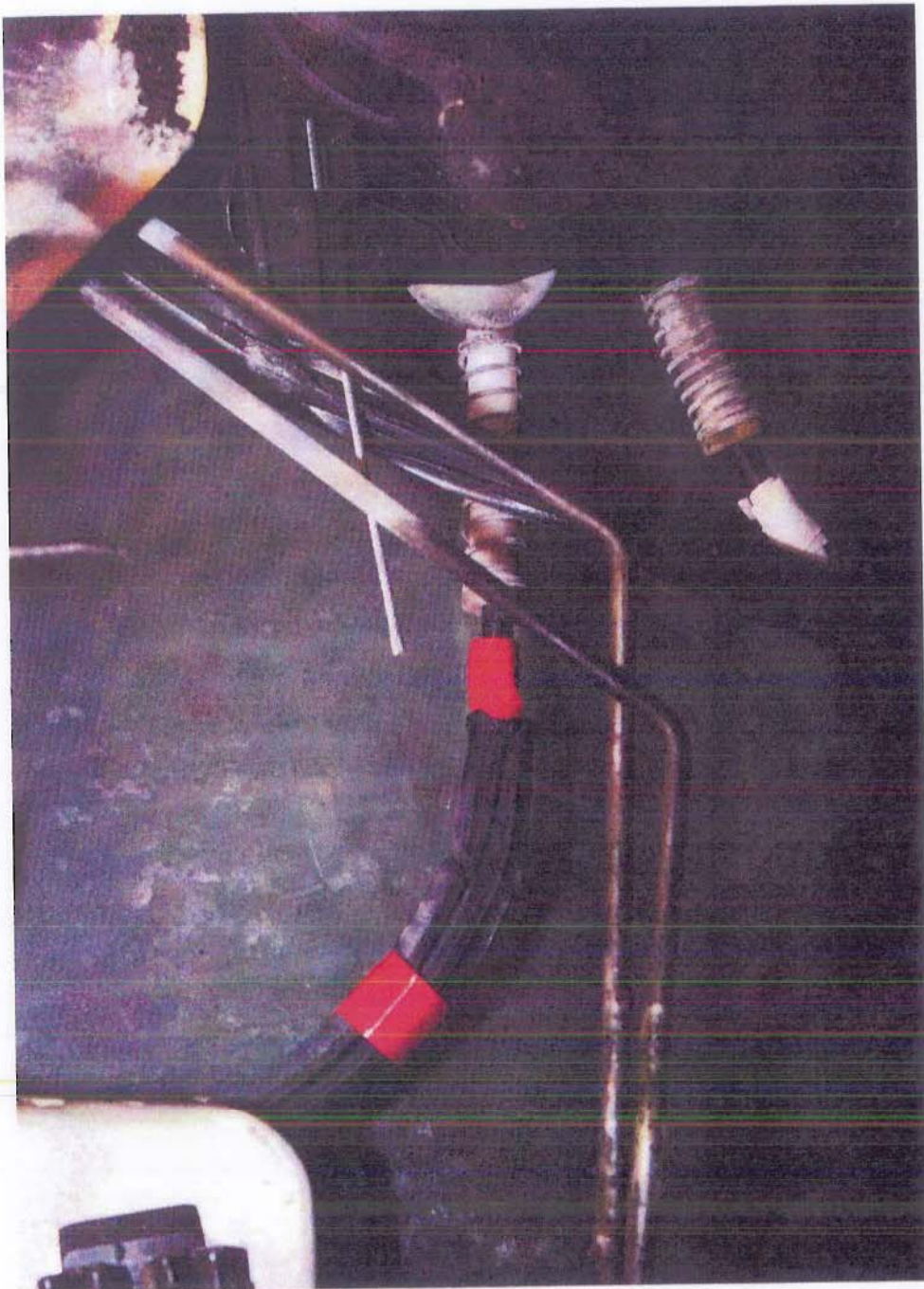


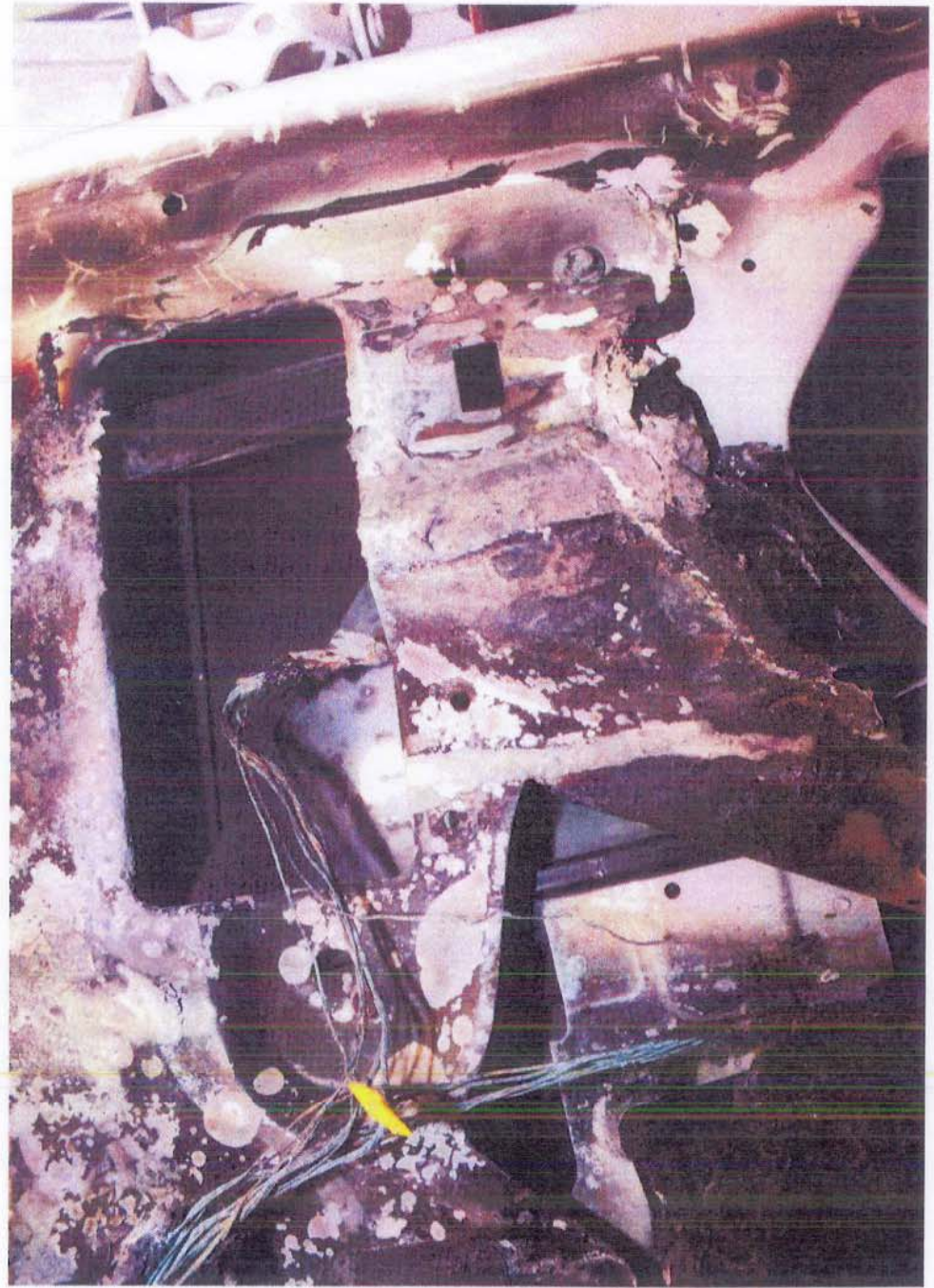
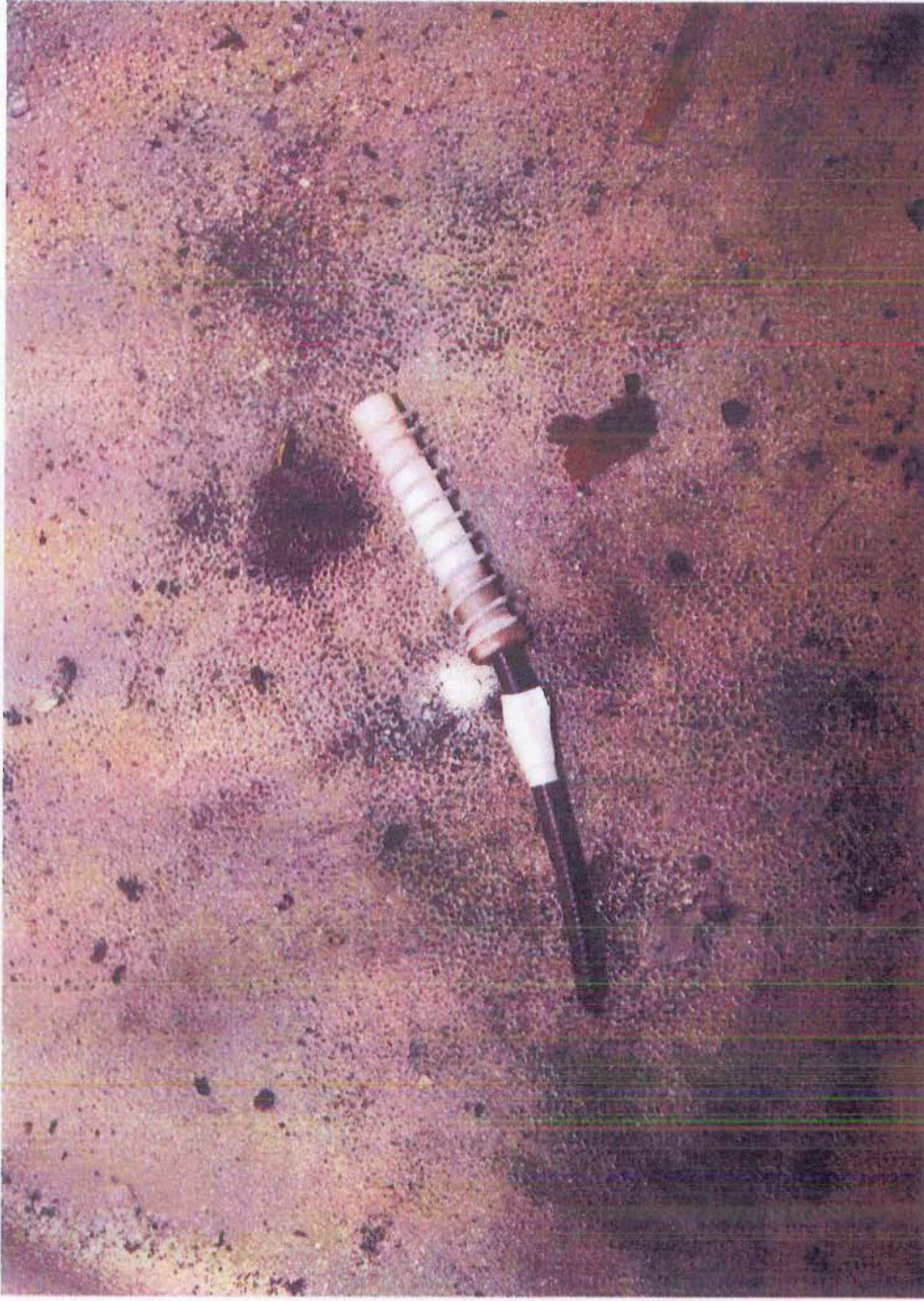


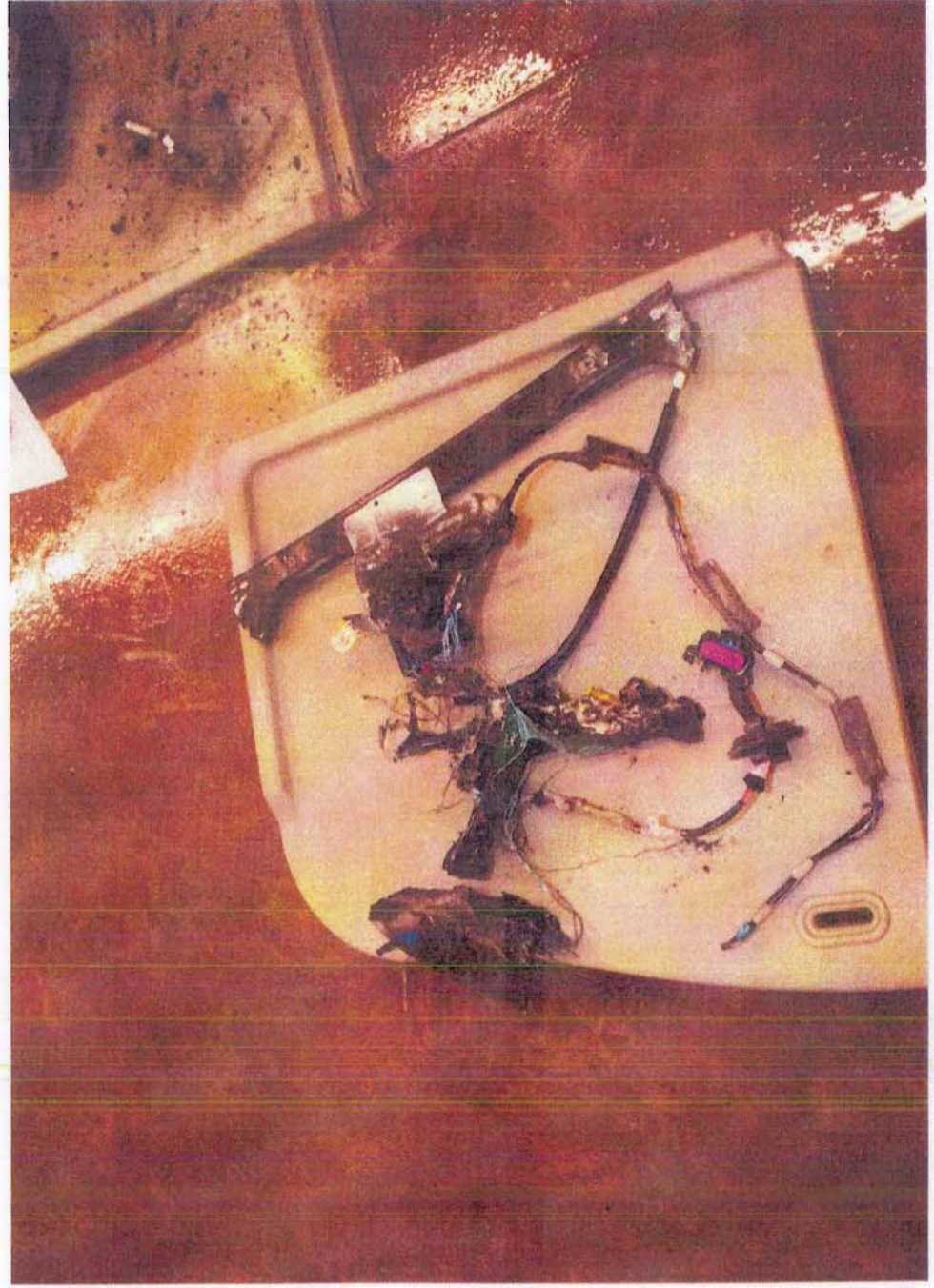


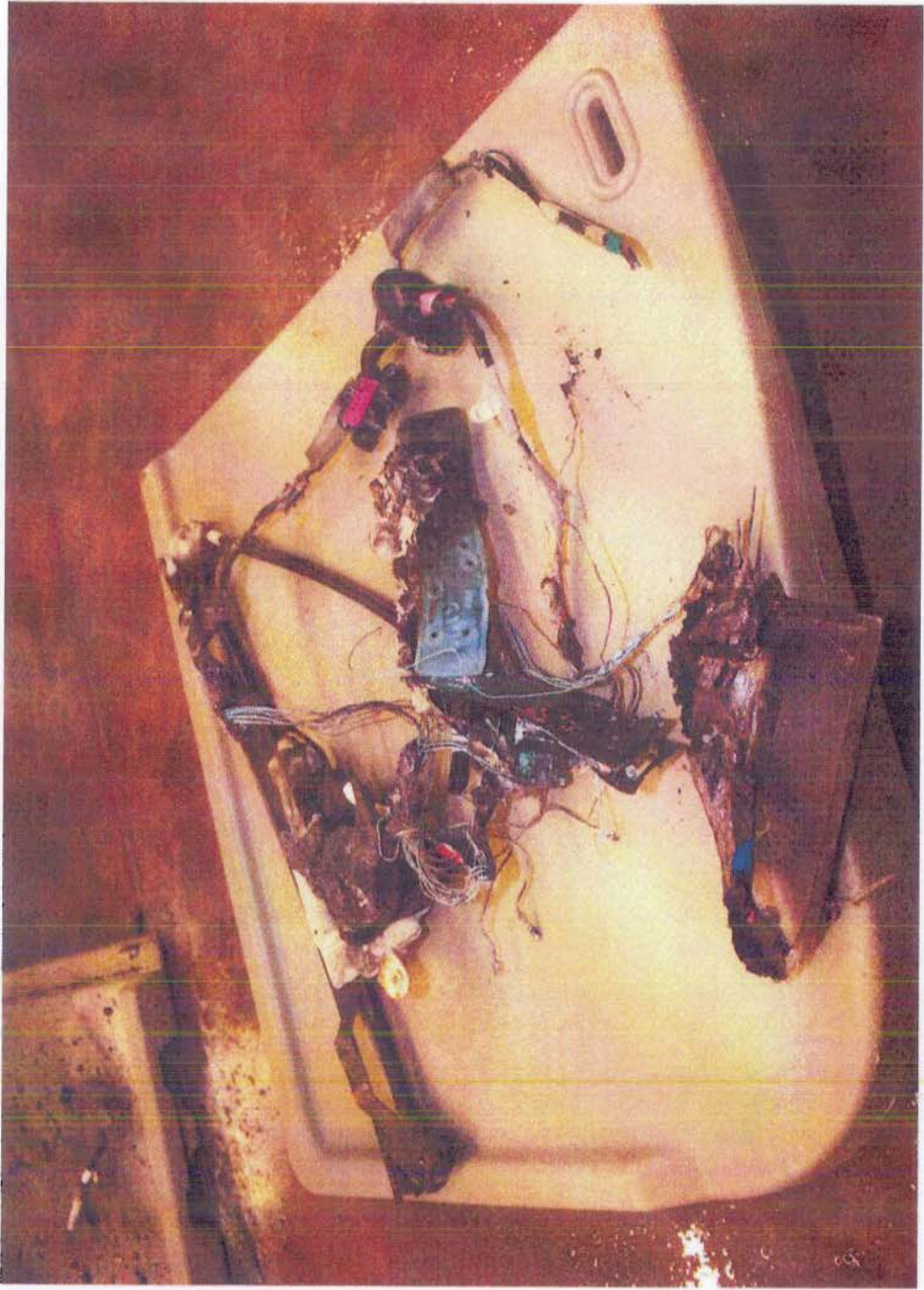


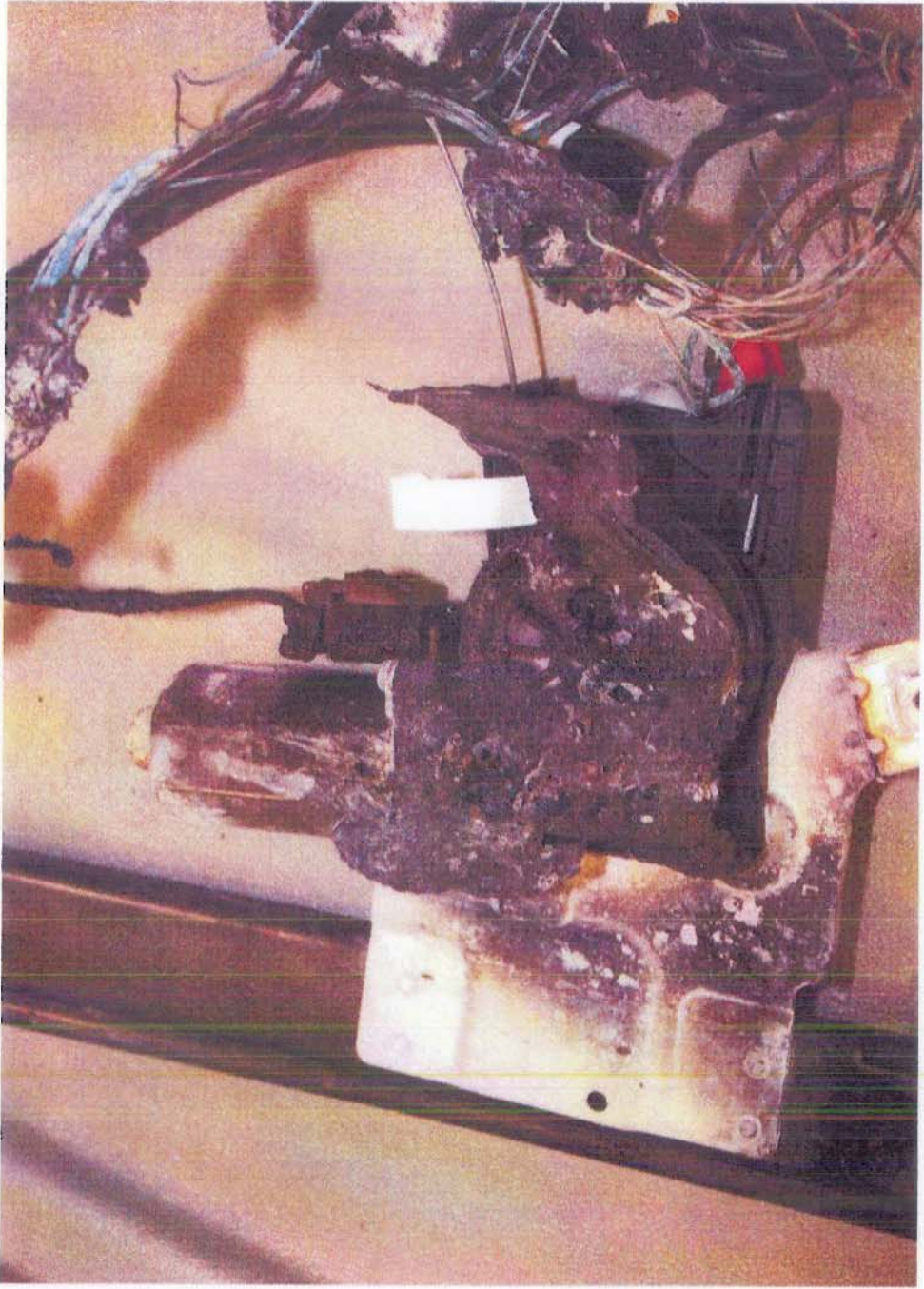


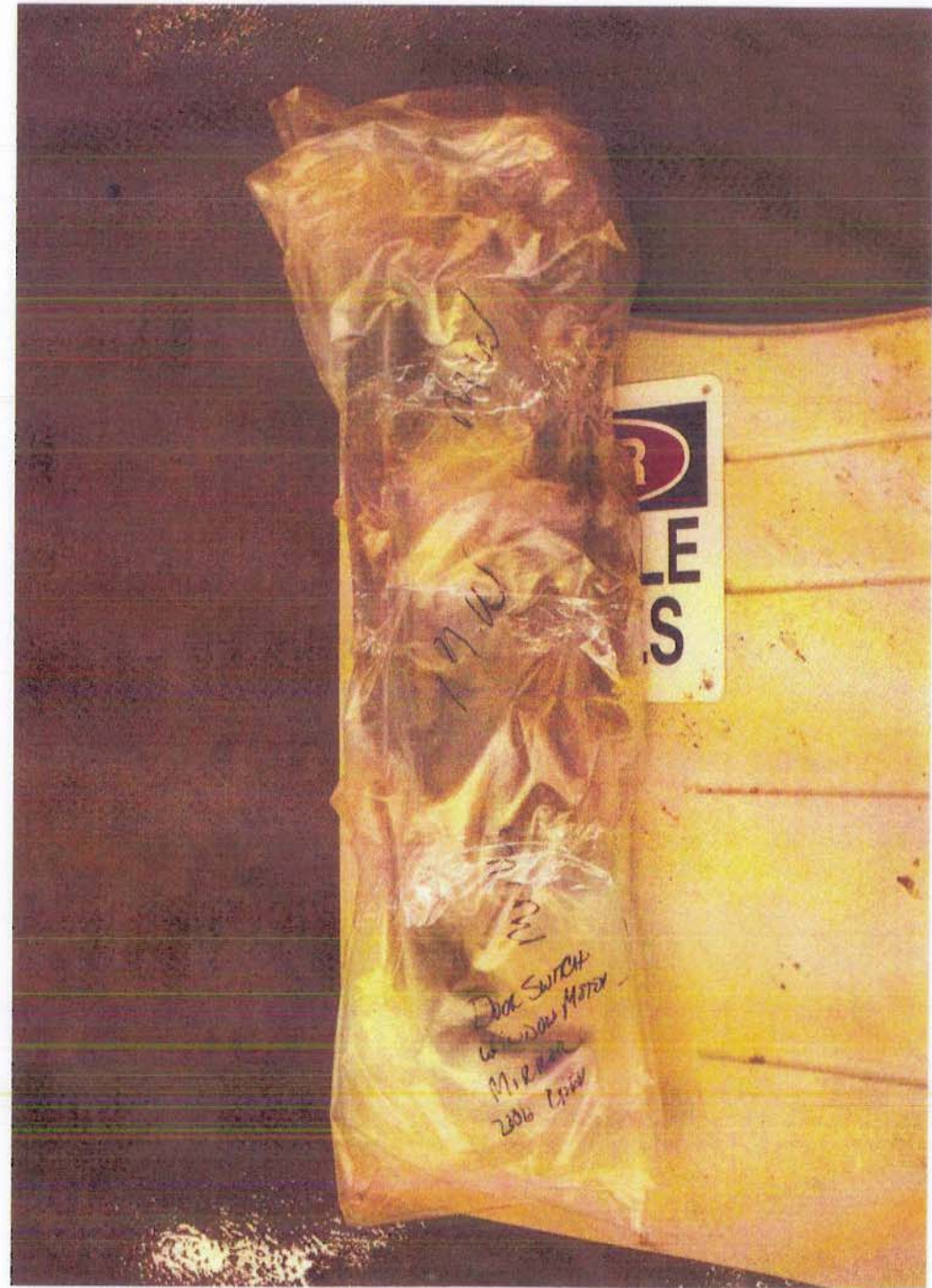
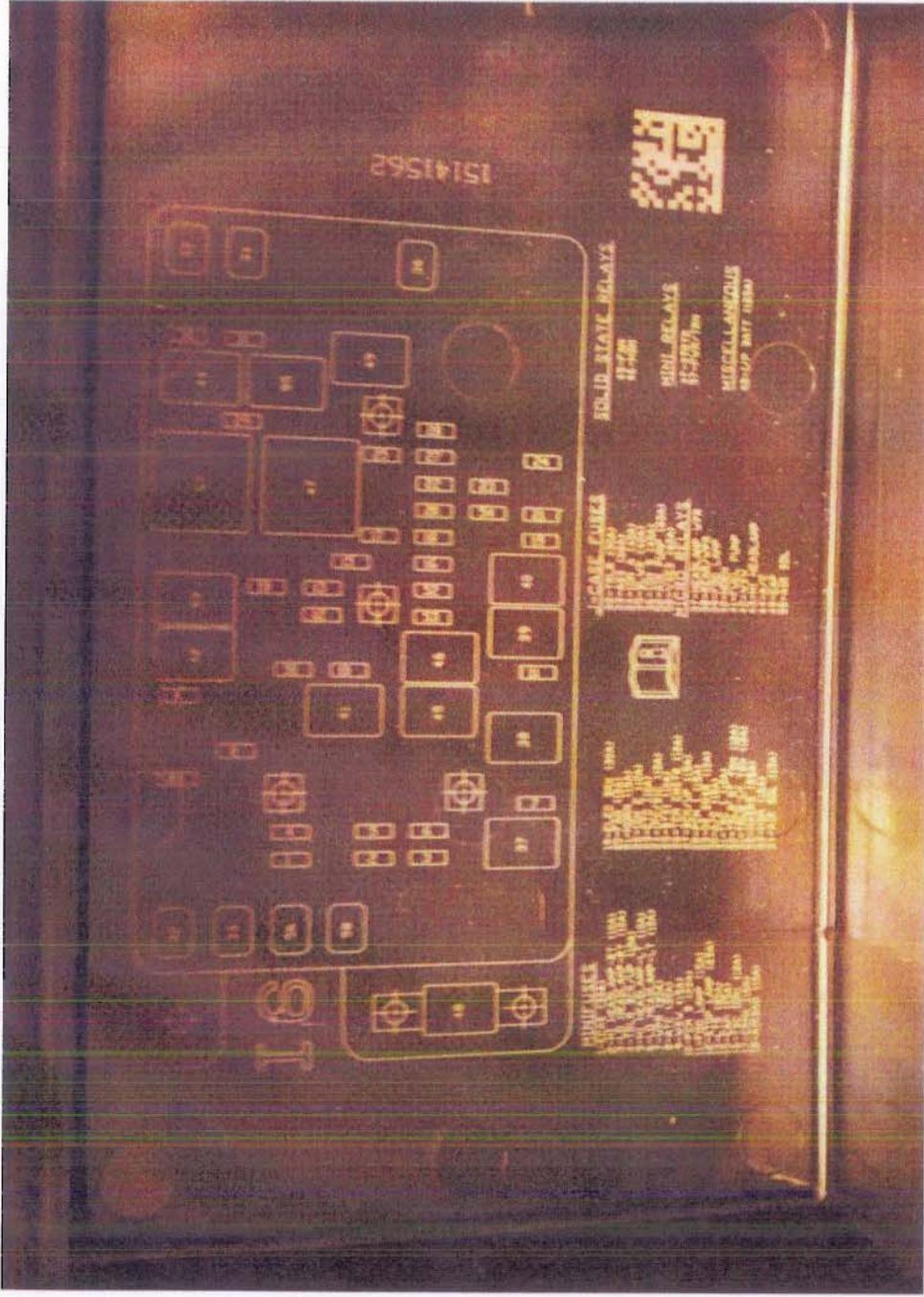


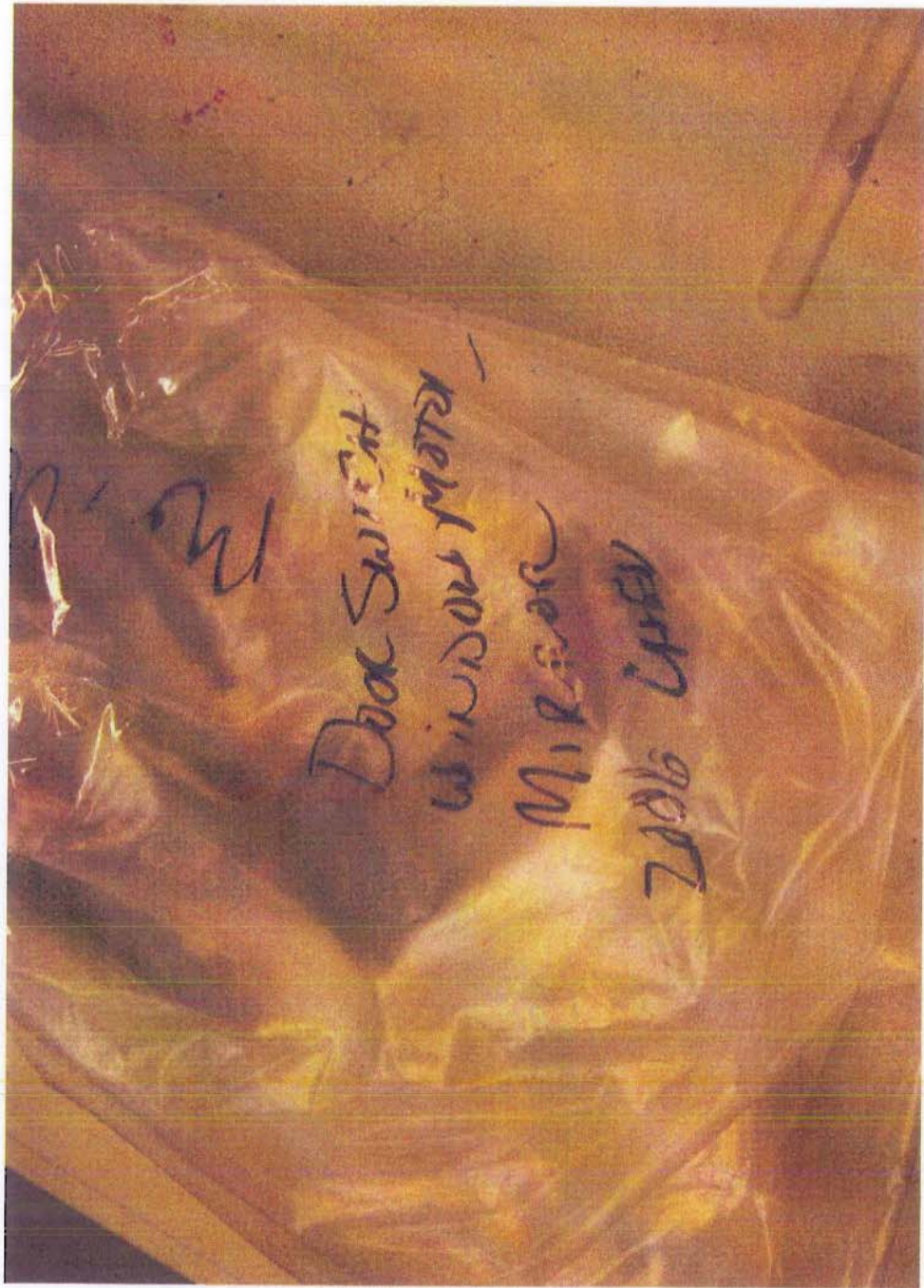




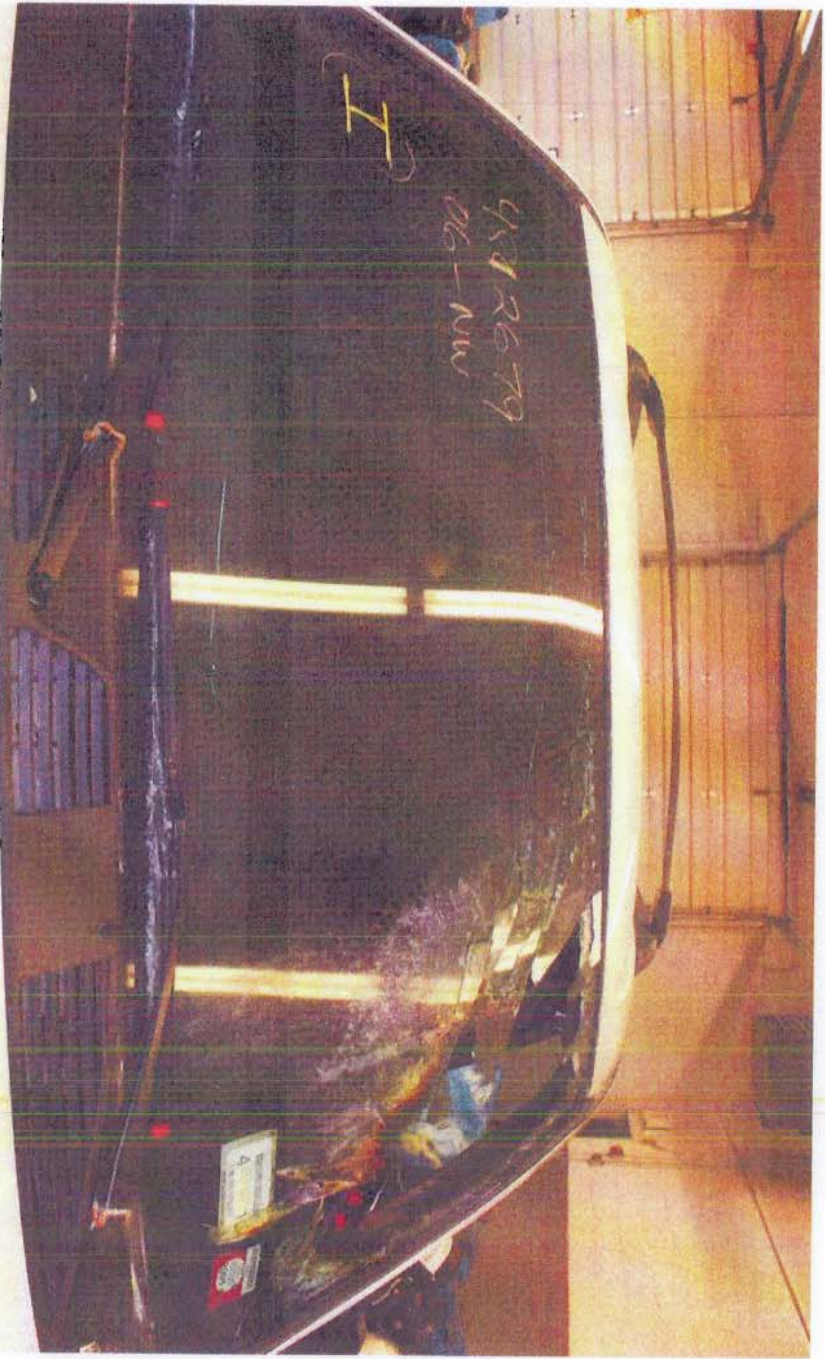




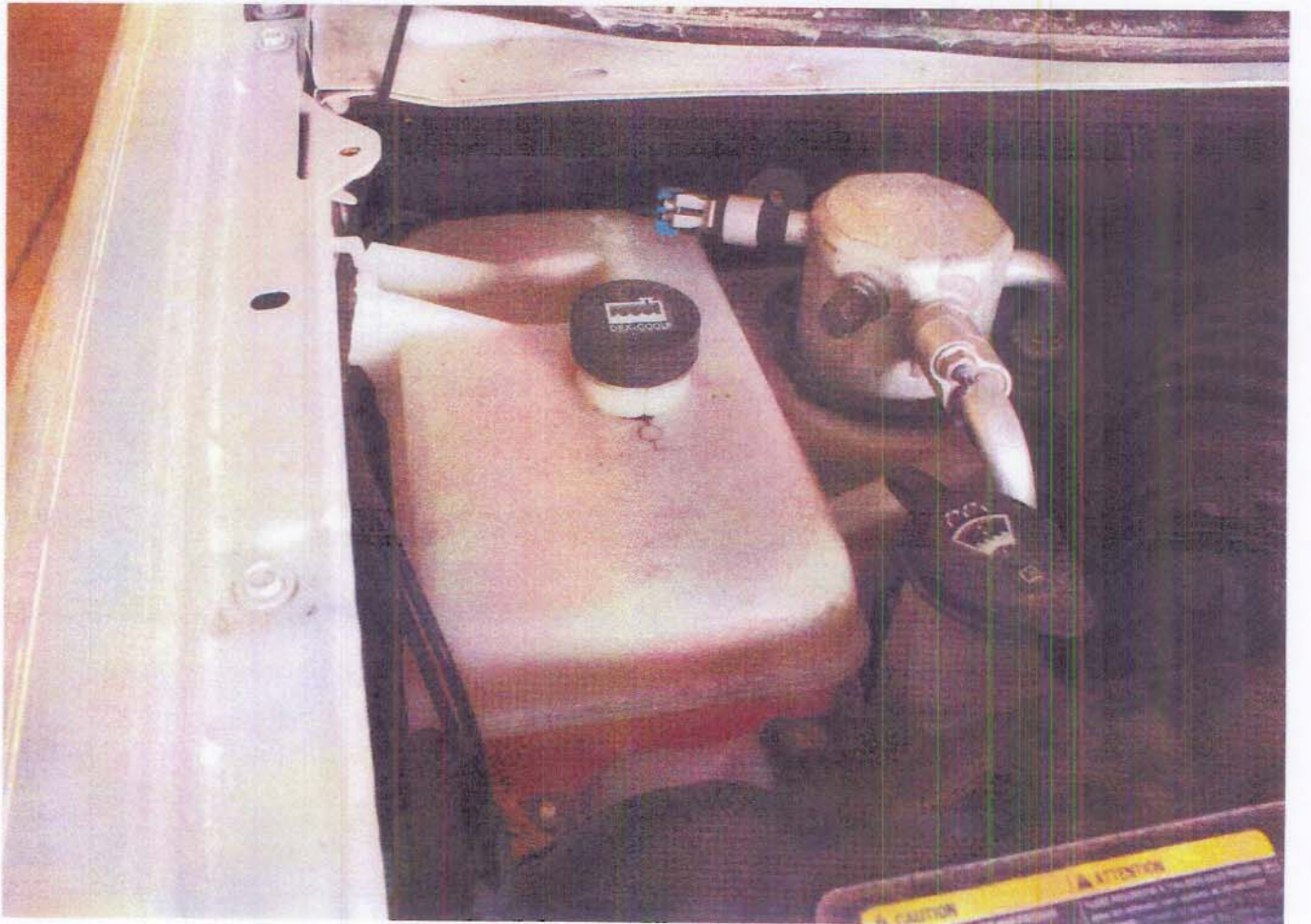


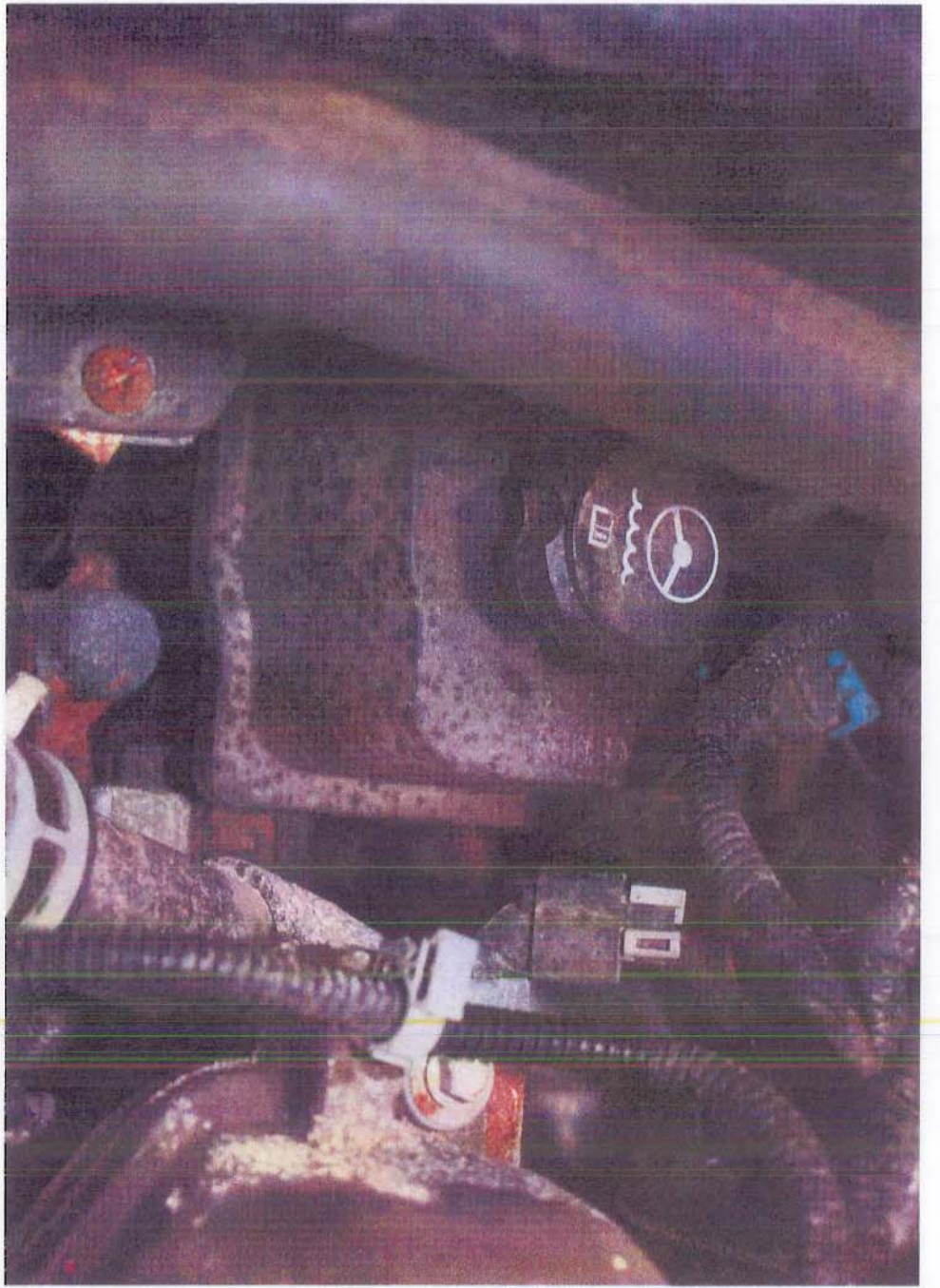


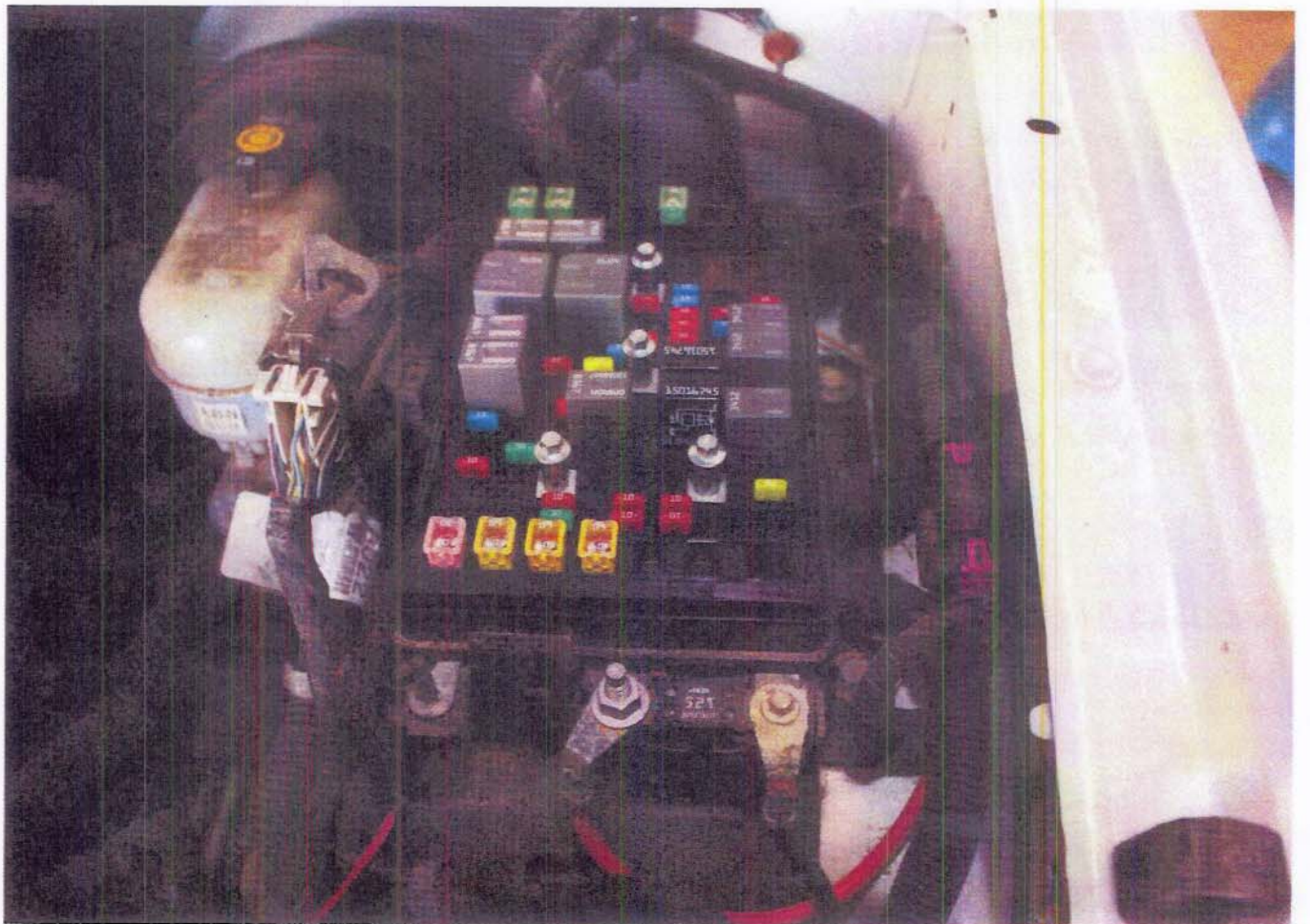
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Box Street
Window Street
Miriam
2006 UPH

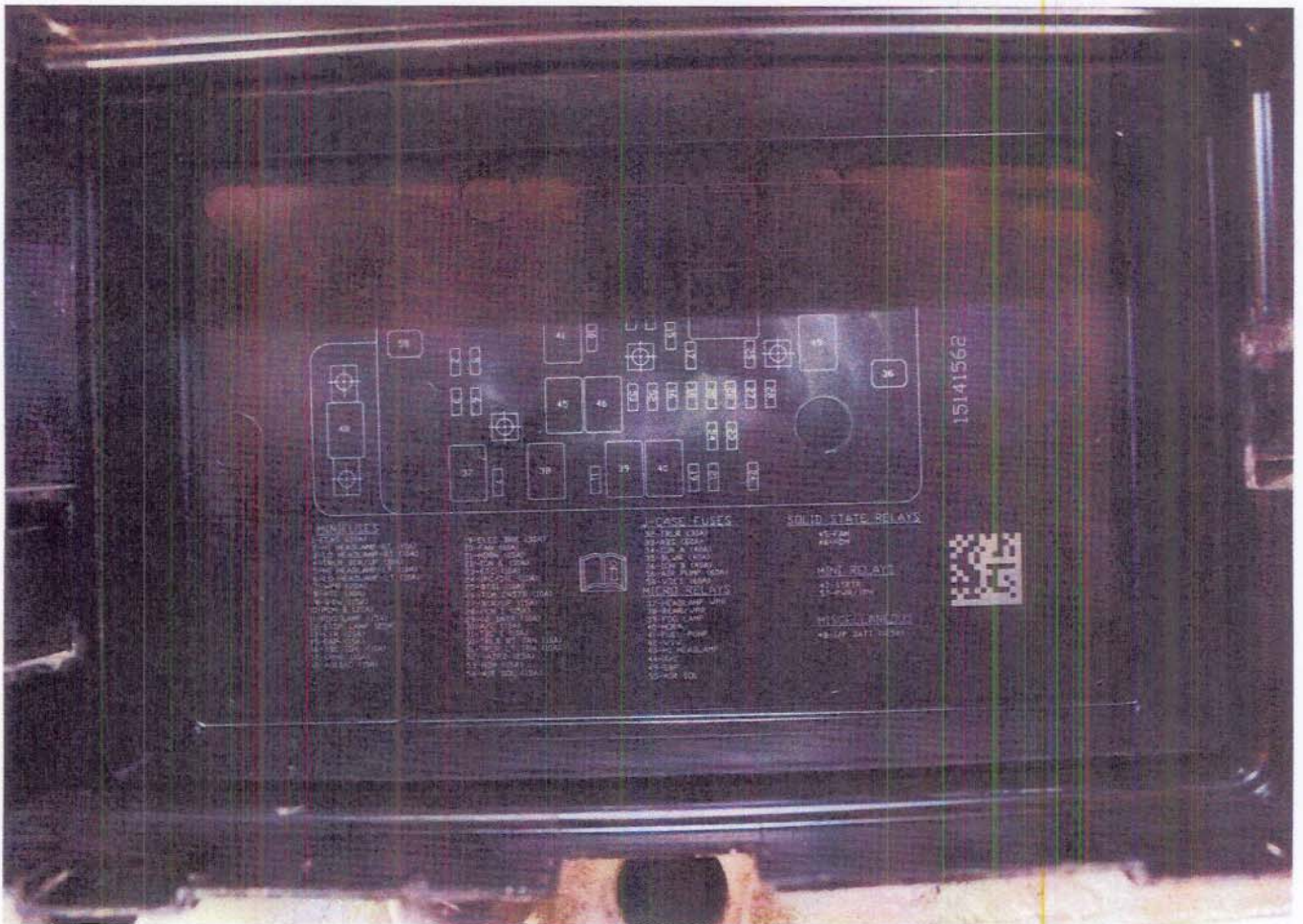


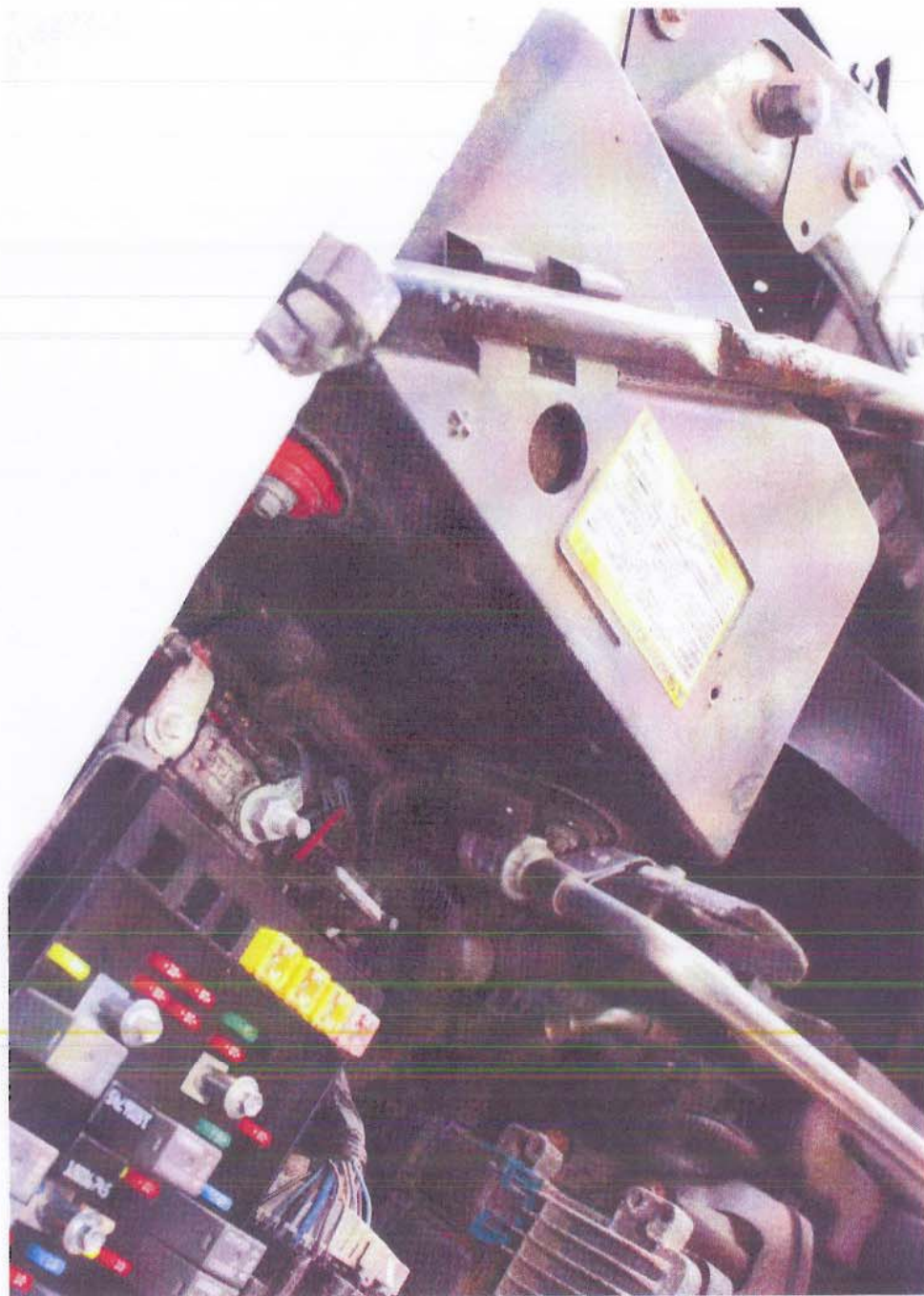
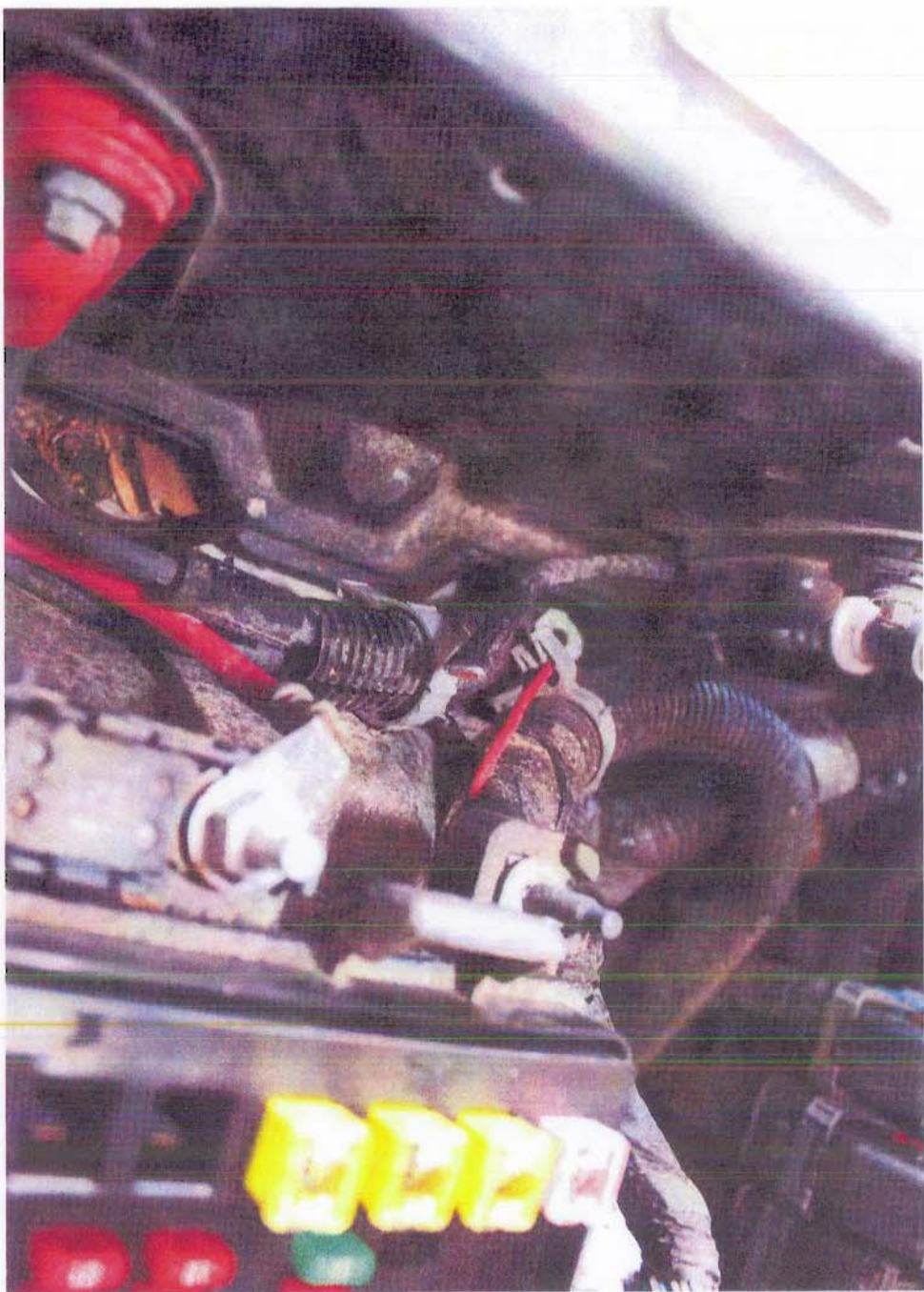




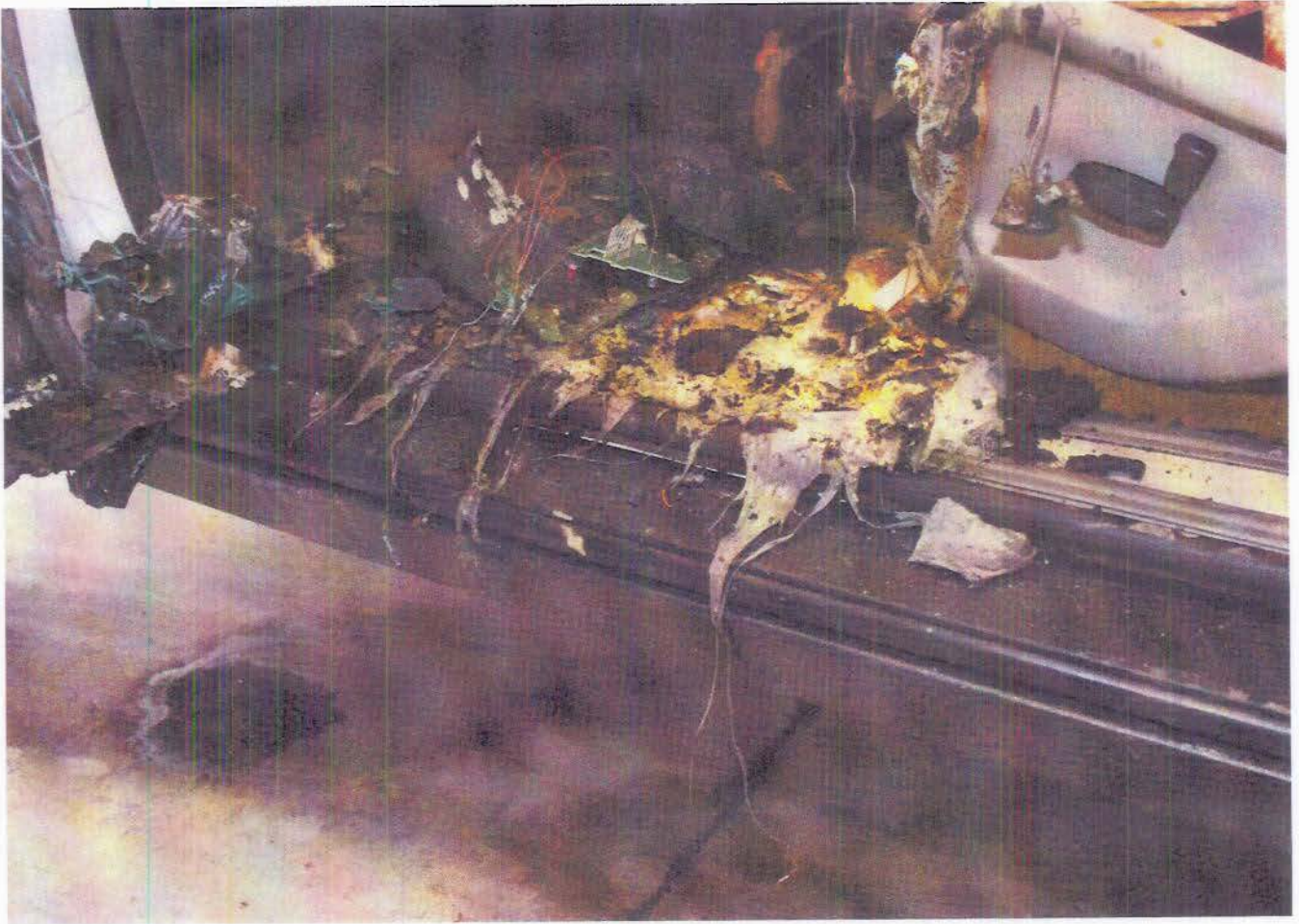






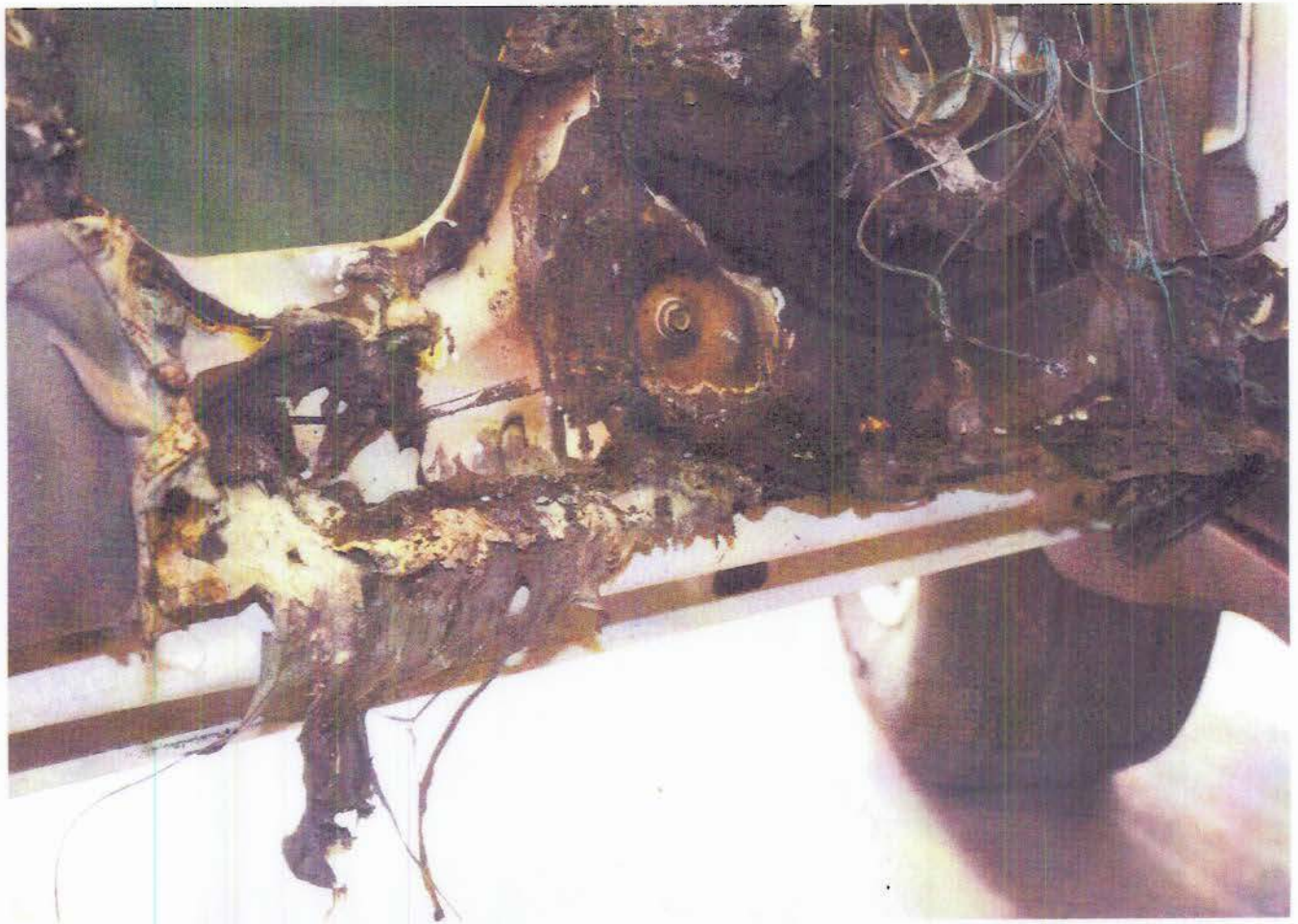




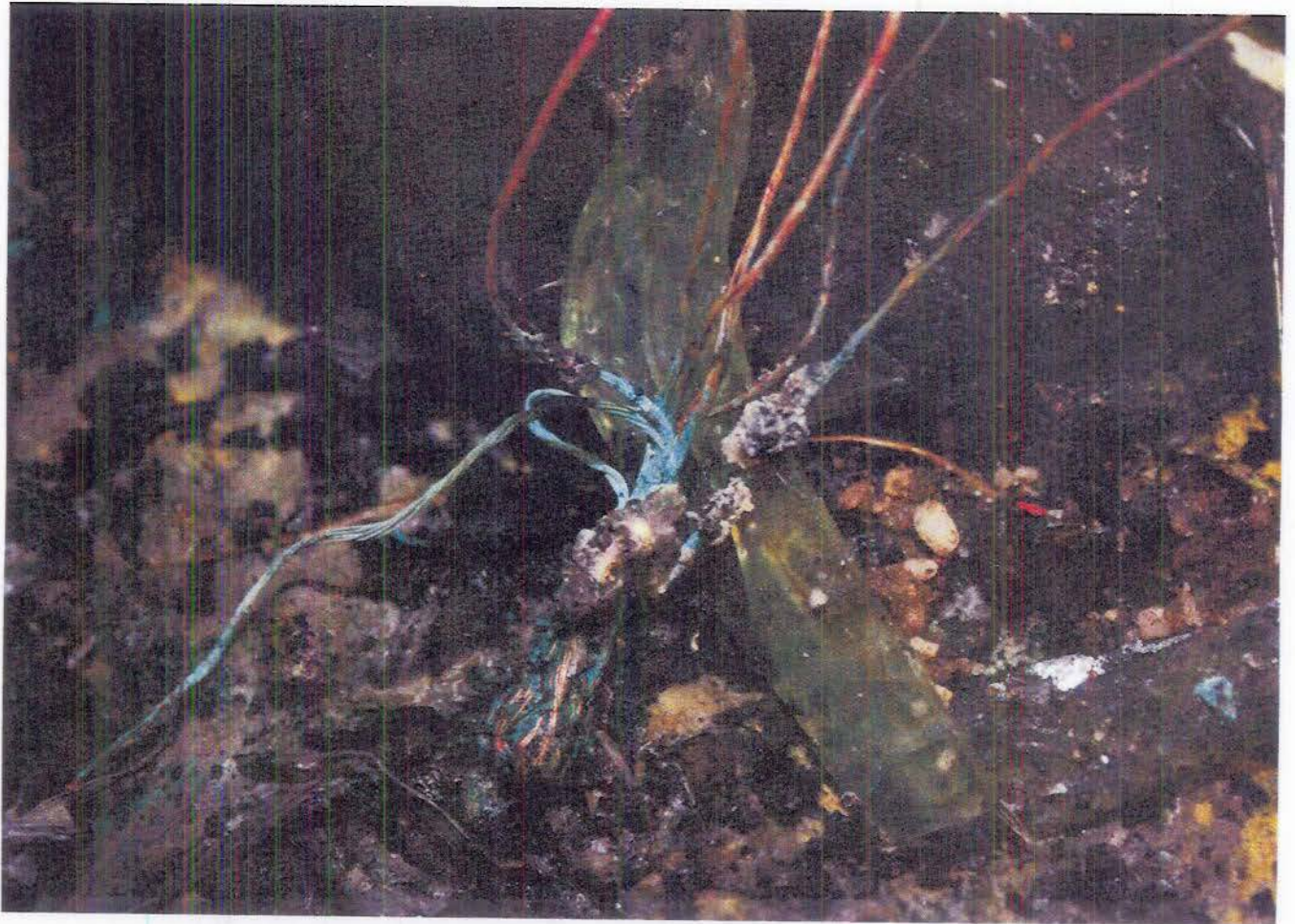






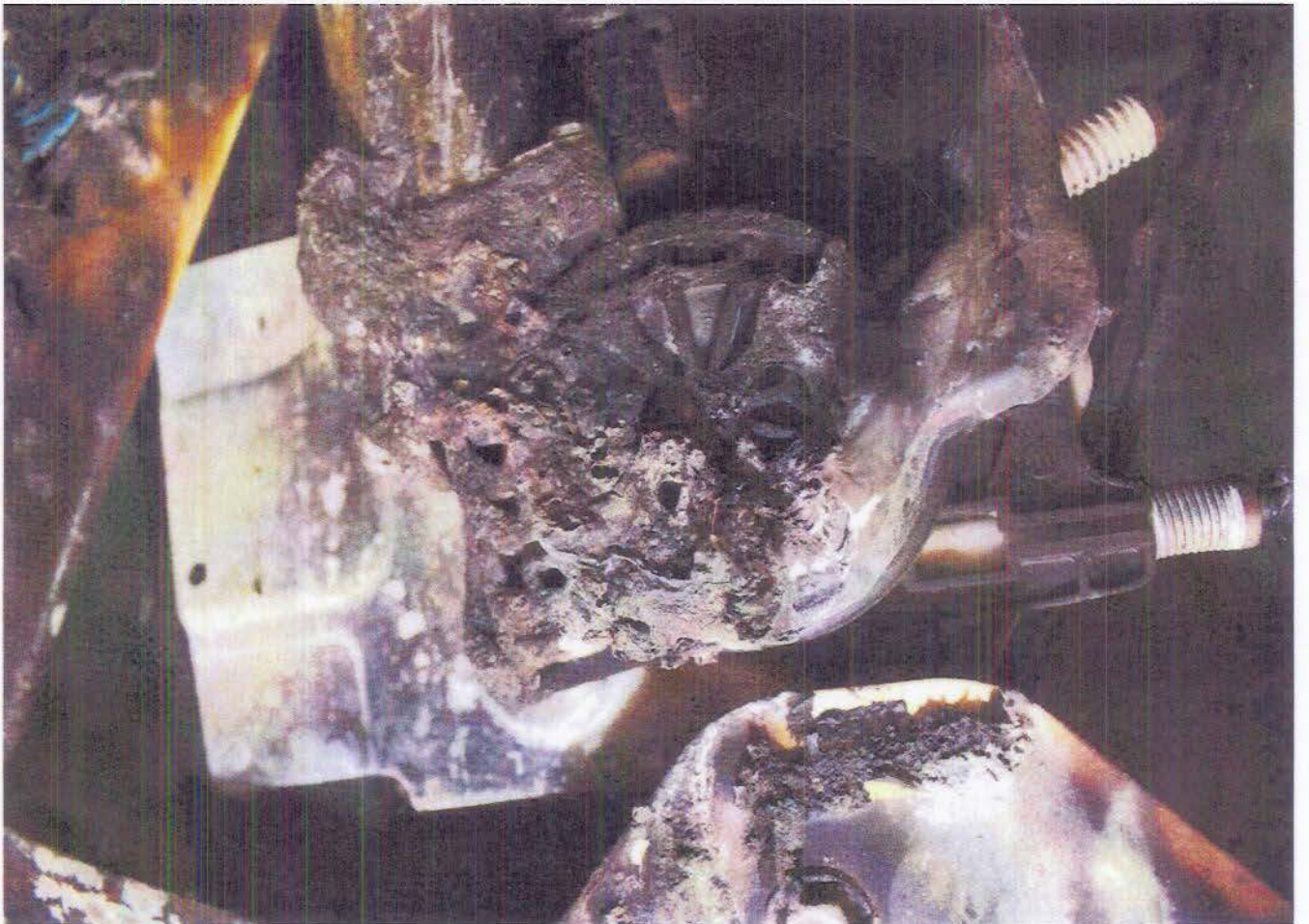


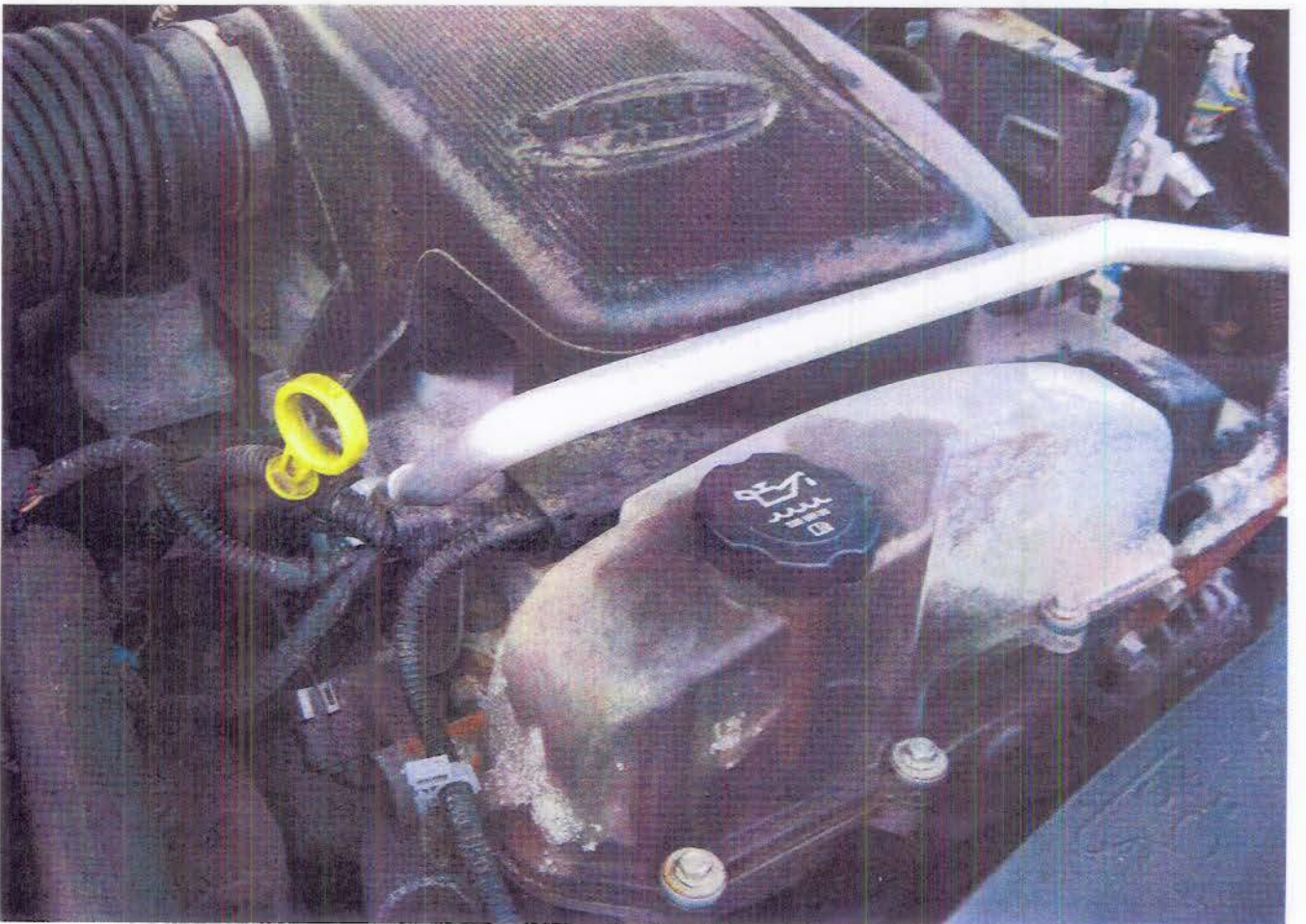
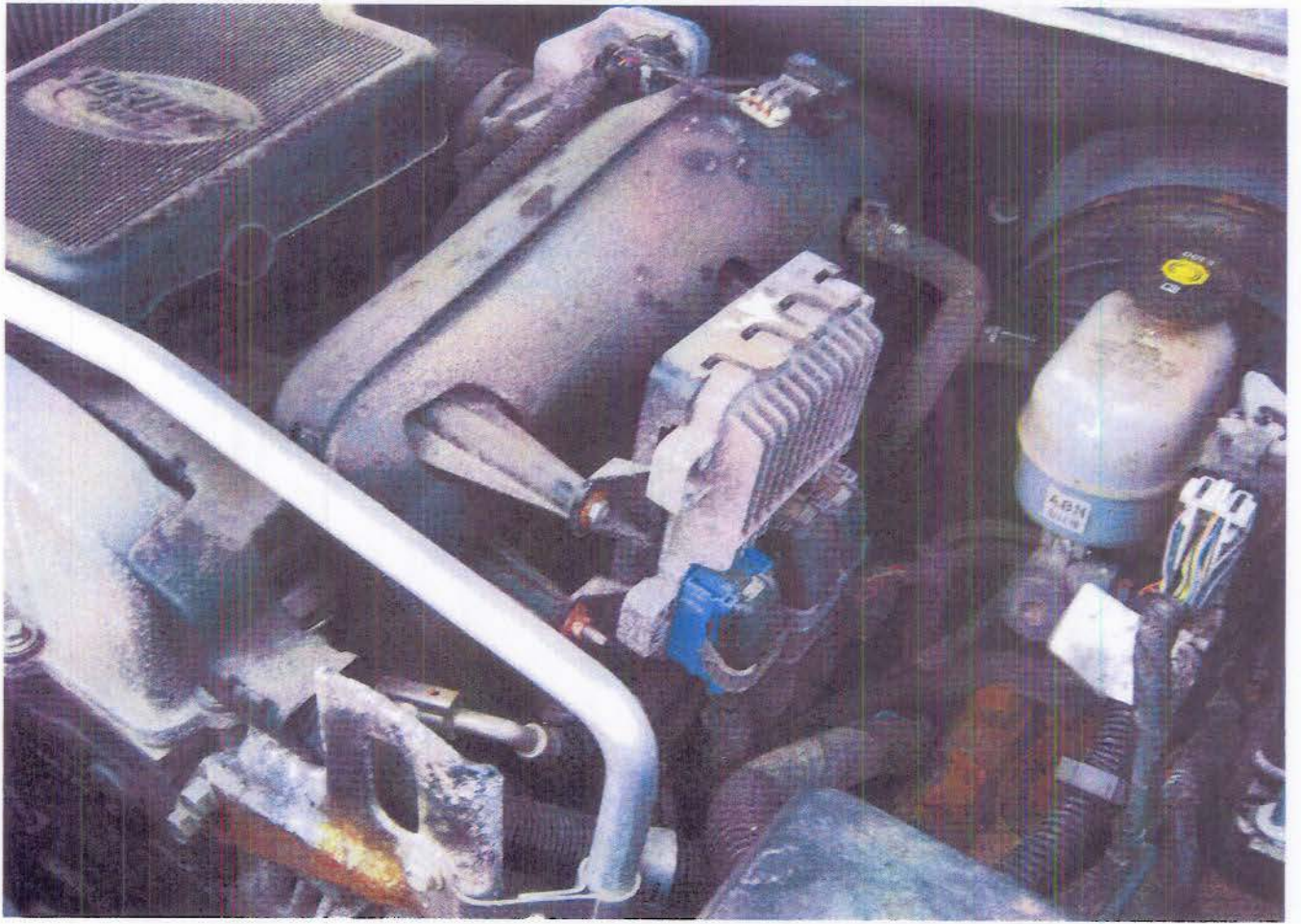


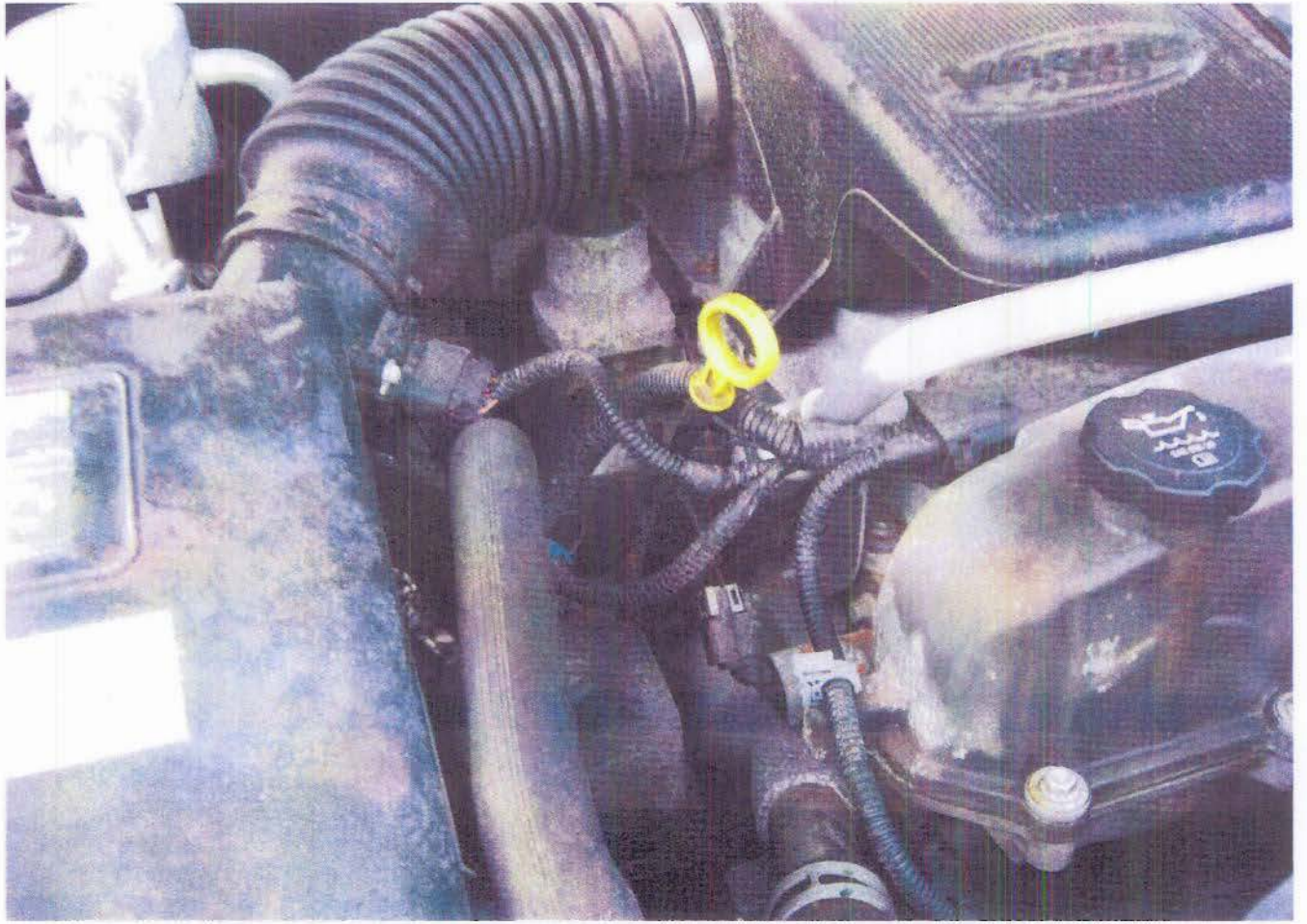








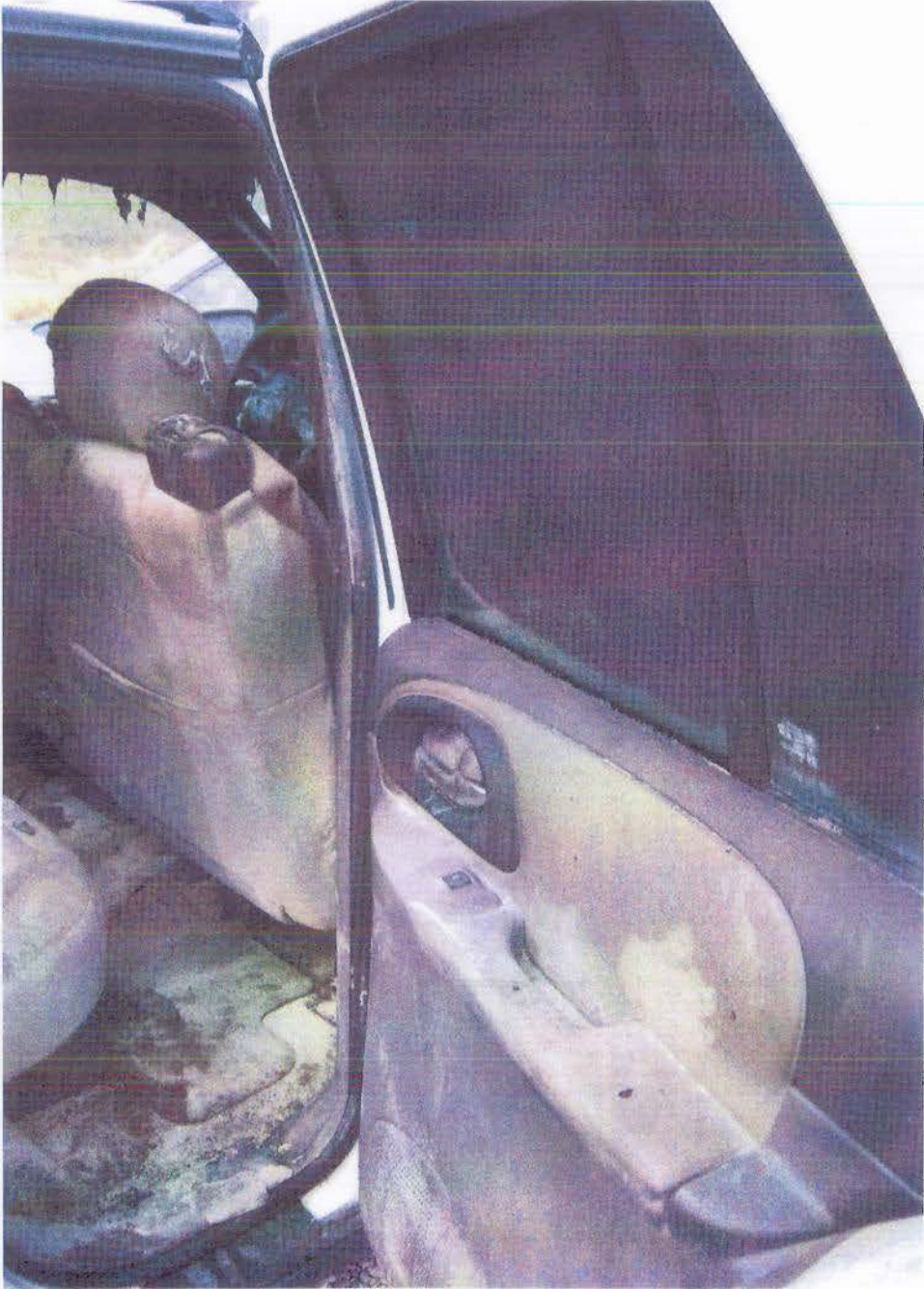


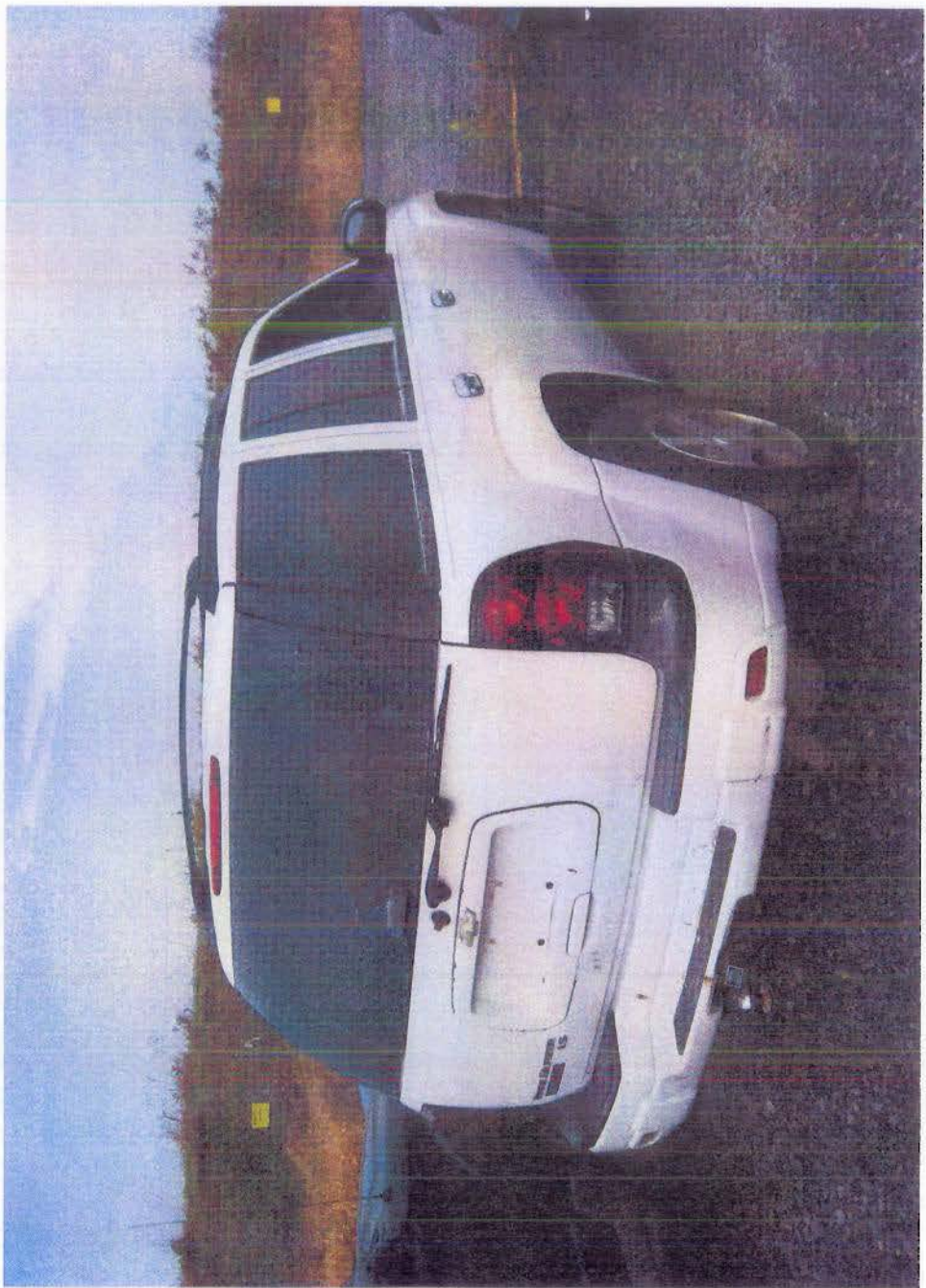


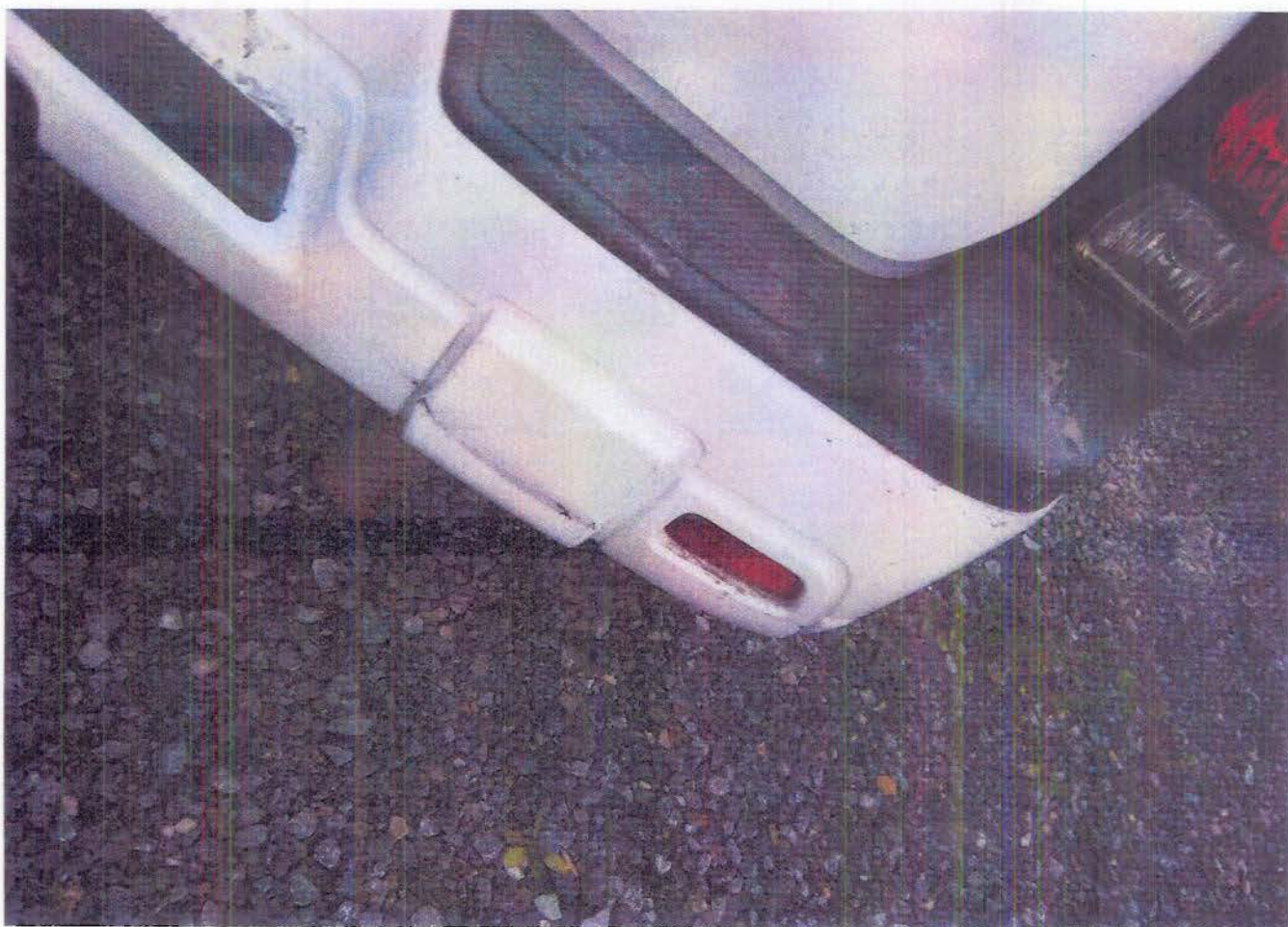
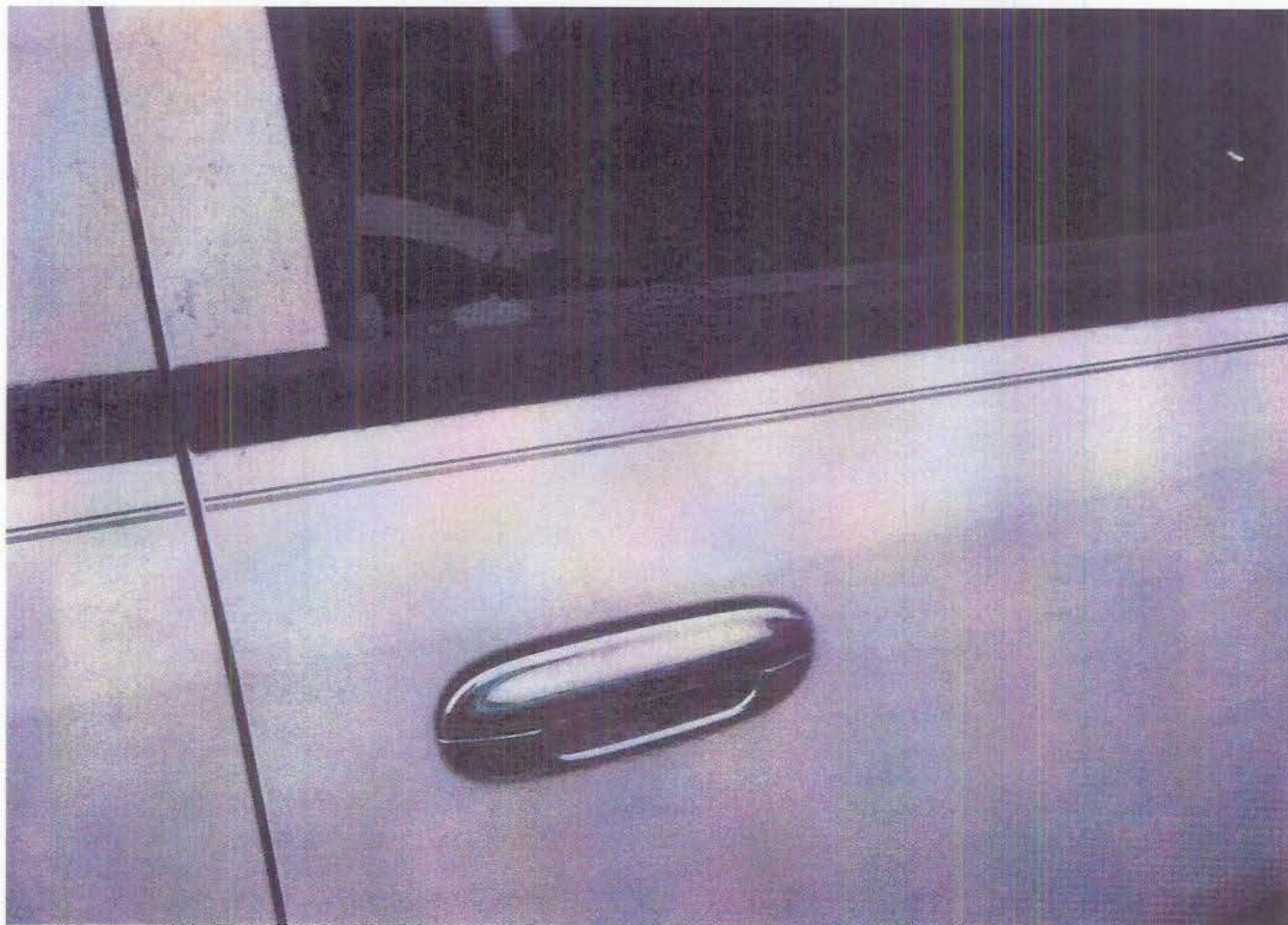




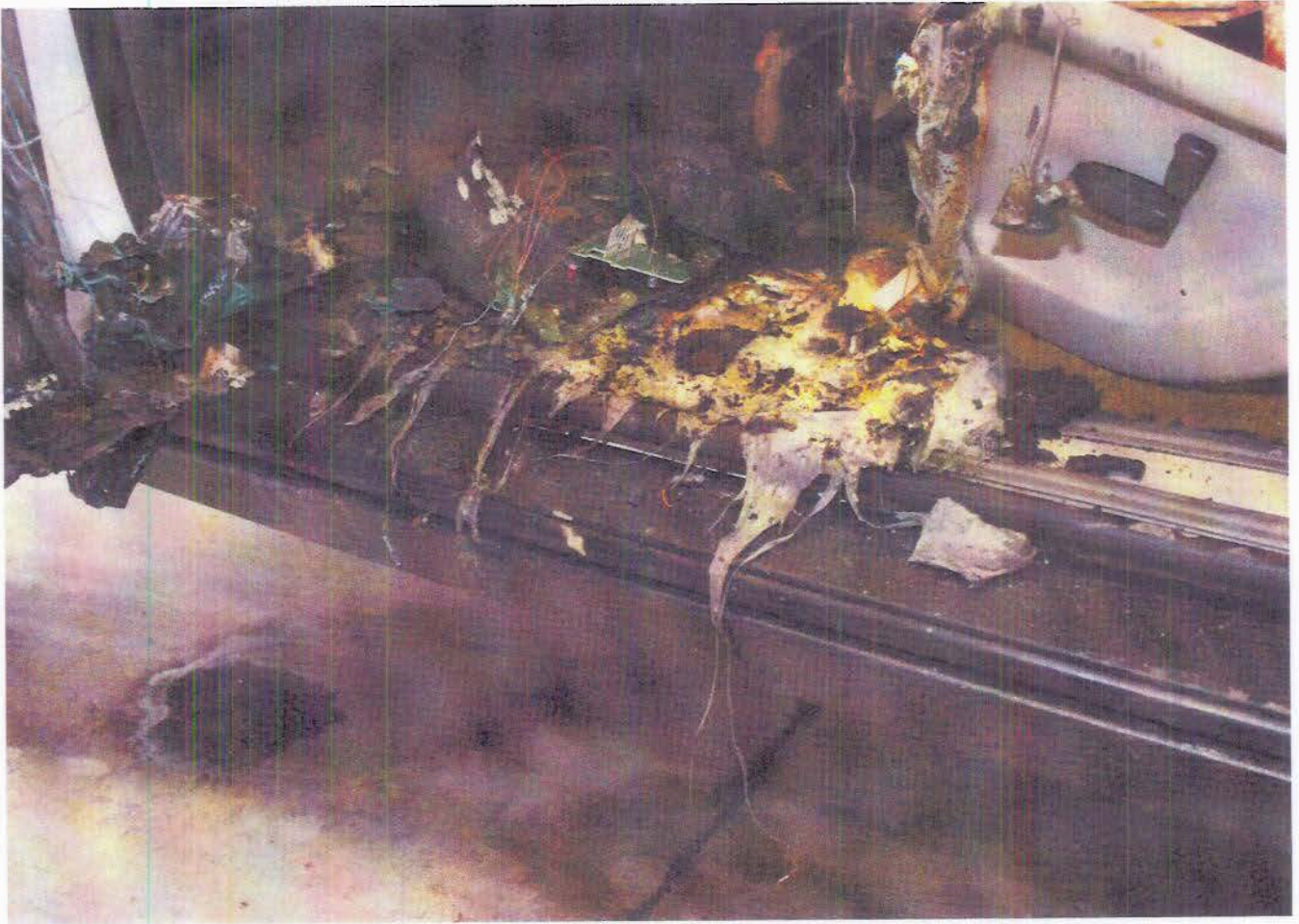






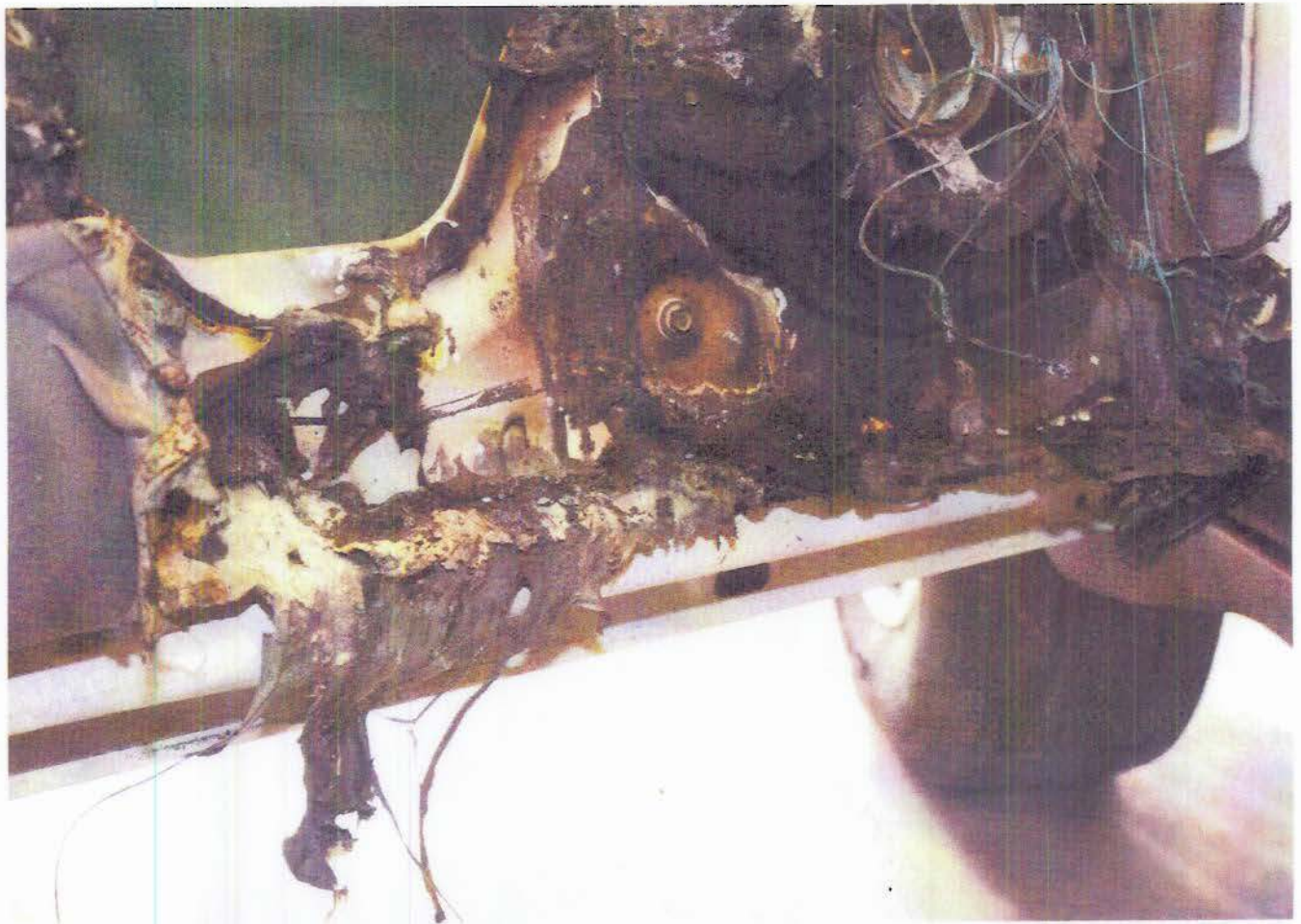




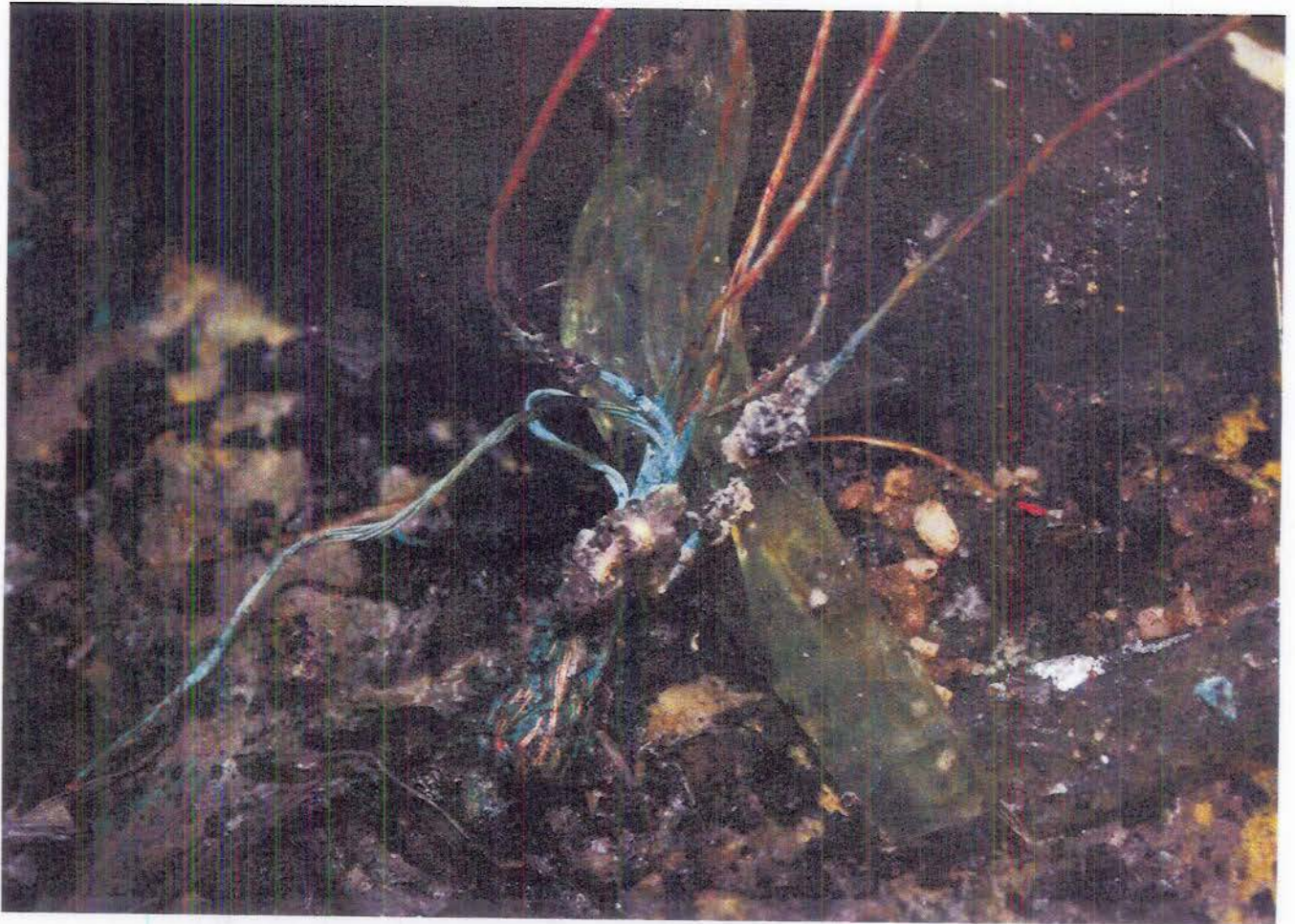






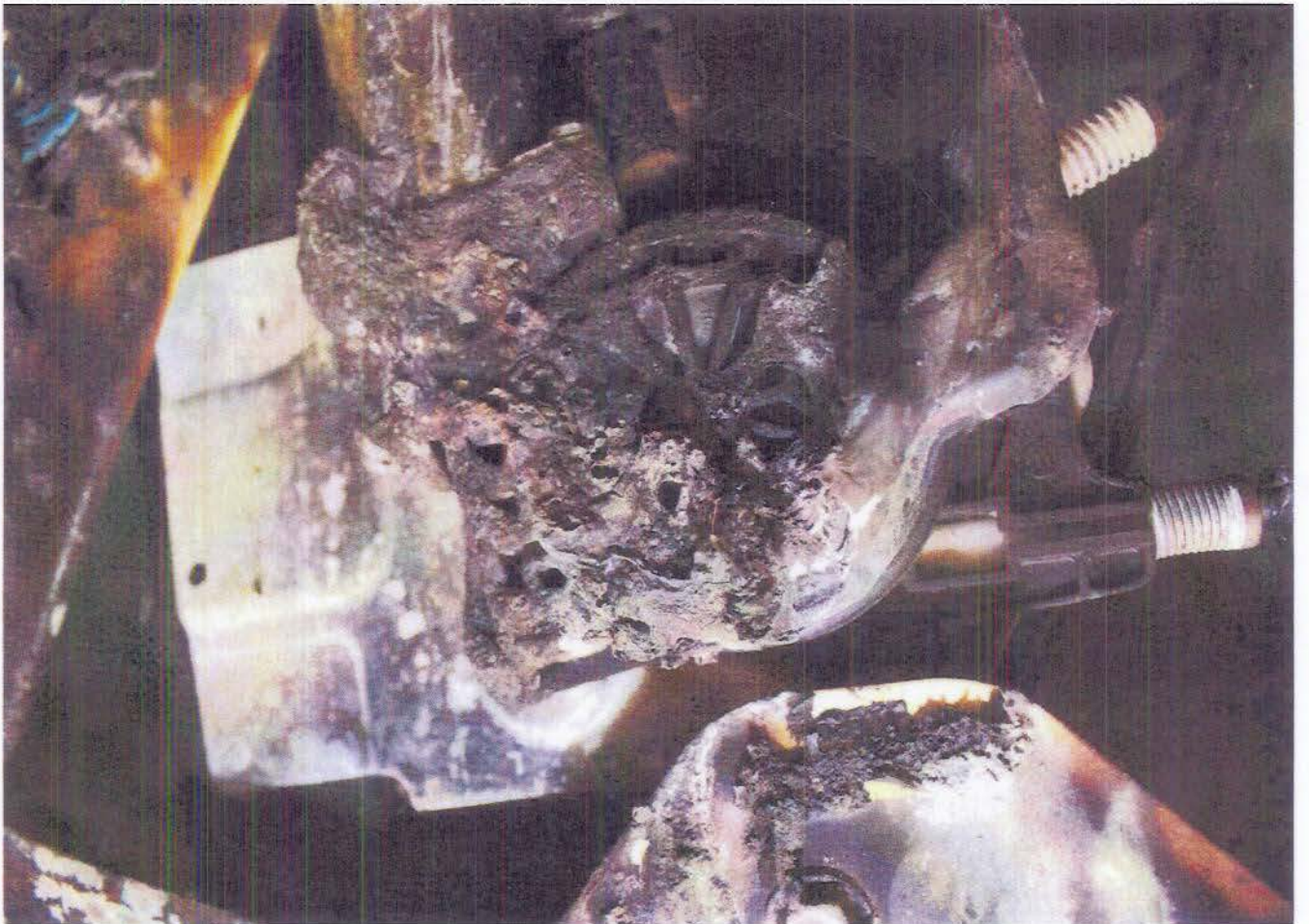


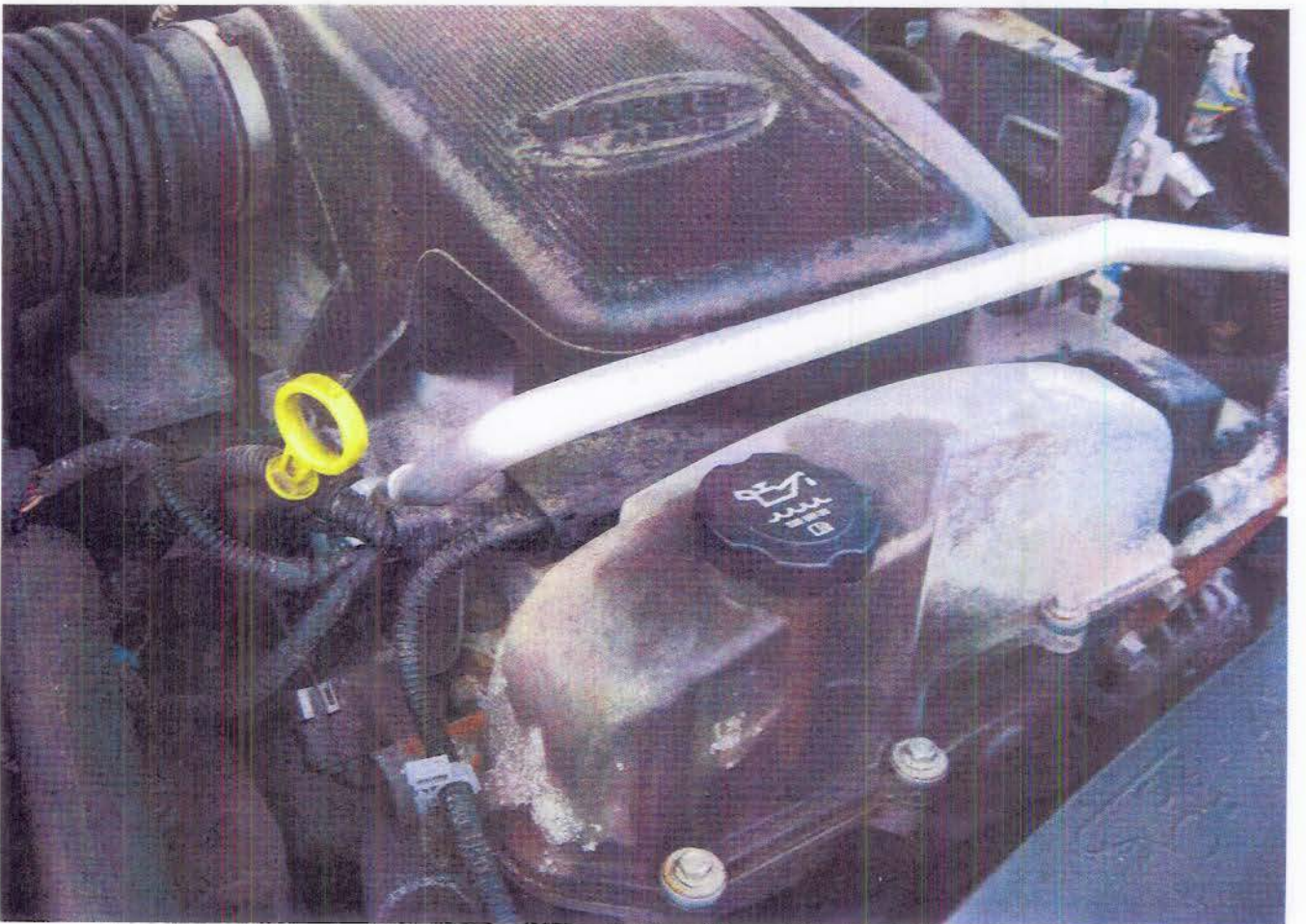
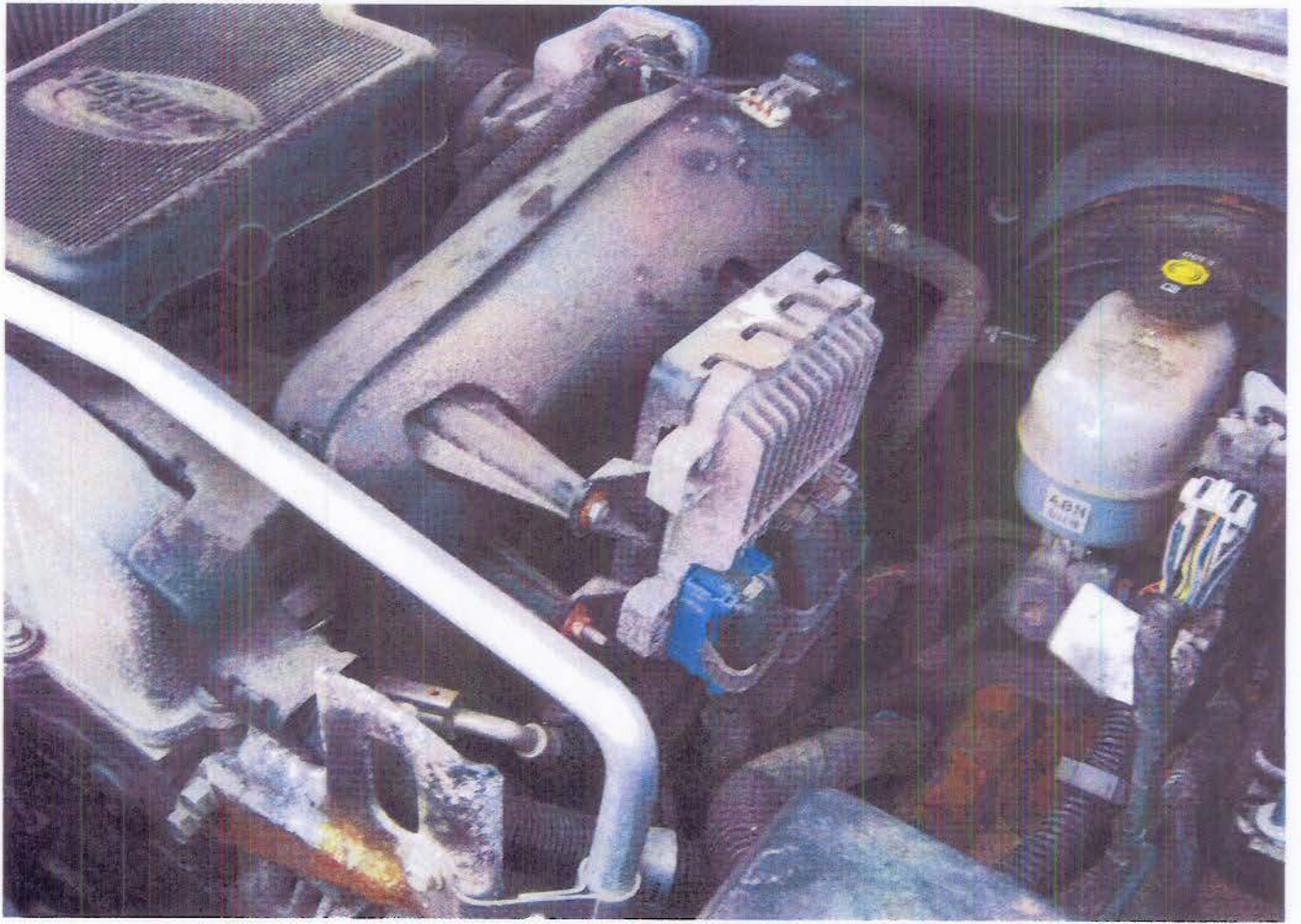


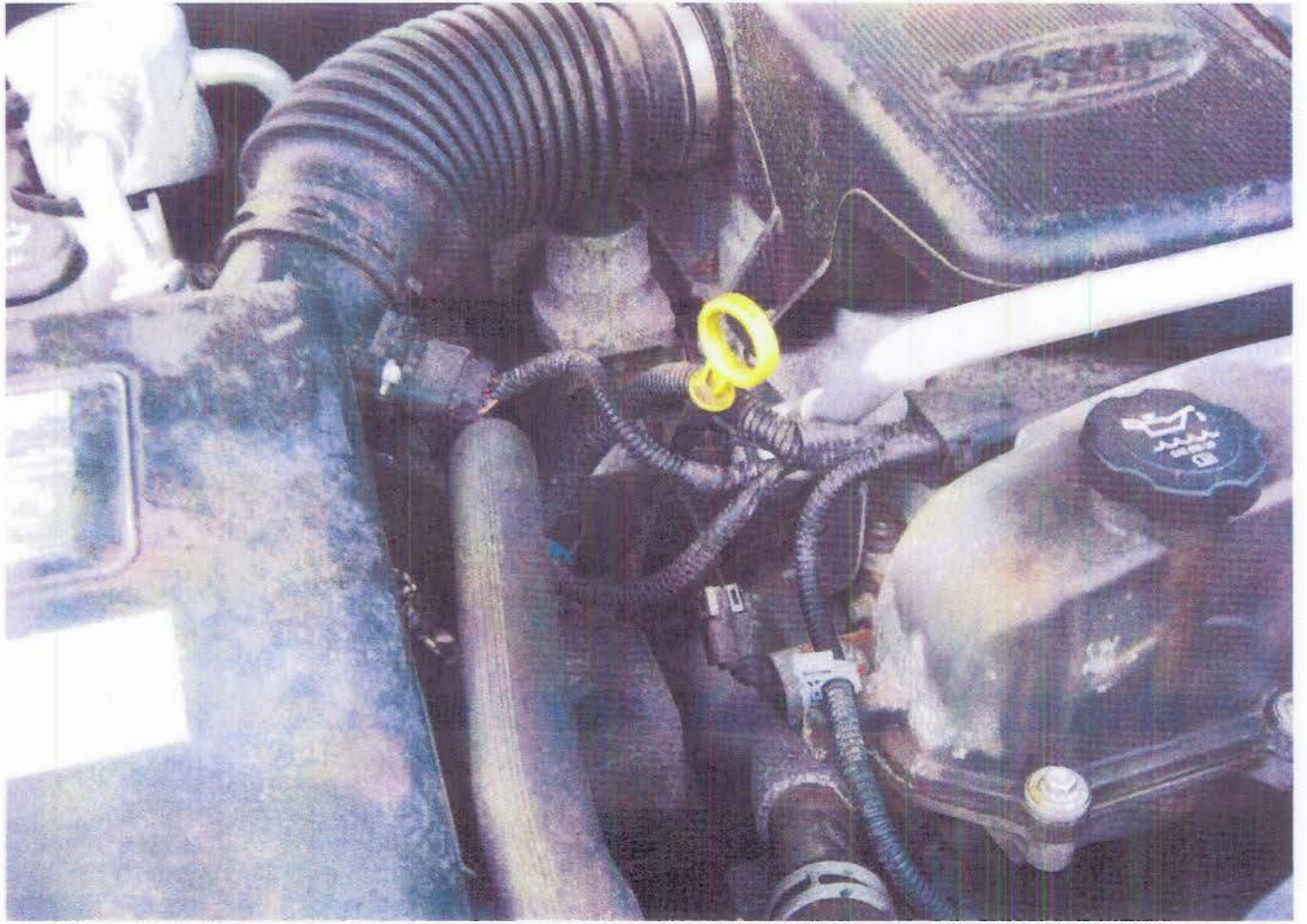








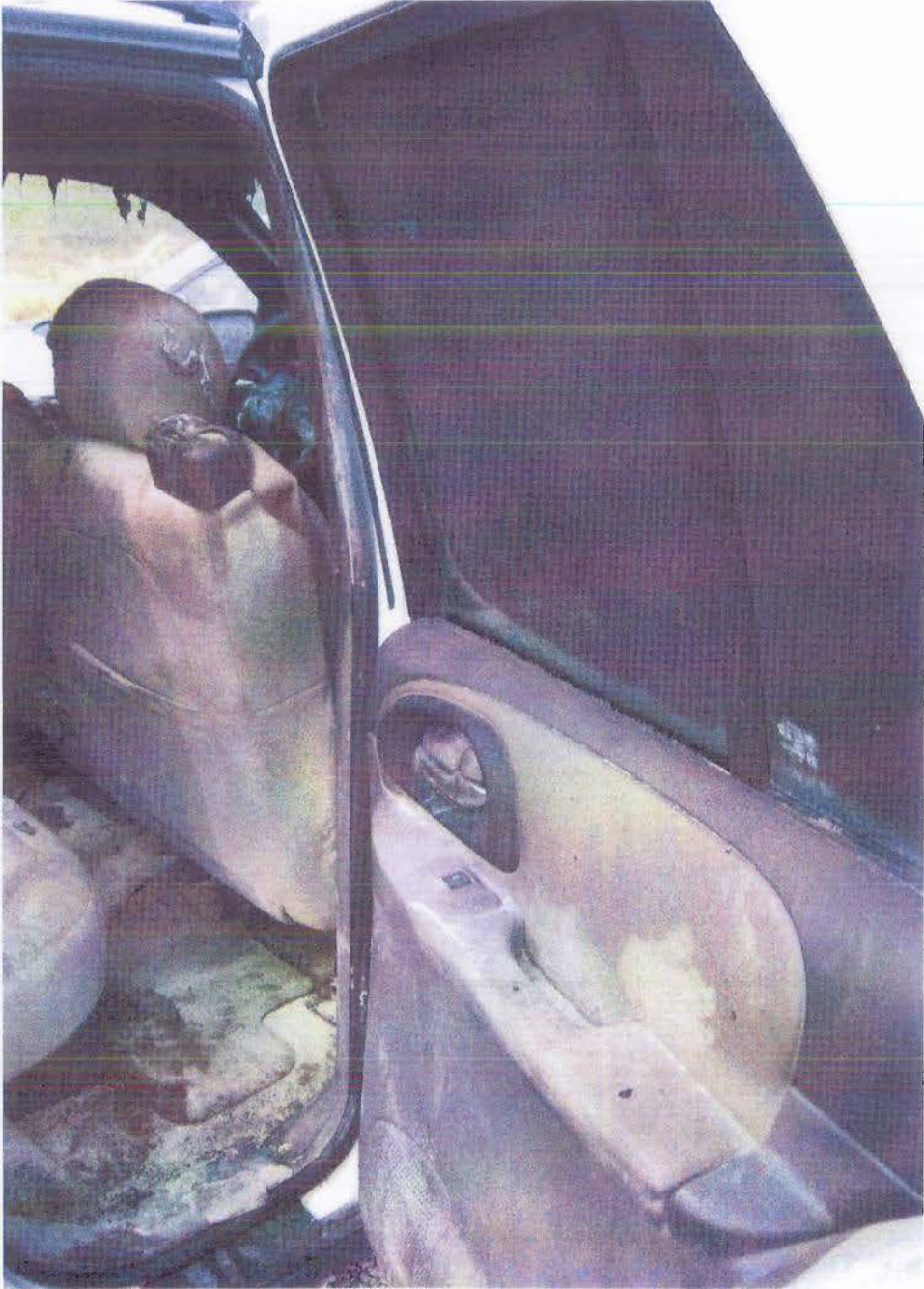


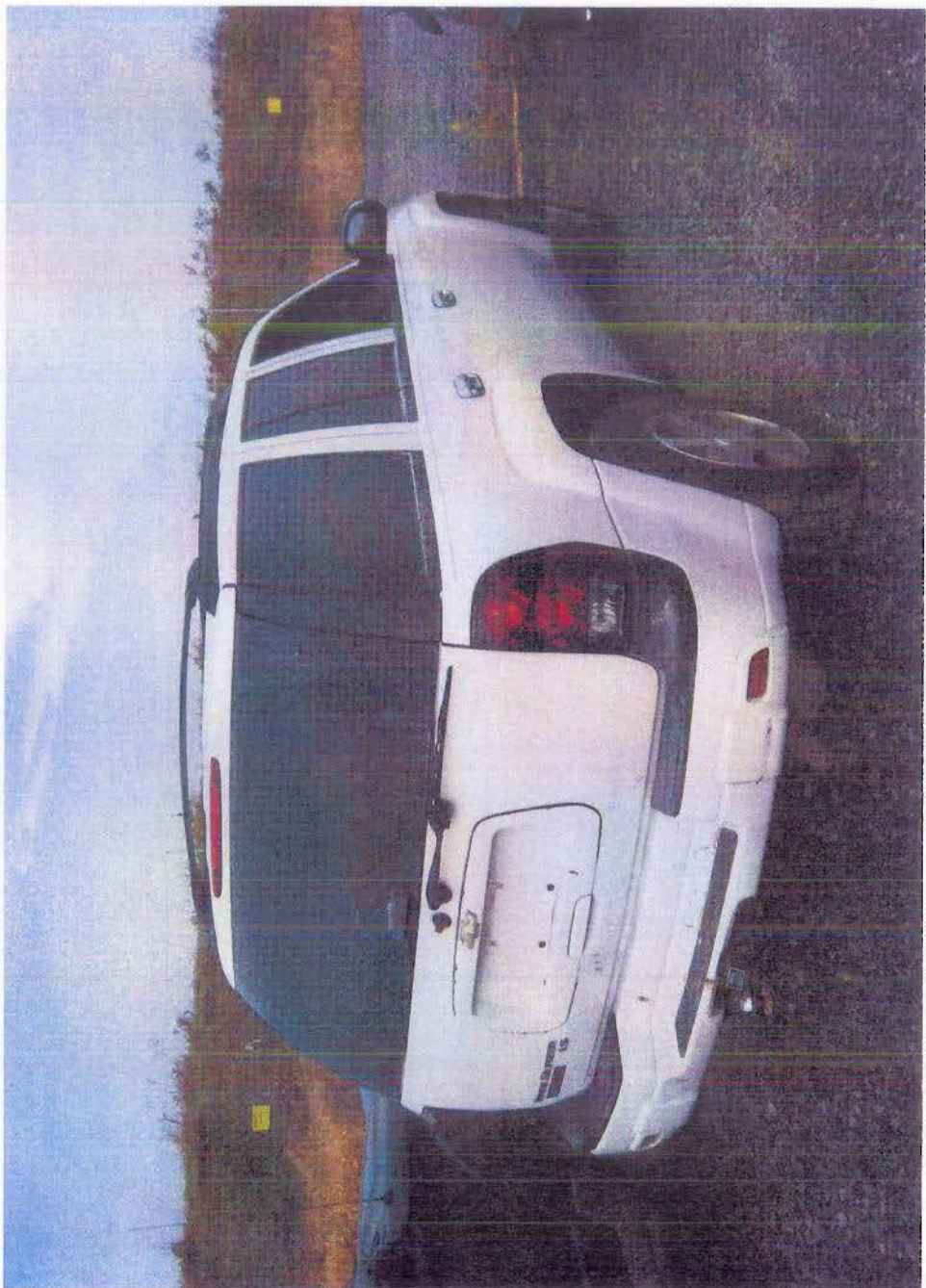


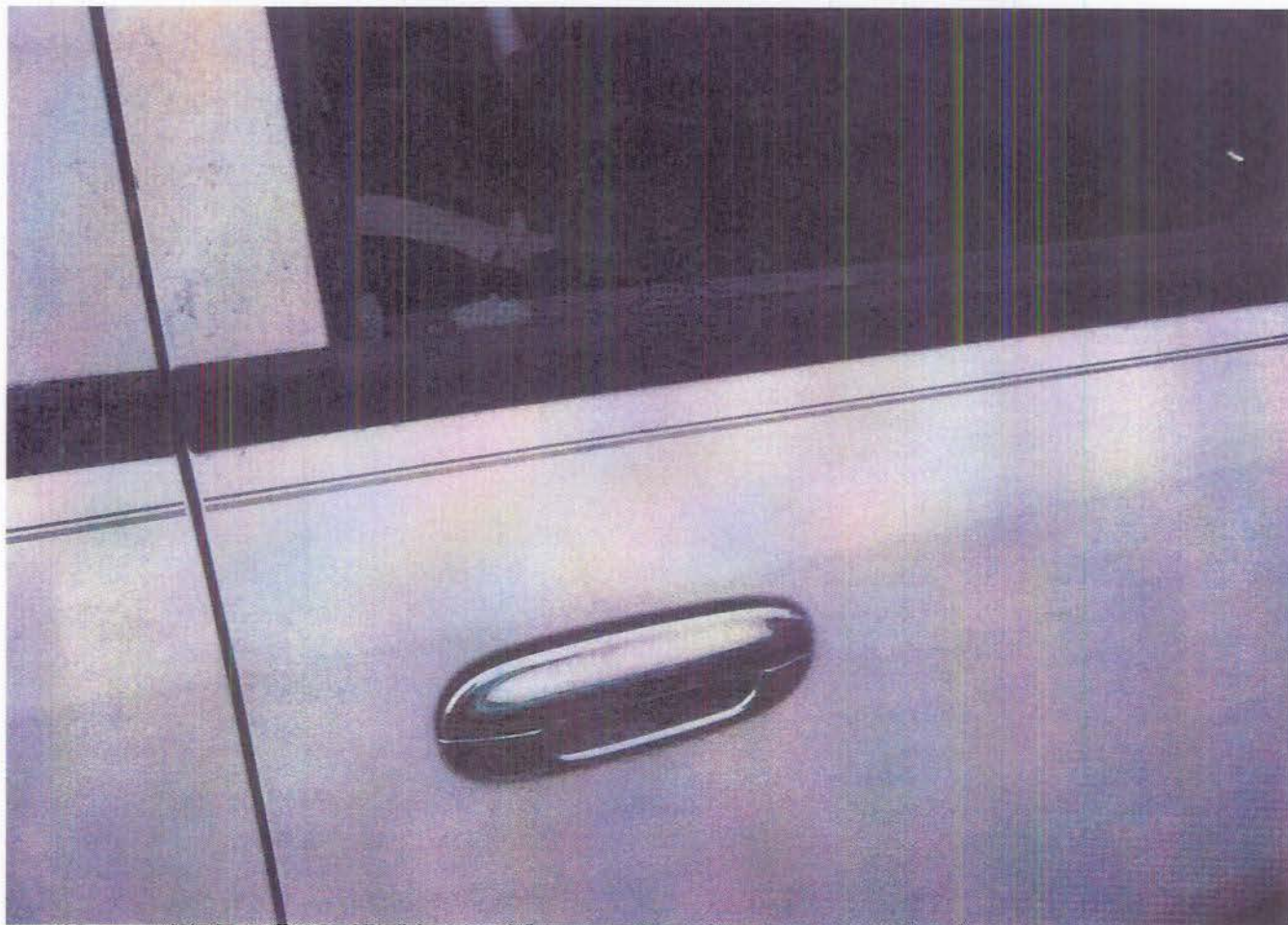


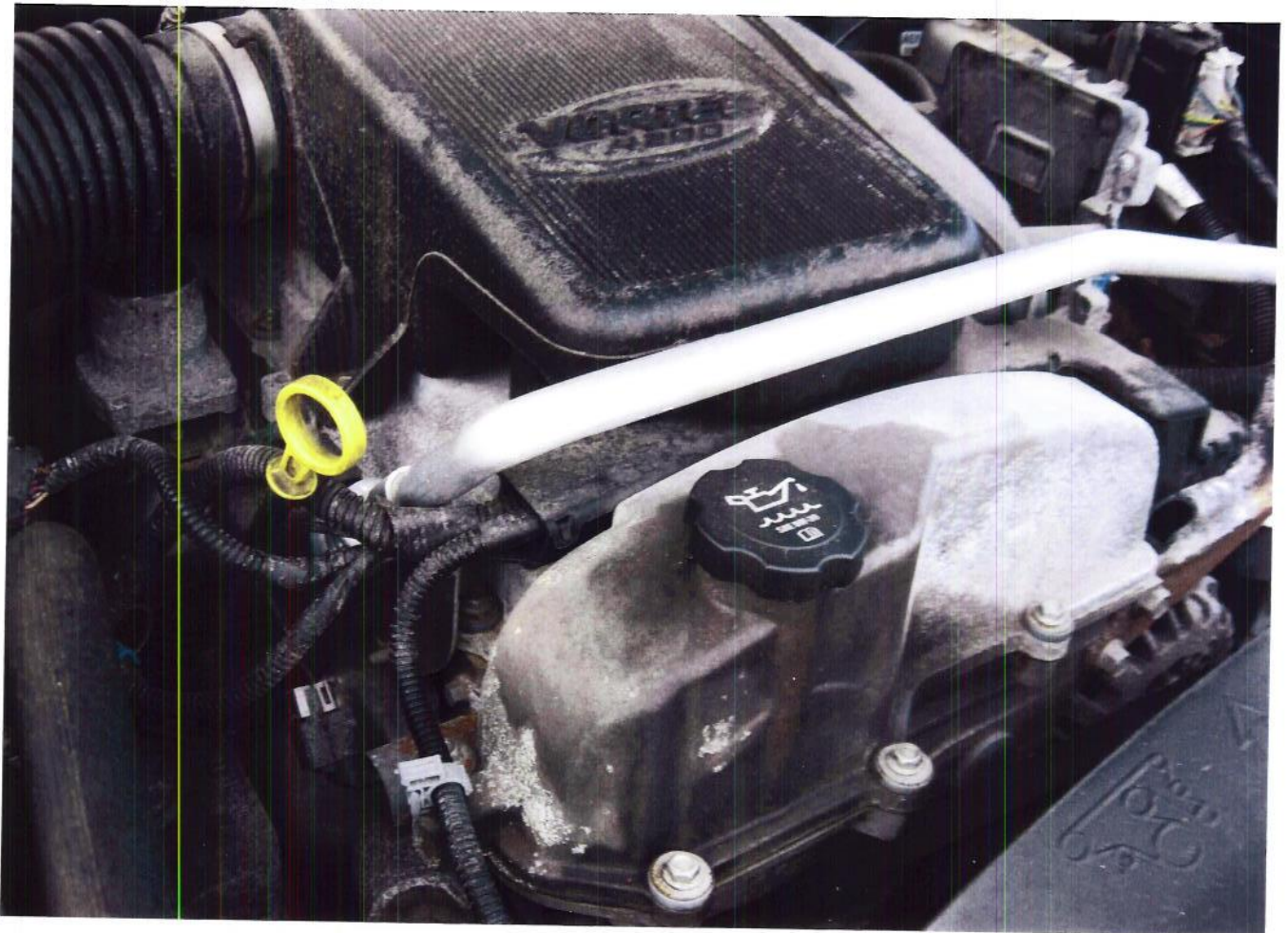
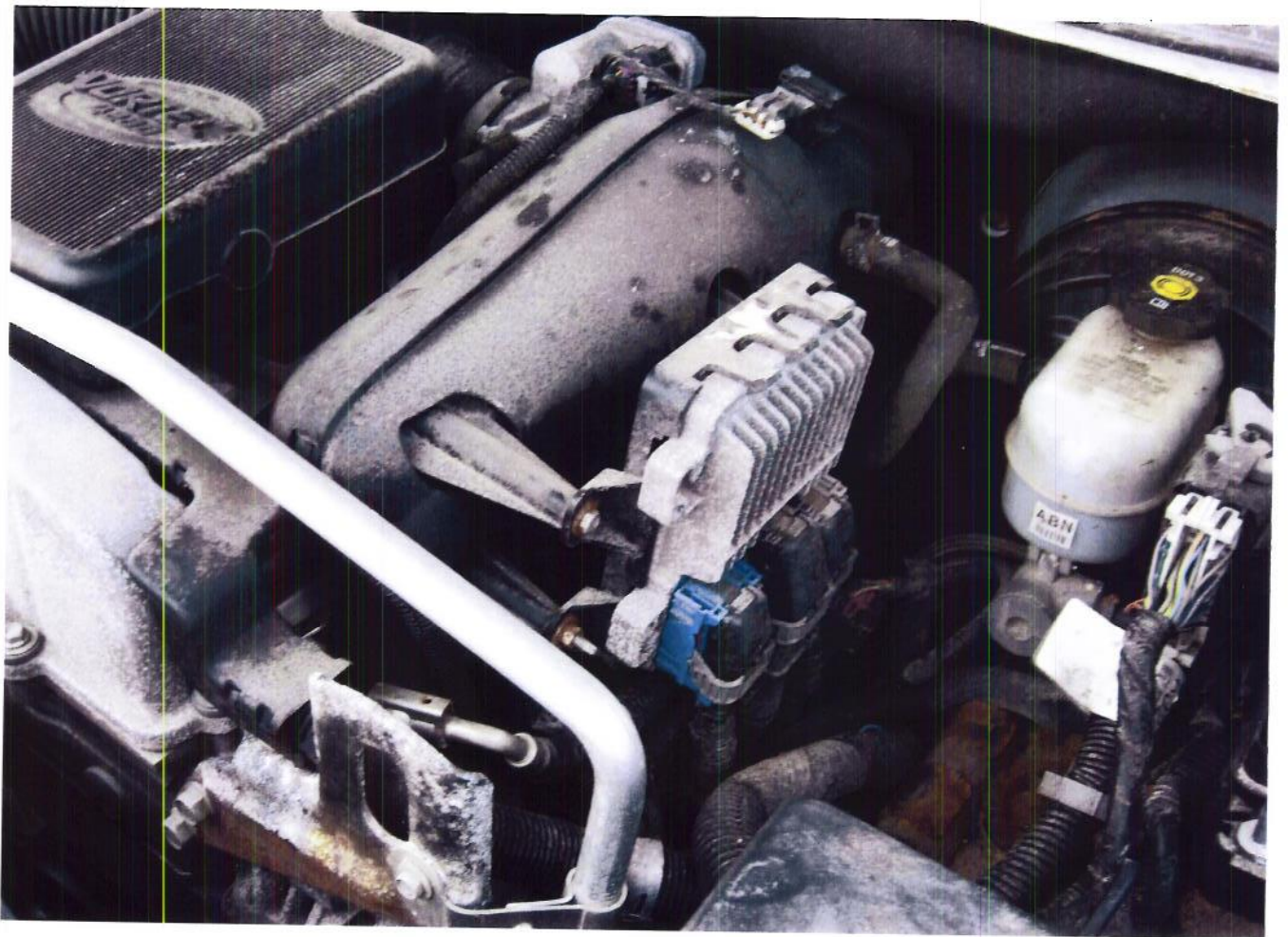


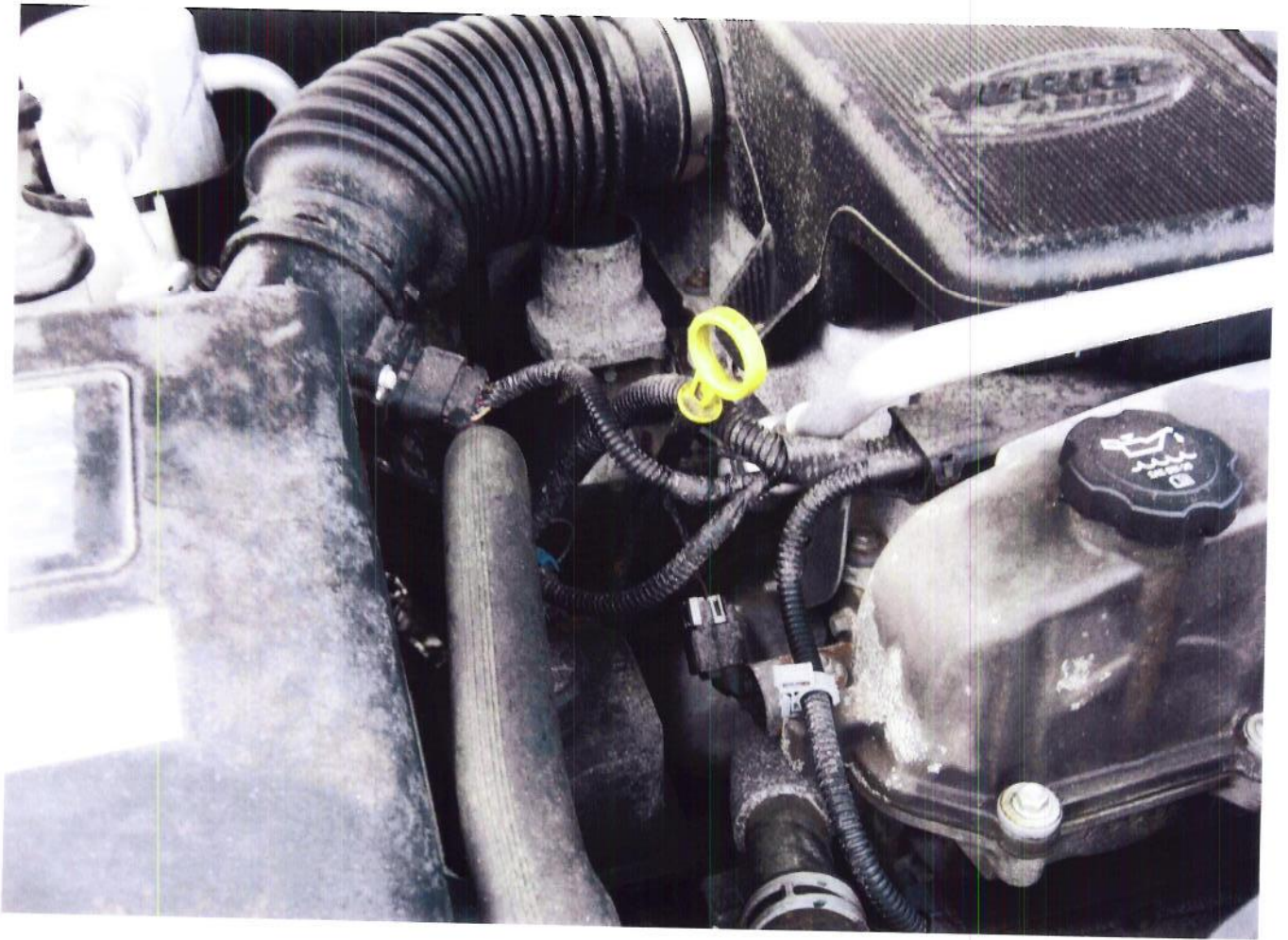


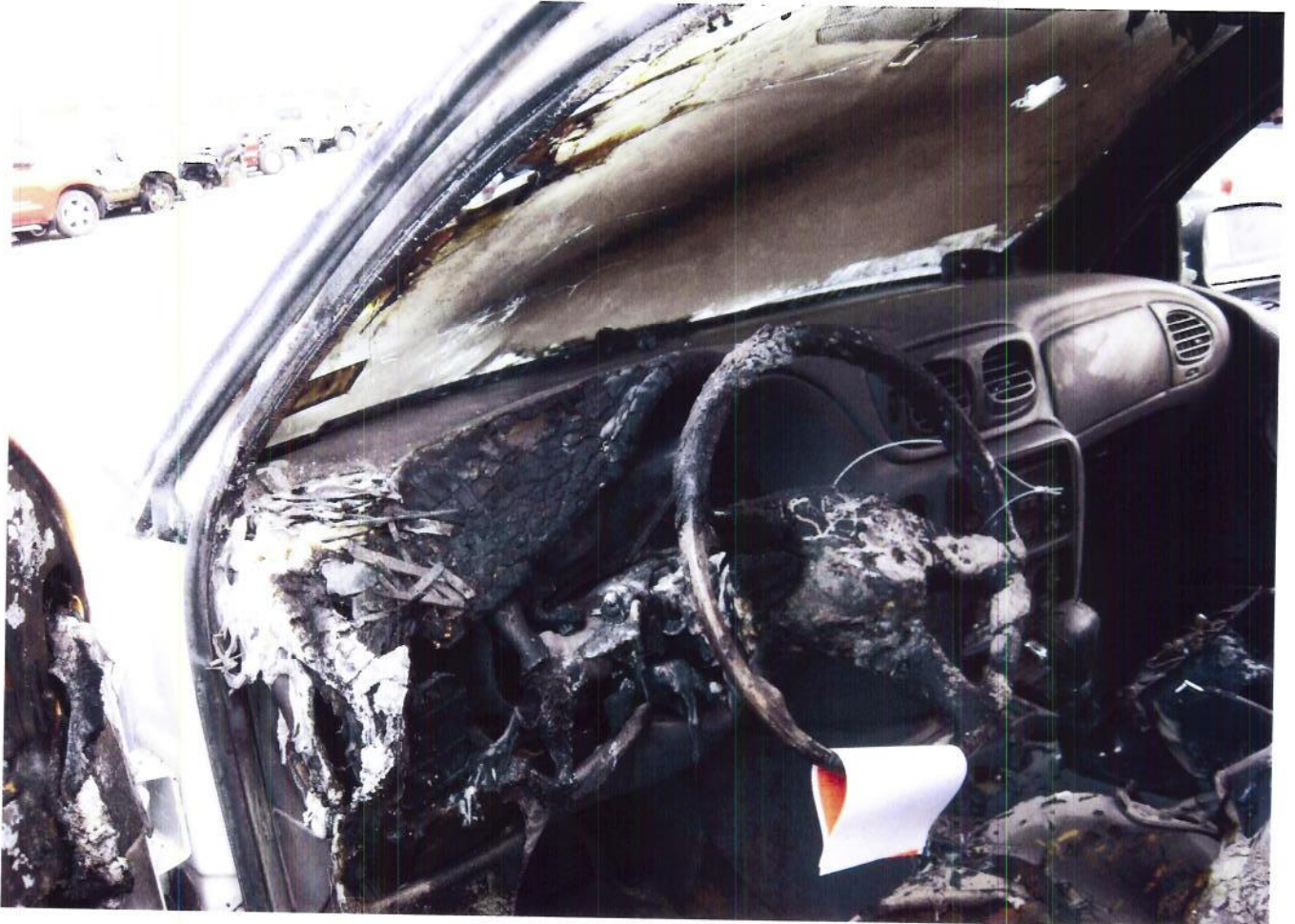
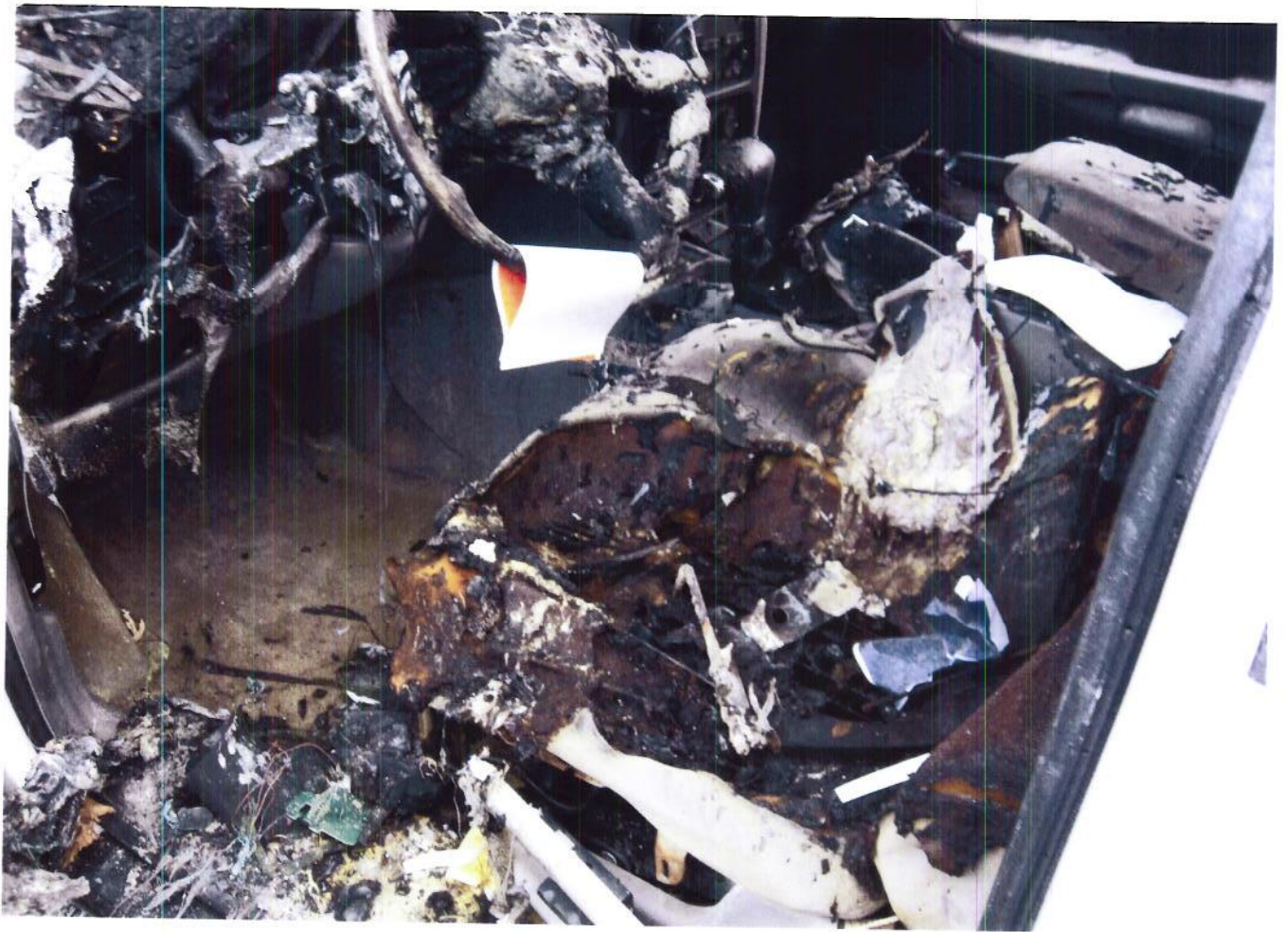






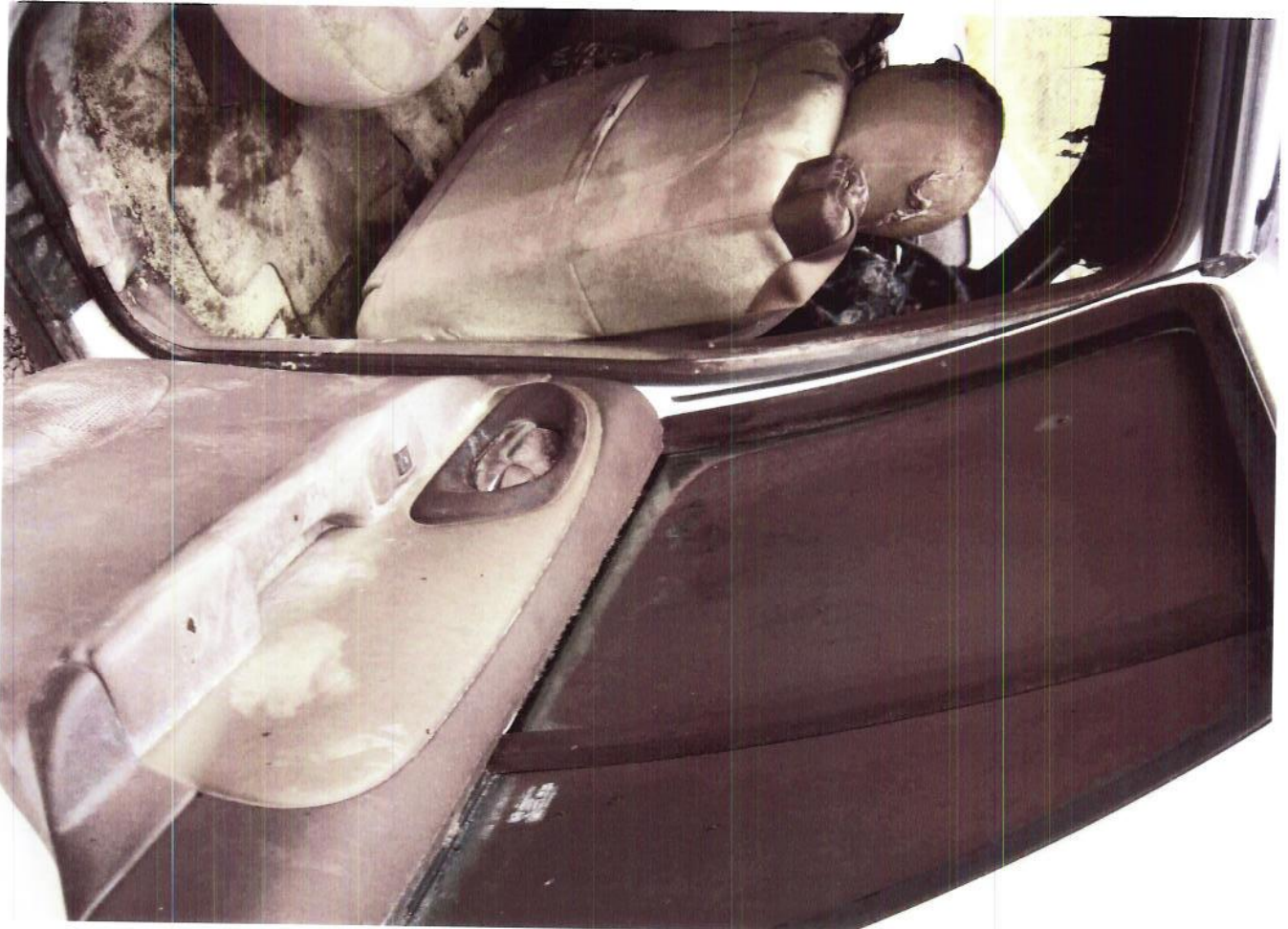












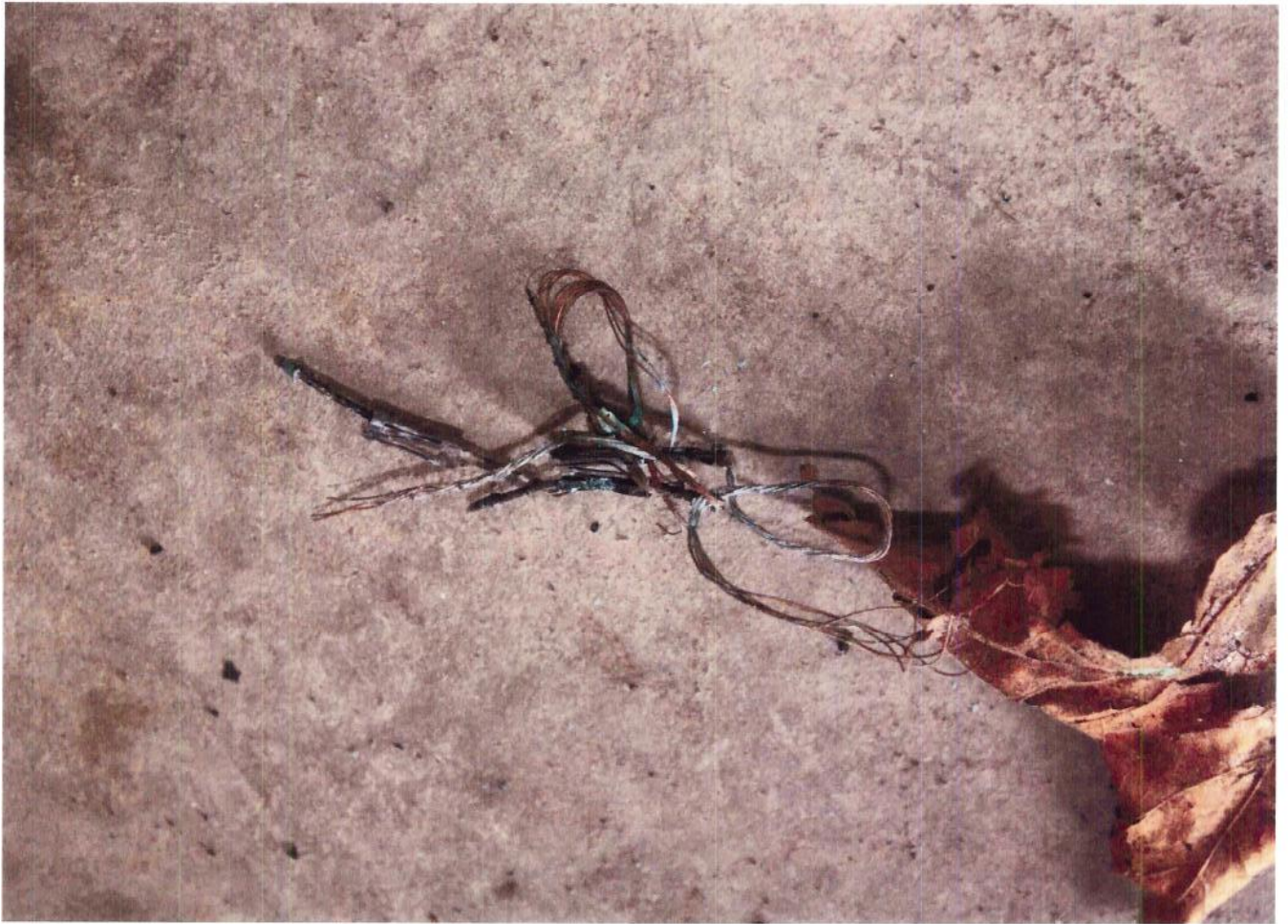




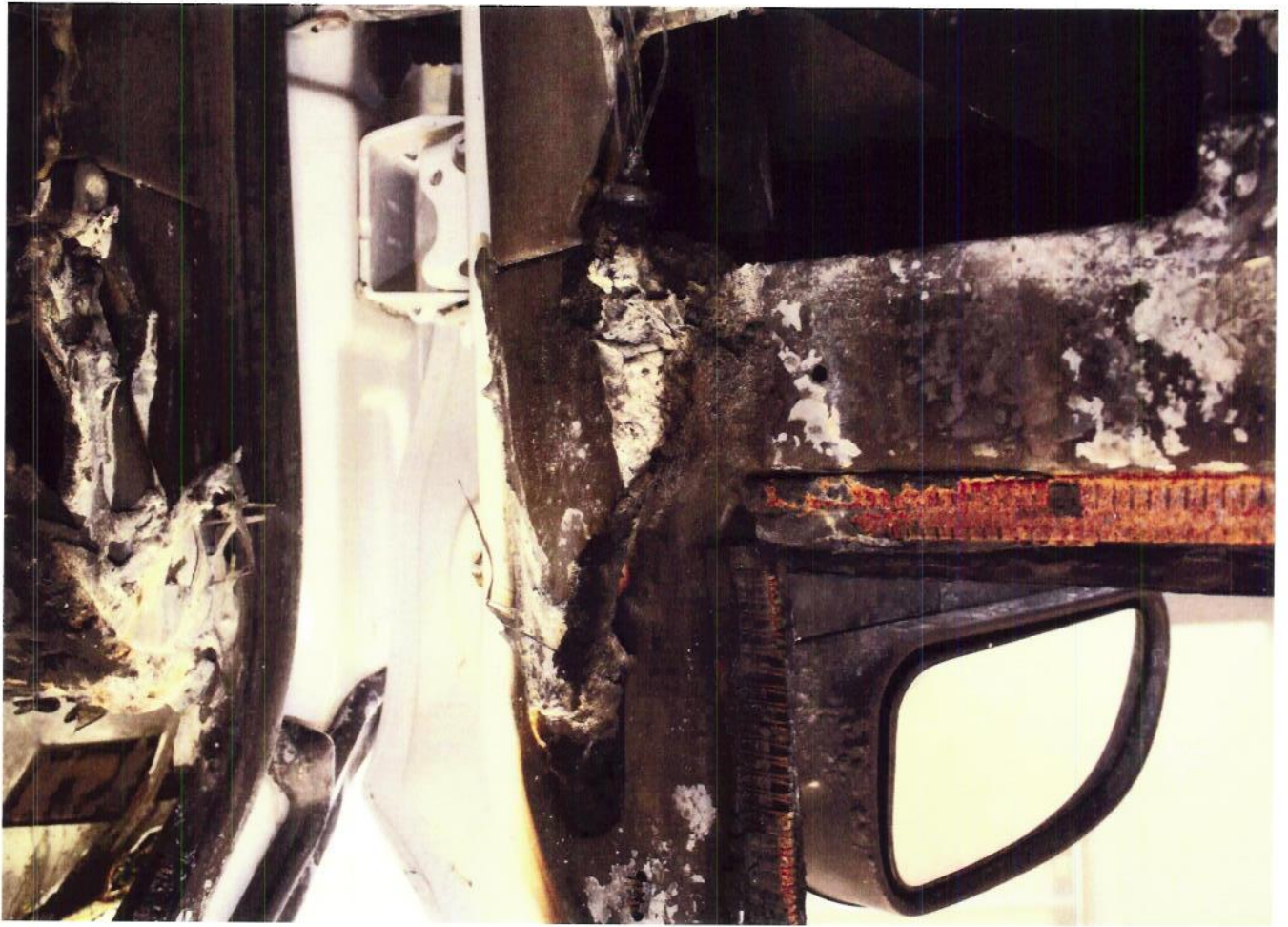


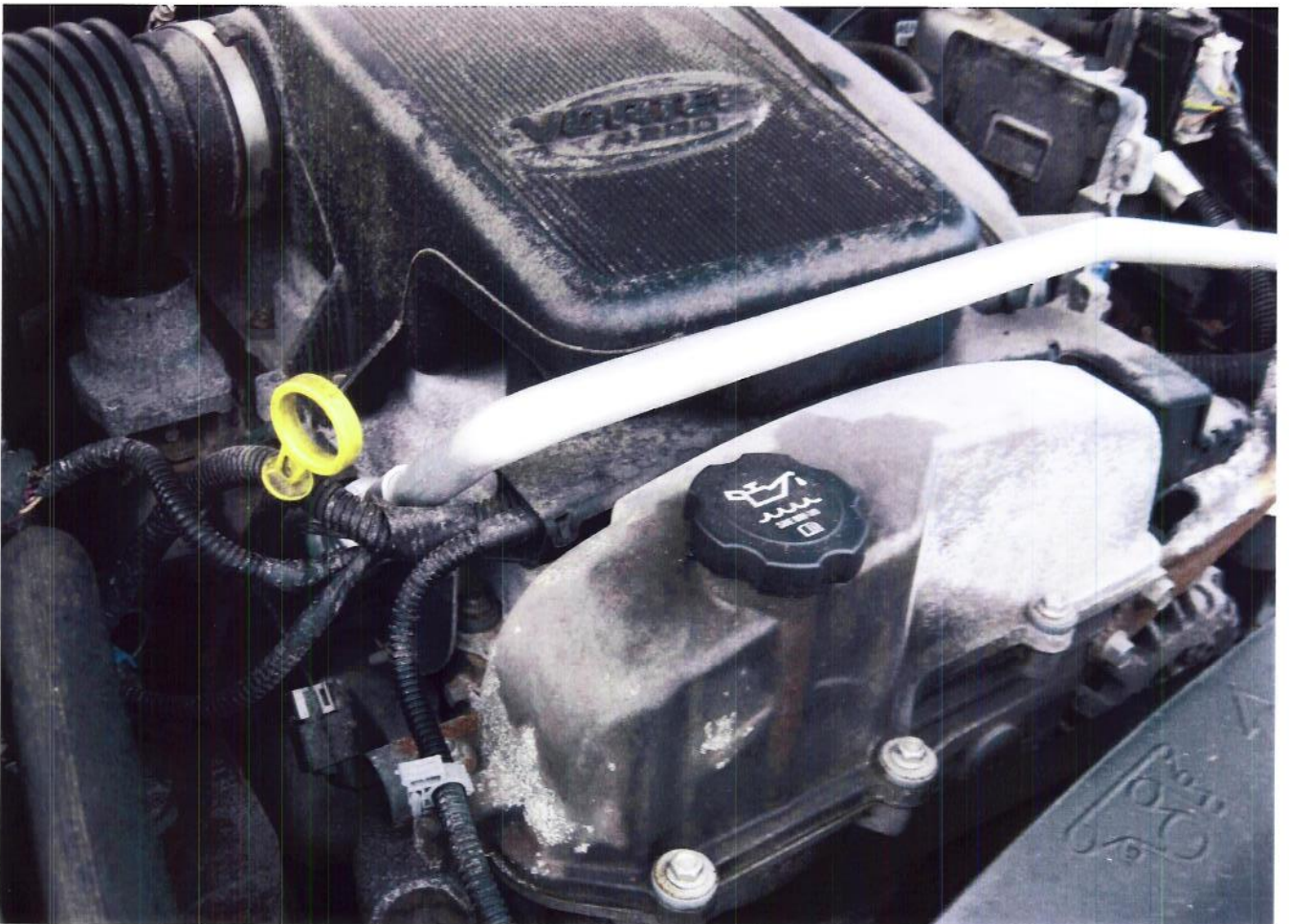
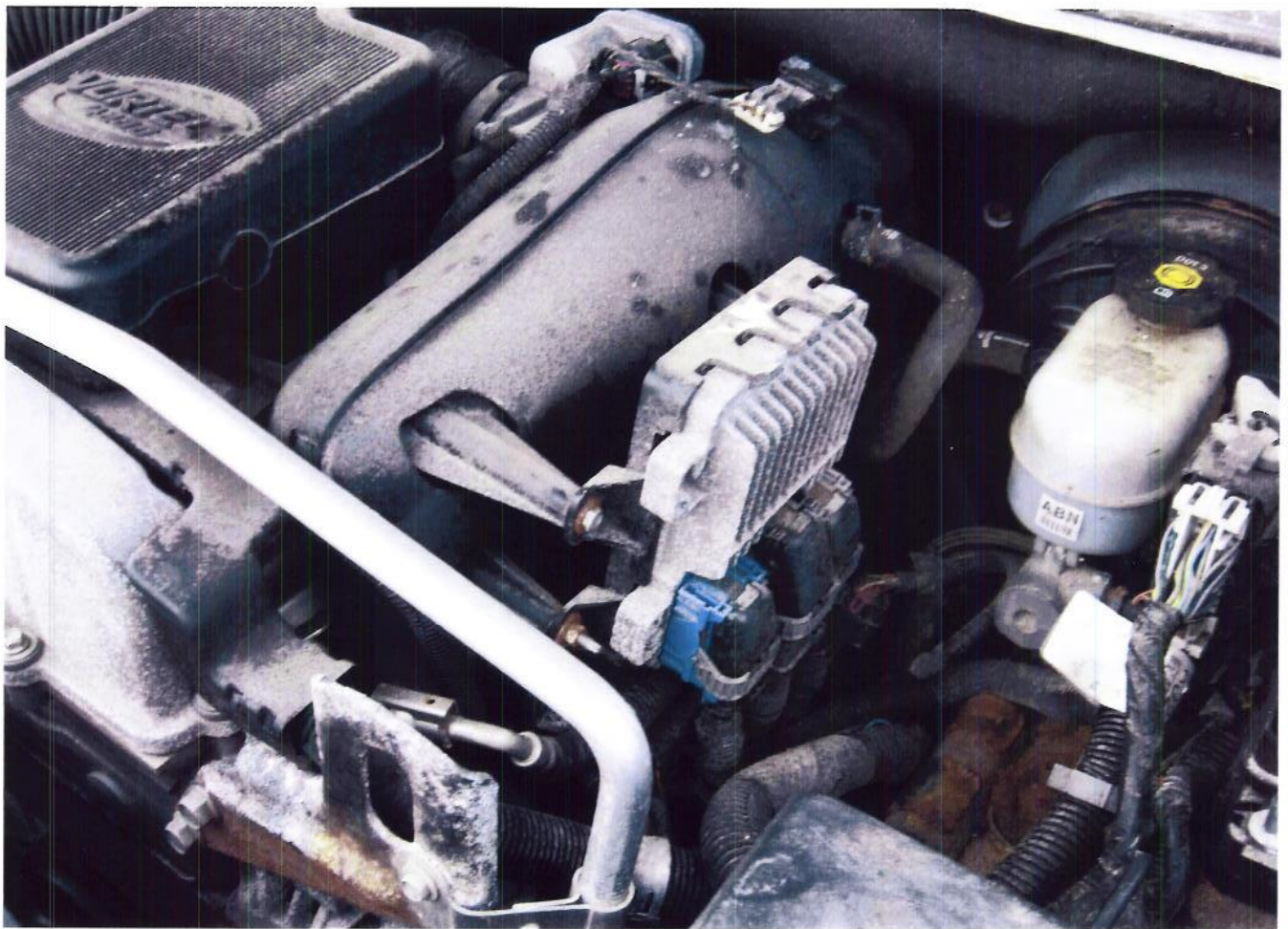


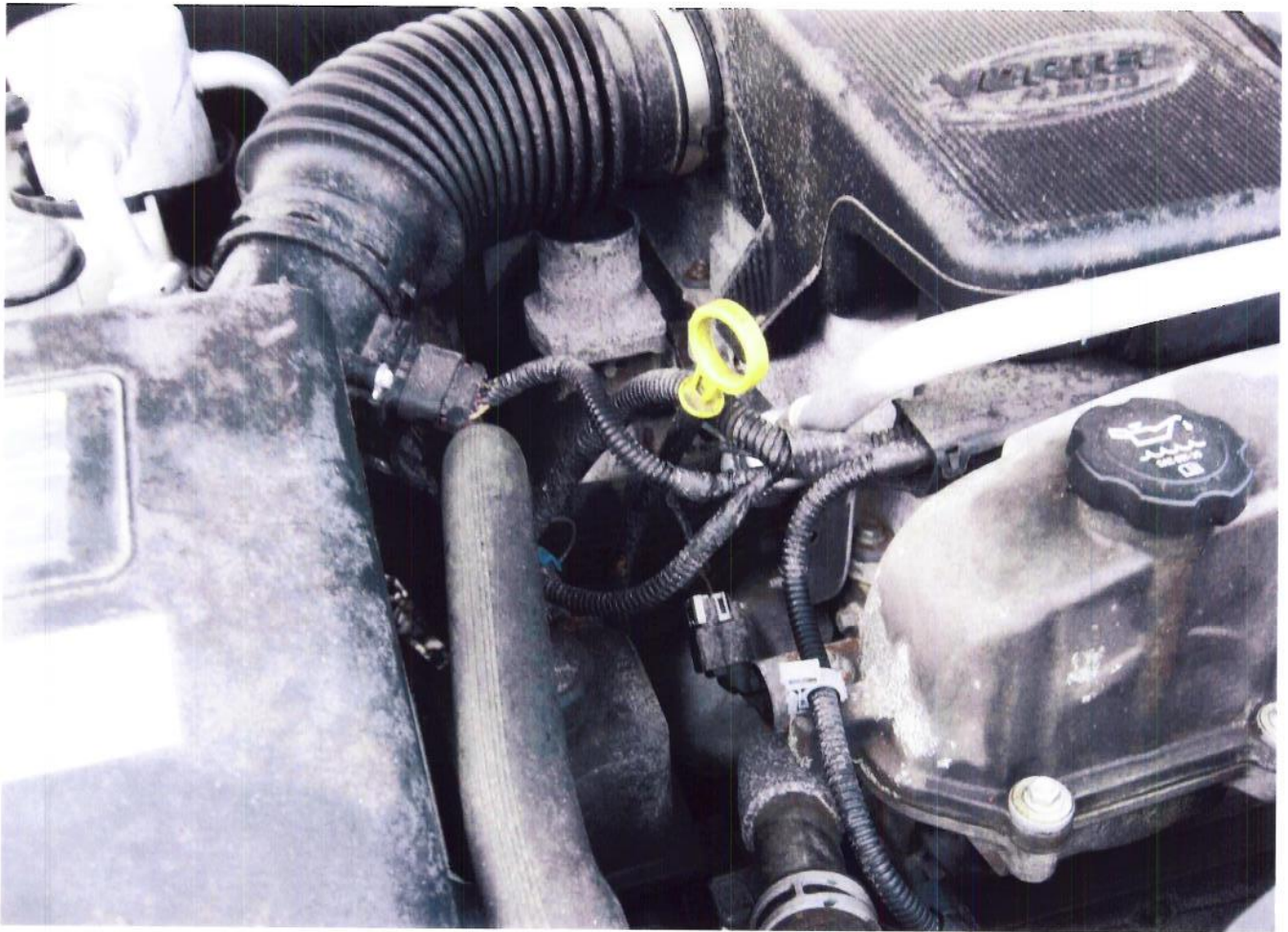














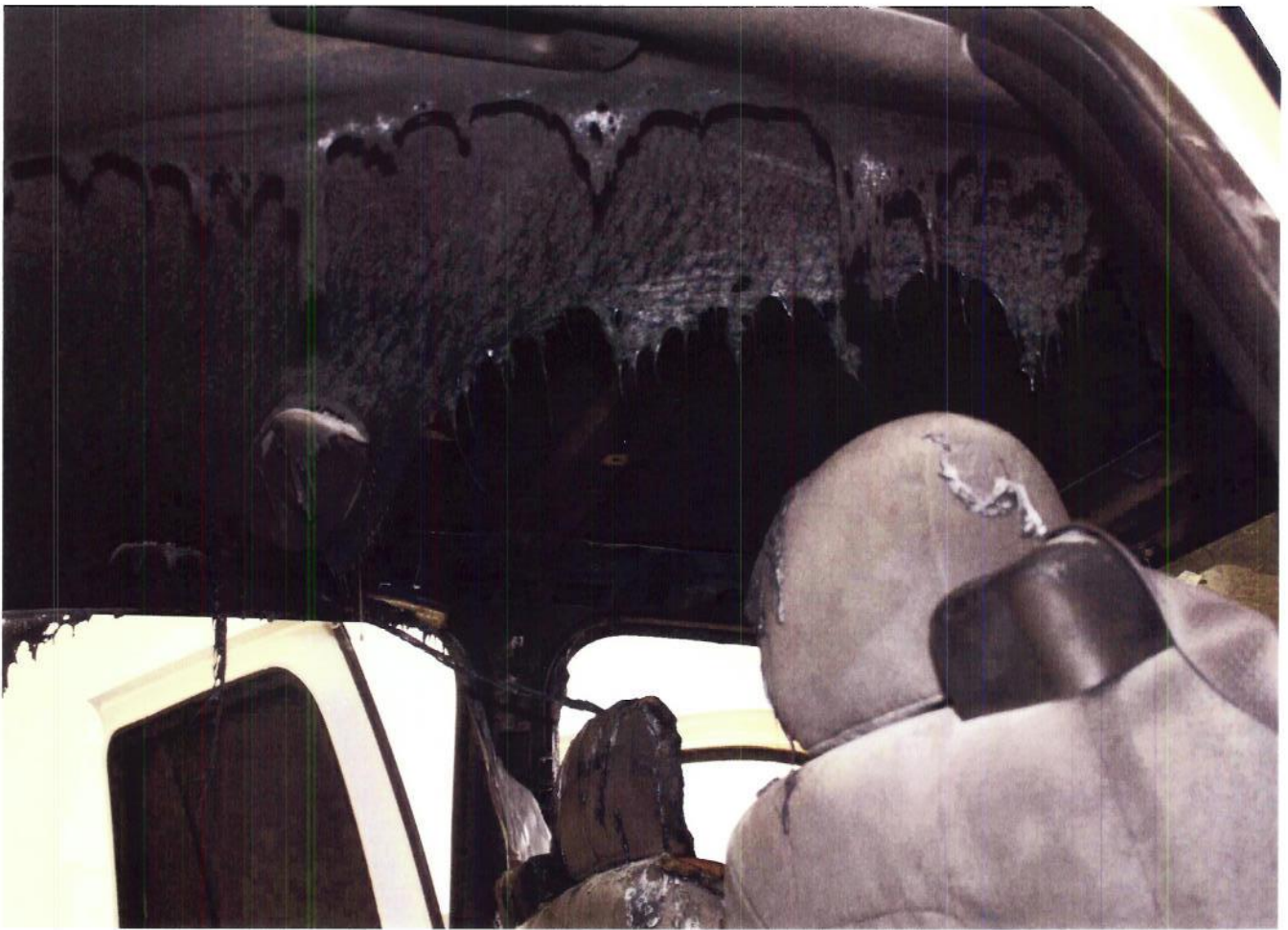


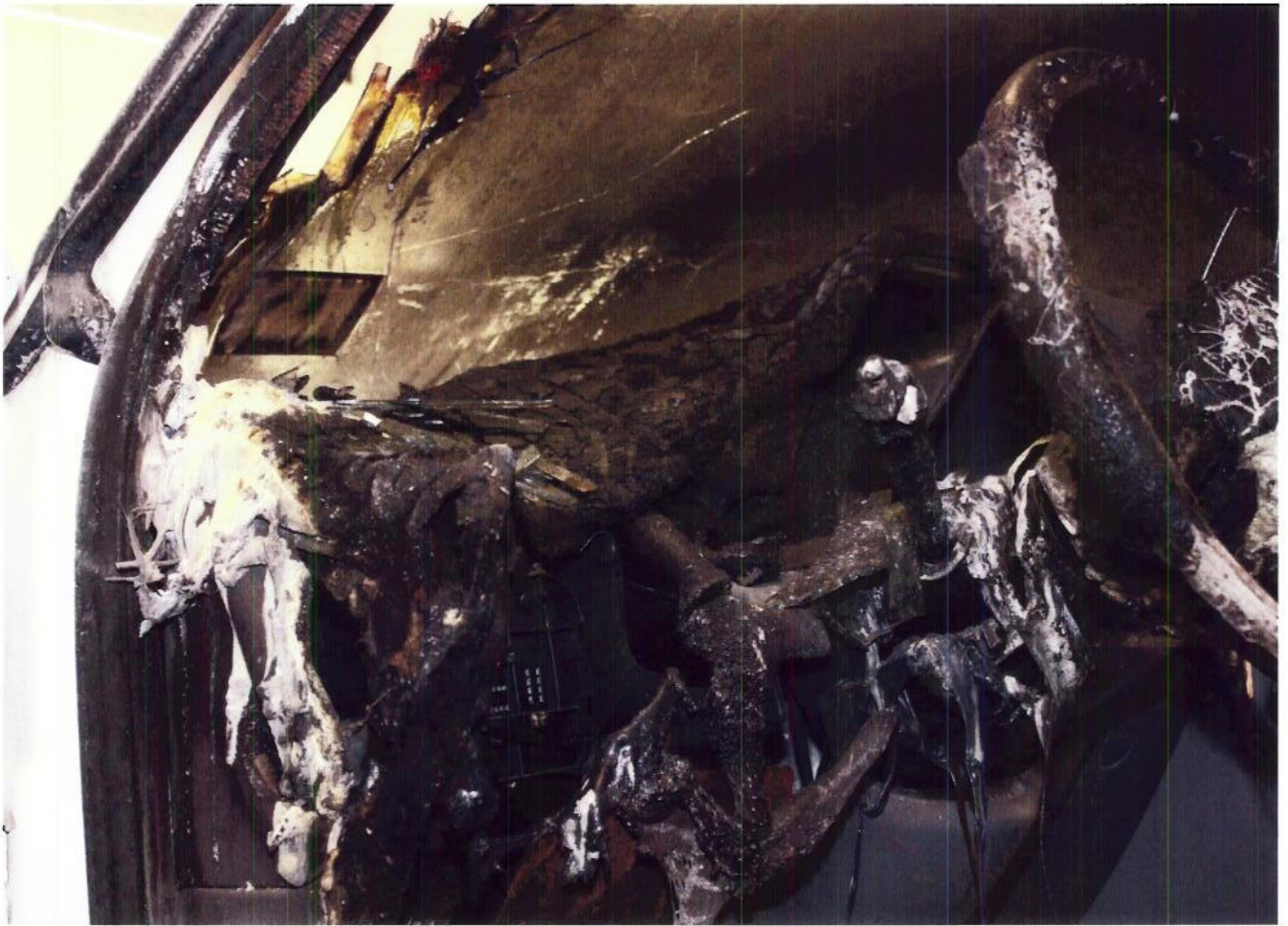


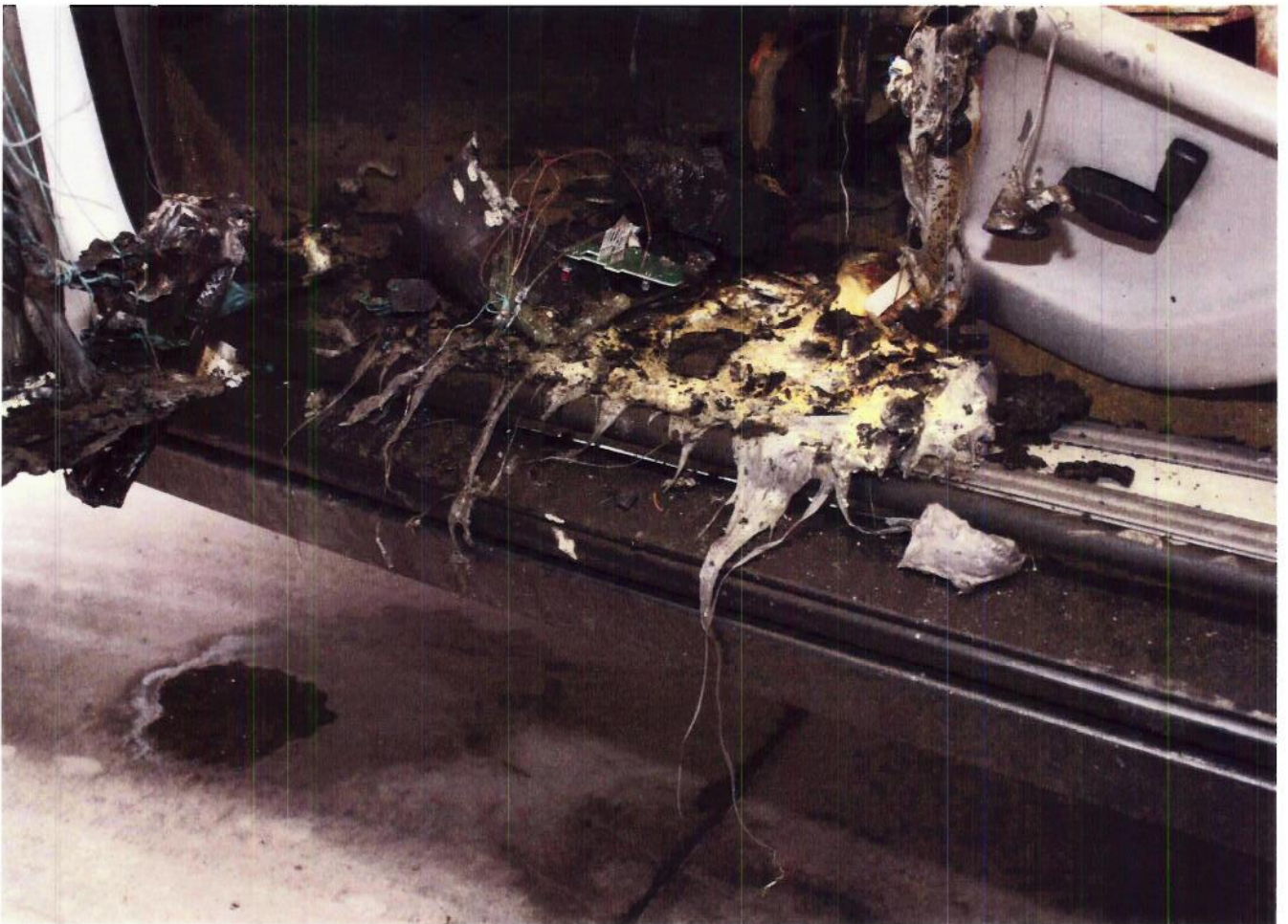


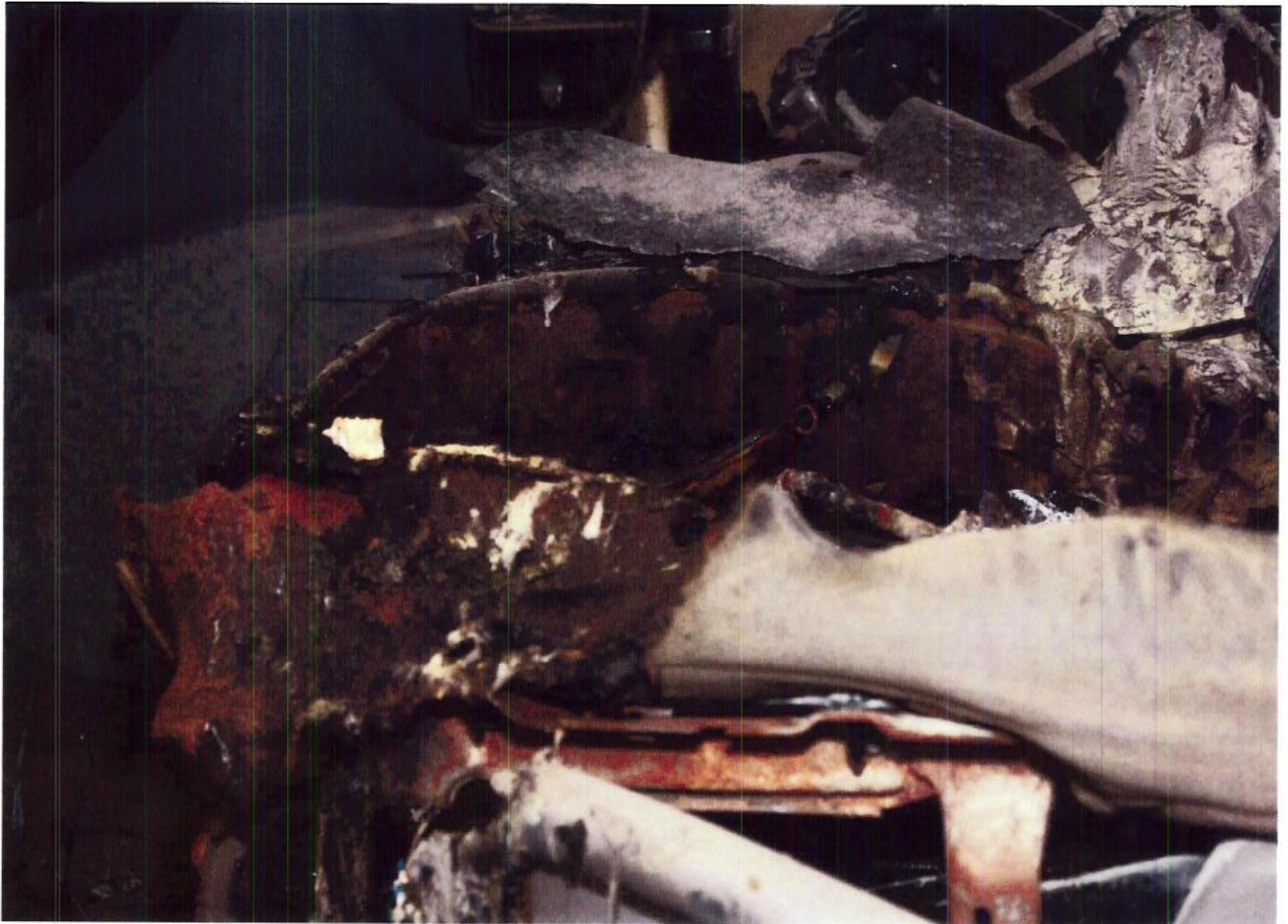




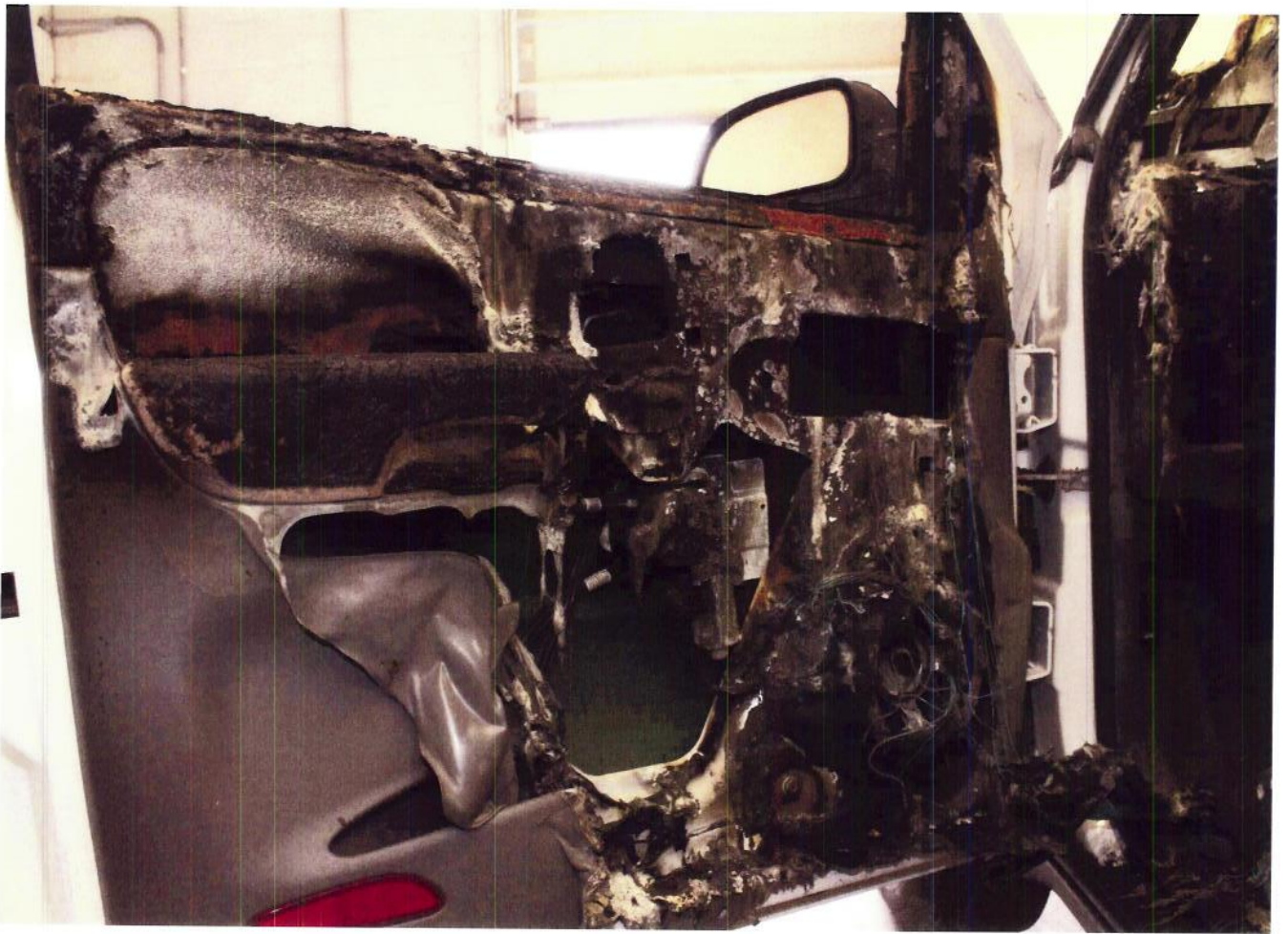


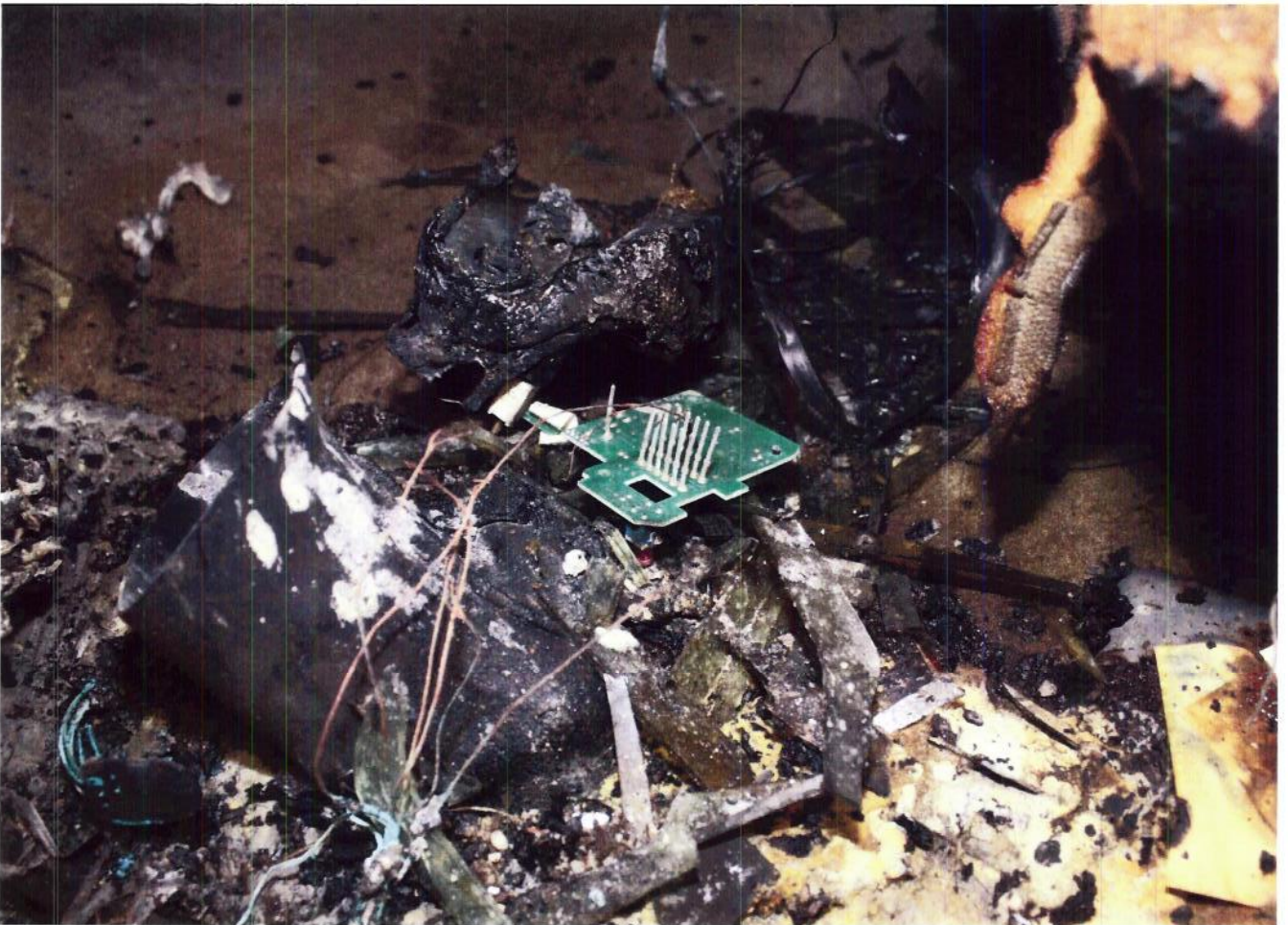
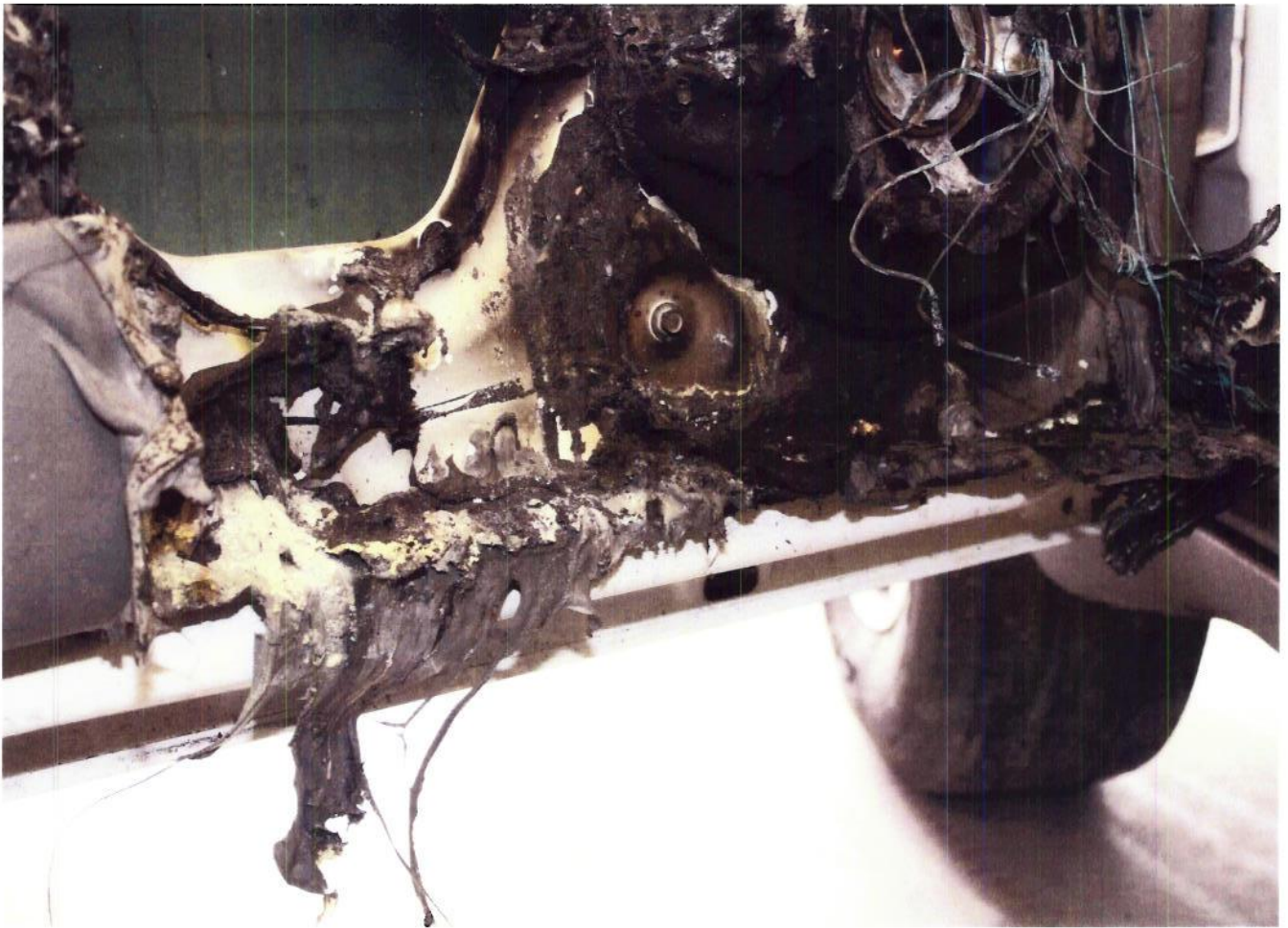


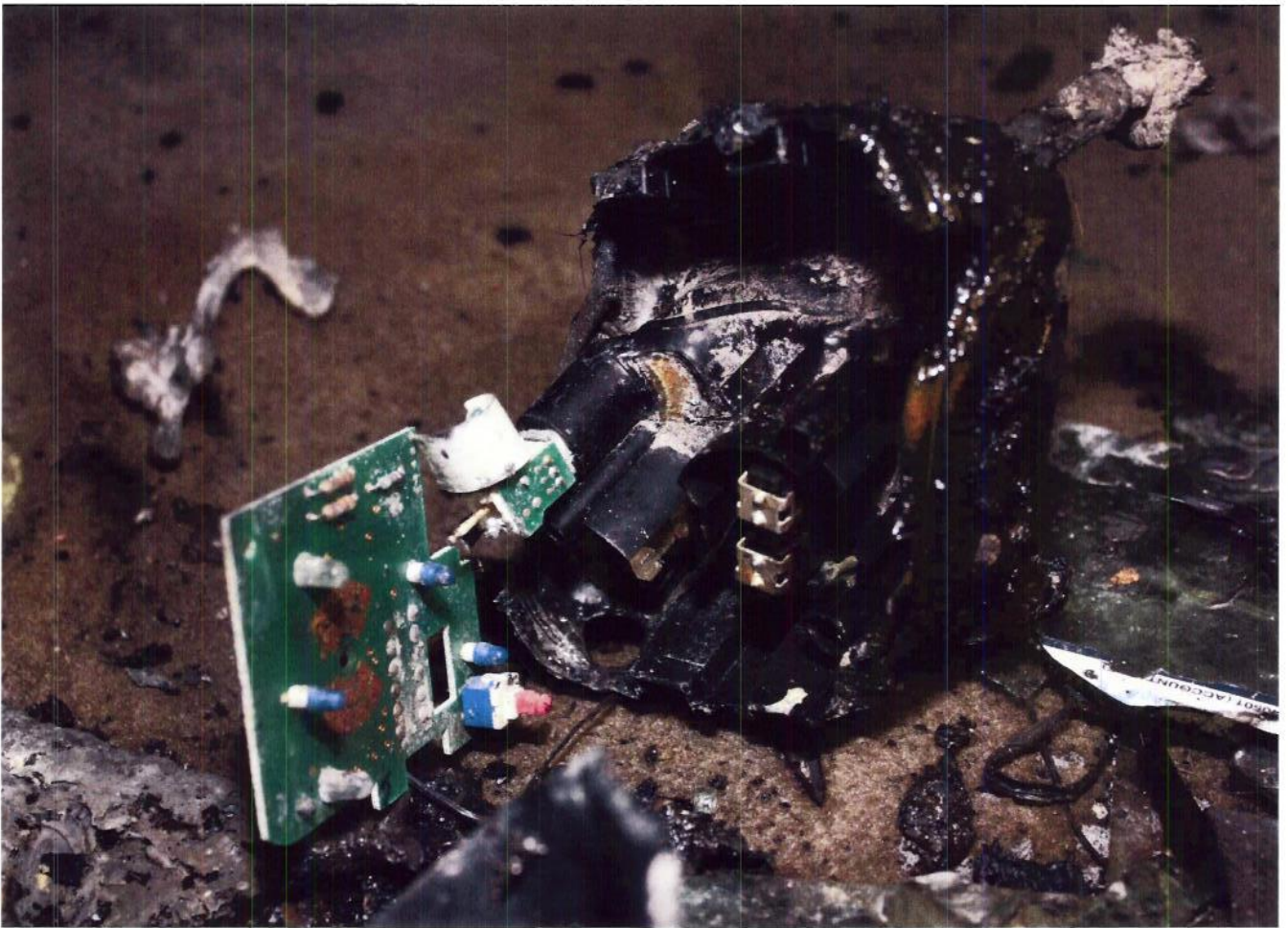


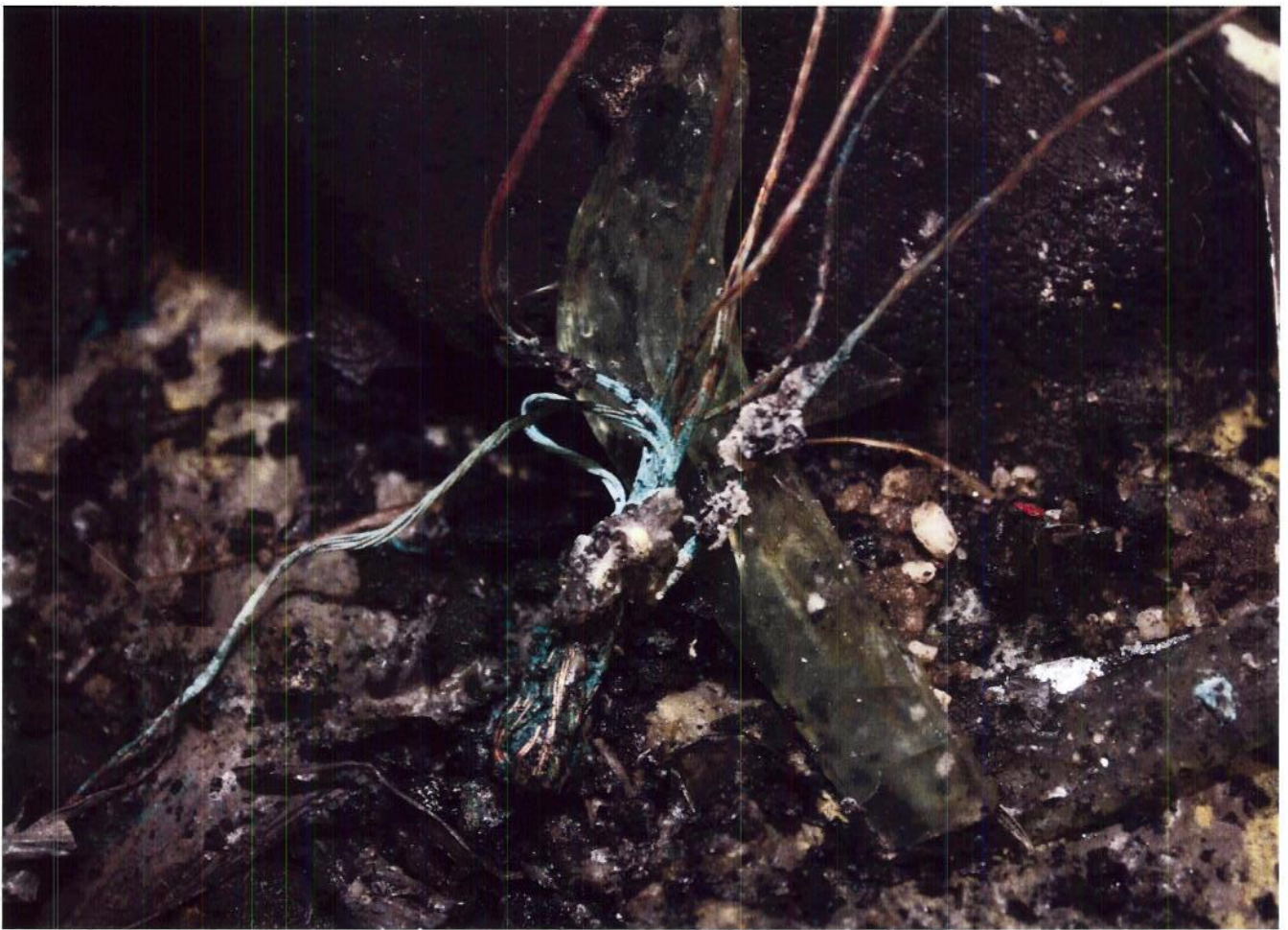




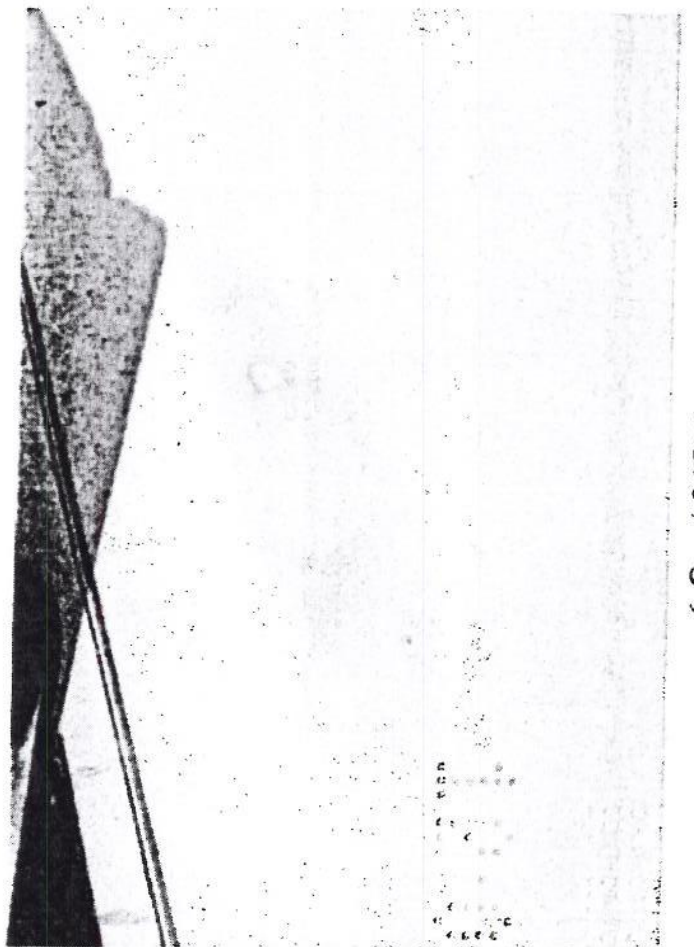
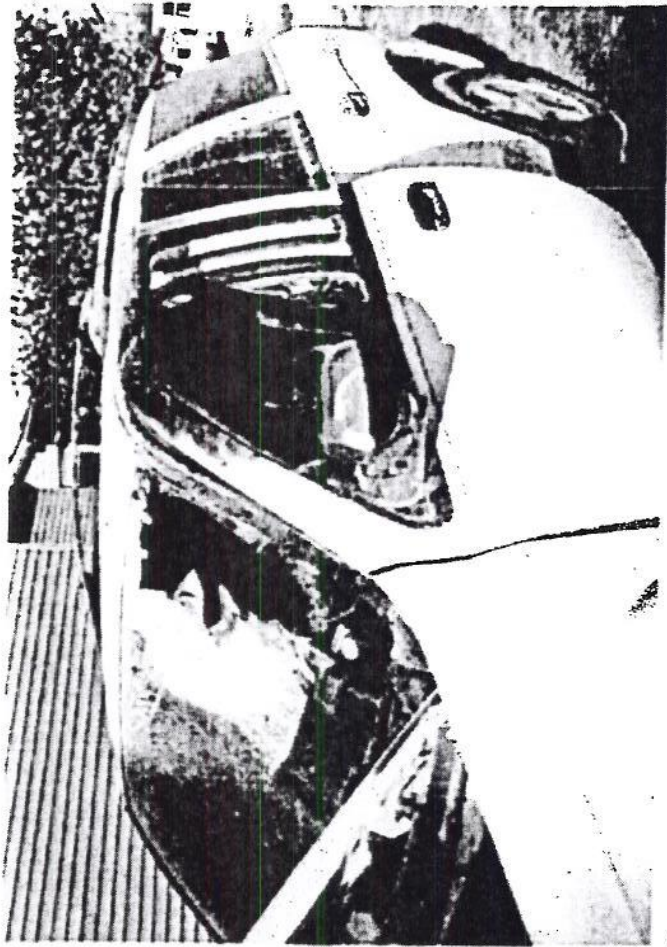




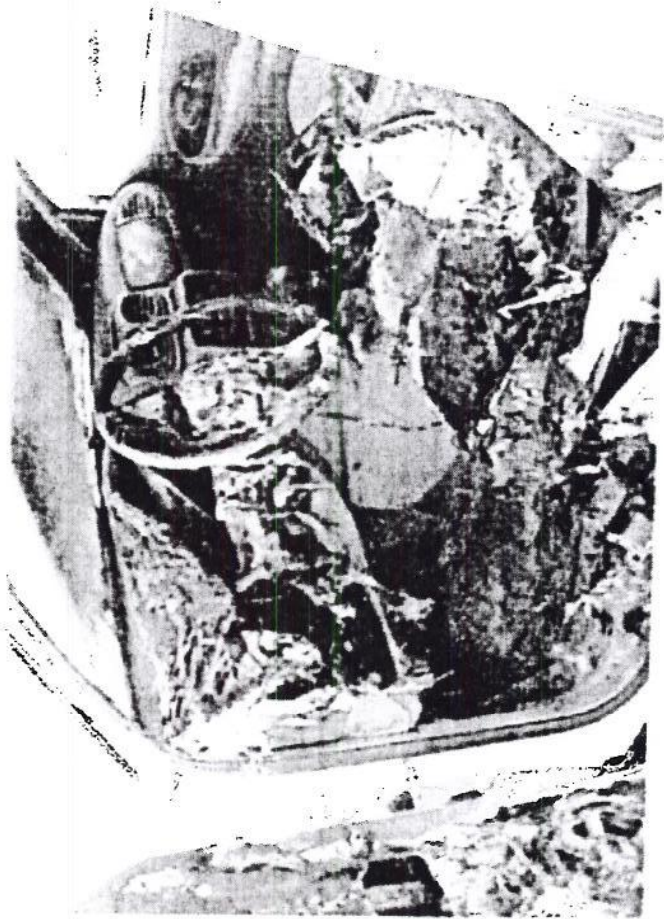


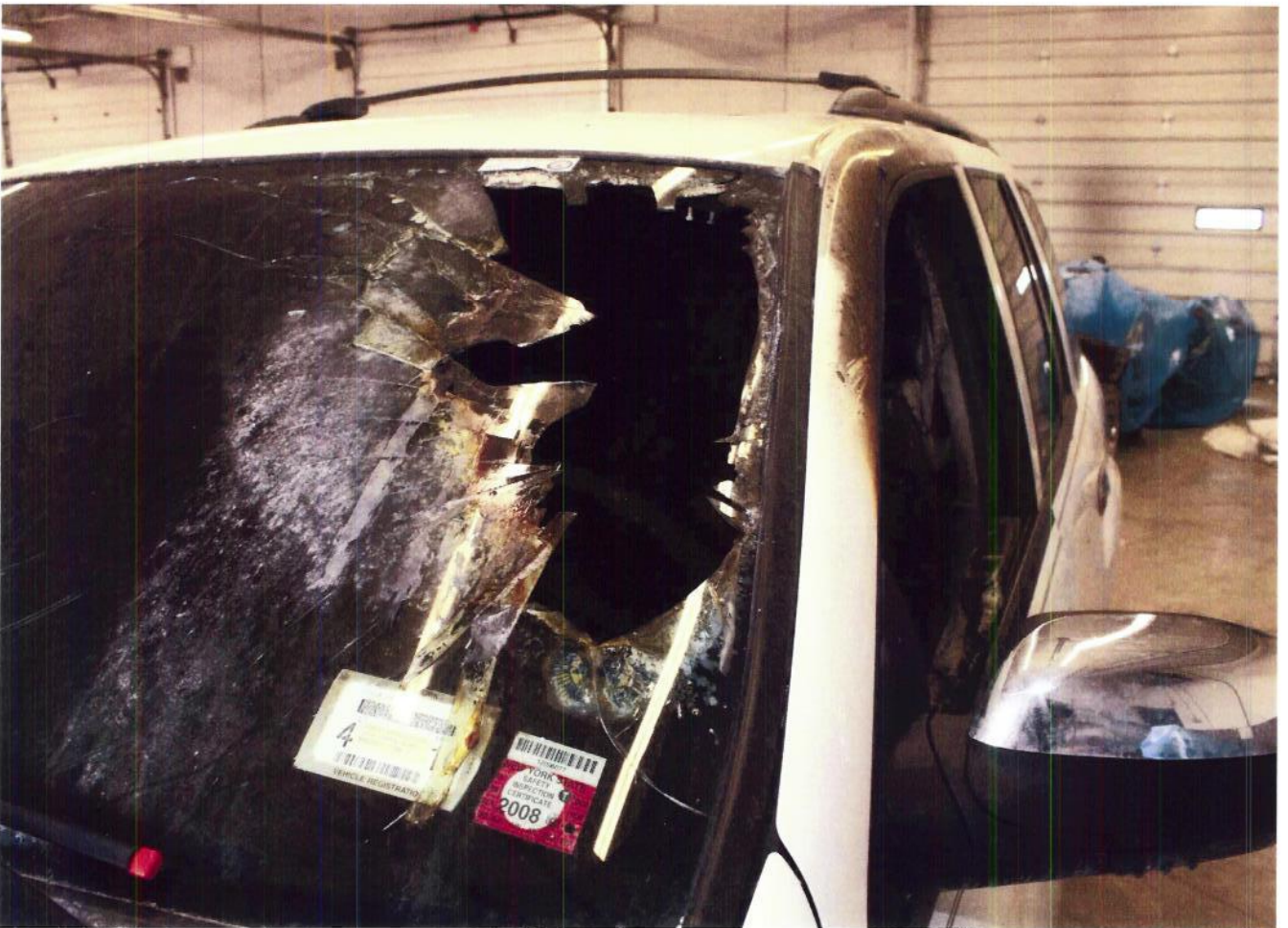




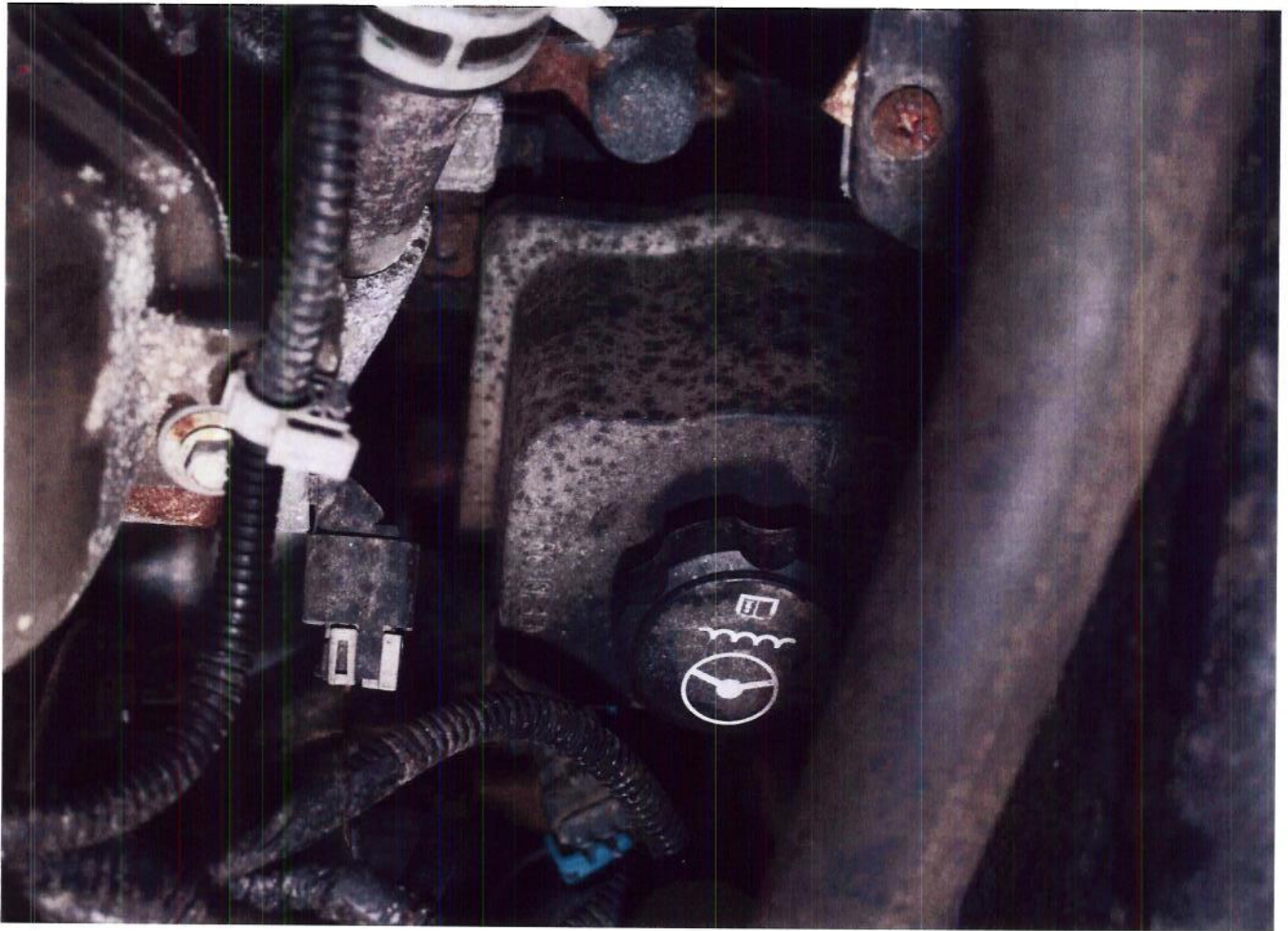


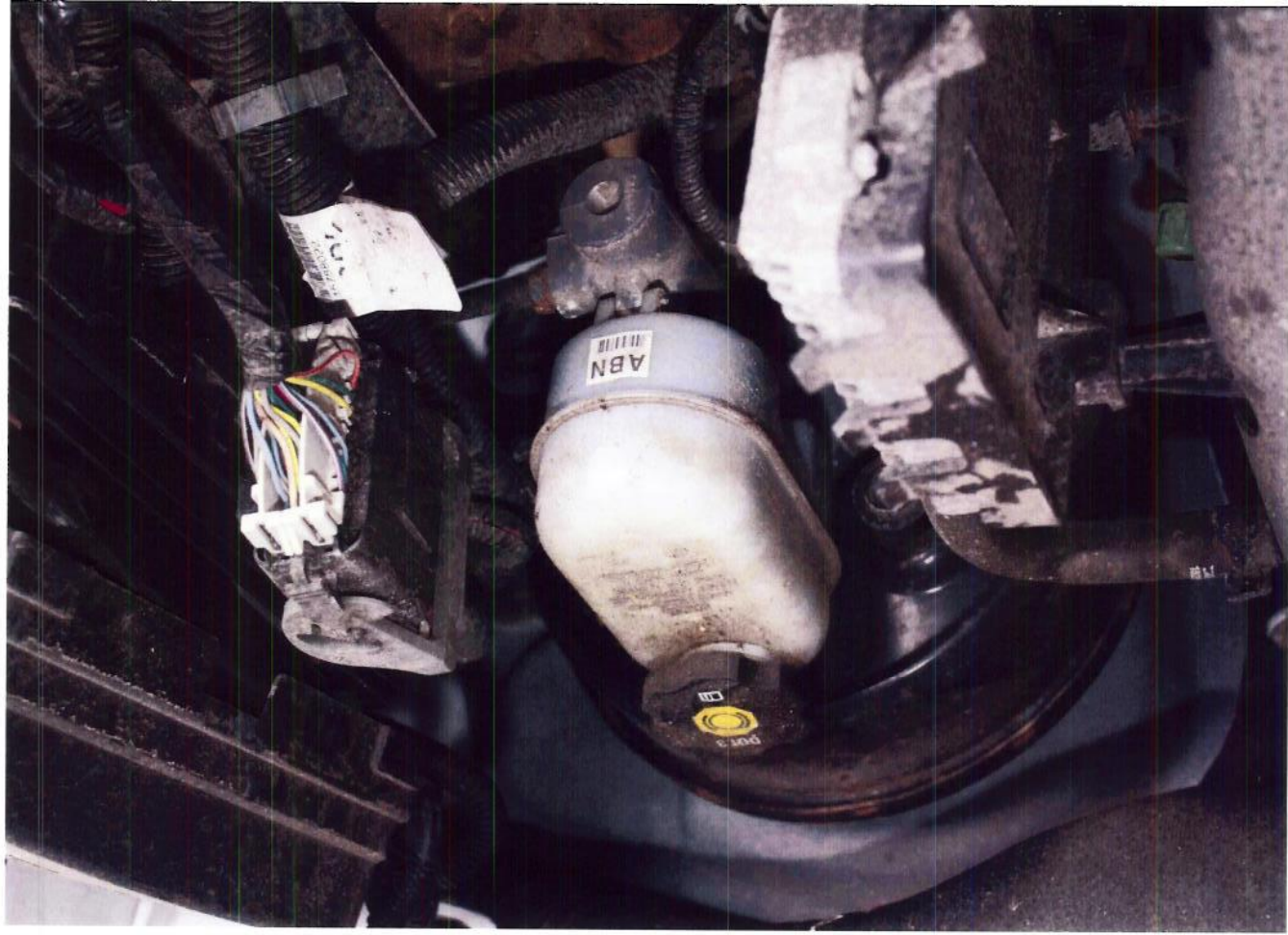
08-1855

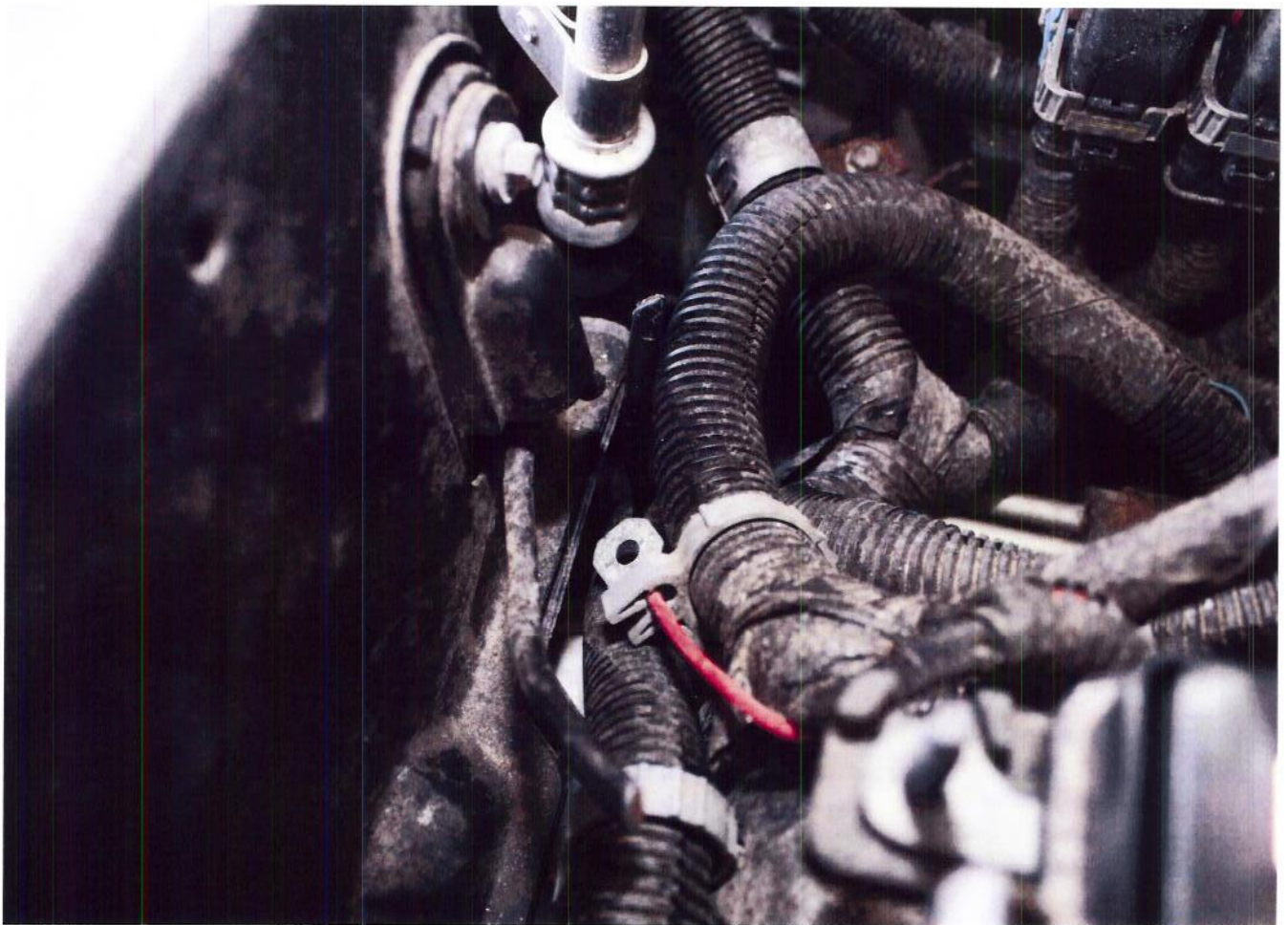
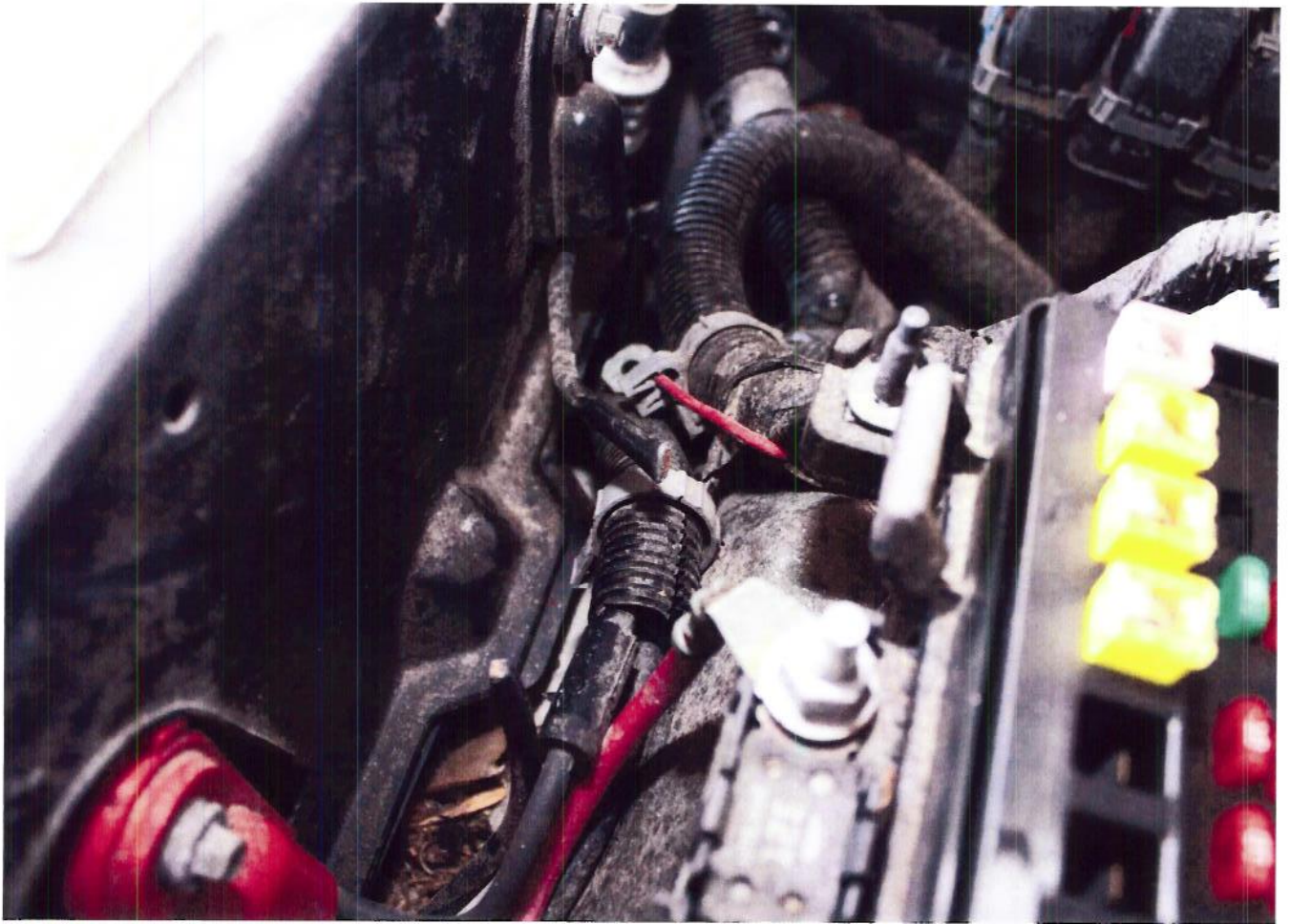


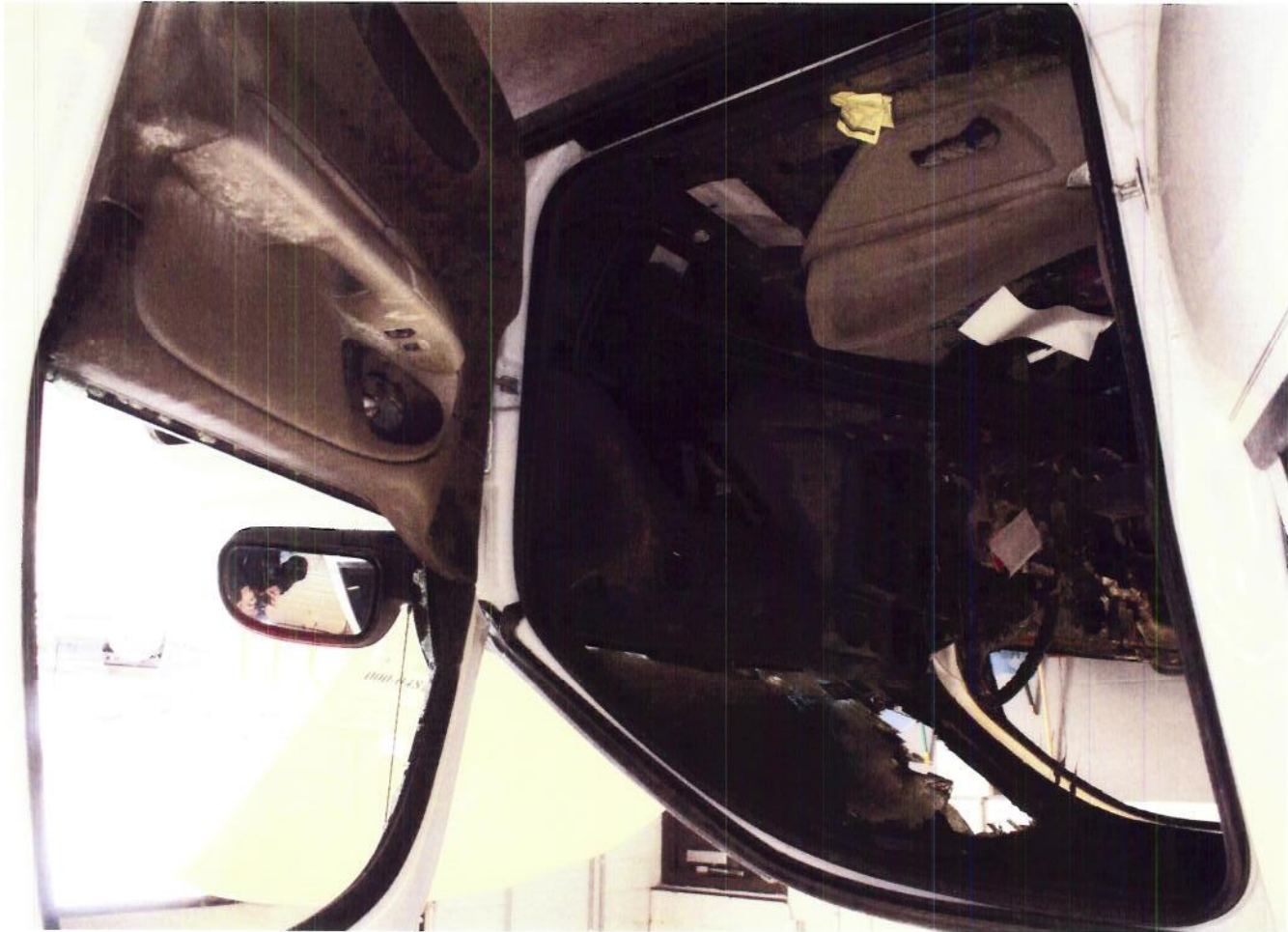


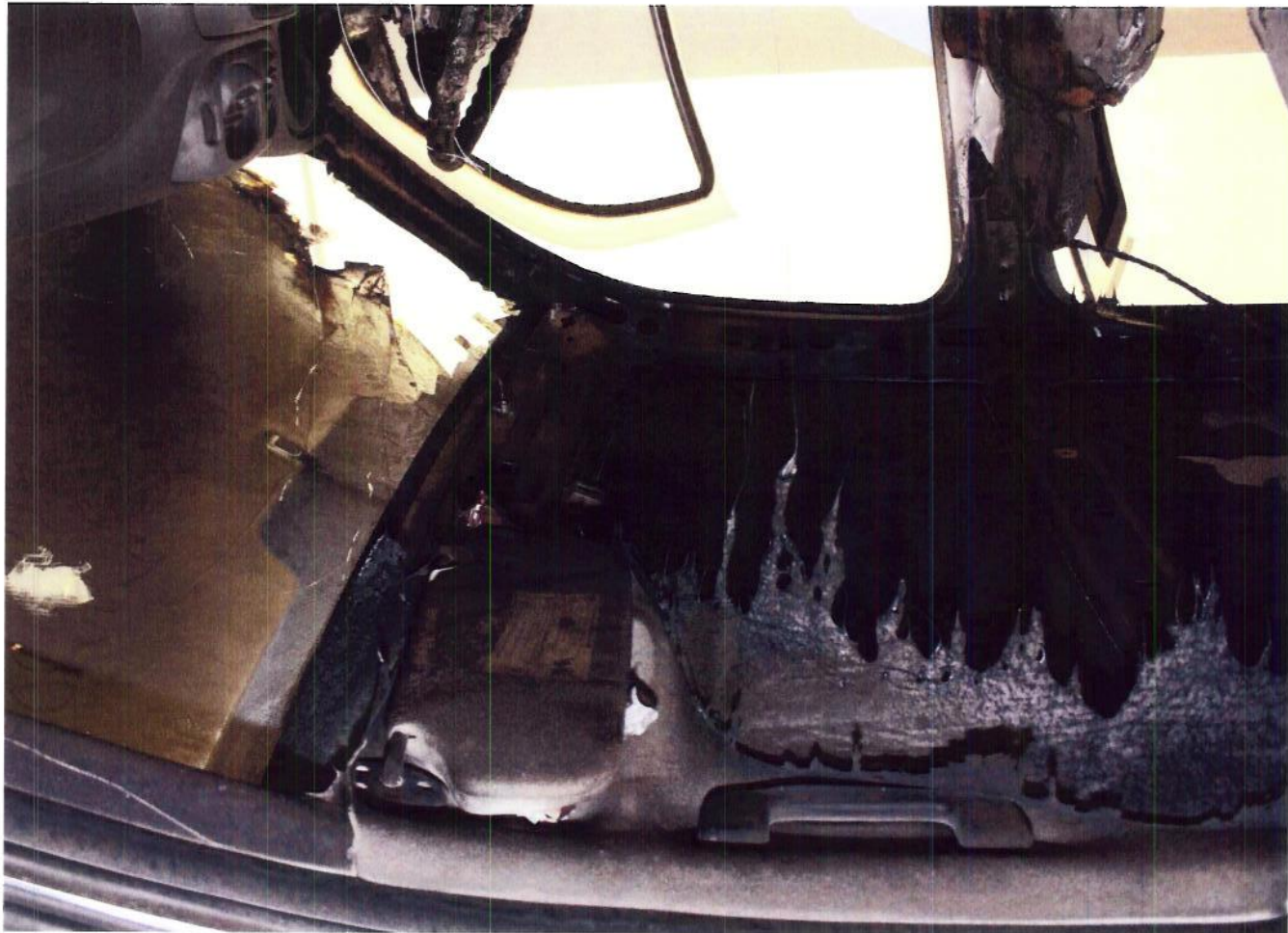


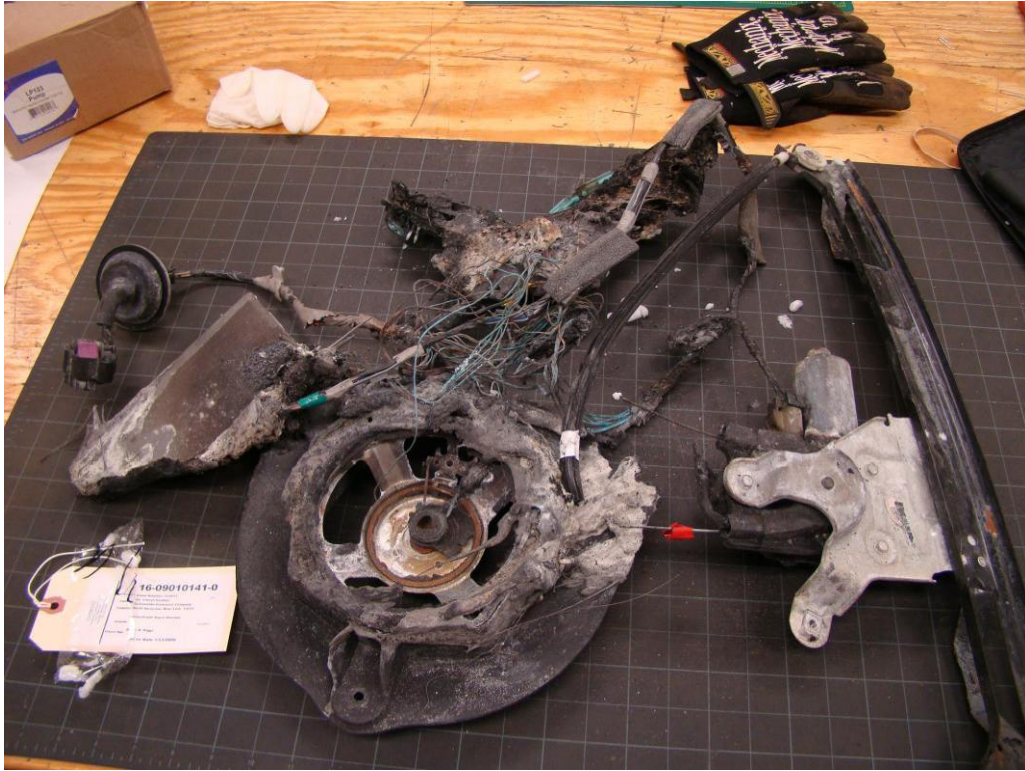




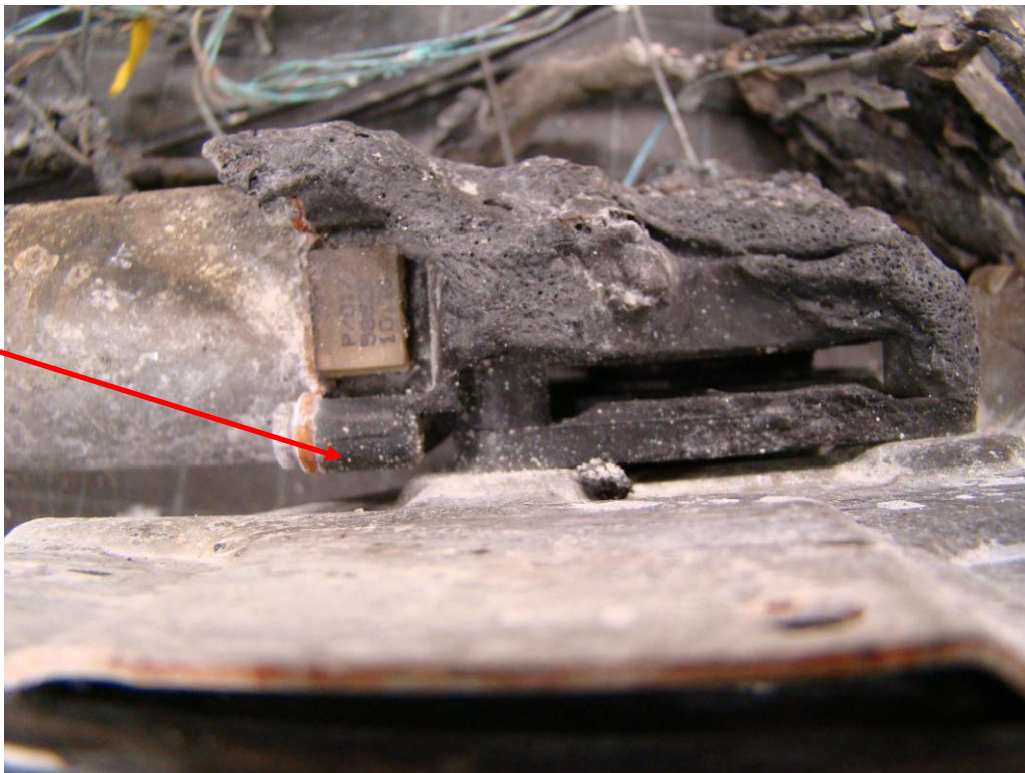








Photograph 1 The internal electrical door components.



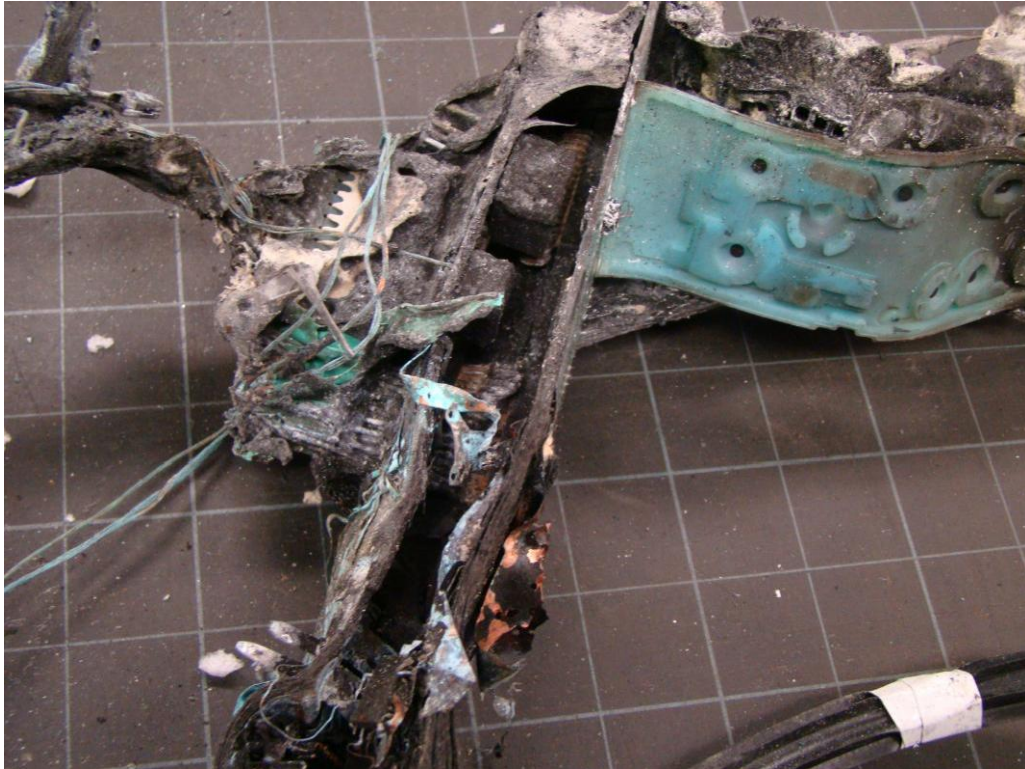
Photograph 2 The motor and pulley housing is shown above. Note the good condition of the lug which is directly mounted to the motor.



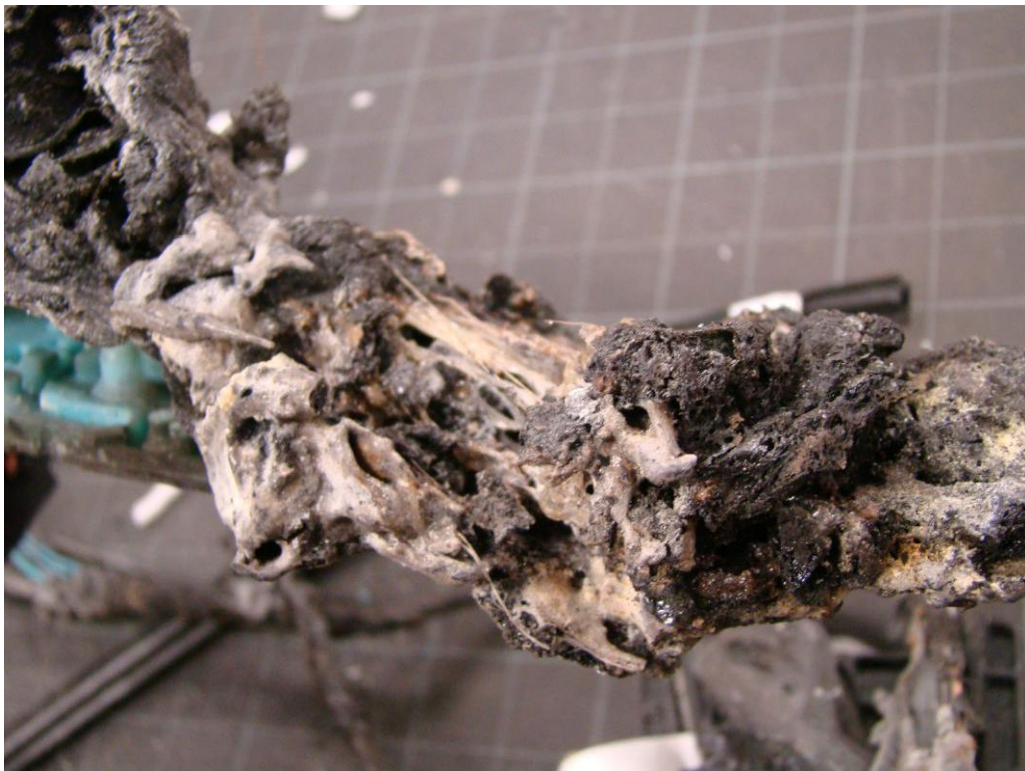
Photograph 3 No shorts to ground were found in the motor.



Photograph 4 The speaker damage appears to be located away from the wiring.

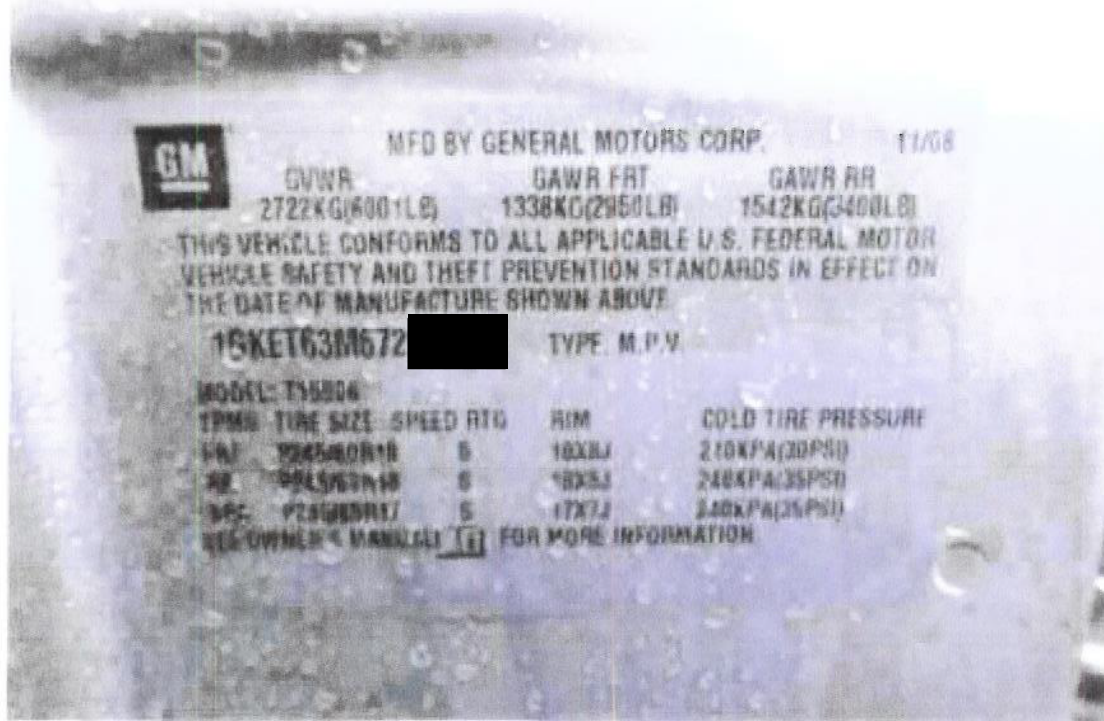


Photograph 5 The most severe damage is located on the control board. No evidence of unusual electrical activities was found during the nondestructive visual inspection.



Photograph 6 It is possible that the origin of the fire lies within the melted components or that the evidence was consumed in the fire.

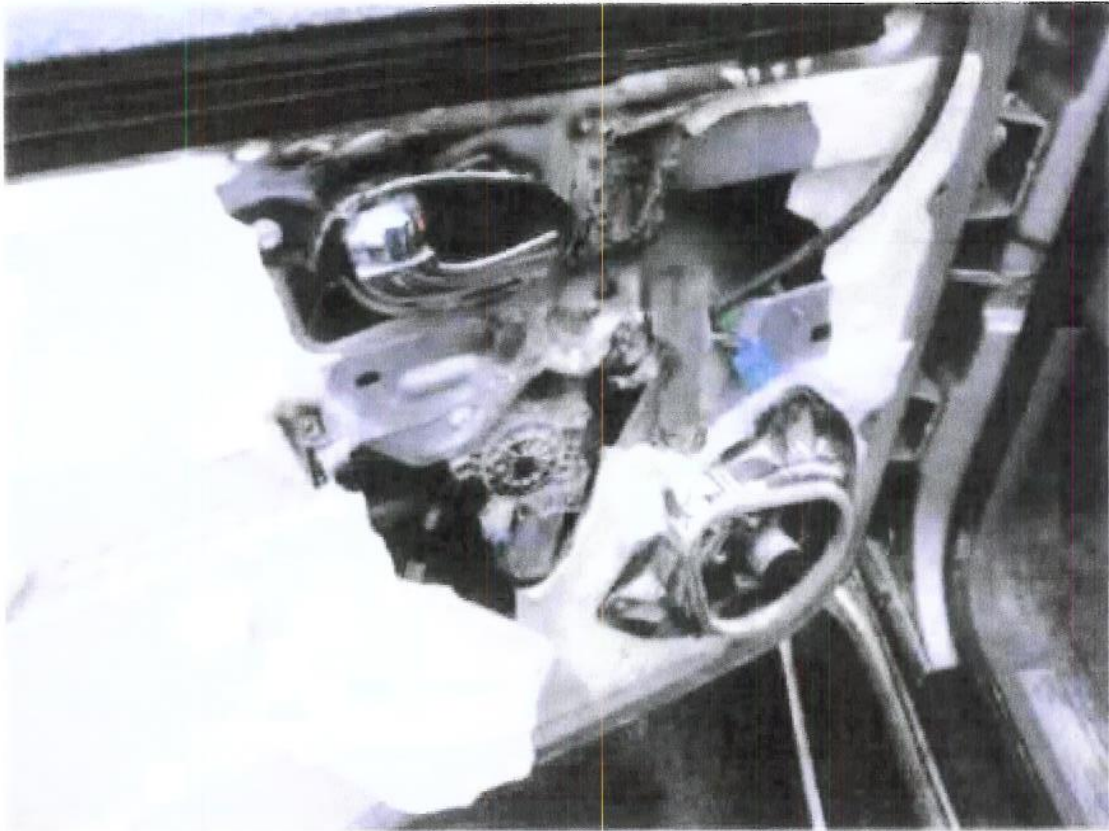
Claim Reference #: 0107100047001



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LEFT DOOR FIRE

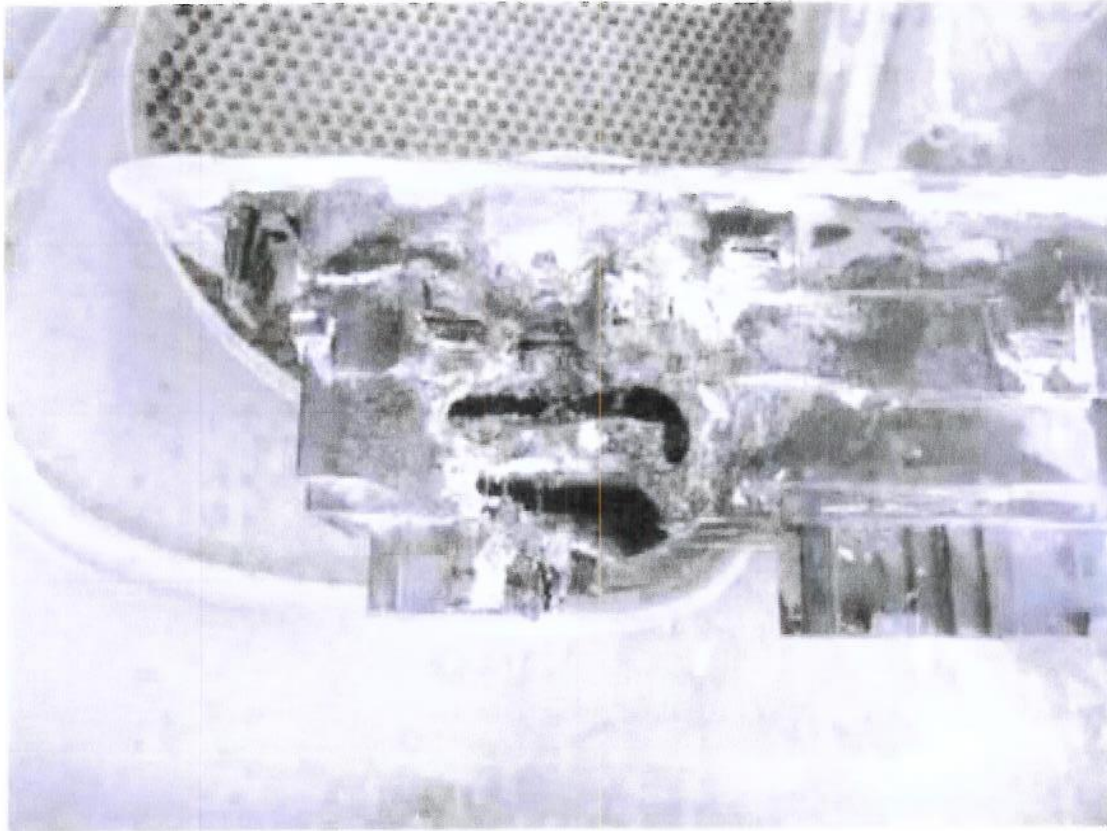
Claim Reference ID: 01017328547001



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FIRE STARTED IN SWITCHES

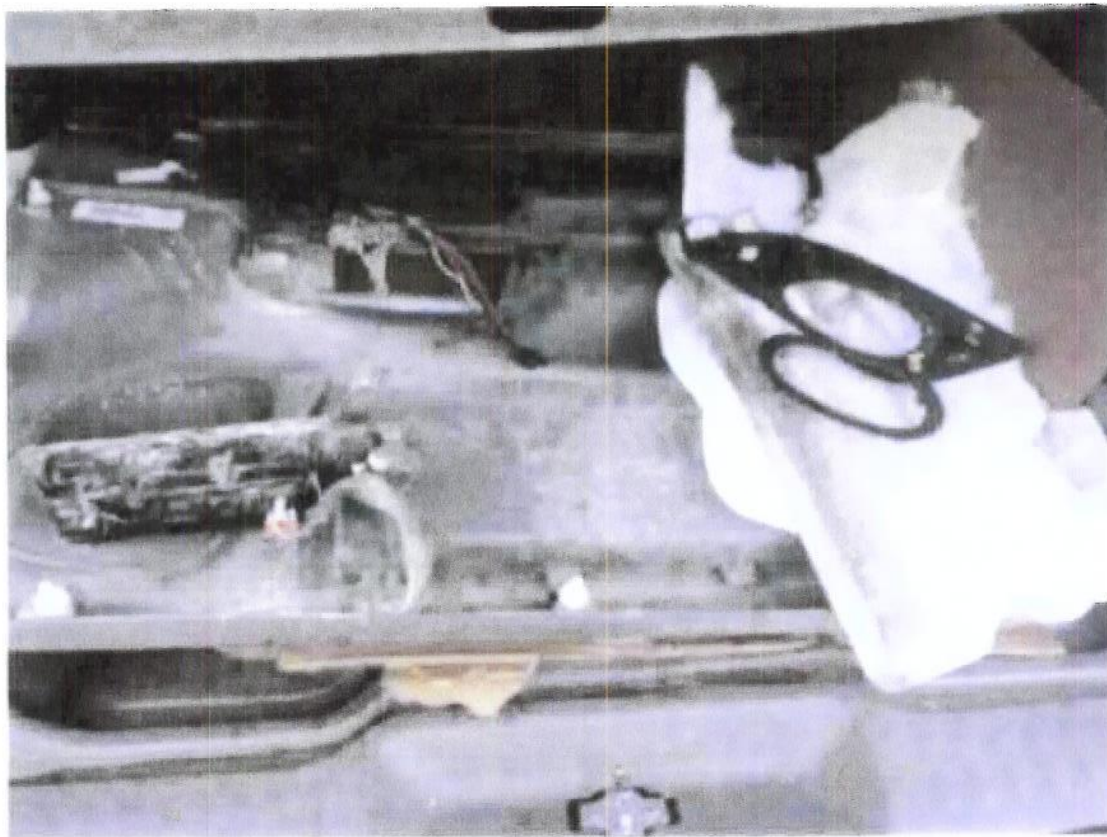
Claim Reference ID: 010171005942001



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INNER PANEL DAMAGED

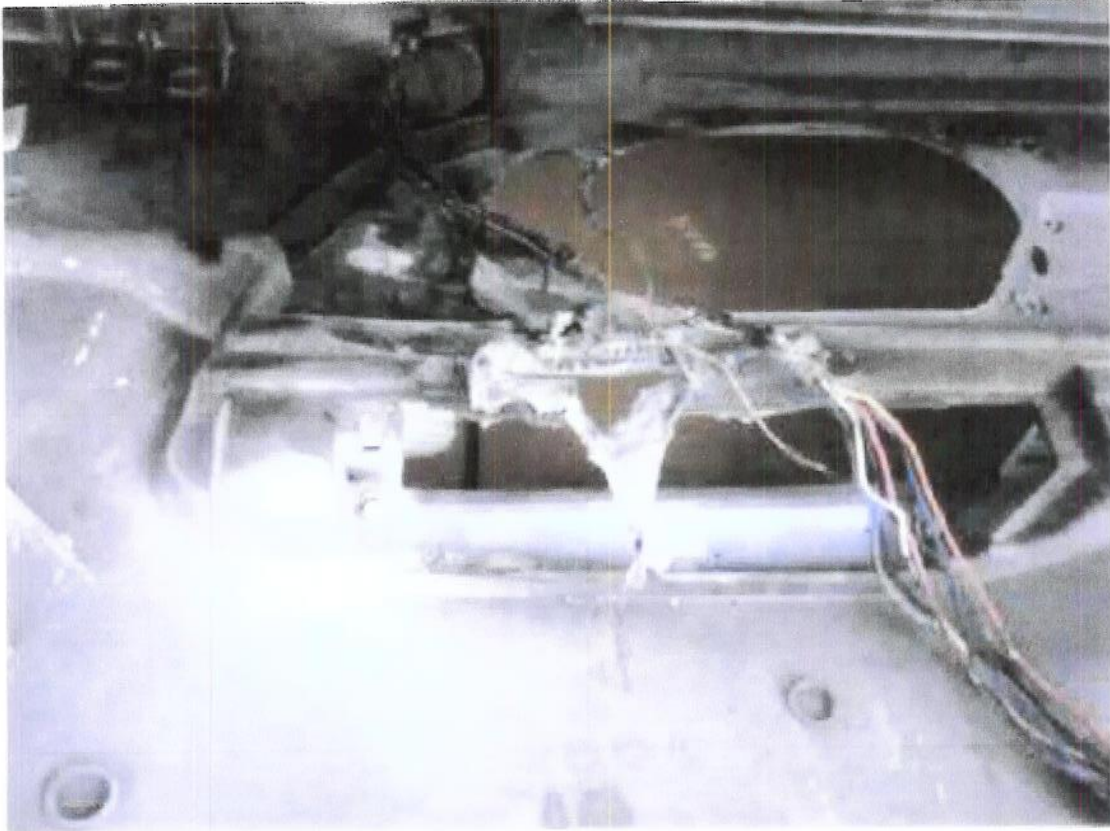
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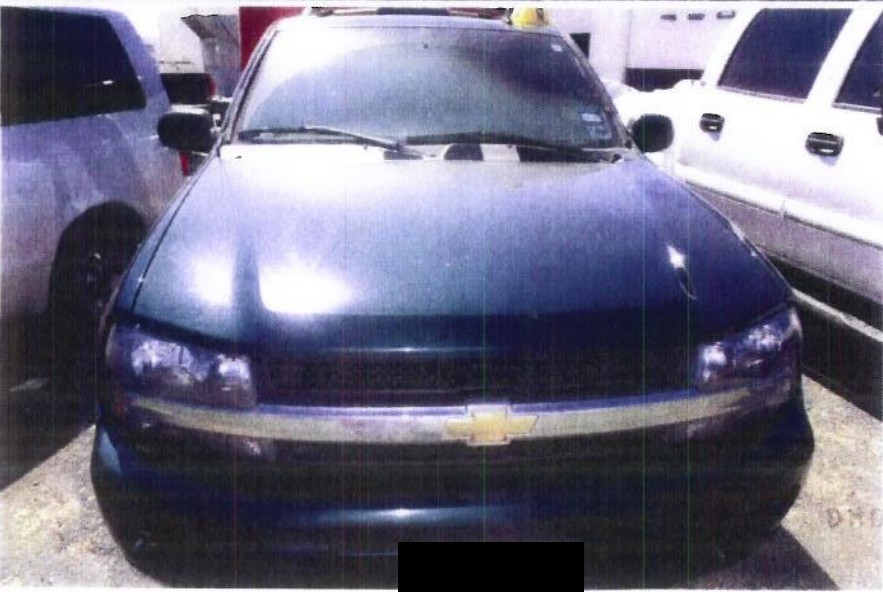
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DOOE PANEL DAMAGED

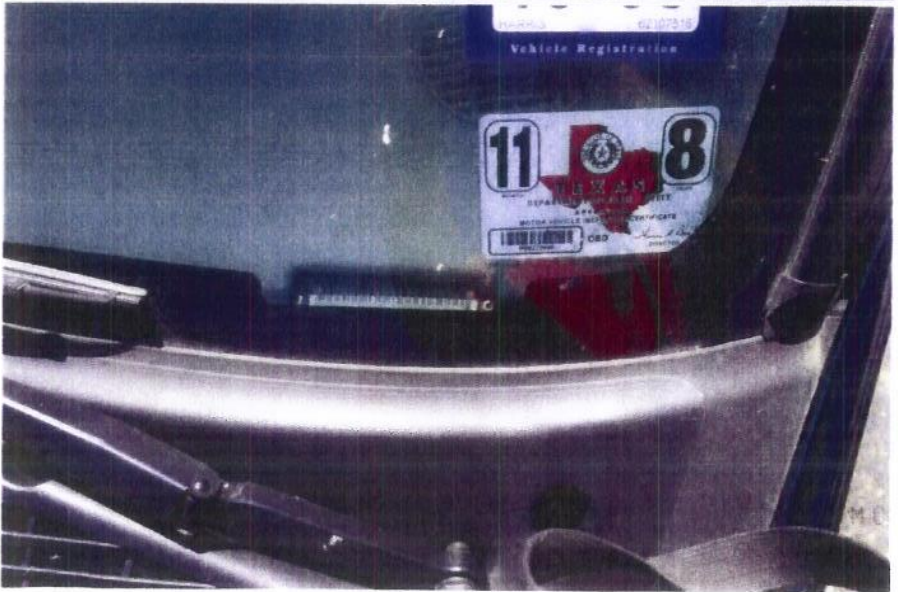
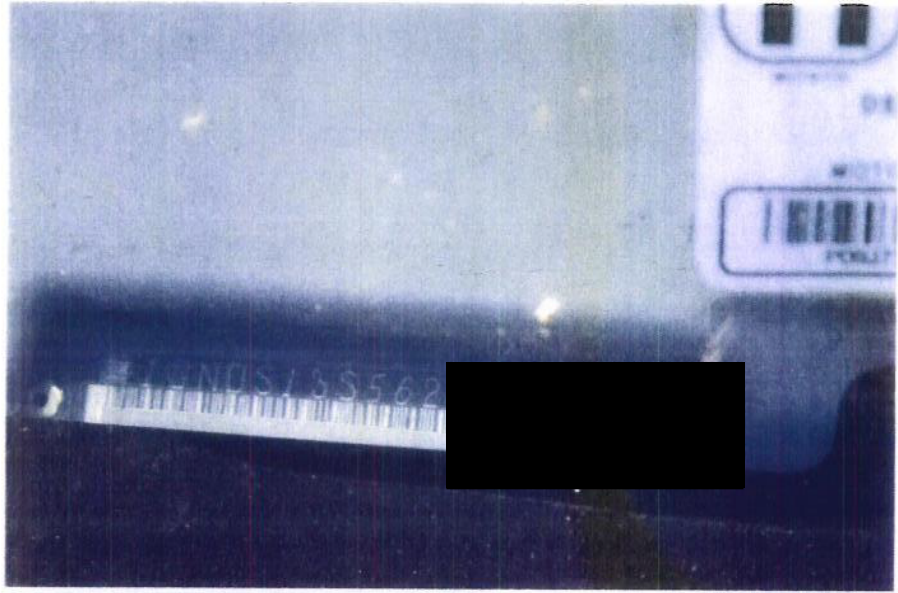
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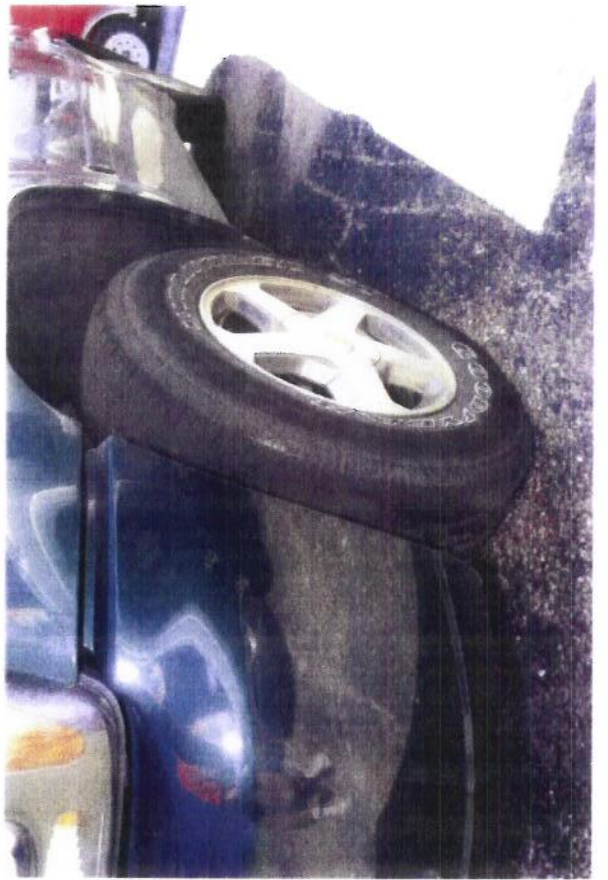
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D70 10152005 2017



11/18/15, 10:09:10 AM



2010/12/20 10:10:10



075 101208 101



GM DIVISION GENERAL MOTORS CORP. 1991

251663000L6 3000 1.8L 4-CYL. 16V
 251663000L6 3000 1.8L 4-CYL. 16V

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

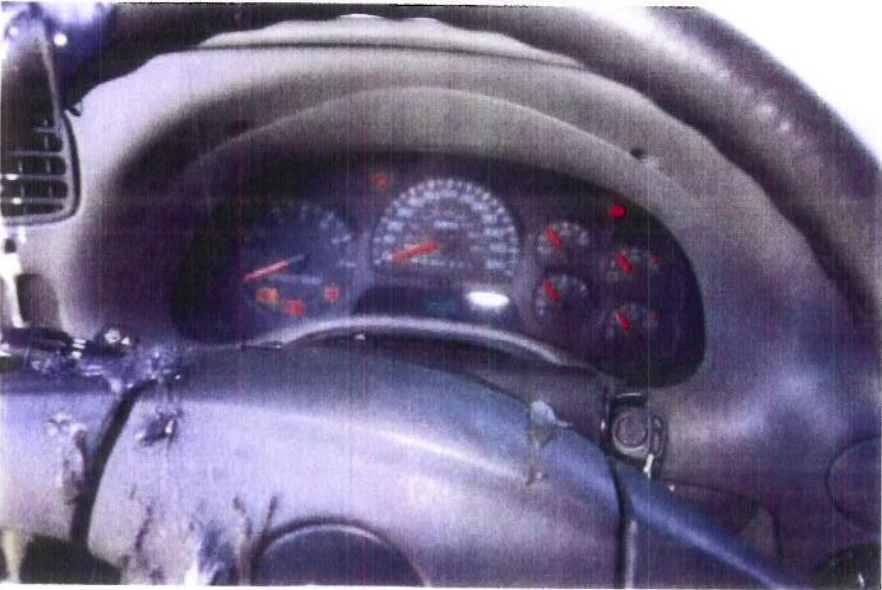
1GND0513556 [REDACTED] TYPE R P 1

MODEL 510008

SPMG	TIRE SIZE	SPEED RTG	AWD	COLL. TIME PRESERVE
FRT	P225/75R16	5	1837J	218EPA/30P60
RR	P225/75R16	5	1837J	218EPA/30P60
SPA	P225/75R16	5	1837J	218EPA/30P60

SEE OWNER'S MANUAL FOR MORE INFORMATION

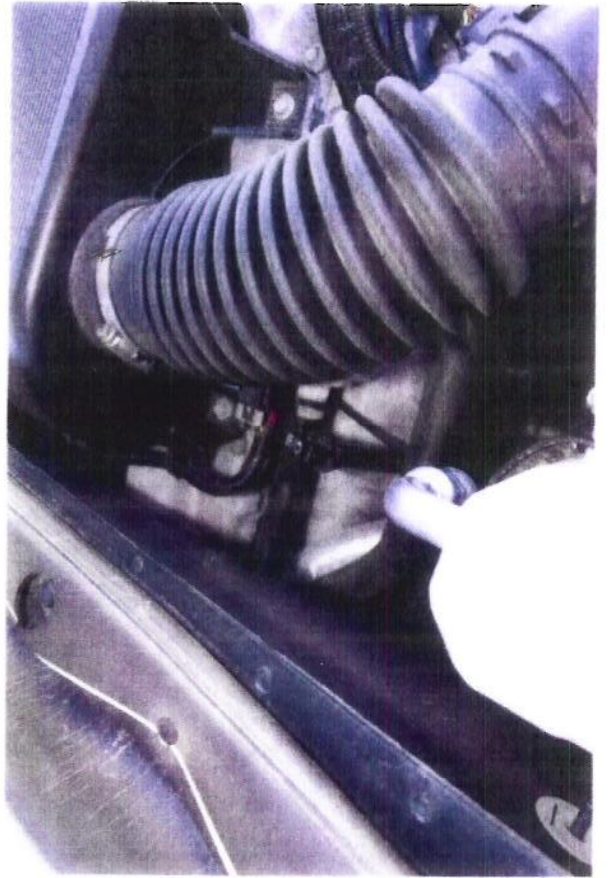
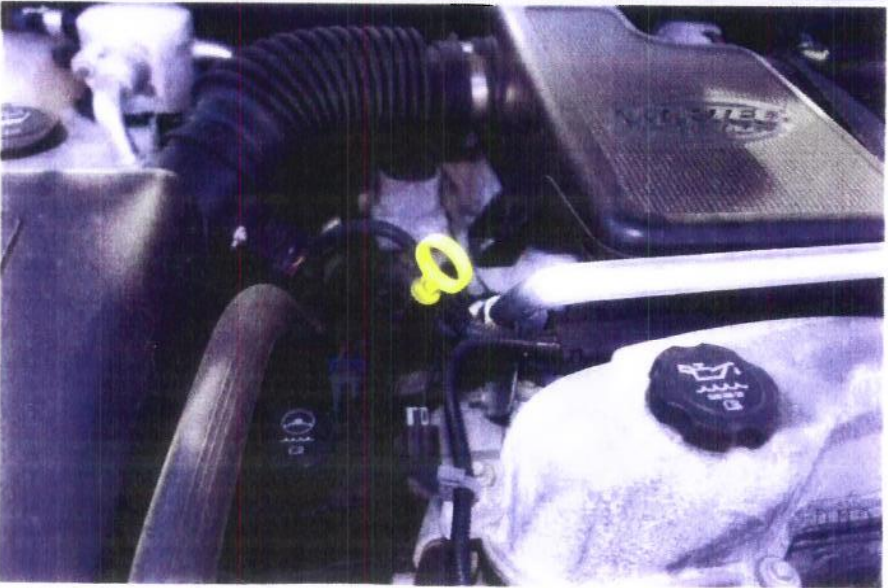




PHOTOGRAPH BY [illegible]



2005-2009 10/17/09 40



11/11/2011 10:11:11 AM

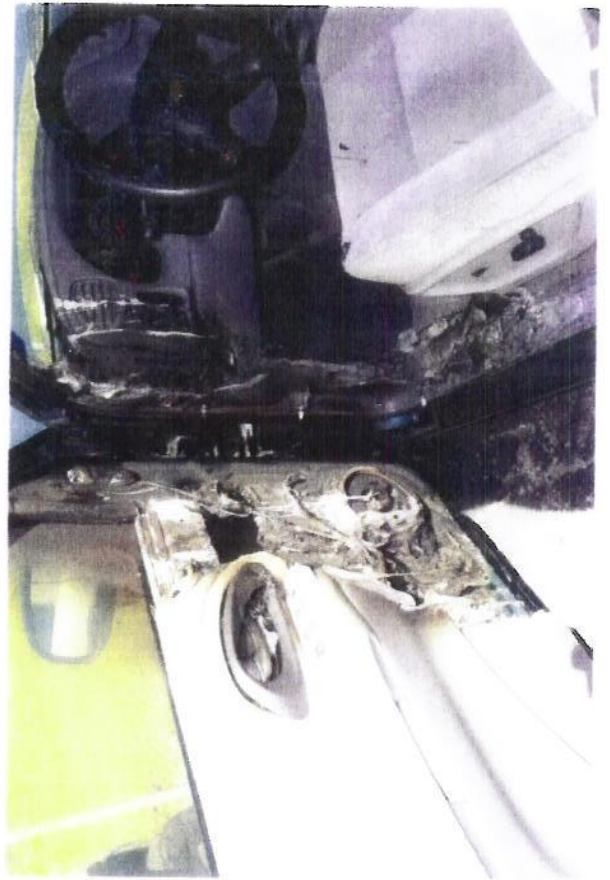
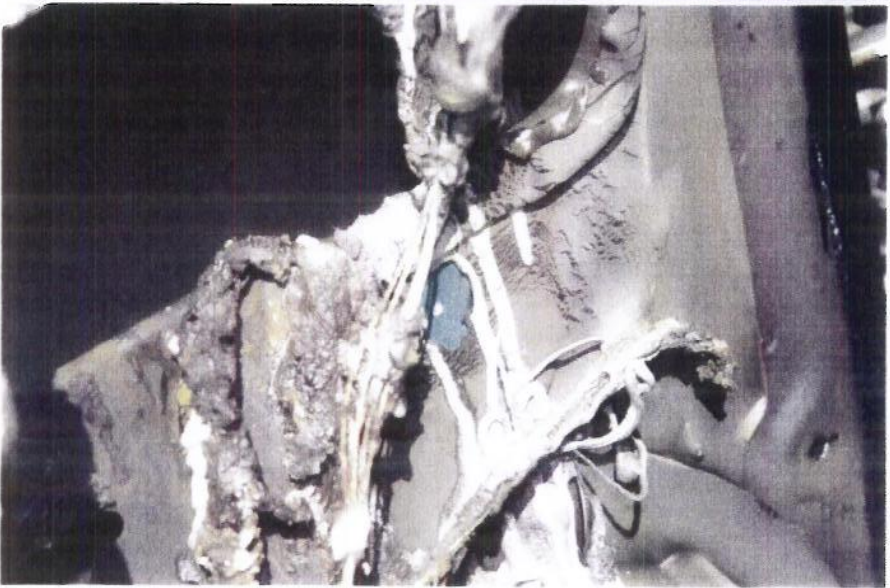


PHOTO 1: (Left) Engine compartment; (Right) Interior view of the vehicle.

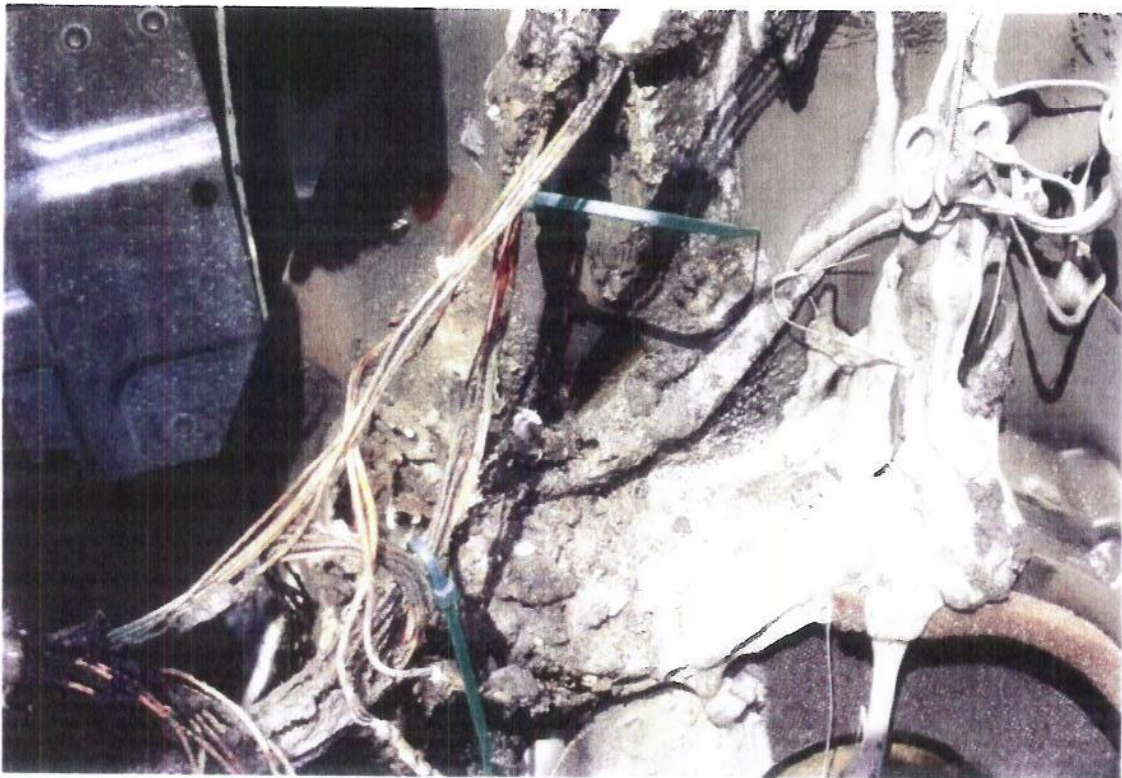
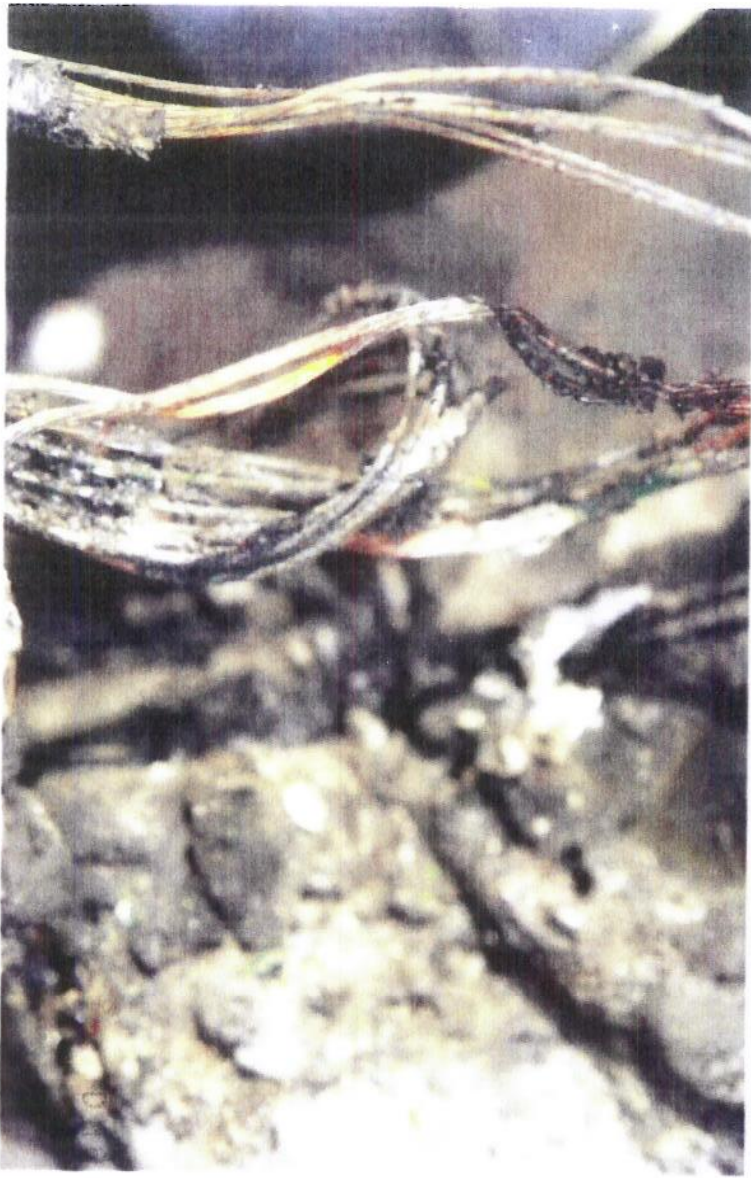


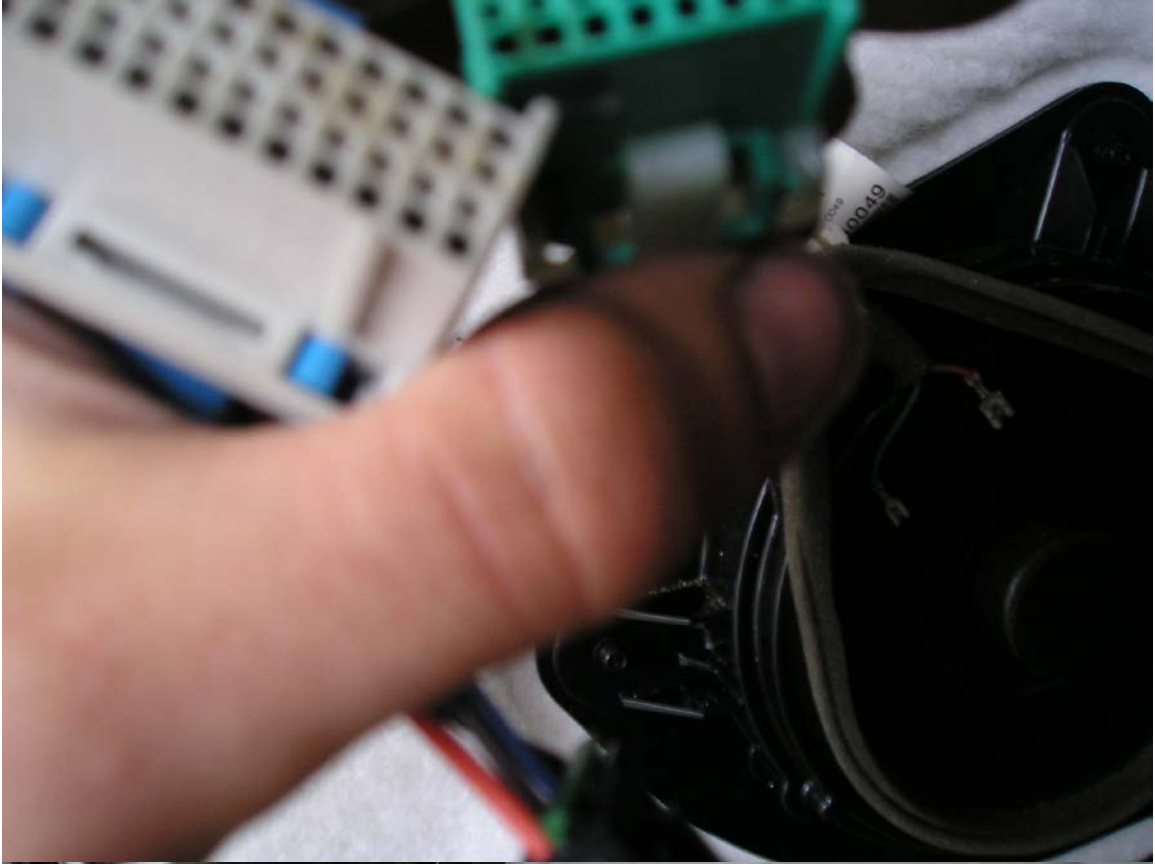
2014-2017 10-17

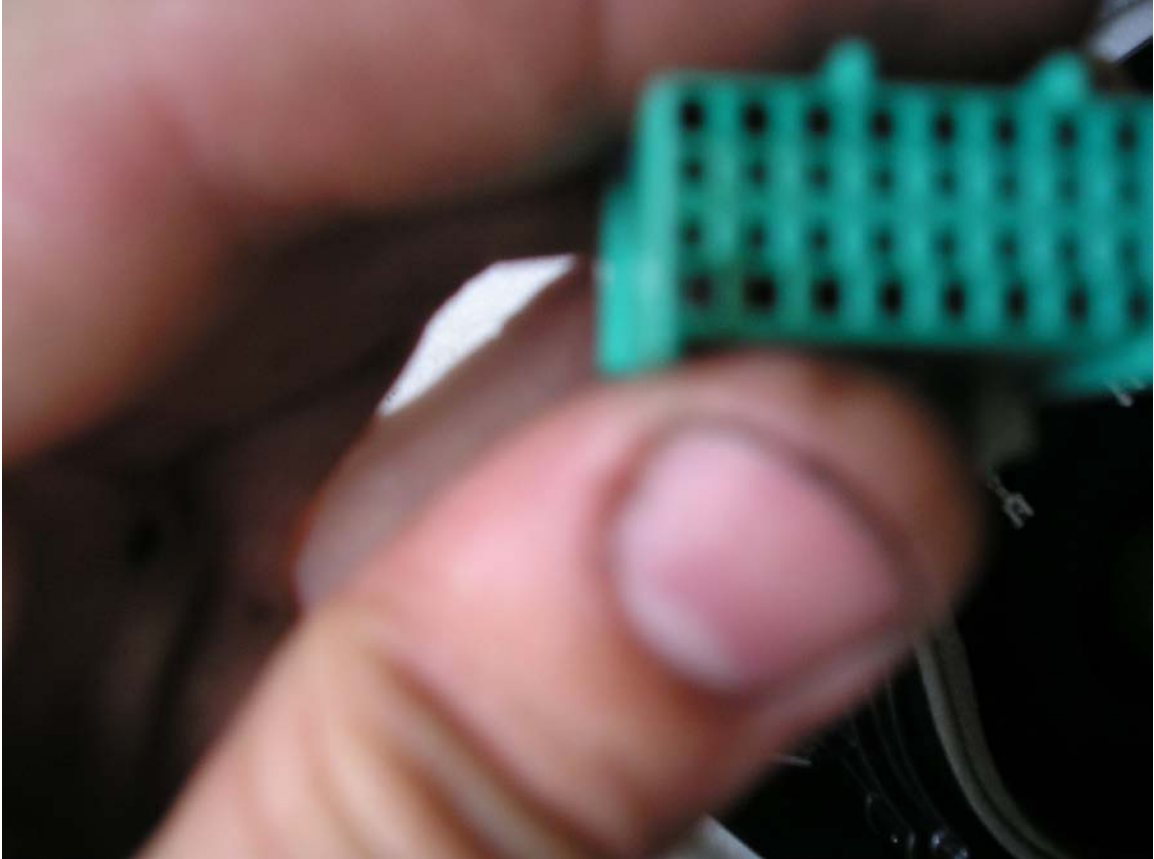


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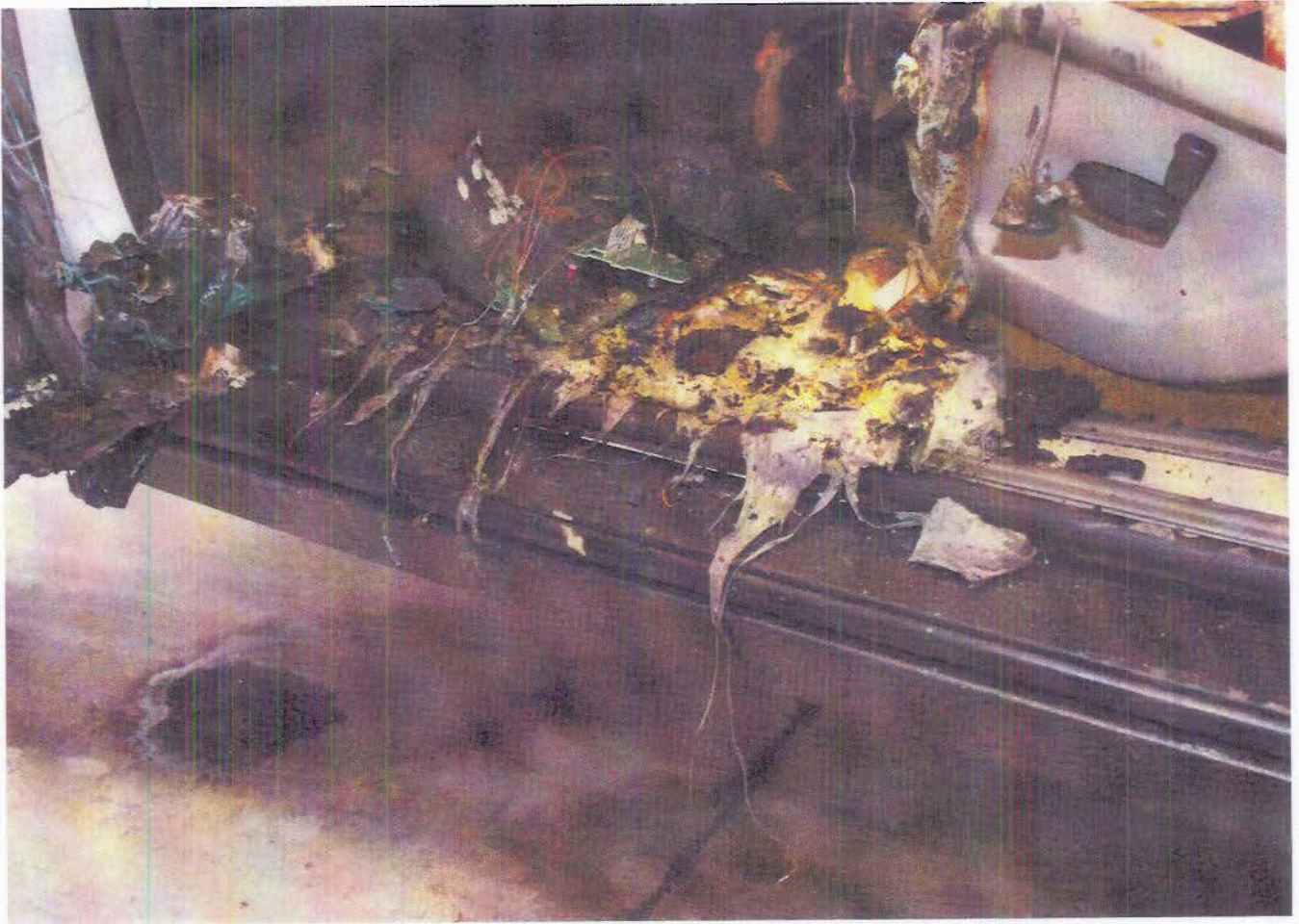






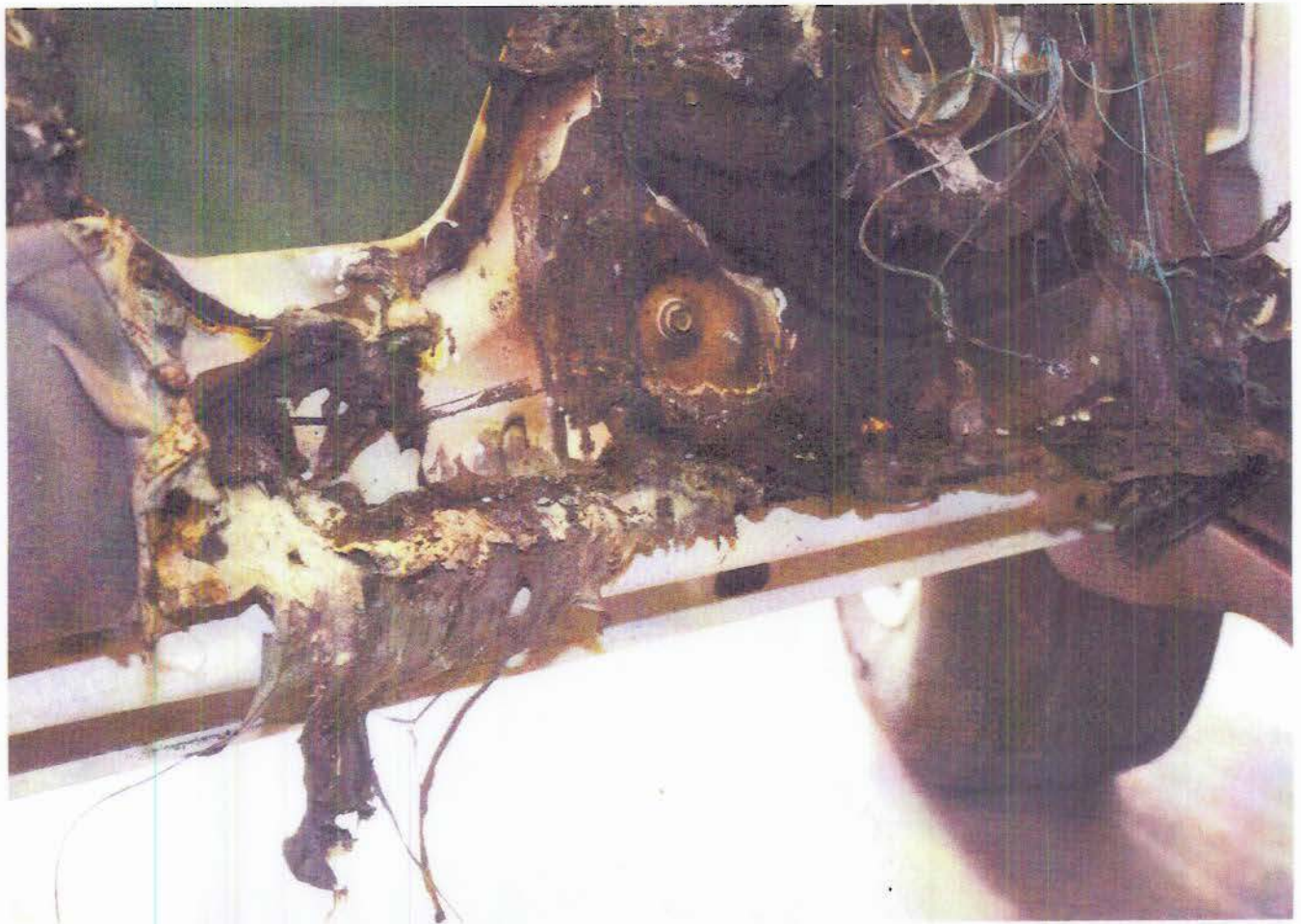


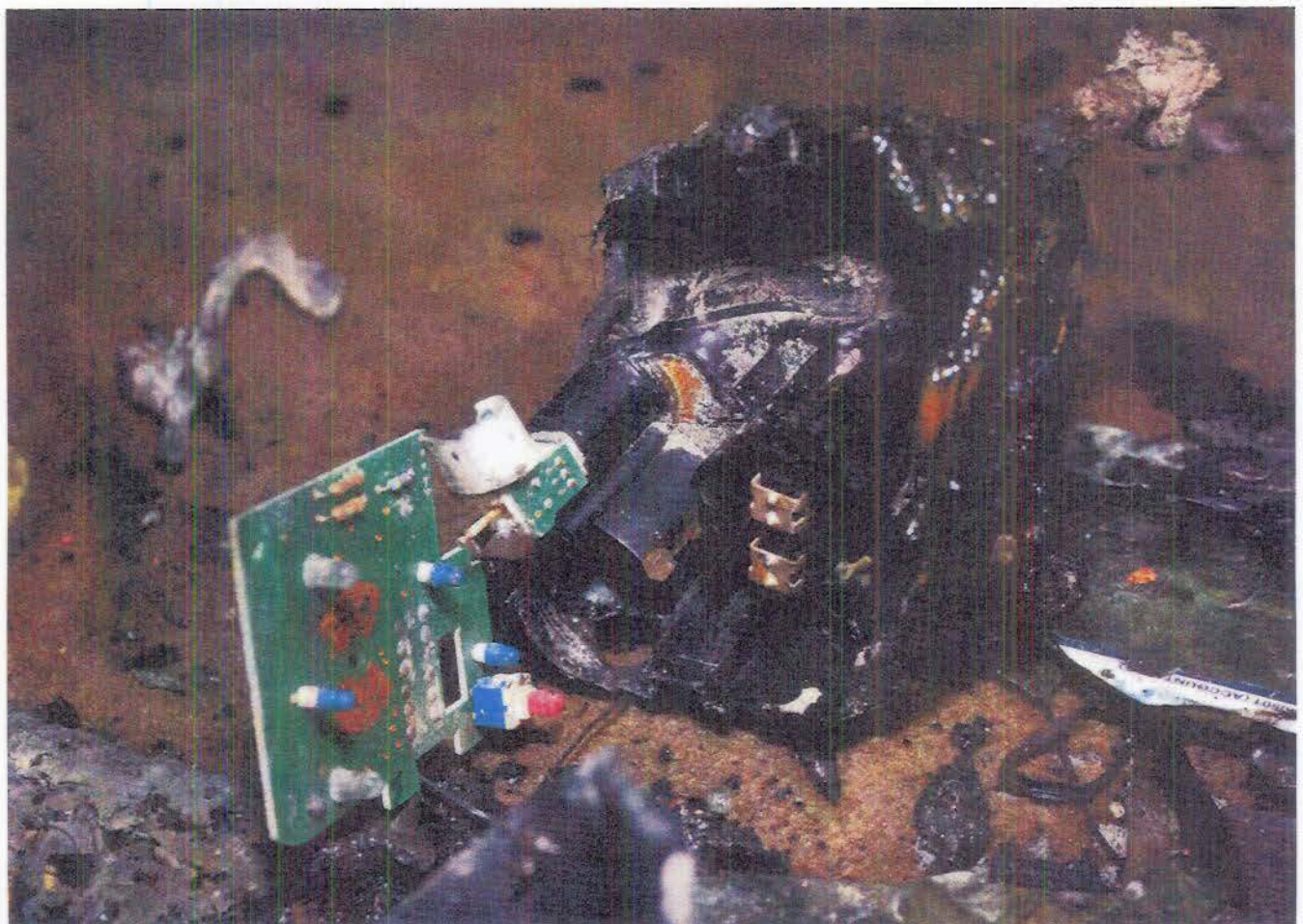


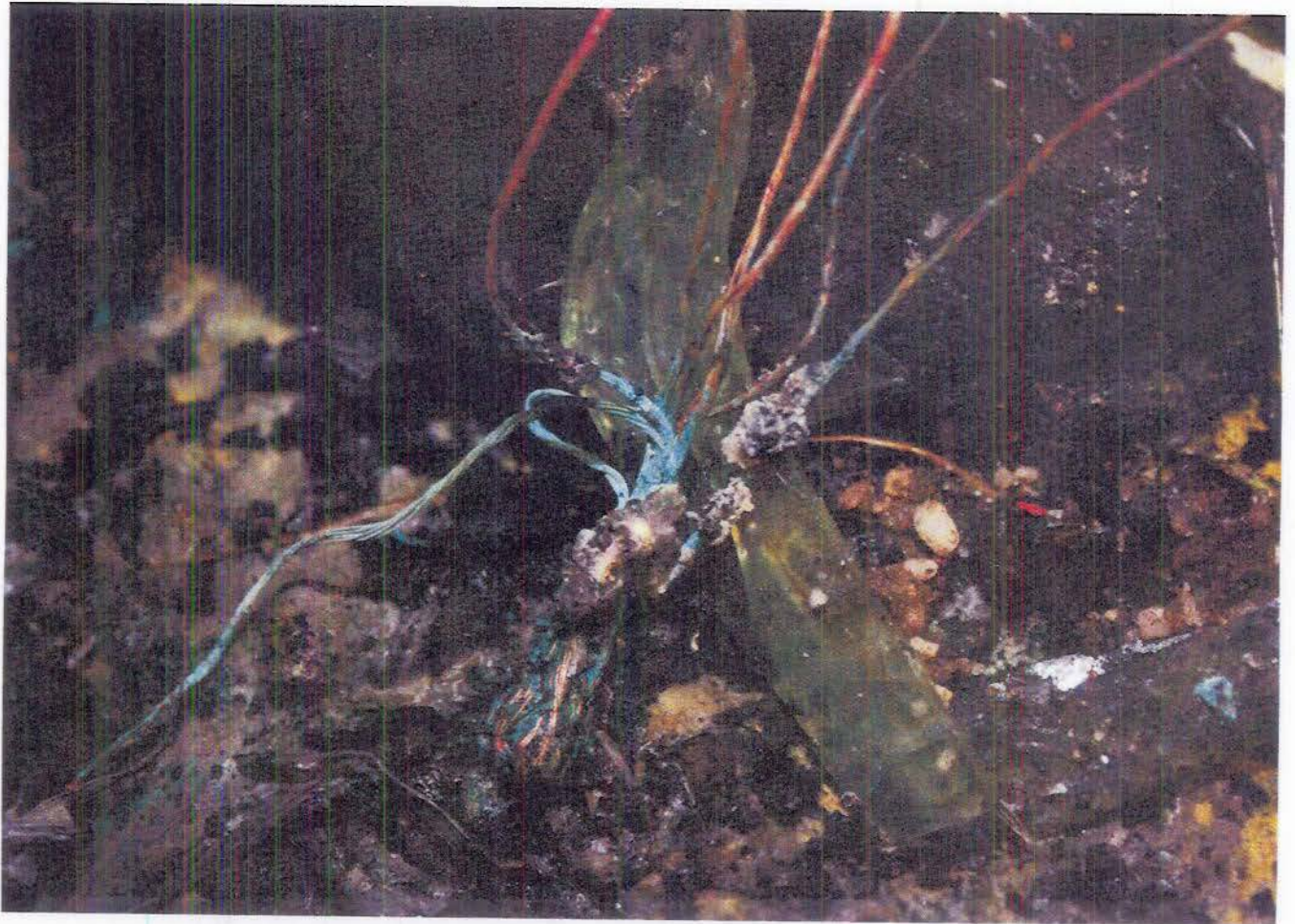






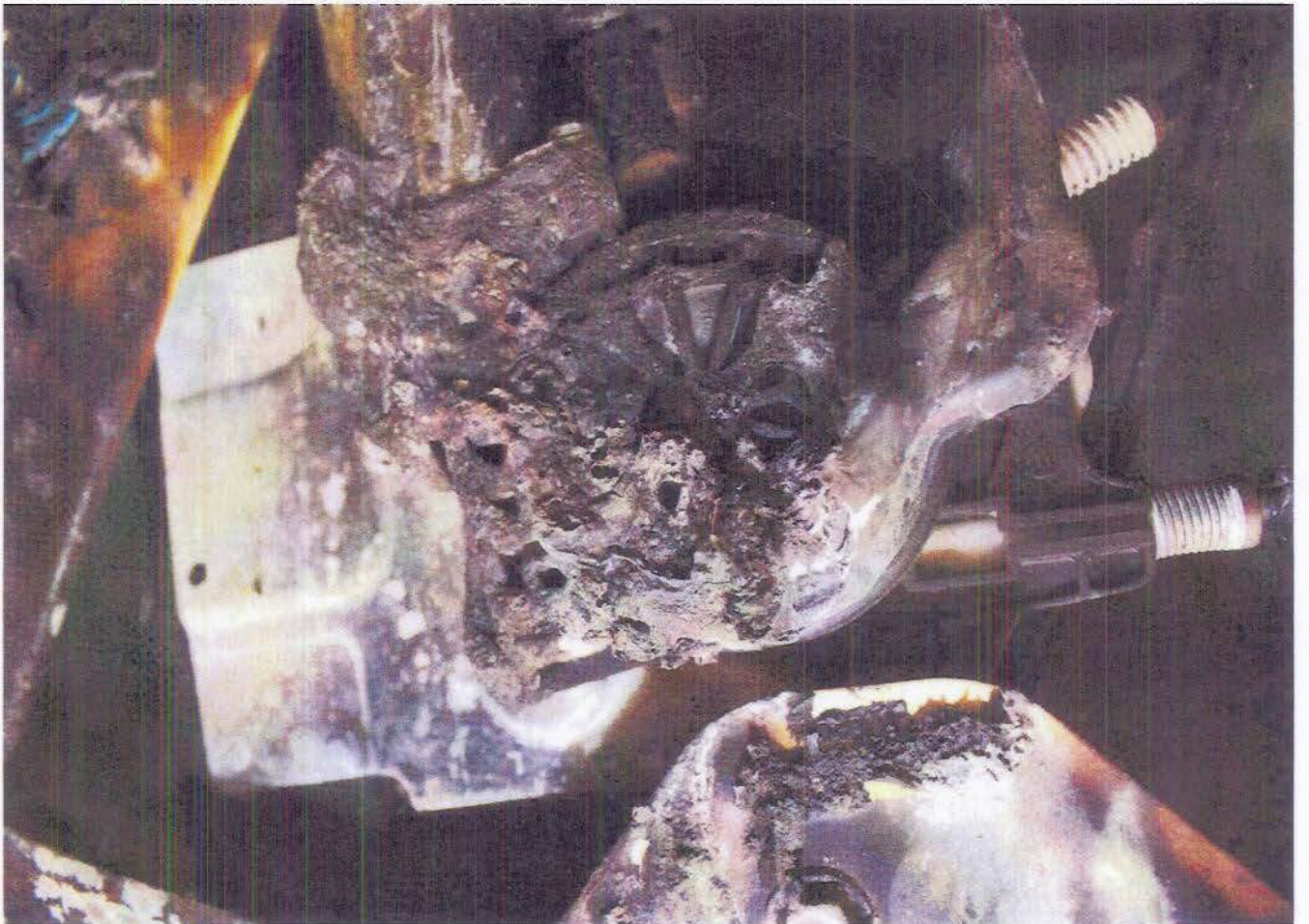


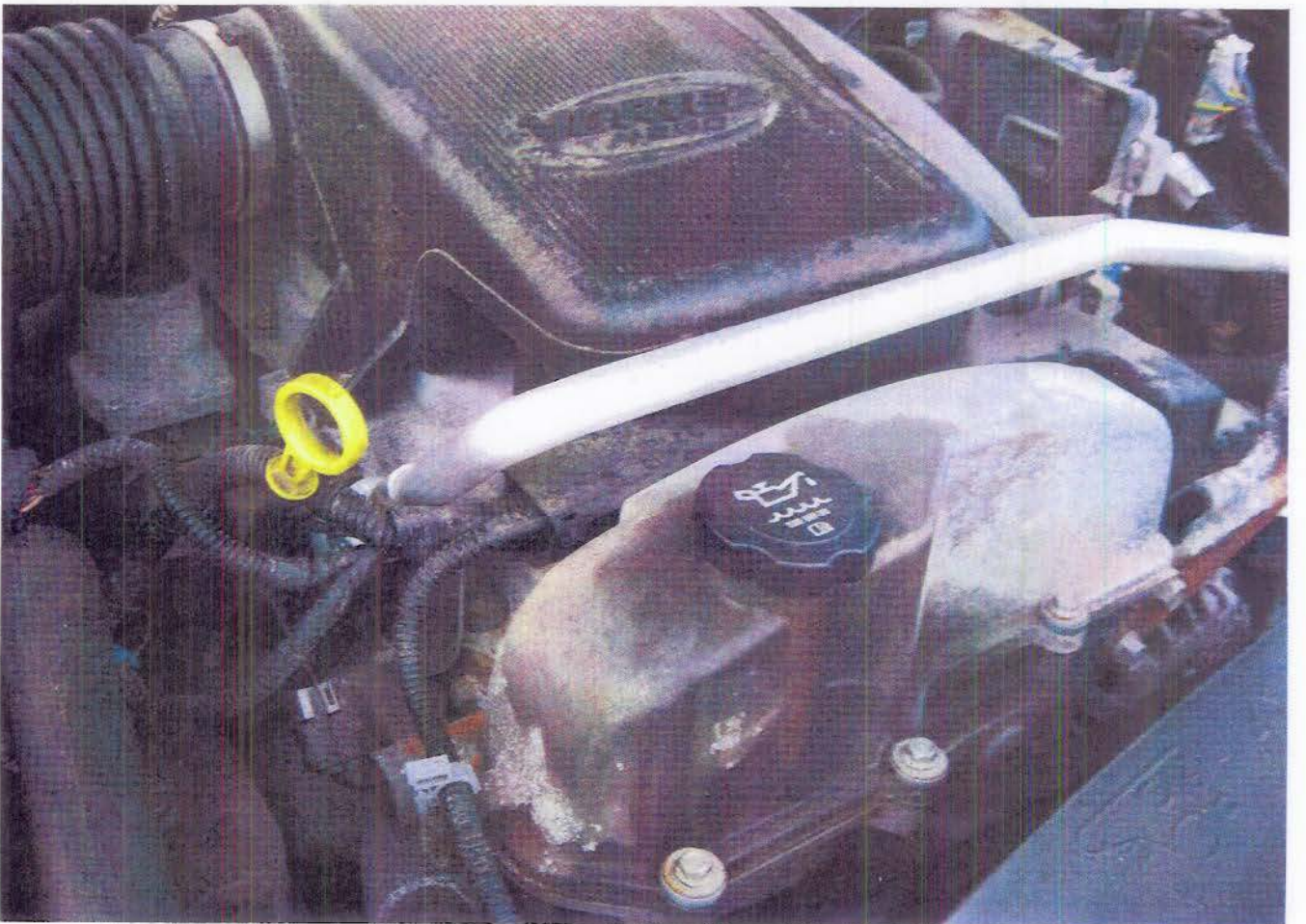
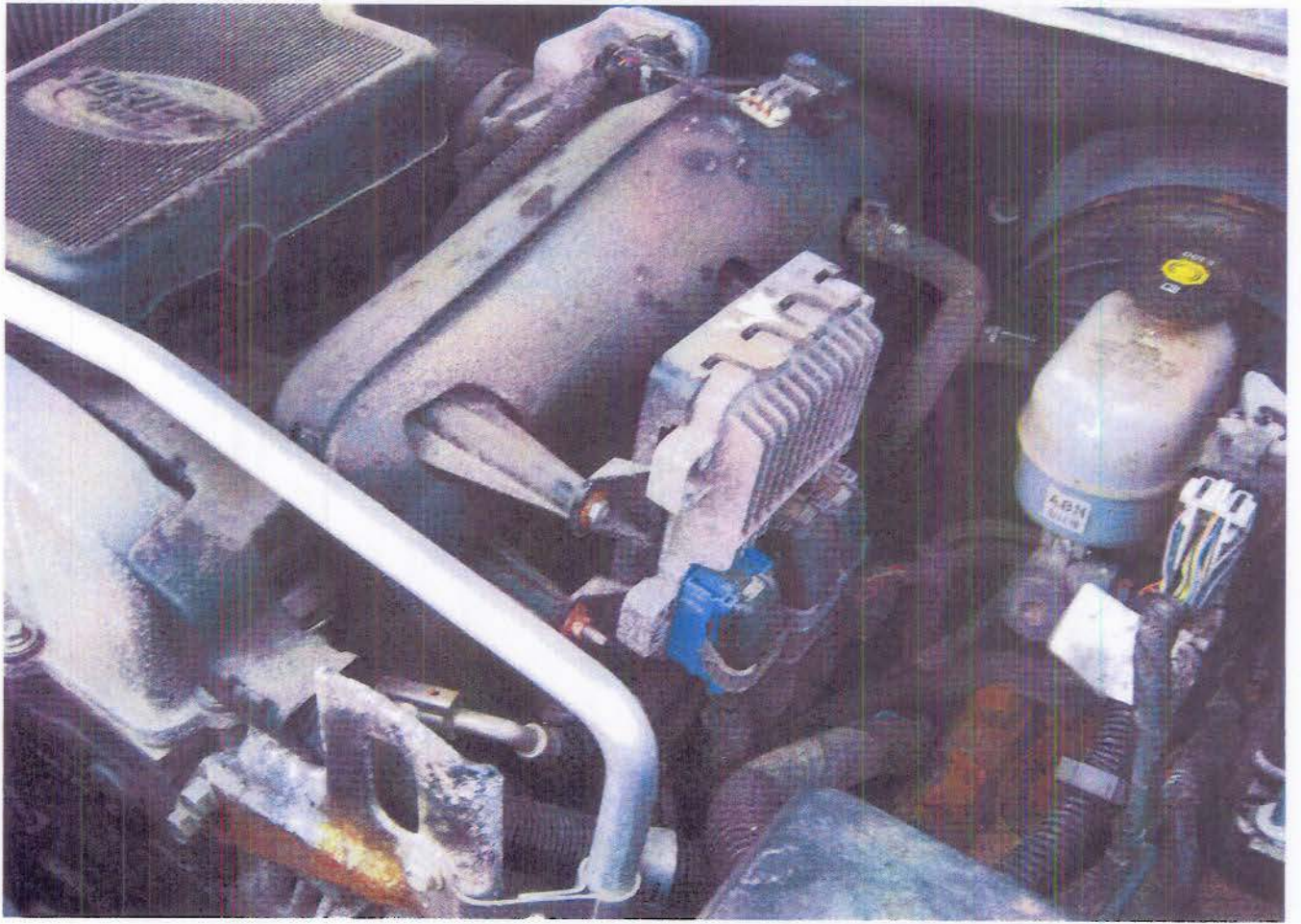


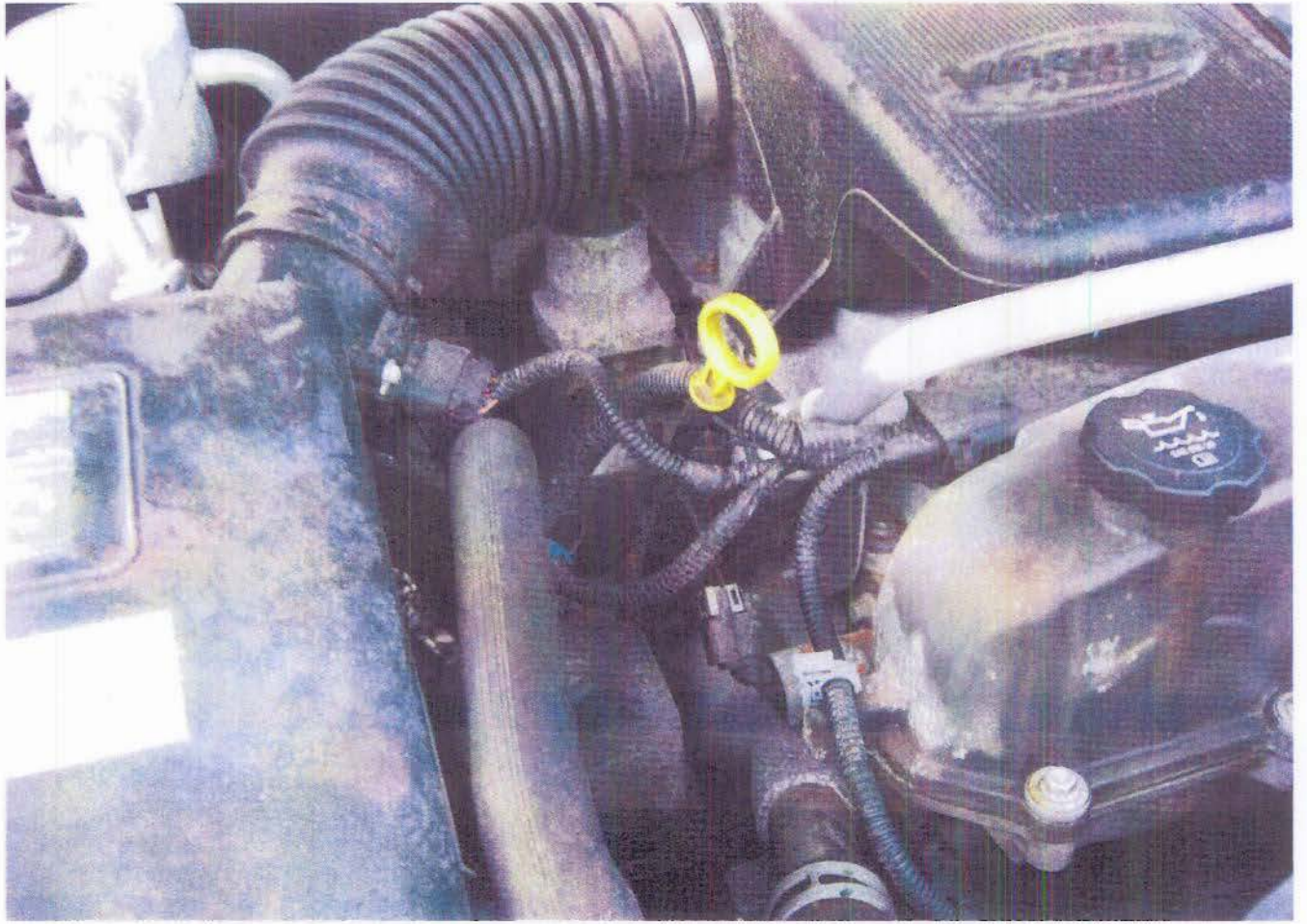








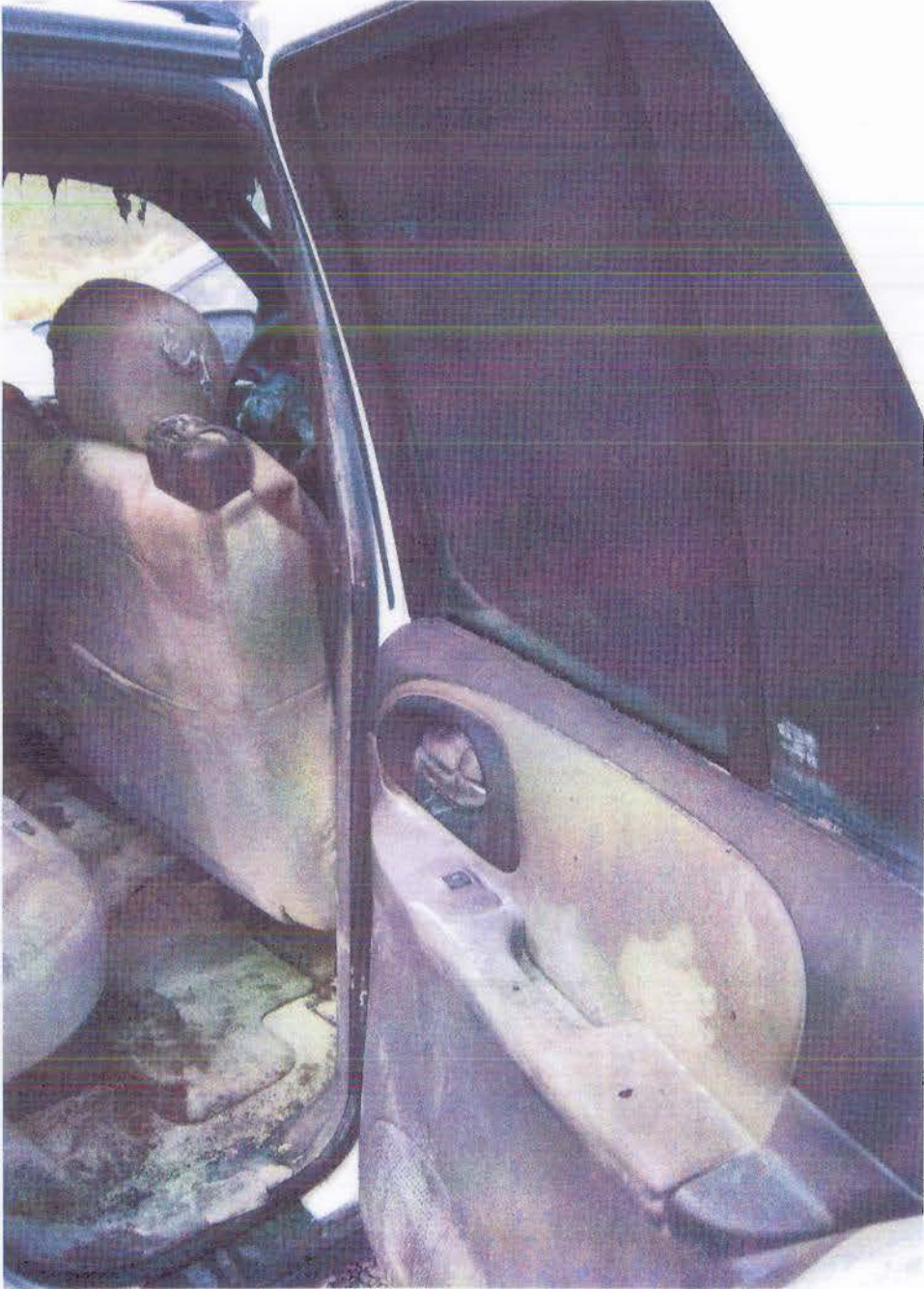


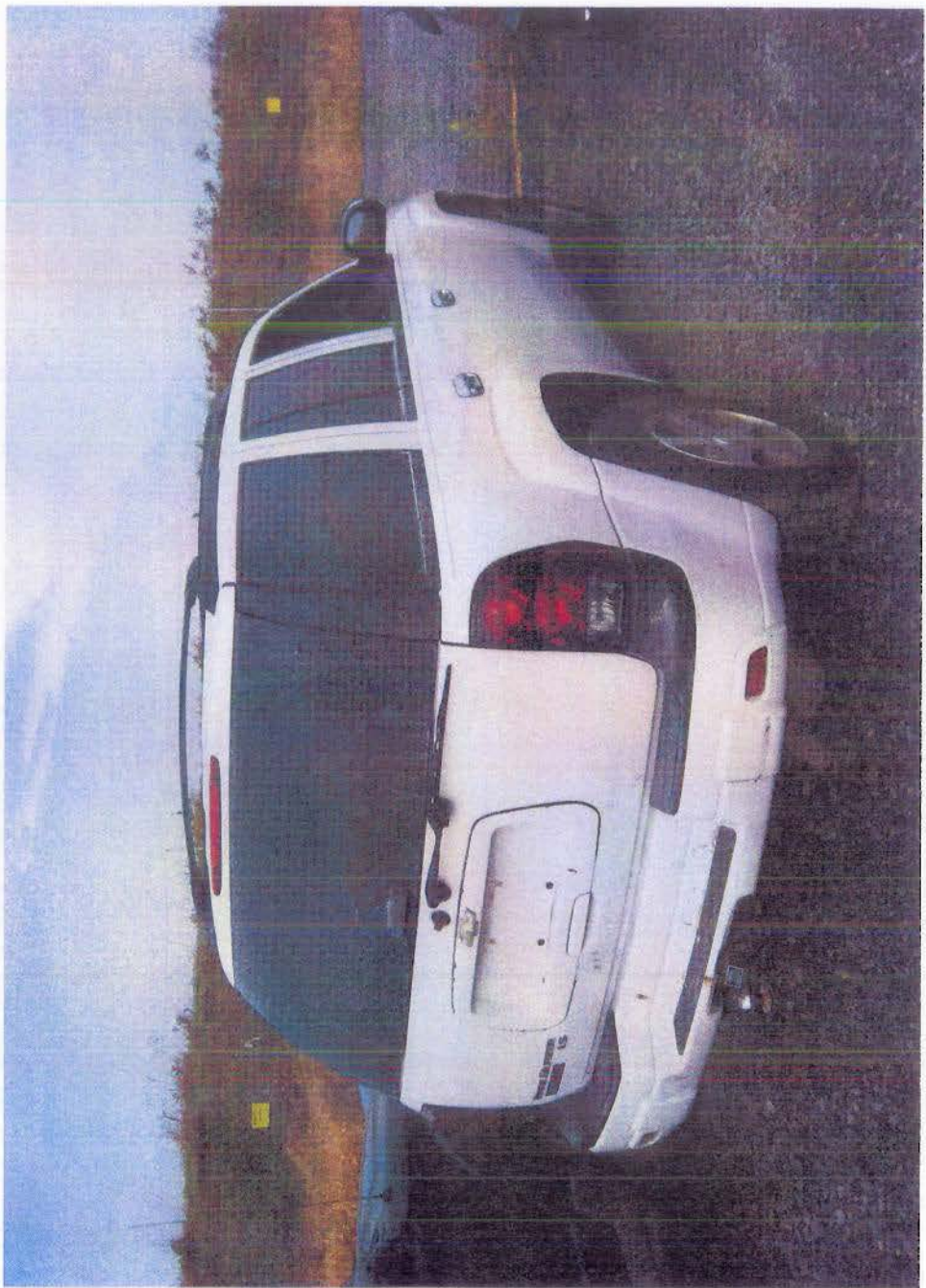


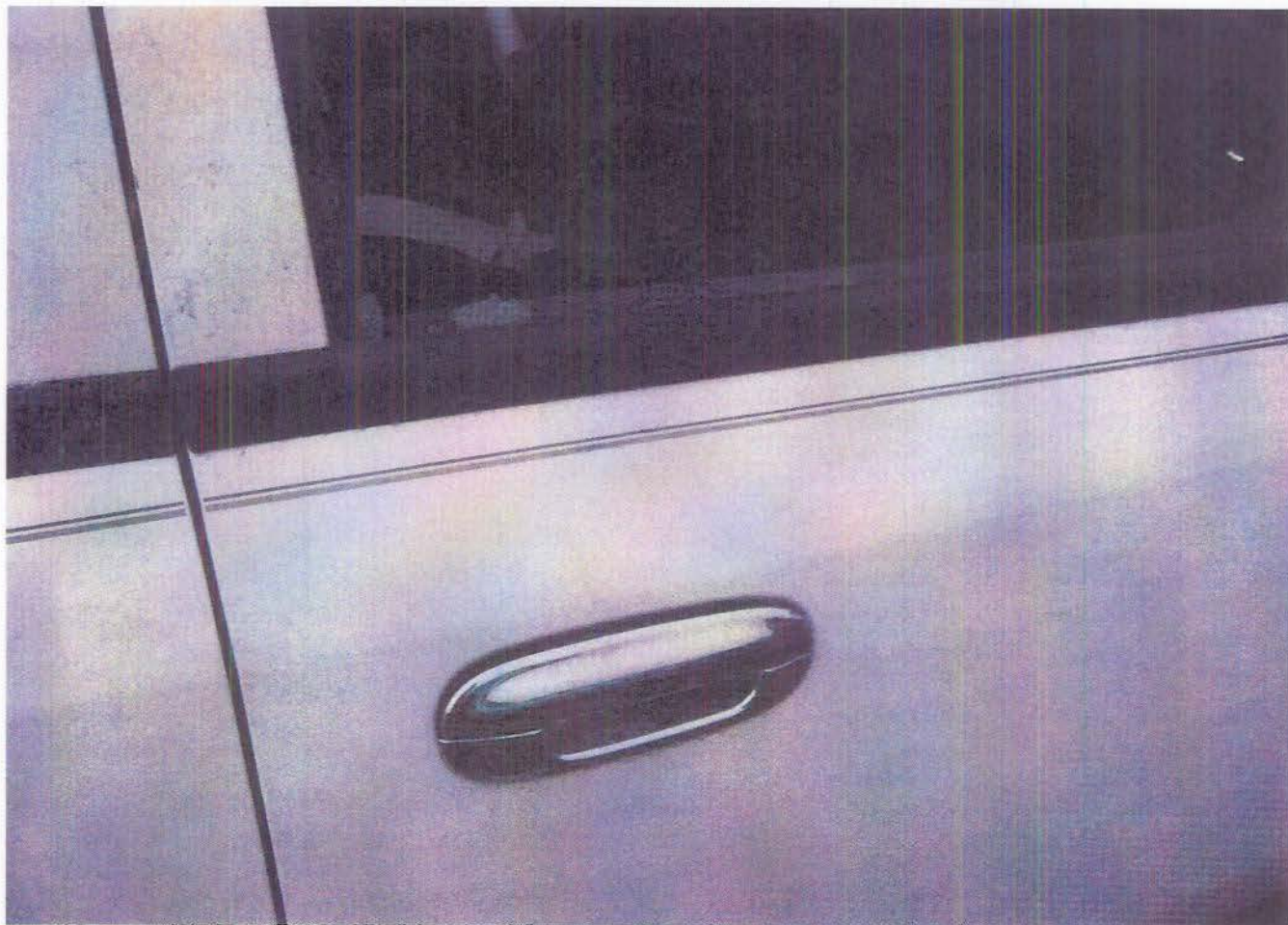


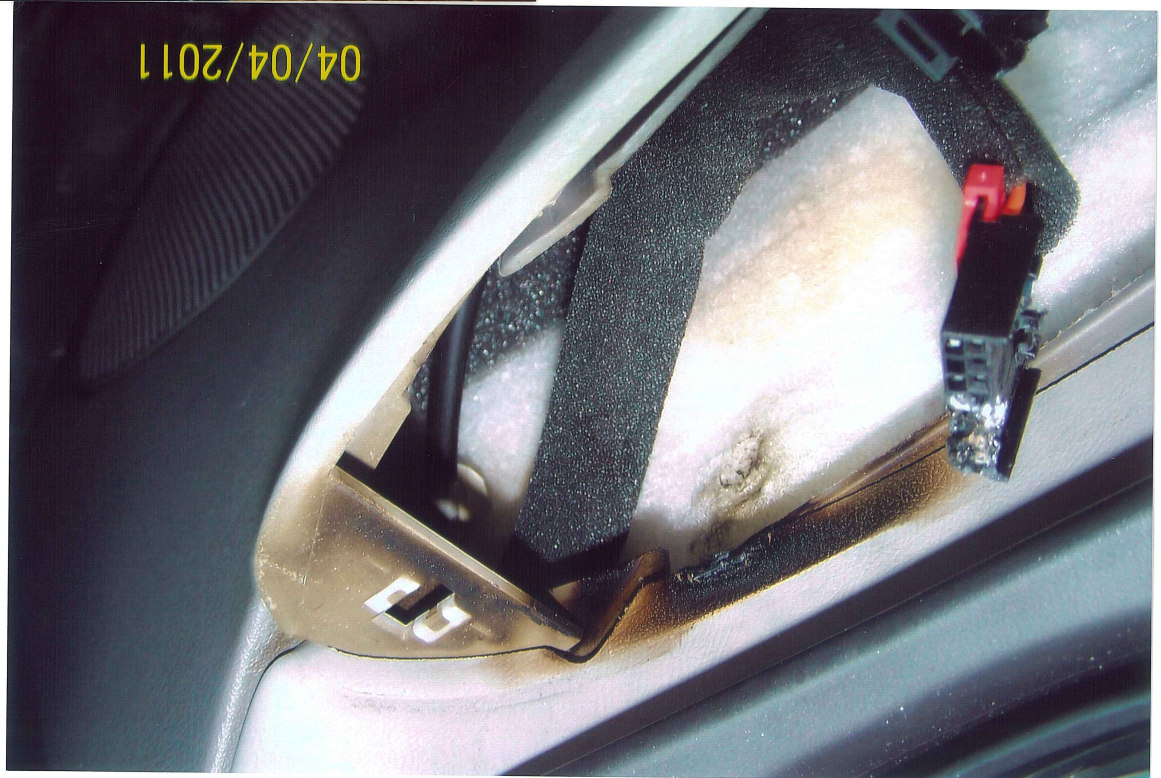


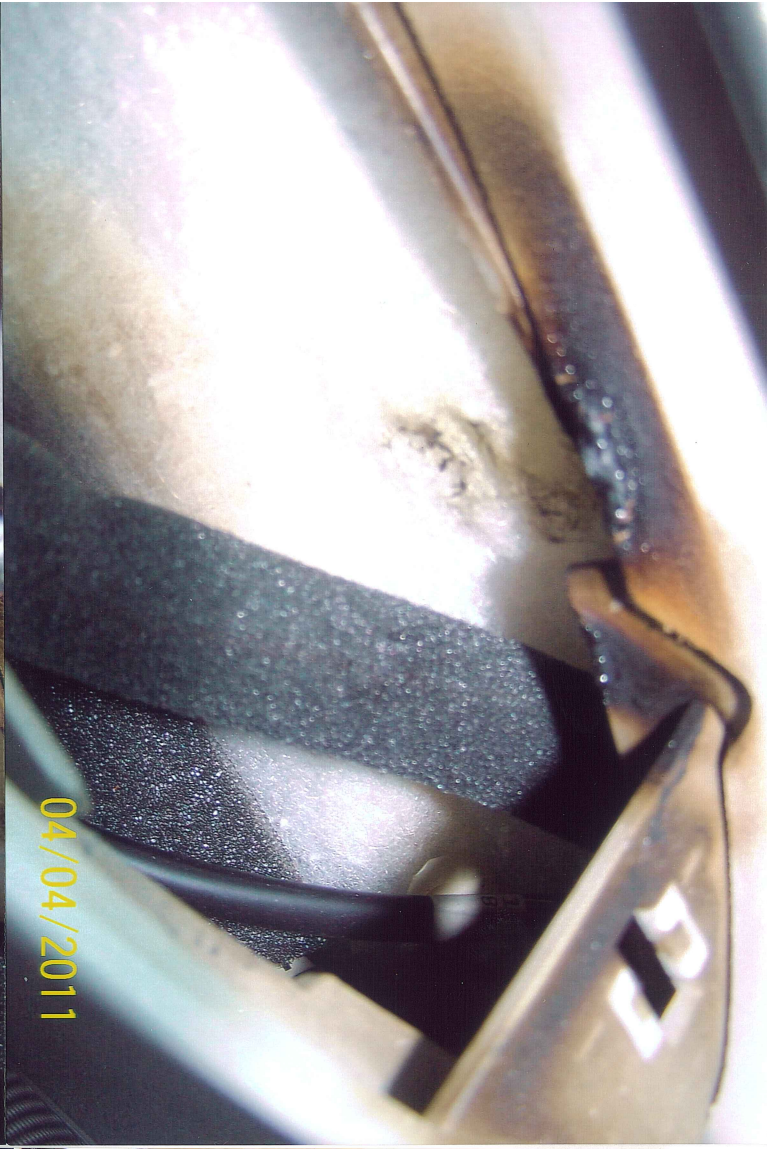












PE12-003

GM

4-20-2012

Q_08D

Investigation

Service Request Detail

SR No.	71-914021832	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Accessory Power Outlets	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir	Charlie Thomas Chevrolet, Ltd.	Safety	Yes
State	TX ZipCd	Con Acct	Source	Phone	Updated	2/1/2011 05:33:55 PM
Serial #/VIN	1GNES13H072	Model Year	Priority	Medium License #	Owner	BRUCED1
Make	Chevrolet	Warr. Start	Status	Open	Opened	2/1/2011 05:06:14 PM
Model	TrailBlazer	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract	E - Electrical - Accessory Power Outlets					
Customer Description	This is a BRC PAR File. Please do not assume. DO NOT ADVISE. Forward all inquiries to Deongella @ ext 21114					

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	1/31/2011 11:30:00 PM	N	0	2	Asphalt	Dry	None	None
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'4		None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Unknown	Unknown		Home State Insurance Company					
Incident Loc	Beltway and Bemler	Incident Desc	Cust sts I plugged in my charger and then the veh started smoking, so we took the dash out and then we noticed a lot more smoke, and we noticed the outlets and wires where melted					
Component	Electrical - Accessory Power Outlets	Damage Desc	Electric Wires					
Vehicle Loc	10510 Acacia Forest Trl	Add'l Info	Cust sts mother has insurance information however a claim will be made the customer believes					
Emgcy Svc Names	None	Maint Loc	Self					

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None	
Vehicle Speed	0		Weather Condition	Cold			Prop Owner	None	Property Type
Last Service Date			Loc Last Service				Property Location	None	Prop Est Repair Cost
Veh Est Repair Cost	\$0.00		Spec Equip Installer	None			Prop Damage Description	None	
Primary Veh Use	Personal		Inspection Type	Other			Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	Electric Wires		Explain Other	No inspection preformed at this time					

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/2/2011 04:48:20 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal Event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

07 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/2/2011 02:28:14 PM	BRUCED1	BRUCED1	Scheduled Follow-up		Scheduled Alarm		Check on ESIS PU

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:31:16 PM	BRUCED1	GARCIAJR	Notify CRM		Done	2/2/2011 04:48:02 PM	ESC to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Thermal Event

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:31:07 PM	BRUCED1	BRUCED1	Ownership Changed	Ownership Escalated to BRC	Done	2/1/2011 05:31:08 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:18:50 PM	BRUCED1	BRUCED1	Ownership Changed		Done	2/1/2011 05:18:50 PM	Service Request Ownership has changed FROM: SAMILPGA TO: BRUCED1
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:17:10 PM	BRUCED1	BRUCED1	Research		Done	2/2/2011 02:28:02 PM	Research - 1GNES13H07
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

No recalls
No prev repairs
No prev SR's

Deongella/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:17:06 PM	BRUCED1	BRUCED1	BRC PAR	Initial Contact- AVM	Done	2/1/2011 06:02:11 PM	Called - [REDACTED]
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		

Comments

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

The request number is: 71-914021832

The Customer's name is: [REDACTED]

The dealer involved is: None

Located in: Houston TX

The vehicle is a: 07 Chevy TrailBlazer

With current mileage: 75k

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

This involves: Thermal Event

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

Deongella /PAR/ATX

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:16:59 PM	BRUCED1	BRUCED1	BRC PAR	Initial Contact- Dealer	Done	2/1/2011 05:42:14 PM	Called - Charlie Thomas Chevrolet, Ltd.
Contact Last Name		Contact First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		

Comments

Charlie Thomas Chevrolet, Ltd.

(281) 481-6680

Spoke w Tom Raley - SVC Director

Crs adv has this veh been into your dlr for this type of concern

Dlr sts I do not see any history for this veh on my end

Deongella/PAR/ATX

Confidential Comments [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:16:33 PM	BRUCED1	BRUCED1	BRC PAR	Initial Contact- Phone	Done	2/1/2011 05:37:41 PM	Called
Contact Last Name		Contact First Name		Account	BAC Code		

Cust sts plugged in my charger and then the veh started smoking, so we took the dash out and then we noticed a lot more smoke, and we noticed the outlets and wires where melted

Crs adv was anyone injured

Cust sts no

Crs provided ESIS Statement

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

Deongella /PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:16:28 PM	BRUCED1	BRUCED1	BRC PAR	Acknowledgement	Done	2/1/2011 05:36:57 PM	
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Pls see Initial phone

Deongella/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:16:13 PM	BRUCED1	BRUCED1	BRC PAR	Case Assigned	Done	2/1/2011 05:36:32 PM	Case assigned to Deongella Bruce @ x21114
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/1/2011 05:08:18 PM	SAMILPGA	SAMILPGA	Inbound Call Customer	Complex Request	Done	2/1/2011 05:16:02 PM	Thermal event
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sts:My car has caught on fire twice, 1st time was a couple months ago, Driver door Module was determined the issue, dlr said 600 bucks to fix door module and he wanted to charge me to look at it I didnt have the money to fix it at the time,Now lasnight I plugged car charger and i saw alot of smoke, I jumped out of the car before anything, I called my brotherhe came and looked into it he removed the dash and the too cigerette outlets wires were fried. I havent exposed anything else.

>Ok

Crs sts: I do apologize for thawt experence i would have been terrified, and the inconvenience of the dlr just give me a moment to look into it.

Confidential Comments

UCC Information

UCC Code	Symptom	Description
N08	Thermal Event	Electrical - Accessory Power Outlets

Service Request Detail

SR No.	71-916792705	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Involved Dir	Hill Afb	Safety	Yes
State	UT ZipCd	Con Acct	Source	Email	Updated	2/25/2011 03:36:36 PM
Serial #/VIN	1GNDS13S362	Model Year	Priority	Medium License #	Owner	FABIANBR
Make	Chevrolet	Warr. Start	Status	Open	Opened	2/10/2011 10:51:22 AM
Model	TrailBlazer	Mileage	Sub-Status	Dissatisfied	Closed	
Abstract	Thermal Event - 06 Chevrolet Trailblazer					
Customer Description	MST (UT) This is a BRC - PAR case /do not assume /Forward all inquiries to Brandy ext. 31065					

Pre-PAR

PAR Nollifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	2/2/2011 12:00:00 PM	N	0	5	Concrete	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		67"		n/a				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
No claim filed	No claim filed		No claim filed					

Incident Loc	on the hwy 115 going down to Salt lake City airport in Salt lake City, UT	Incident Desc	-we were on the hwy 115 going down to Salt lake City airport in Salt lake City, UT @ 65 mph to pick up dad, could smell plastic, pulled over and all of a sudden it decpated and didn't think of it, went to pick up dad and came back, next, day windows and locks on driverside panel doesn't
Component	Thermal Event	Damage Desc	Melted panel and plastic
Vehicle Loc	3176B Lexington St, Hill Afb, UT 84056	Add'l Info	n/a
Emgcy Svc Names	n/a	Maint Loc	Firestone - 01/11

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	n/a
Vehicle Speed	65	Weather Condition	dry	Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service		Property Location	n/a	Prop Est Repair Cost		
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	n/a			
Primary Veh Use	Personal	Inspection Type	Thermal Event	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	Melted panel and plastic	Explain Other	Firestone - 01/11					

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/25/2011 03:36:42 PM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

06 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2011 01:39:54 PM	FABIANBR	FABIANBR	Scheduled Follow-up		Scheduled Alarm		
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Check esis pick up

brandy.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2011 01:39:32 PM	FABIANBR	GARCIAJR	Notify CRM		Done	2/25/2011 03:36:24 PM	ESIS- Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

ESIS- Thermal Event

Escalating case due to Thermal Event

brandy.par.atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/24/2011 01:39:04 PM	FABIANBR	FABIANBR	BRC PAR	ESIS- Thermal Event	Done	2/24/2011 01:39:31 PM	ESIS- Thermal Event
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

ESIS- Thermal Event

Escalating case due to Thermal Event

brandy.par.atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 04:17:47 PM	FABIANBR	FABIANBR	Ownership Changed		Done	2/23/2011 04:17:47 PM	Service Request Ownership has changed FROM: ROXASKR TO: FABIANBR
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 04:17:14 PM	FABIANBR	FABIANBR	Inbound Call Customer	Voice Mail Received	Done	2/23/2011 04:17:32 PM	VM
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

calling back with info you requested, the diag by firestone was Feb 5 and approx day would have been 02/02/11 and mileage was 39930 alright questions call me [redacted] wifes cell phone Margo Bifinski

brandy.par.atx

Confidential Comments

Service Request Detail

Activities

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

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

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

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Steven Robinson

My name is Brandy with the Product Allegation Dept with GM. My Service Request number is 71-916792705. The Customer's name is [REDACTED] Their telephone number is [REDACTED] The Vehicle involved is a Year, Make and Model. -The customer is alleging they experienced a thermal event with their vehicle, due to event escalating to esis. You do not need to respond to this message unless you have any comments concerns or questions.. pls contact me at 866-790-5600 x 31065

brandy.par.atx

Confidential Comments

Service Request Detail

Activities

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

Comments

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

dfr sts:

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

brandy.par.atx

Confidential Comments

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

Comments

Ian
71-916792705

cust sts:

-we were on the hwy 115 going down to Salt lake City airport in Salt lake City, UT @ 65 mph to pick up dad, could smell plastic, pulled over and all of a sudden it decaped 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 melted on the inside, piece of it and dldn't fix it - leave panel unwired to circuit it out.
-Last 3 years - 2 had to replace the window motor, first time just went out and wouldn't work at all and wouldn't go all the way up, felt draft - 350 out of pocket the first time, trying to find out how fire happened
-mileage unknown at this time

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

brandy.par.atx

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:51:45 AM	FABIANBR	FABIANBR	BRC PAR	Acknowledgement	Done	2/23/2011 11:35:27 AM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Jan
71-916792705
cust sts:
-we were on the hwy 115 going down to Salt lake City airport in Salt lake City, UT @ 65 mph to pick up dad, could smell plastic, pulled over and all of a sudden it 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 melted on the inside, piece of it and didn't fix it - leave panel unwired to circuit it out.
-Last 3 years - 2 had to replace the window motor, first lime 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/23/2011 10:51:40 AM	FABIANBR	FABIANBR	Research		Done	2/23/2011 11:22:49 AM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Research

No Related Repairs:

No Previous SR's:

No Open Recalls:

brandy.par.atx

Confidential Comments

Service Request Detail

Activities

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

Comments

FABIANBR @ 31065

brandy.par.atx

Confidential Comments

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

forwarding case to PAR

spoke with: Brandy

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

Confidential Comments

Service Request Detail

Activities

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

Cust Sts:

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

Crs Adv:

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

Cust Sts:

ok

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

Confidential Comments

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

Comments

Cust Sts:

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

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

Confidential Comments

Service Request Detail

Activities

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

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

2/23/2011 10am-12pm EST

action plan:
>escalate to PAR dept

Jan 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 First Name	Account	BAC Code
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Comments

see ibcc

Confidential Comments

Service Request Detail

Activities

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

Comments

Cust sts:

>follow up on my case 71-916792705
>been went out of town and I received email from an agent

Cust seeks:

>ocrs

CRS ADV:

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

Cust sts:

>yes pls

CRS STS:

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

Ted/CAC Tier 1/ MAN/LVL 0 empowered

Confidential Comments

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/22/2011 04:01:47 AM	ROXASKR	ROXASKR	SR Closed - Satisfied		Done	2/22/2011 04:01:47 AM	Service Request has been Closed Satisfied.
Contact Last Name	Contact First Name	Account				BAC Code	

Comments

Confidential Comments

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

Comments

closing sat as per business rule

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

Confidential Comments

Service Request Detail

Activities

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

Comments

Service Request: 71-916792705
Customer Relationship Specialist: Ian

Dear Steven,

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

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

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

Confidential Comments

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

Comments

2/22/2011 03am-05am EST

action plan:
>gather more info prior to PAR warm transfer

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2011 01:05:44 PM	CALLOCO	ROXASKR	Notify GRM		Done	2/17/2011 05:49:55 AM	CB made
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

pls see notes

Confidential Comments

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

Comments

Acrs sts:
tried to contact cust but not there.
no reply
unable to leave msg.

connie callo /CACT1/EmpLvl1/MLA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/15/2011 10:58:57 AM	ROXASKR	CALLOCO	Scheduled Outbound Call Cust	Follow-up Attempt	Done	2/16/2011 01:04:02 PM	Follow-up Attempt
Contact Last Name	Contact First Name	Account	BAC Code				

2/16/2011 12pm-2pm EST

action plan:

>gather more info prior to PAR warm transfer

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

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/15/2011 10:58:31 AM	ROXASKR	ROXASKR	Outbound Call Customer	Left Message	Done	2/15/2011 10:58:40 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

provided:

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

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

Confidential Comments

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

Comments

2/15/2011 10am-12pm EST

action plan:
>warm transfer to PAR

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

Confidential Comments

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

Please refer to IB Cust Activity

Confidential Comments

Service Request Detail

Activities

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

Comments

Cust sis.: just received your email, sorry I haven't gotten back to you quicker. This is SR # 71-916792705, regarding the '06 TrailBlazer with the internal fire in the power window panel. There really isn't a set time to call me, my number is 4805227016 anytime Mon-Fri I'd be willing to talk to you if you can give me a call, sorry I wasn't able to get back to you quicker, give me a call Mon-Fri coming up and hopefully we can resolve this issue quickly. Thank you very much.

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

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

Confidential Comments

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

Comments

2/15/2011 03am-05am EST

action plan:

>waiting for cust response

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

Confidential Comments

Service Request Detail

Activities

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

Comments

Service Request: 71-916792705
Customer Relationship Specialist: Ian

Dear [REDACTED]

Thank you for contacting Chevrolet Customer Assistance Center.

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

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

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

Based on the information you had provided previously, I created a Service Request to document your case. The Service Request number assigned to your case is 71-916792705. Please refer to this number on any future correspondence about your case.

Again, thank you for contacting Chevrolet.

Sincerely,

The Chevrolet Consumer Support Team

[THREAD ID:1-F5RIN7]

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

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

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

Service Request Detail

Activities

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

Comments

Name
Email
Address
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 Trailblazer (power window panel front drivers)? The entire panel does not work because of an internal fire which luckily was contained to the inside. I was told that it was started because of the regulator/motor. Please explain to me why I should have to pay for an internal fire in the panel which is a manufacturer defect. I have also had to replace the front 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 ASAP! This needs to be resolved before an even bigger fire occurs and someone dies. I do not believe that I should have to pay for any malfunctioning fire. Thank you for your time.

Vehicle Concern Info:

Nature of Concern: vehicle
Model:
Year: 2006
VIN Number: 1GNDS13S3
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

726412

Service Request Detail

SR No.	71-929098515	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR	
Account		Site	GW SubType		Bus. Unit	BRC	
Last Name		First Name	Approval	Not Initiated	Area	PAR	
Daytime #		Evening #	UCC	Electrical - Power Door Lock Motor /	Sub-Area	Initiate PAR- Thermal Event	
Address		City	Shelby	Involved Dir	Rocket Chevrolet-Olds-Geo, Inc.	Safety	Yes
State	OH ZipCd	Con Acct.		Source	Phone	Updated	3/30/2011 01:48:20 PM
Serial #/VIN	1GNDT13S872	Model Year	2007	Priority	Medium License # CHEVROL	Owner	STEWARDE
Make	Chevrolet	Warr. Start	10/26/2006	Status	Open	Opened	3/18/2011 11:24:39 AM
Model	TrailBlazer	Mileage	78066	Sub-Status	Dissatisfied	Closed	
Abstract	(ESIS)Electrical - Power Door Lock Motor / Switch / Wiring						
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all Inquiries to Debbie Stewart @ ext 31117						

Pre-PAR

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

PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	police veh	
Vehicle Speed	0	Weather Condition	clear and dry		Prop Owner	N/A	Property Type	N/A	
Last Service Date	11/16/2010	Loc Last Service			Property Location	N/A	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost	\$272.00	Spec Equip Installer	self and Basso Communications		Prop Damage Description	N/A			
Primary Veh Use	Fleet	Inspection Type	Thermal Event		Inspected By	Inspection Not Perfomed	Inspection Date/Time		
Veh Damage Description	switch melted	Explain Other	Forwarding to ESIS.						

Service Request Detail

Activities

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

Contact Last Name	Contact First Name	Account	BAC Code

Comments

07 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2011 10:52:30 AM	STEWARDE	STEWARDE	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Check to see if ESIS picked up file

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2011 10:52:11 AM	STEWARDE	GARCIAJR	Notify CRM		Done	3/30/2011 01:48:24 PM	Forwarding to ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Cust alleges a thermal event in their veh

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

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

Cust alleges a thermal event in their veh

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2011 10:25:12 AM	STEWARDE	STEWARDE	Inbound Call Customer	Complex Request	Done	3/29/2011 10:40:47 AM	Charles Rub called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Continue to INI

Debbie Stewart/PAR/ATX

Confidential Comments

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

Comments

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

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

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

Debbie Stewart/PAR/ATX

Confidential Comments

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

Comments

Sts: SR Is 71-929098515, customer is [REDACTED]
Sent 3/25/11 814pm

Tonia/BRC PAR/ATX

Confidential Comments

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

Comments

Confidential Comments

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

Comments

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 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

Confidential Comments

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

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:27:59 AM	MERCADTO	STEWARDE	BRC PAR	Initial Contact-AVM	Done	3/29/2011 10:46:51 AM	called RCCDMACH Oberhelman Tyler @ 630961 6407

Contact Last Name	Contact First Name	Account	BAC Code

Comments

RCCDMACH Name: Tyler Oberhelman
Node/Mailbox: 630961 6407

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

The request number is: 71-929098515

The Customer's name is:

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

Located in: Shelby, OH

The vehicle is a: 2007 Chevrolet TrailBlazer

With current mileage: 78,066

The last 8 digits of the VIN# are: 72

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

I will be forwarding this file to our Central Claims office, ESIS for further handling. This message is for informational purposes only, however if you do have any questions please feel free to give me a call at 866-790-5600 x31117.

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

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

Comments

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#

Debbie Stewart/PAR/ATX

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:27:51 AM	MERCADTO	STEWARDE	BRC PAR	Initial Contact- Phone	Done	3/29/2011 10:44:54 AM	called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

confirmed cust contact info and allegation

CRS adv: CRS advised customer of required verbiage as stated in d_1075834

Cust sts: Continue

CRS adv: completed PAR questions

Cust sts: This is a police vehicle used by 2 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 sts: continue

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

Cust sts: OK

CRS adv: confirmed cust has ph# and SR#

Cust sts: Thank you

Debbie Stewart/PAR/ATX

Confidential Comments [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:27:44 AM	MERCADTO	STEWARDE	BRC PAR	Acknowledgement	Done	3/28/2011 12:31:51 PM	called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

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

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:27:37 AM	MERCADTO	STEWARDE	Notify CRM		Done	3/28/2011 11:48:25 AM	File assigned
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:27:28 AM	MERCADTO	STEWARDE	Research		Done	3/28/2011 11:51:16 AM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

VIN and CUST scan- no files

No recalls

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

Research completed

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

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

Comments

Confidential Comments

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2011 09:26:51 AM	MERCADTO	ABELLAAN	SR Closed - Dissatisfied		Done	3/28/2011 09:26:51 AM	Service Request has been Closed Dissatisfied.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

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

Comments

alleged product allegation - thermal event

BNTC:
4193472242

BTTC:
1 to 3 PM EST

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/25/2011 02:48:29 PM	ABELLAAN	ABELLAAN	Outbound Call Customer	Left Message	Done	3/25/2011 08:24:27 PM	vm 4193
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

ann.cac (1.man.level 0 empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/24/2011 10:02:59 PM	ABELLAAN	ABELLAAN	Scheduled Outbound Call	Follow-up Attempt	Done	3/25/2011 02:48:27 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

NAME:

BNTC:
4193472242

BTTC:
1 to 3 PM EST

Action Plan:
-forward file to PAR

ann.cac (1.man.level 0 empowered

Confidential Comments

Service Request Detail

Activities

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

Comments

CRS Spoke with: M [REDACTED]

CRS Advised:

-This is Jeff of Chevrolet CAC, Im calling in behalf of Ann

- We just want to inform you that we will have to forward the case to PAR

Cust States:

- if you could ask them to call me tomorrow

- i dont have time this afternoon

- BTTC 1pm-3pm EST

- BNTC [REDACTED]

Jeffray/CAC T1/MAN/Level 0 Empowered

Confidential Comments

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

Comments

Cust States:

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

ann.cac t1.man.level 0 empowered

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/24/2011 01:22:03 PM	ABELLAAN	ABELLAAN	SR Opened		Done	3/24/2011 01:22:03 PM	SR in Status of Closed has been Re-Opened by ABELLAAN
Contact Last Name	Contact First Name	Account	BAC Code				

Confidential Comments

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

Comments

Confidential Comments

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

Comments

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

ann.cac.t1.man.level 0 empowered

TL Approved for Closing

Amy Royo. TM.T1.Lvl1.MLA

Confidential Comments

Service Request Detail

Activities

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

Comments

-provide sr #
-gave direct and ext

ann.cac t1.man.level 0 empowered

Confidential Comments

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

Comments

-call to forward file to PAR

ann.cac t1.man.level 0 empowered

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:00:56 PM	ABELLAAN	ABELLAAN	Outbound Call Customer	Left Message	Done	3/21/2011 02:10:22 PM	vm 4193
Contact Last Name	Contact First Name	Account	BAC Code				

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

ann.cac t1.man.level 0 empowered

Confidential Comments

Service Request Detail

Activities

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

Comments

-call cust warm transfer to PAR

ann.cac t1.man.level 0 empowered

Confidential Comments

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

CRS Advised:

- can you give me information about this particular concern
- is there any evidences of misuse
- is there anything that we can do to provide help to cust

Dir States:

- It was melted
- brought the switch in. they already pulled it to inspect.
- it was on the bottom side just presented to us melted.
- there are no evidences of misuse
- \$272.84
- at 78,066mi it's beyond my empowerment

ann.cac t1.man.level 0 empowered

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/18/2011 11:24:45 AM	ABELLAAN	ABELLAAN	Inbound Call Customer	Complex Request	Done	3/18/2011 11:06:16 PM	door switch issue
Contact Last Name	Contact First Name	Account	BAC Code				

Cust States:

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

Cust Seeks:

- veh to be fixed

CRS Advised:

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

ROCKET CHEVROLET-OLDS-GEO, INC.

1.8 MILES

233 MANSFIELD AVE

SHELBY OH 44875-1861

Phone: (419) 342-3010

ann.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

Service Request Detail

SR No.	71-923590868	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Electrical - Power Door Lock Motor /	Sub-Area	Initiate PAR- Thermal Event
Address		City	Camden	Involved Dir		Safety	Yes
State	NY ZipCd	Con Acct		Source	Phone	Updated	3/2/2011 04:47:04 PM
Serial #/VIN	1GNDDT13S072	Model Year	2007	Priority	Medium License #	Owner	SANCHERI
Make	Chevrolet	Warr. Start	03/24/2007	Status	Open	Opened	3/2/2011 03:51:39 PM
Model	TrailBlazer	Mileage	63000	Sub-Status	Dissatisfied	Closed	
Abstract	esis - thermal event / door controls/ electrical ✓						
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.31227 ***						

Pre-PAR

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

PAR Detail

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

736019

Service Request Detail

SR No.	71-928598726	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Body - Door	Sub-Area	Initiate PAR- Thermal Event
Address		City	Calonsville	Involved Dir	Fox Chevrolet, L.L.C.	Safety	Yes
State	MD ZipCd	Con Acct		Source	Phone	Updated	3/18/2011 10:27:33 AM
Serial #/VIN	1GNDT13S072	Model Year	2007	Priority	Medium License # CHEVROL	Owner	STEWARDE
Make	Chevrolet	Warr. Start	06/30/2006	Status	Open	Opened	3/17/2011 09:18:10 AM
Model	TrailBlazer	Mileage	112000	Sub-Status	Dissatisfied	Closed	
Abstract	(ESIS)Body - Door (Thermal)						
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to Debbie Stewart @ ext 31117						

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	3/16/2011 02:00:00 PM	N	0	2	Asphalt	Dry	N/A	N/A
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		6'2"		None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
N/A	N/A		Geico Insurance					
Incident Loc	3 miles from 1509 King William Dr Cantonsville, MD			Incident Desc	I started smelling something and when I pulled near my driveway the was smoke in the driver's front door panel. I turned off the car and got out. It went from smoke to flames. I called 911 and I put water on it and they put it out.			
Component	driver's front door panel			Damage Desc	front driver's door, window scorched			
Vehicle Loc	Fox Chevrolet, L.L.C.			Add'l Info	No repair estimates			
Emgcy Svc Names	Woodlawn Fire Dept			Maint Loc	Jiffy Lube			

PAR Detail

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

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/18/2011 10:27:41 AM	GARCIAJR	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		Thermal event - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

07 Chevrolet TrailBlazer - thermal event

Joe G/PAR/ATX

Confidential Comments

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

Contact Last Name	Contact First Name	Account	BAC Code

Comments
Check to see if ESIS picked up file

Debbie Stewart/PAR/ATX

Confidential Comments

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

Contact Last Name	Contact First Name	Account	BAC Code

Comments
Cust alleges a thermal event in their veh

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

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

Cust alleges a thermal event in their veh

Forwarding to ESIS

Debbie Stewart/PAR/ATX

Confidential Comments

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

Comments

Continue to DLR INI

Debbie Stewart/PAR/ATX

Confidential Comments

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

Comments

Debbie Stewart/PAR/ATX

Confidential Comments

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

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

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:53:15 AM	STEWARDE	STEWARDE	Research		Done	3/17/2011 09:57:16 AM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

VIN and CUST scan-
71-661162714 time setting
71-828486001 fuel gauge

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

Research completed

Debbie Stewart/PAR/ATX

Confidential Comments

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

DDMACHEV's cell phone number is for
BRC use only

Comments
DDMACHEV Name: Michael Reardon
This is Debbie calling from the GM Product Allegation Dept to make you aware of a file that was received in your area.
The request number is: 71-928598726
The Customer's name is [REDACTED]
The dealer involved is: Fox Chevrolet, L.L.C.
Located in: Baltimore, MD
The vehicle is a: 2007 Chevrolet TrailBlazer
With current mileage: 112,000
The last 8 digits of the VIN# are: 72 [REDACTED]
This involves: Cust alleges a thernar event in their veh.
I will be forwarding this file to our Central Claims office, ESIS for further handling. This message is for informational purposes only, however if you do have any questions please feel free to give me a call at 866-790-5600 x31117.

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

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

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

Comments

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

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

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

CRS adv: Thank you

Debbie Stewart/PAR/ATX

Confidential Comments

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

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

Comments

confirmed cust contact info and allegation

CRS adv: completed PAR questions

Cust sts: I started smelling something and when I pulled in near my driveway 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 dlr now. I do not have a rental. I'm using my other car.

CRS adv: CRS advised customer of required verbiage as stated in d_1075834

Cust sts: continue

CRS adv: gave ph# and SR#

Cust sts: Thank you

Debbie Stewart/PAR/ATX

Confidential Comments

Service Request Detail

Activities

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

Contact Last Name	Contact First Name	Account	BAC Code

Comments

See INI

Debbie Stewart/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:41:26 AM	STEWARDE	STEWARDE	BRC PAR	Case Assigned	Done	3/17/2011 09:43:05 AM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:41:22 AM	STEWARDE	STEWARDE	Ownership Changed	Ownership Escalated to BRC	Done	3/17/2011 09:41:22 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:32:37 AM	STEWARDE	STEWARDE	Ownership Changed		Done	3/17/2011 09:32:37 AM	Service Request Ownership has changed FROM: CASTRONA TO: STEWARDE

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/17/2011 09:26:16 AM	CASTRONA	CASTRONA	Outbound Call Customer	Made Contact	Done	3/17/2011 09:30:14 AM	lost connection.

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

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

Nancy Castro/CAC/aTX/T1/LV10

Confidential Comments

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

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Cust 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/LV10

Confidential Comments

UCC Information

UCC Code	Symptom	Description
C04	No Symptom Indicated	Body - Door

726412


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March 31, 2011

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

INTERFACE WITH
CUSTOMERView 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)

For this vehicle:

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

Vehicle Information

VIN 1GNDT13S872 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type 70 - RETAIL - STOCK
 Field Actions [0 Open](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/21/2010	10/26/2006	168 MI	10/26/2011	100,168 MI
	Emission Select Component Ltd Wty	02/21/2010	10/26/2006	168 MI	10/26/2014	80,168 MI
	Corrosion Limited Warranty	02/21/2010	10/26/2006	168 MI	10/26/2012	100,168 MI
	Bumper to Bumper Limited Warranty	02/21/2010	10/26/2006	168 MI	10/26/2009	36,168 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
01/28/2009	110323	ZREG---Regular Vehicle Transaction		C0182 - Front Side Door Window Regulator Replacement - Right Side	39,731 MI
03/28/2008	199404	ZREG---Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	31,884 MI
08/13/2007	138423	ZREG---Regular Vehicle Transaction		R0260 - Cable, Coaxial Antenna Lead-In (Standard) - Replace	13,057 MI
10/16/2006	241793	ZPDI---Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	6 MI
10/11/2006	A65067	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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March 31, 2011

Global Warranty Management: [Main](#) > [Interface With Customer](#) > [View Vehicle Build](#)INTERFACE WITH
CUSTOMERView Vehicle Build ?

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

Vehicle Information

VIN: 1GNDT13S872 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD Order Number: KMKFQD
 Gross Vehicle Weight: 2,611 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	28I - INT TRIM LT GRAY/DK GRAY
41U - BLACK	6FB - COMP FRT LH COMPUTER SEL SUSP
7FB - COMP FRT RH COMPUTER SEL SUSP	8UZ - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	AJ1 - GLASS, DEEP TINTED
AK5 - DUAL STAGE FRONT AIR BAGS	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - 65/35 FOLDING 2ND ROW SEAT	AR9 - FRT BUCKET SEAT, DELUXE
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	B30 - FULL CARPET-COLOR KEYED
B32 - FLOOR MATS, FRONT/REAR	B33 - REAR COLOR KEYED FLOOR MATS
B86 - MOLDING B/S COLOR	C49 - REAR WINDOW DEFROSTER
C5N - GVW RATING - 5750 LBS	CF5 - POWER SUNROOF
CJ3 - CLIMATE CONTROL	DAY - ASSEMBLY PLANT MORaine, OHIO
DK7 - OVERHEAD CONSOLE	DP2 - POWER OSRV MIRRORS
EVA - EVAP EMISSION REQUIREMENT	FE9 - FEDERAL EMISSIONS
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC POWER, 4 WHL DISC
JJB - PT DRESS SUBASSY NOT INSTALLED	K18 - ELECTRIC AIR INJECTION SYSTEM
K34 - CRUISE CONTROL	KG4 - GENERATOR 150 AMP
LL8 - ENGINE, VORTEC 4.2L SFI I6	M30 - TRANSMISSION, 4 SPD AUTOMATIC
N40 - POWER STEERING	N75 - 17" ALUMINUM WHEELS
NP8 - 2-SPEED ACTIVE TRANSFER CASE	NT7 - EMISSION SYS FED - TIER 2
NZ3 - 16" FULL SIZE SPARE WHEEL	PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) * OVERHEAD CONSOLE
PDC - PWR SEAT ADJUST-DRIVER, 8 WAY	QTM - ALL-SEASON TIRES

R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL
R9N - LEATHER SEAT TRIM
T61 - DAYTIME RUNNING LIGHTS
TB4 - LIFTGATE

U73 - FIXED MAST ANTENNA
UC6 - AM/FM STEREO W/6 DISC CD PLAYER,
AUTOTONE CONTROL, RADIO DATA SYSTEM
(REPLACES STD/OPT PKG RADIO)
UJ5 - TIRE PRESSURE MONITOR
UY7 - TRAILER WIRING HARNESS
V73 - STATEMENT OF VEHICLE CERT.-
U.S./CANADA
X88 - CHEVROLET CONVERSION
YD5 - BASE FRONT SPRING
ZNF - SPARE, ALL-SEASON TIRE
ZY1 - SOLID PAINT

R6P - SPECIAL PAINT
SLM - STOCK ORDERS
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 SAIO codes.

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March 31, 2011

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

INTERFACE WITH
CUSTOMERView Vehicle Component Summary ?

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

Vehicle Information

VIN 1GNDT13S872 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 609290558
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 10/11/2006	Time Scanned: 10:41:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 000372786
Source Plant: S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast: A1Z
Date Scanned: 10/11/2006	Time Scanned: 12:18:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 08M023344
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 10/11/2006	Time Scanned: 10:53:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44898595
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 10/11/2006	Time Scanned: 10:50:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: E2I26056
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 10/11/2006	Time Scanned: 11:57:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 271111304
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 10/11/2006	Time Scanned: 11:52:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00026045
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 10/11/2006	Time Scanned: 13:23:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GYHGGD
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 10/11/2006	Time Scanned: 16:17:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5ABIS34
Source Plant: M-MORTON-THOKOL	Part / Number Broadcast: 5521
Date Scanned: 10/11/2006	Time Scanned: 12:08:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 0710490
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 10/03/2006	Time Scanned: 03:02:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3067749

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 10/09/2008	Time Scanned: 17:13:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3067622
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 10/10/2008	Time Scanned: 18:24:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3067434
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 10/10/2008	Time Scanned: 23:30:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3067416
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 10/11/2008	Time Scanned: 07:12:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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March 31, 2011

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

INTERFACE WITH
CUSTOMERView Vehicle Transaction History Detail ?

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

Vehicle Information

VIN 1GNDT13S872 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No Branded Title No Warranty Block No PDI Status No
 Order Type 70 - RETAIL - STOCK
 Field Actions [0 Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 01/28/2009

Job Card Number: 110323

Repair Service Agent: 113621

Odometer Reading: 39,731 MI

ROCKET CHEVROLET-OLDS-GEO, INC.
 233 MANSFIELD AVE
 SHELBY OH 44875-1861
 4193423010

Authorization Code:

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.
 1900 WMAPLE RD
 TROY MI 48064-7105
 2486438000

Authorization Code:

Process Date:

04/04/2008

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:

0000-Converted Claim

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op L1197-Fuel Level Sensor Replacement

Causal Part Number:

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

Line Total: USD 252.44

Job Card Date: 06/13/2007

Job Card Number: 138423

Repair Service Agent 115093
 JOHN BOWMAN CHEVROLET, INC.
 8750 DIXIE HWY
 CLARKSTON MI 48346-2919
 2486255071

Odometer Reading: 13,057 MI
 Authorization Code:

Process Date
 06/15/2007

Transaction Type
 ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code
 0000-Converted Claim

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

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

Causal Part Number

Line Total USD 60.56

Job Card Date: 10/18/2006

Job Card Number: 241793

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

Odometer Reading 6 MI
 Authorization Code

Process Date
 10/27/2006

Transaction Type
 ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code
 0000-Converted Claim

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

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

Line Total USD 2.73

Job Card Date: 10/11/2006

Job Card Number: A65067

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

Odometer Reading 0 MI
 Authorization Code

Process Date
 10/17/2006

Transaction Type
 ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code
 0000-Converted Claim

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

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total USD 104.72


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March 31, 2011

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ?

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

Vehicle Information

VIN 1GNDT13S872 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#) [REDACTED]

Invoice Information

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

Ship to Information

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

Delivery Information

Delivery Service Agent 115143 Delivery Date 10/26/2006
 WALDECKER CHEVROLET INC. Delivery Type: 032--RETAILLEASE*-EMPLOYEEESTOCK(GMS)
 880 S GRAND Delivery Odometer 168
 FOWLERVILLE MI 48836-8970 5172239142

In Service Information

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

For this vehicle:

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

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February 28, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Summary ?

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

For this vehicle:

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

Vehicle Information

VIN 1GNDS13S362 [REDACTED] Model CS15506-2006 TRAILBLAZER SUV 2WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

*The VIN information contained herein and information derived therefrom is the proprietary property of The 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: N	XM Status: NA
OnStar Vehicle Diagnostics: Y	DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	02/23/2010	08/03/2006	18 MI	08/03/2014	80,018 MI
	Corrosion Limited Warranty	02/23/2010	08/03/2006	18 MI	08/03/2012	100,018 MI
	Bumper to Bumper Limited Warranty	02/23/2010	08/03/2006	18 MI	08/03/2009	36,018 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

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

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February 28, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Build ?

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

Vehicle Information

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

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

Vehicle Build

Model CS15506-2006 TRAILBLAZER SUV 2WD Order Number KBZD4P
 Gross Vehicle Weight 2,520 Build Date: 05/24/2006
 Build Plant: 2-

Option Codes

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

- | | |
|--|---|
| 1SB - LS PREFERRED EQUIPMENT GROUP 2 * POWER OSRV MIRRORS * FLOOR MATS, FRONT & REAR * REAR WINDOW DEFOGGER * TINTED GLASS * BODY SIDE MOLDINGS * LUGGAGE RACK CROSS BARS * TRAILER WIRING CONNECTOR * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM | 1S2 - PREFERRED EQUIPMENT SAVINGS |
| 28H - LIGHT GRAY | 28I - INT TRIM LT GRAY/DK GRAY |
| 49U - BORDEAUX RED METALLIC | 6AB - FRONT SPRING |
| 7AB - FRONT SPRING | 8NS - SUSPENSION |
| 9NR - SUSPENSION | A50 - FRONT RECLINING BUCKET SEATS WITH FLOOR CONSOLE |
| AJ1 - TINTED GLASS | AK5 - DRIVER & RIGHT FRONT PASSENGER AIR BAG |
| AL0 - SENSOR INF RESTR, CHILD DETECT | AM9 - SPLIT FOLDING REAR SEAT BACK |
| AU0 - KEYLESS REMOTE DOOR LOCK | AXP - MPV VIN IDENT POSITION |
| B30 - CARPETING, COLOR-KEYED | B32 - FLOOR MATS, FRONT AND REAR |
| B33 - REAR COLOR KEYED FLOOR MATS | B85 - MOLDING B/S COLOR |
| C49 - REAR WINDOW DEFOGGER | C4D - GVW RATING - 5550 LBS |
| CJ3 - CLIMATE CONTROL | DAY - ASSEMBLY PLANT MORAIN, OHIO |
| DP2 - POWER OSRV MIRRORS | EVA - EVAP EMISSION REQUIREMENT |
| FE9 - 50-STATE EMISSIONS | GU6 - REAR AXLE 3.42 RATIO |
| JF8 - BRAKE VAC POWER, 4 WHL DISC | JJB - PT DRESS SUBASSY NOT INSTALLED |
| K18 - ELECTRIC AIR INJECTION SYSTEM | K34 - CRUISE CONTROL |
| KG4 - GENERATOR 150 AMP | LL8 - VORTEC 4200 SFI 16 |
| M30 - 4-SPD AUTO TRANS W/OVERDRIVE AND ELECTRONIC CONTROL | N40 - POWER STEERING |
| N75 - 17" SPORT ALUMINUM WHEELS | NT7 - EMISSION SYS FED - TIER 2 |
| NZ3 - WHEEL, FULL SIZE SPARE | QTM - P245/65R17 BWALS TIRES |
| R4Y - TIRE BRAND-GOODYEAR | R6P - PREMIUM PAINT |
| R8D - IDENTIFIER - TIRE CHANGE | R8K - |

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

TB4 - LIFTGATE
UA6 - THEFT DETERRENT ALARM SYSTEM
UE1 - ONSTAR SERVICE: INCLUDES 1 YEAR SAFE & SOUND PLAN

V1K - LUGGAGE RACK CROSS-BARS

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

SLM - STOCK ORDERS
T98 - STAMPING VEHICLE IDENT
NUMBER

U73 - FIXED MAST ANTENNA
UB0 - AM/FM STEREO W/CD
UY7 - TRAILER WRING
HARNES

V73 - STATEMENT OF VEHICLE
CERT.-U.S. /CANADA
X88 - CHEVROLET CONVERSION
YD5 - BASE FRONT SPRING
ZNF - TIRE, FULL SIZE SPARE
ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAID codes.

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February 28, 2011

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

INTERFACE WITH
CUSTOMERView Vehicle Component Summary ?

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

Vehicle Information

VIN 1GNDS13S3 [REDACTED] Model CS15506-2006 TRAILBLAZER SUV 2WD
 Service Contract No Branded Title No Warranty Block No PDI Status No
 Order Type 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 605100027
Source Plant V-CPC FLINT, MICHIGAN	Part / Number Broadcast NFS
Date Scanned 05/24/2006	Time Scanned 05:39:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 003461356
Source Plant S-SAGINAW DIVISION SAGINAW, MI	Part / Number Broadcast A1Z
Date Scanned 05/24/2006	Time Scanned 06:28:00 Scan Station 05
Component Code 61-TRANSMISSION	Traceability 43954698
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 6SDD
Date Scanned 05/24/2006	Time Scanned 05:47:00 Scan Station 02
Component Code 65-REAR AXLE ASSEMBLY	Traceability 123121435
Source Plant C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast CN8
Date Scanned 05/24/2006	Time Scanned 06:33:00 Scan Station 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00344895
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3051
Date Scanned 05/24/2006	Time Scanned 07:56:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 1GTTVPL
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 2395
Date Scanned 05/24/2006	Time Scanned 09:54:00 Scan Station 06
Component Code AL-IR-MODULE ASM-IP	Traceability 5AAML00
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 5521
Date Scanned 05/24/2006	Time Scanned 06:18:00 Scan Station 04
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 2050048
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 05/12/2006	Time Scanned 00:03:00 Scan Station
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability 2259034
Source Plant -	Part / Number Broadcast 1WW
Date Scanned 05/23/2006	Time Scanned 00:39:00 Scan Station
Component Code CK-SEQ NUM (FLEX) GEN ASM	Traceability 2260164
Source Plant -	Part / Number Broadcast 1PT
Date Scanned 05/23/2006	Time Scanned 18:17:00 Scan Station
Component Code CM-SEQ NUM (FLEX) GEN ASM	Traceability 2256922
Source Plant -	Part / Number Broadcast 1PH
Date Scanned 05/24/2006	Time Scanned 03:50:00 Scan Station

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

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

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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February 28, 2011

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail ?

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

Vehicle Information

VIN 1GNDS13S36 [REDACTED] 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](#) [REDACTED]

For this vehicle:

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

Job Card Date: 07/27/2009

Job Card Number: 259422

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

Odometer Reading: 26,683 MI
 Authorization Code

Process Date
07/31/2009

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

Customer Complaint Code
0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op D1002-Blower Motor Resistor Replacement

Causal Part Number

--See other Parts and/or Net Items

Line Total USD 166.11

Job Card Date: 07/27/2009

Job Card Number: 259422

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

Odometer Reading: 26,683 MI
 Authorization Code

Process Date
07/31/2009

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

Customer Complaint Code
0000-Converted Claim

Job Card Line #: 2 Transaction Adjustment

Cause Code: 0000-Converted Claims

Labour Op H9991-Customer Concern Not Duplicated - Brakes

Causal Part Number

Line Total USD 27.33

Job Card Date: 10/08/2008

Job Card Number: 243650

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

Odometer Reading 21,540 MI
Authorization Code

Process Date
10/14/2008

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

Customer Complaint Code
0000-Converted Claim

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

Causal Part Number

--See other Parts and/or Net Items

Line Total: USD 75.29

Job Card Date: 10/08/2008

Job Card Number: 243650

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

Odometer Reading: 21,540 MI
Authorization Code

Process Date
10/24/2008

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

Customer Complaint Code
0000-Converted Claim

Job Card Line # 1 Transaction Adjustment Cause Code 0000-Converted Claims
Labour Op N2328-Switch - Ignition/Key Warning - Replace

Causal Part Number

--See other Parts and/or Net Items

Line Total: USD 460.28

Job Card Date: 12/14/2007

Job Card Number: 225994

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

Odometer Reading. 13,597 MI
Authorization Code.

Process Date:
12/21/2007

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

Customer Complaint Code
0000-Converted Claim

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

Causal Part Number

--See other Parts and/or Net Items

Line Total: USD 342.66

Job Card Date: 12/14/2007

Job Card Number: 225994

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

Odometer Reading: 13,597 MI
 Authorization Code:

Process Date:
 12/21/2007

Transaction Type:
 ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code
 0000-Converted Claim

Job Card Line #: 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
 4808980131

Odometer Reading: 0 MI
 Authorization Code:

Process Date:
 05/30/2008

Transaction Type:
 ZPDI---Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code
 0000-Converted Claim

Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims
 Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 105.73

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February 28, 2011

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

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

Vehicle Information

VIN 1GNDS13S36 [REDACTED] Model: CS15506-2006 TRAILBLAZER SUV 2WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

-- [View Vehicle Summary](#)

- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)

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

Invoicing Service Agent: 114680 Invoice Date: 05/24/2006
 THOROBRED CHEVROLET, INC.
 2121 N ARIZONA AVE
 CHANDLER AZ 85225-3414 4808990131

Ship to Information

Invoicing Service Agent: 114680 Ship to Date: N/A
 THOROBRED CHEVROLET, INC.
 2121 N ARIZONA AVE
 CHANDLER AZ 85225-3414 4808990131

Delivery Information

Delivery Service Agent: 114880 Delivery Date: 08/03/2006
 THOROBRED CHEVROLET, INC. Delivery Type: 010---INDIVIDUAL
 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

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Mr. GMVIS 2

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February 3, 2011

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

INTERFACE WITH
CUSTOMER

View Vehicle Summary ?

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

For this vehicle:

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

Vehicle Information

VIN 1GNES13H07[REDACTED] Model CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract No Branded Title No Warranty Block No PDI Status No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
SB	TSB 09-00-89-017	POLICIES FOR USED VEHICLES PURCHASED THRU GM AUCTIONS	05/06/2009

OnStar and XM Satellite Radio Information

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

OnStar Equipped Y	OnStar Status Inactive
XM Equipped Y	XM Status Inactive
OnStar Vehicle Diagnostics N	DMN Enabled N
	XM Radio ID: XN0B80HL

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	02/21/2010	03/31/2007	47 MI	03/31/2012	100,047 MI
	Bumper to Bumper Limited Warranty	02/21/2010	03/31/2007	47 MI	03/31/2010	36,047 MI
	Corrosion Limited	02/21/2010	03/31/2007	47 MI	03/31/2013	100,047 MI

Warranty
Emission Select 02/21/2010 03/31/2007 47 MI 03/31/2015 80,047 MI
Component Ltd Wty

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/10/2009	325644	ZREG---Regular Vehicle Transaction		L1197 - Fuel Level Sensor Replacement	35,959 MI
02/10/2009	325644	ZREG---Regular Vehicle Transaction		N0851 - Bulb, Fog Lamp (Left) - Replace	35,959 MI
02/10/2009	325644	ZREG---Regular Vehicle Transaction		B5922 - Liftgate Latch Replacement	35,959 MI
02/10/2009	325644	ZREG---Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	35,959 MI
02/10/2009	325644	ZREG---Regular Vehicle Transaction		C2740 - Door And/Or Pad, Console Compartment - R&R Or Replace	35,959 MI
02/10/2009	325644	ZREG---Regular Vehicle Transaction		K9995 - Customer Concern Not Duplicated - Automatic Transmission	35,959 MI
02/10/2009	325644	ZREG---Regular Vehicle Transaction		C6567 - Driver or Passenger Seat Outer Adjuster Lower Finish Cover Replacement	35,959 MI
02/10/2009	325644	ZREG---Regular Vehicle Transaction		Z7905 - 5-DAY COURTESY TRANSPORTATION	35,959 MI
11/05/2008	197983	ZREG---Regular Vehicle Transaction		C0045 - Mirror/Compass - Replace	30,540 MI
10/29/2008	197715	ZREG---Regular Vehicle Transaction		N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	30,540 MI
10/28/2008	197715	ZREG---Regular Vehicle Transaction		N0850 - Front Fog Lamp Bulb Replacement	30,540 MI
10/28/2008	197715	ZREG---Regular Vehicle Transaction		N4180 - Instrument Cluster Replacement	30,540 MI
10/28/2008	197715	ZREG---Regular Vehicle Transaction		N0657 - Rear License Plate Lamp Bulb Replacement	30,540 MI
10/28/2008	197715	ZREG---Regular Vehicle Transaction		N0110 - Battery Replacement	30,540 MI
10/28/2008	197715	ZREG---Regular Vehicle Transaction		C2710 - Latch, Console Compartment - Adjust Or Replace	30,540 MI
10/28/2008	197715	ZREG---Regular Vehicle Transaction		B7010 - Emblem/Nameplate Replacement	30,540 MI
10/28/2008	197715	ZREG---Regular Vehicle Transaction		C3358 - Front Side Door Trim Panel Replacement - Left Side	30,540 MI
10/28/2008	197715	ZREG---Regular Vehicle Transaction		F2003 - Rear Axle Housing Cover and Gasket Replacement	30,540 MI
10/28/2008	197715	ZREG---Regular Vehicle Transaction		J9993 - Customer Concern Not Duplicated - Engine Electrical	30,540 MI
10/28/2008	197715	ZREG---Regular		Z7901 - 1-DAY COURTESY	30,540 MI

		Vehicle Transaction	TRANSPORTATION	
06/05/2008	316886	ZREG---Regular Vehicle Transaction	N0851 - Bulb, Fog Lamp (Left) - Replace	21,262 MI
02/19/2008	189017	ZREG---Regular Vehicle Transaction	B2900 - Sunroof Sunshade Replacement	13,479 MI
02/19/2008	189017	ZREG---Regular Vehicle Transaction	D9995 - Customer Concern Not Duplicated - HVAC	13,479 MI
02/19/2008	189017	ZREG---Regular Vehicle Transaction	E9740 - Steering Gear Replacement	13,479 MI
12/14/2007	186981	ZREG---Regular Vehicle Transaction	C0182 - Front Side Door Window Regulator Replacement - Right Side	9,947 MI
12/14/2007	186981	ZREG---Regular Vehicle Transaction	N0520 - Reading Lamp Bulb Replacement	9,947 MI
12/14/2007	186981	ZREG---Regular Vehicle Transaction	Z7903 - 3-DAY COURTESY TRANSPORTATION	9,947 MI
08/14/2007	182251	ZREG---Regular Vehicle Transaction	J9992 - Customer Concern Not Duplicated - Engine Controls and Fuel	5,158 MI
08/14/2007	182251	ZREG---Regular Vehicle Transaction	B1783 - Windshield Wiper Blade Replacement	5,158 MI
08/14/2007	182251	ZREG---Regular Vehicle Transaction	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	5,158 MI
05/28/2007	M65485	ZREG---Regular Vehicle Transaction	Z2080 - ROADSIDE SERVICE (TOWING)	2,500 MI
05/14/2007	178428	ZREG---Regular Vehicle Transaction	J9992 - Customer Concern Not Duplicated - Engine Controls and Fuel	1,934 MI
05/14/2007	178428	ZREG---Regular Vehicle Transaction	Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	1,934 MI
10/04/2006	169108	ZPDI---Pre-Delivery Inspection	Z6999 - PDI Related Fluid Adds	5 MI
09/29/2006	A57623	ZPDI---Pre-Delivery Inspection	Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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February 3, 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 1GNES13H072 [REDACTED] Model CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

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

Vehicle Build

Model CS15506-2007 TRAILBLAZER SUV 2WD Order Number KKDWT7
 Gross Vehicle Weight 2,724 Build Date 09/29/2005
 Build Plant 2-

Option Codes

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

- | | |
|--|--|
| 1SS - 1SS PREFERRED EQUIPMENT GROUP 1 | 1SZ - PREFERRED EQUIPMENT SAVINGS |
| 41U - BLACK | 48H - EBONY |
| 48I - INT TRIM EBONY/EBONY | 6RY - COMPONENT FRT LH COMPUTER SEL |
| 7RY - COMPONENT FRT RH COMPUTER SEL | 8BZ - SUSPENSION COMPONENT |
| 9BZ - SUSPENSION COMPONENT | AJ1 - GLASS, DEEP TINTED |
| AK5 - DUAL STAGE FRONT AIR BAGS | AL0 - SENSOR INF RESTR, CHILD DETECT |
| AM9 - 65/35 FOLDING 2ND ROW SEAT | AR9 - FRT BUCKET SEAT, DELUXE |
| AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING | AU0 - REMOTE KEYLESS ENTRY |
| AXP - MPV VIN IDENT POSITION | B30 - FULL CARPET-COLOR KEYED |
| B32 - FLOOR MATS, FRONT/REAR | B33 - REAR COLOR KEYED FLOOR MATS |
| B4U - TRAILBLAZER SS | C49 - REAR WINDOW DEFROSTER |
| CF5 - POWER SUNROOF | CJ3 - CLIMATE CONTROL |
| DAY - ASSEMBLY PLANT MORaine, OHIO | DF5 - INSIDE REARVIEW MIRROR, AUTO DIMMING, COMPASS, TEMPERATURE |
| DK2 - POWER HEATED OUTSIDE MIRRORS | DK7 - OVERHEAD CONSOLE |
| EB1 - GVWR, 6001 LBS. | EVA - EVAP EMISSION REQUIREMENT |
| FE9 - 50-STATE EMISSIONS | G67 - AUTOMATIC LEVELING SUSPENSION |
| G86 - AXLE LIMITED SLIP | GME - ORNAMENTATION, GM MARK OF EXCELLENCE |
| GT5 - REAR AXLE, 4.10 RATIO | JF8 - BRAKE VAC POWER, 4 WHL DISC |
| JJB - PT DRESS SUBASSY NOT INSTALLED | K34 - CRUISE CONTROL |
| KG3 - 145 AMP ALTERNATOR | LS2 - ENGINE, 6.0L SFI V8 |
| M70 - TRANSMISSION, 4 SPD HD AUTOMATIC | N40 - POWER STEERING |
| N79 - 17" FULL-SIZE SPARE WHEEL | NP5 - LEATHER WRAP |

NT8 - EMISSIONS, FED TIER 2A	STEERING WHEEL
PCR - SUN, SOUND, ENTERTAINMENT PKG: * POWER SUNROOF * AUDIO SYSTEM-BOSE PREM. SOUND * XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL. * AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO) * OVERHEAD CONSOLE	P56 - 20" POLISHED WHEELS
QUB - P255/50R20 TIRES	PDC - PWR SEAT ADJUST-DRIVER, 8 WAY
R6P - SPECIAL PAINT	R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL
SLM - STOCK ORDERS	R9N - LEATHER SEAT TRIM
T96 - FOG LAMPS	T61 - DAYTIME RUNNING LIGHTS
TB4 - LIFTGATE	T98 - STAMPING VEHICLE IDENT NUMBER
U73 - FIXED MAST ANTENNA	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA. 1ST 3 MONTHS INCL
UC6 - AM/FM STEREO W/6 DISC CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT PKG RADIO)	UA6 - THEFT DETERRENT ALARM SYSTEM
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN UPGRADE)	UCB - WIRING HARNESS
UQA - AUDIO SYSTEM-BOSE PREM. SOUND	UJ6 - TIRE PRESSURE MONITOR
VK3 - FRONT LICENSE PLATE BRACKET	V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA
X88 - CHEVROLET CONVERSION	VXS - COMPLETE VEHICLE LABEL
YD5 - BASE FRONT SPRING	YD3 - BASE AXLE
ZQ8 - SPORT HANDLING PACKAGE	YD8 - BASE REAR SPRING
ZY1 - SOLID PAINT	ZTM - SPARE, ALL-SEASON TIRE

Added Option Codes

Vehicle has no current record of SAIO codes.

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February 3, 2011

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

INTERFACE WITH
CUSTOMER

View Vehicle Component Summary ?

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

For this vehicle:

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

Vehicle Information

VIN 1GNES13H072 [REDACTED] Model CS15506-2007 TRAILBLAZER SUV 2WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#) [REDACTED]

Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 062570647
Source Plant K-GM OF CANADA, LTD. ST. CATHARINES, ONTARIO	Part / Number Broadcast CJB
Date Scanned 09/28/2006	Time Scanned 18:08:00 Scan Station 01
Component Code 35-STEERING COLUMN - SIR SYSTEM	Traceability 002602696
Source Plant S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast A1Z
Date Scanned 09/28/2006	Time Scanned 18:53:00 Scan Station 05
Component Code 61-TRANSMISSION	Traceability 44961303
Source Plant Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast 7SKD
Date Scanned 09/28/2006	Time Scanned 18:16:00 Scan Station 02
Component Code 65-REAR AXLE ASSEMBLY	Traceability 278383
Source Plant G-SAGINAW DETROIT, MICHIGAN	Part / Number Broadcast HMB
Date Scanned 09/28/2006	Time Scanned 18:56:00 Scan Station 11
Component Code 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability 00001711
Source Plant K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast 3171
Date Scanned 09/28/2006	Time Scanned 20:48:00 Scan Station 21
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 4GXPUQP
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 0195
Date Scanned 09/28/2006	Time Scanned 23:11:00 Scan Station 06
Component Code AL-IR-MODULE ASM-I/P	Traceability 5AARS28
Source Plant M-MORTON-THIOKOL	Part / Number Broadcast 5520
Date Scanned 09/28/2006	Time Scanned 18:43:00 Scan Station 04
Component Code CC-SEQ NUM (FLEX) BODY ASM	Traceability 0630384
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 09/21/2006	Time Scanned 03:02:00 Scan Station:
Component Code CD-SEQ NUM (FLEX) BODY ASM	Traceability 3059960
Source Plant -	Part / Number Broadcast 1WW
Date Scanned 09/26/2006	Time Scanned 22:17:00 Scan Station
Component Code CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability 3059841
Source Plant -	Part / Number Broadcast 1PT
Date Scanned 09/27/2006	Time Scanned 20:44:00 Scan Station
Component Code CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability 3059687

Source Plant -
Date Scanned 09/28/2006

Part / Number Broadcast 1PH
Time Scanned 13:05:00 Scan Station

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant -
Date Scanned 09/28/2006

Traceability 3059663
Part / Number Broadcast 1GB
Time Scanned 14:33:00 Scan Station

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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February 3, 2011

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information ?

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

For this vehicle:

→ [View Vehicle Summary](#)

- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)

Vehicle Information

VIN 1GNES13H072 [REDACTED] Model CS15506-2007 TRAILBLAZER SUV 2WD

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

Order Type 70 - RETAIL - STOCK

Field Actions: [Open](#) [REDACTED]

- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)

Invoice Information

Invoicing Service Agent 158755 Invoice Date 09/29/2006
 RODGERS CHEVROLET, INC.
 23755 ALLEN RD
 WOODHAVEN MI 48183-3394 7346769600

Ship to Information

Invoicing Service Agent 158755 Ship to Date N/A
 RODGERS CHEVROLET, INC.
 23755 ALLEN RD
 WOODHAVEN MI 48183-3394 7346769600

Delivery Information

Delivery Service Agent 158755 Delivery Date 03/31/2007
 RODGERS CHEVROLET, INC. Delivery Type 037---RETAILEASE*-SUPPLIER
 23755 ALLEN RD Delivery Odometer 47
 WOODHAVEN MI 48183-3394 7346769600

In Service Information

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

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March 18, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Summary ?

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

For this vehicle:

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

Vehicle Information

VIN 1GNDT13S072 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type 50 - FLEET
 Field Actions: [0 Open](#)

Required Field Actions

Open field actions are highlighted

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

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	02/21/2010	06/30/2006	10 MI	06/30/2012	100,010 MI
	Emission Select Component Ltd Wty	02/21/2010	06/30/2006	10 MI	06/30/2014	80,010 MI
	Powertrain Limited Warranty	02/21/2010	06/30/2006	10 MI	06/30/2011	100,010 MI
	Bumper to Bumper Limited Warranty	02/21/2010	06/30/2006	10 MI	06/30/2009	38,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/07/2010	971870	ZREG—Regular Vehicle Transaction		Z2080 - ROADSIDE SERVICE (TOWING)	95,000 MI
06/29/2006	A16493	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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March 18, 2011

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

INTERFACE WITH
CUSTOMERView Vehicle Build ?

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

Vehicle Information

VIN 1GNDT13S072 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status No
 Order Type 50 - FLEET
 Field Actions [0 Open](#) [\[REDACTED\]](#) [\[REDACTED\]](#)

Vehicle Build

Model CT15506-2007 TRAILBLAZER 4WD Order Number: KCSG5P
 Gross Vehicle Weight 2,611 Build Date: 06/29/2006
 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 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.

1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM	1S2 - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	281 - INT TRIM LT GRAY/DK GRAY
49U - BORDEAUX RED METALLIC	6FB - COMP FRT LH COMPUTER SEL SUSP
7AA - FRONT SPRING	8NS - SUSPENSION
9NS - SUSPENSION	A50 - FRT BUCKET SEATS & FLR CONSOLE
AJ1 - GLASS, DEEP TINTED	AK5 - DUAL STAGE FRONT AIR BAGS
AL0 - SENSOR INF RESTR, CHILD DETECT	AM9 - 65/35 FOLDING 2ND ROW SEAT
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	B0Q - GM PRODUCTION WEEK #33
B30 - FULL CARPET-COLOR KEYED	B32 - FLOOR MATS, FRONT/REAR
B33 - REAR COLOR KEYED FLOOR MATS	B66 - MOLDING B/S COLOR
C1U - ENTERPRISE RENT A CAR	C49 - REAR WINDOW DEFROSTER
C5N - GVWRATING - 5750 LBS	CJ3 - CLIMATE CONTROL
DAY - ASSEMBLY PLANT MORAIN, OHIO	DP2 - POWER OSRV MIRRORS
DT4 - ASHTRAY AND LIGHTER	EVA - EVAP EMISSION REQUIREMENT
FE9 - FEDERAL EMISSIONS	FLT - FLEET PROCESSING OPTION
GU6 - REAR AXLE 3.42 RATIO	JF8 - BRAKE VAC

JJB - PT DRESS SUBASSY NOT INSTALLED	POWER, 4 WHL DISC
K34 - CRUISE CONTROL	K18 - ELECTRIC AIR INJECTION SYSTEM
LL8 - ENGINE, VORTEC 4.2L SFI I6	KG4 - GENERATOR 150 AMP
N40 - POWER STEERING	M30 - TRANSMISSION, 4 SPD AUTOMATIC
NP8 - 2-SPEED ACTIVE TRANSFER CASE	N75 - 17" ALUMINUM WHEELS
NZ3 - 16" FULL SIZE SPARE WHEEL	NT7 - EMISSION SYS FED - TIER 2
R4Y - TIRE BRAND-GOODYEAR	QTM - ALL-SEASON TIRES
R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL	R6F - IDENTIFY B CODE USERS
R7M - ONSTAR DELETE	R6P - SPECIAL PAINT
T61 - DAYTIME RUNNING LIGHTS	R9N - LEATHER SEAT TRIM
TB4 - LIFTGATE	T98 - STAMPING VEHICLE IDENT NUMBER
U73 - FIXED MAST ANTENNA	TFD - RETAIL AMENITY DELETE
UB0 - AM/FM STEREO W/CD	UA6 - THEFT DETERRENT ALARM SYSTEM
UY7 - TRAILER WIRING HARNESS	UJ6 - TIRE PRESSURE MONITOR
V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA	V1K - LUGGAGE RACK CROSS-BARS
VQ2 - FLEET ORDERING AND ASSISTANCE	VK3 - FRONT LICENSE PLATE BRACKET
VXS - COMPLETE VEHICLE LABEL	VX7 - LONG TERM DAILY RENTAL PROGRAM
YD3 - BASE AXLE	X88 - CHEVROLET CONVERSION
YD6 - BASE REAR SPRING	YD5 - BASE FRONT SPRING
ZW7 - PREMIUM RIDE SUSPENSION	ZNF - SPARE, ALL-SEASON TIRE
	ZY1 - SOLID PAINT

Added Option Codes

Vehicle has no current record of SAIO codes.

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March 18, 2011

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

INTERFACE WITH
CUSTOMER

View Vehicle Component Summary

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

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

Vehicle Information

VIN 1GNDT13S072
 Service Contract No. Branded Title No. Warranty Block No. PDI Status No.
 Order Type 50 - FLEET
 Field Actions [Open](#)

Model CT15506-2007 TRAILBLAZER 4WD

Traceability: [REDACTED]

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 606260525
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 06/28/2006	Time Scanned: 17:59:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 001661776
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: A1Z
Date Scanned: 06/28/2006	Time Scanned: 18:30:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BK937355
Source Plant: N-	Part / Number Broadcast: FK
Date Scanned: 06/28/2006	Time Scanned: 18:09:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 44400920
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 06/28/2006	Time Scanned: 18:06:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 8EU15518
Source Plant: G-	Part / Number Broadcast: UK2
Date Scanned: 06/28/2006	Time Scanned: 18:46:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 170123917
Source Plant: C-SAGINAW BUFFALO, NEW YORK	Part / Number Broadcast: CN8
Date Scanned: 06/28/2006	Time Scanned: 18:41:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00004051
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 5724
Date Scanned: 06/28/2006	Time Scanned: 20:25:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1GVD5AD
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 06/28/2006	Time Scanned: 22:20:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-I/P	Traceability: 5AAUW50
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 5521
Date Scanned: 06/28/2006	Time Scanned: 18:23:00 Scan Station: 04
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0171491
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 06/22/2006	Time Scanned: 00:03:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3017306

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

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail ?

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

Vehicle Information

VIN 1GNDT13S072 [REDACTED] Model CT15506-2007 TRAILBLAZER 4WD
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type 50 - FLEET
 Field Actions [0 Open](#)

For this vehicle:

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

Job Card Date: 05/07/2010 Job Card Number: 971870
 Repair Service Agent: 207453 Odometer Reading: 95,000 MI
 GM ROADSIDE ASSISTANCE/CCAS Authorization Code: AMR
 ONE CABOT RD
 MEDFORD MA 02155-5117

Process Date: 05/25/2010
 Transaction Type: ZREG---Regular Vehicle Transaction
 Transaction Expense Category: Warranty
 Customer Complaint Code: 0090-No Customer Complaint - Other issues
 Job Card Line #: 1 Transaction Adjustment: Cause Code: 9099-Other - Not Duplicated
 Labour Op Z2080-ROADSIDE SERVICE (TOWING)
 Causal Part Number
 -See other Parts and/or Net Items Line Total USD 69.33

Job Card Date: 06/29/2006 Job Card Number: A16493
 Repair Service Agent: 113645 Odometer Reading: 0 MI
 KOONS CHEVROLET, INC. Authorization Code:
 10207 PHILADELPHIA RD
 WHITE MARSH MD 21162-3401
 4109318600

Process Date: 07/04/2006
 Transaction Type: ZPDI---Pre-Delivery Inspection
 Transaction Expense Category:
 Customer Complaint Code: 0000-Converted Claim
 Job Card Line #: 1 Transaction Adjustment: Cause Code: 0000-Converted Claims
 Labour Op Z7000-Pre-Delivery Inspection - Base Time
 Causal Part Number
 Line Total USD 98.72



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March 18, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information ?

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

Vehicle Information

VIN 1GNDT13S072	Model: CT15506-2007 TRAILBLAZER 4WD
Service Contract: No	Branded Title: No
Order Type: 50 - FLEET	Warranty Block: No
Field Actions: Open	PDI Status: No

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

Invoice Information

Invoicing Service Agent: 113645	Invoice Date: 06/29/2006
KOONS CHEVROLET, INC.	
10207 PHILADELPHIA RD	
WHITE MARSH MD 21162-3401 4109318600	

Ship to Information

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

Delivery Information

Delivery Service Agent: 113645	Delivery Date: 06/30/2006
KOONS CHEVROLET, INC.	
10207 PHILADELPHIA RD	
WHITE MARSH MD 21162-3401 4109318600	
	Delivery Type: 020—DAILYRENTAL
	Delivery Odometer: 10

In Service Information

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

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March 4, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:

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

Vehicle Information

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

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select State Component Lty Wty	02/21/2010	03/24/2007	10 MI	03/24/2014	70,010 MI
	Corrosion Limited Warranty	02/21/2010	03/24/2007	10 MI	03/24/2013	100,010 MI
	Bumper to Bumper Limited Warranty	02/21/2010	03/24/2007	10 MI	03/24/2010	36,010 MI
	Emission Limited Warranty	02/21/2010	03/24/2007	10 MI	03/24/2010	50,010 MI
	Powertrain Limited Warranty	02/21/2010	03/24/2007	10 MI	03/24/2012	100,010 MI
	Emission Select Component Ltd Wty	02/21/2010	03/24/2007	10 MI	03/24/2015	80,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/19/2009	092079	ZREG---Regular Vehicle Transaction		E2321 - Bearing And Hub Assembly, Front Wheel - Left - Replace	27,472 MI
02/14/2008	089489	ZREG---Regular Vehicle Transaction		R4490 - Remote Control Door Lock Transmitter Replacement	16,971 MI
02/14/2008	089489	ZREG---Regular Vehicle Transaction		Z7911 - 2-WAY SHUTTLE COURTESY TRANSPORTATION	16,971 MI
11/13/2007	088858	ZREG---Regular Vehicle Transaction		B1790 - Windshield Washer Nozzle Hose Replacement	15,663 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

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March 4, 2011

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

INTERFACE WITH
CUSTOMER

View Vehicle Build

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

Vehicle Information

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

For this vehicle:

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

Vehicle Build

Model: CT15506-2007 TRAILBLAZER 4WD Order Number: KSRKFZ
 Gross Vehicle Weight: 2,611 Build Date: 03/22/2007
 Build Plant: 2-

Option Codes

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

1SB - LS PREFERRED EQUIPMENT GROUP 2: * POWER DUAL OUTSIDE MIRRORS * FLOOR MATS, FRONT/REAR * REAR WINDOW DEFROSTER * GLASS, DEEP TINTED * BODY SIDE MOLDING, BODY COLOR * LUGGAGE RACK CROSS BARS * WIRE HARNESS, TRAILER * REMOTE KEYLESS ENTRY * THEFT DETERRENT SYSTEM	1SZ - PREFERRED EQUIPMENT SAVINGS
28H - LIGHT GRAY	28I - INT TRIM LT GRAY/DK GRAY
67U - SILVERSTONE METALLIC	6FB - COMP FRT LH COMPUTER SEL SUSP
7FB - COMP FRT RH COMPUTER SEL SUSP	8UY - COMPONENT RR LH COMPUTER SEL
9UY - COMPONENT RR RH COMPUTER SEL	AJ1 - GLASS, DEEP TINTED
AK5 - DUAL STAGE FRONT AIR BAGS	AL0 - SENSOR INF RESTR, CHILD DETECT
AM9 - 65/35 FOLDING 2ND ROW SEAT	AR9 - FRT BUCKET SEAT, DELUXE
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - REMOTE KEYLESS ENTRY
AXP - MPV VIN IDENT POSITION	B30 - FULL CARPET-COLOR KEYED
B32 - FLOOR MATS, FRONT/REAR	B33 - REAR COLOR KEYED FLOOR MATS
B86 - MOLDING B/S COLOR	BQ2 - AVIS RENT A CAR
B24 - GM PRODUCTION WEEK #13	C49 - REAR WINDOW DEFROSTER
C5N - GVW RATING - 5750 LBS	CJ3 - CLIMATE CONTROL
DAY - ASSEMBLY PLANT MORAIN, OHIO	DP2 - POWER OSRV MIRRORS
DT4 - ASHTRAY AND LIGHTER	EVA - EVAP EMISSION REQUIREMENT
FLT - FLEET PROCESSING OPTION	GU6 - REAR AXLE 3.42 RATIO
JF8 - BRAKE VAC POWER, 4 WHL DISC	JJB - PT DRESS SUBASSY NOT

K18 - ELECTRIC AIR INJECTION SYSTEM
 KG4 - GENERATOR 150 AMP
 M30 - TRANSMISSION, 4 SPD AUTOMATIC
 N75 - 17" ALUMINUM WHEELS
 NE1 - 50-STATE EMISSIONS
 NU5 - EMISSION SYSTEM CALIFORNIA
 PDC - PWR SEAT ADJUST-DRIVER, 8 WAY
 R6F - IDENTIFY B CODE USERS
 R6M - NEW JERSEY COST SURCHARGE
 R6Z - SURCHARGE BLOCK - IL & NJ
 R9N - LEATHER SEAT TRIM
 T61 - DAYTIME RUNNING LIGHTS
 TB4 - LIFTGATE
 U2J - DELETE XM SATELLITE RADIO
 UA6 - THEFT DETERRENT ALARM SYSTEM
 UJ6 - TIRE PRESSURE MONITOR
 V1K - LUGGAGE RACK CROSS-BARS
 VK3 - FRONT LICENSE PLATE BRACKET
 VXS - COMPLETE VEHICLE LABEL
 YD3 - BASE AXLE
 YD6 - BASE REAR SPRING
 ZNF - SPARE, ALL-SEASON TIRE
 ZY1 - SOLID PAINT

INSTALLED
 K34 - CRUISE CONTROL
 LL8 - ENGINE, VORTEC 4.2L SFI I6
 N40 - POWER STEERING
 NC7 - FEDERAL OVERRIDE
 NP8 - 2-SPEED ACTIVE TRANSFER CASE
 NZ3 - 16" FULL SIZE SPARE WHEEL
 QTM - ALL-SEASON TIRES
 R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL
 R6P - SPECIAL PAINT
 R7M - ONSTAR DELETE
 R9X - XM RADIO STANDARD IDENTIFER
 T88 - STAMPING VEHICLE IDENT NUMBER
 TFD - RETAIL AMENITY DELETE
 U73 - FIXED MAST ANTENNA
 UB0 - AM/FM STEREO W/CD
 UY7 - TRAILER WRING HARNESS
 V73 - STATEMENT OF VEHICLE CERT. - U.S. /CANADA
 VN9 - DAILY RENTAL REPURCHASE PROGRAM
 X88 - CHEVROLET CONVERSION
 YD5 - BASE FRONT SPRING
 YT1 - DAILY RENTAL FLAT RATE DEPREC.
 ZW7 - PREMIUM RIDE SUSPENSION

Added Option Codes

Vehicle has no current record of SAIO codes.

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March 4, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

For this vehicle:

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

Vehicle Information

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 703140116
Source Plant: V-CPC FLINT, MICHIGAN	Part / Number Broadcast: NAX
Date Scanned: 03/22/2007	Time Scanned: 16:23:00 Scan Station: 01
Component Code: 35-STEERING COLUMN - SIR SYSTEM	Traceability: 003960757
Source Plant: S-SAGINAW DIVISION SAGINAW,MI	Part / Number Broadcast: F9A
Date Scanned: 03/22/2007	Time Scanned: 17:18:00 Scan Station: 05
Component Code: 60-TRANSFER CASE (4 WHEEL DRIVE)	Traceability: 0BN371584
Source Plant: N-	Part / Number Broadcast: JN
Date Scanned: 03/22/2007	Time Scanned: 16:35:00 Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 45689451
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast: 7TDD
Date Scanned: 03/22/2007	Time Scanned: 16:32:00 Scan Station: 02
Component Code: 63-FRONT AXLE/FRONT CRADLE WITH FRONT HUB ASSEMBLIES	Traceability: 3FH45457
Source Plant: G-	Part / Number Broadcast: UM1
Date Scanned: 03/22/2007	Time Scanned: 17:12:00 Scan Station: 12
Component Code: 65-REAR AXLE ASSEMBLY	Traceability: 068093612
Source Plant: C-SAGINAW BUFFALO, NEWYORK	Part / Number Broadcast: ZM4
Date Scanned: 03/22/2007	Time Scanned: 17:05:00 Scan Station: 11
Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY	Traceability: 00116042
Source Plant: K-KELSEY-HAYES JASPER, INDIANA	Part / Number Broadcast: 3172
Date Scanned: 03/22/2007	Time Scanned: 18:50:00 Scan Station: 21
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 1H2Z0EL
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 2395
Date Scanned: 03/22/2007	Time Scanned: 21:28:00 Scan Station: 06
Component Code: AL-IR-MODULE ASM-IP	Traceability: 4BAHJ02
Source Plant: M-MORTON-THIOKOL	Part / Number Broadcast: 8435
Date Scanned: 03/22/2007	Time Scanned: 17:10:00 Scan Station: 04
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1700314
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 03/16/2007	Time Scanned: 03:01:00 Scan Station:
Component Code: CD-SEQ NUM (FLEX) BODY ASM	Traceability: 3158119

Source Plant: -	Part / Number Broadcast: 1WW
Date Scanned: 03/21/2007	Time Scanned: 00:53:00 Scan Station:
Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3158076
Source Plant: -	Part / Number Broadcast: 1PT
Date Scanned: 03/21/2007	Time Scanned: 22:16:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 3157303
Source Plant: -	Part / Number Broadcast: 1PH
Date Scanned: 03/22/2007	Time Scanned: 12:18:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 3157497
Source Plant: -	Part / Number Broadcast: 1GB
Date Scanned: 03/22/2007	Time Scanned: 12:55:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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March 4, 2011

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail

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

For this vehicle:

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

Vehicle Information

VIN 1GNDT13S0[REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD
 Service Contract: No Branded Title No Warranty Block No PDI Status No
 Order Type 50 - FLEET
 Field Actions [0 Open](#)

Job Card Date: 02/19/2009

Job Card Number: 092079

Repair Service Agent: 115311

Odometer Reading: 27,472 MI

DJ WALTERS CHEVROLET-BUICK-PONTIAC-
 23 W MAIN ST
 GOUVERNEUR NY 13642-1300
 3152870500

Authorization Code

Process Date:
02/24/2009Transaction Type:
ZREG---Regular Vehicle TransactionTransaction Expense Category:
WarrantyCustomer Complaint Code:
0000-Converted Claim

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

Labour Op E2321-Bearing And Hub Assembly, Front Wheel - Left - Replace

Causal Part Number

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

Line Total: USD 354.37

Job Card Date: 02/14/2008

Job Card Number: 089489

Repair Service Agent: 115311

Odometer Reading: 16,971 MI

DJ WALTERS CHEVROLET-BUICK-PONTIAC-
 23 W MAIN ST
 GOUVERNEUR NY 13642-1300
 3152870500

Authorization Code

Process Date:
02/19/2008Transaction 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](#)

Line Total: USD 73.86

Job Card Date: 02/14/2008

Job Card Number: 089489

Repair Service Agent: 115311
DJ WALTERS CHEVROLET-BUICK-PONTIAC-
23 W MAIN ST
GOUVERNEUR NY 13642-1300
3152870500

Odometer Reading: 16,971 MI
Authorization Code:

Process Date:
02/19/2008

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

Customer Complaint Code:
0000-Converted Claim

Job Card Line #: 2 Transaction Adjustment Cause Code: 0000-Converted Claims
Labour Op Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number
-See other Parts and/or Net Items Line Total: USD 10.00

Job Card Date: 11/13/2007 Job Card Number: 088858
Repair Service Agent: 115311 Odometer Reading: 15,663 MI
DJ WALTERS CHEVROLET-BUICK-PONTIAC- Authorization Code:
23 W MAIN ST
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
Repair Service Agent: 115311 Odometer Reading: 14,439 MI
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-PONTIAC-
23 W MAIN ST
GOUVERNEUR NY 13642-1300
3152870500

Odometer Reading: 14,439 MI
Authorization Code:

Process Date:
10/19/2007

Transaction Type:
ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Customer Complaint Code:
0000-Converted Claim

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

Labour Op Z7911-2-WAY SHUTTLE COURTESY TRANSPORTATION

Causal Part Number

--See other Parts and/or Nat Items

Line Total: USD 10.00

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March 4, 2011

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

INTERFACE WITH
CUSTOMER

View Vehicle Delivery Information

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

Vehicle Information

VIN: 1GNNDT13S07 [REDACTED] Model: CT15506-2007 TRAILBLAZER 4WD
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
 Order Type: 50 - FLEET
 Field Actions: [Open](#) [REDACTED]

Invoice Information

Invoicing Service Agent: 111571 Invoice Date: 03/22/2007
 CAR/TRUCK CITY
 1405 MAIN ST S
 PINE CITY MN 55063-9092 3206296751

Ship to Information

Invoicing Service Agent: 143667 Ship to Date: N/A
 AVIS
 30-116 PORT STREET
 NEWARK NJ 07114-3130

Delivery Information

Delivery Service Agent: 111571 Delivery Date: 03/24/2007
 CAR/TRUCK CITY Delivery Type: 020--DAILYRENTAL
 1405 MAIN ST S Delivery Odometer: 10
 PINE CITY MN 55063-9092 3206296751

In Service Information

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

For this vehicle:

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

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PE12-003

GM

4-20-2012

Q8E

2006 2007 360 370

VOQs 04My11



Complaints - Search Results

11 Record(s) Displayed.

Report Date : May 4, 2011 at 10:01 AM

ODI Numbers Searched : **10218104,10229743,10247838,10252743, 10274337, 10275626,10284010,10294713,10326179, 10330175**

Make : GMC **Model :** ENVOY **Year :** 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** Yes **Number of Injuries:** 0
ODI ID Number : 10330175 **Number of Deaths:** 0
Date of Failure: May 11, 2010
VIN : 1GKDT13S462...
Component: ELECTRICAL SYSTEM

Summary:

TL* THE CONTACT OWNS A 2006 GMC ENVOY. WHILE DRIVING AT SPEEDS OF 65 MPH, THE POWER DOOR LOCK SWITCH CAUGHT ON FIRE. THE DEALER ADVISED THE VEHICLE COULD BE REPAIRED BUT THE PART NEEDED TO MAKE THE NECESSARY REPAIRS WAS NOT AVAILABLE AND WOULD NOT BE AVAILABLE FOR ANOTHER SIX MONTHS. THE VEHICLE HAD NOT BEEN REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 65,000. UPDATED 11/03/10. *LJ

Make : GMC **Model :** ENVOY XL **Year :** 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** Yes **Number of Injuries:** 0
ODI ID Number : 10326179 **Number of Deaths:** 0
Date of Failure: May 11, 2009
VIN : 1GKET16S766...
Component: ELECTRICAL SYSTEM

Summary:

I OWN A 2006 GMC ENVOY XL. LAST MAY OF 2009 I WAS DRIVING ON US STATE 30 WITH MY CHILDREN WHEN THE DRIVER'S SIDE DOOR START SMOKING VIGOROUSLY WITHOUT WARNING. JUST AS THIS HAPPENED THE VEHICLE SHUT DOWN IN THE MIDDLE OF THE HIGHWAY WHILE I WAS DRIVING. I WAS ABLE TO RESTART THE VEHICLE AFTER A FEW ATTEMPTS AND REMOVE IT FROM TRAFFIC. I THEN TRIED TO OPEN THE DRIVERS DOOR TO GET OUT (THE HANDLE ITS SELF WAS NOT SMOKING) AND IT WOULD NOT OPEN. I CLIMBED INTO THE PASSENGER'S SIDE AND MANUALLY OPENED THE DOOR, GOT OUT, THEN REMOVED MY CHILDREN ALSO. THIS INCIDENT WAS REPORTED TO GMC AND THEIR ANSWER WAS THAT THE CAR SHUTTING OFF WAS DESIGNED AS A SAFETY FEATURE. EXPLAIN HOW THIS COULD BE SAFE IN MY SITUATION? *TR

Make : GMC **Model :** ENVOY **Year :** 2007
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** Yes **Number of Injuries:** 0
ODI ID Number : 10294713 **Number of Deaths:** 0

Date of Failure: December 5, 2009

VIN : 1GKET63M672...

Component: ELECTRICAL SYSTEM

Summary:

ELECTRICAL FIRE INSIDE LEFT FRONT DOOR, WINDOW SWITCH AND TRIM PANEL CAUGHT ON FIRE, ALL DOORS LOCKED UP. *TR

Make : CHEVROLET

Model : TRAILBLAZER

Year : 2006

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : Yes

Number of Injuries: 0

ODI ID Number : 10284010

Number of Deaths: 0

Date of Failure: September 15, 2009

VIN : 1GNDS13S762...

Component: ELECTRICAL SYSTEM

Summary:

TL*THE CONTACT OWNS A 2006 CHEVROLET TRAILBLAZER. WHILE EXAMINIG HIS VEHICLE HE NOTICED THAT NONE OF THE ELECTRICAL COMPONENTS WERE FUNCTIONING PROPERLY. UPON FURTHER EXAMINATION, THE CONTACT NOTICED THAT THE DRIVERS SIDE POWER WINDOW CONTROL WIRES WERE BURNED DUE TO A SMALL INTERNAL FIRE. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER AND THERE WERE NO PRIOR WARNINGS. THE CURRENT AND FAILURE MILEAGES WERE 28,706.

Make : CHEVROLET

Model : TRAILBLAZER

Year : 2006

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : Yes

Number of Injuries: 0

ODI ID Number : 10275626

Number of Deaths: 0

Date of Failure: June 30, 2009

VIN : 1GNNDT13S362...

Component: LATCHES/LOCKS/LINKAGES

Summary:

I LEFT MY WINDOW DOWN ON MY 2006 CHEVY BLAZER. THE DOOR/LOCK CONTROLER GOT WATER IN IT, SHORTED OUT AND STARTED ON FIRE. *TR

Make : CHEVROLET

Model : TRAILBLAZER

Year : 2006

Manufacturer : GENERAL MOTORS CORP.

Crash : No

Fire : Yes

Number of Injuries: 0

ODI ID Number : 10274337

Number of Deaths: 0

Date of Failure: March 20, 2008

VIN : 1GNDS13S362...

Component: ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS

Summary:

TL*THE CONTACT OWNS A 2006 CHEVROLET TRAILBLAZER. WHILE DRIVING 10 MPH, THE CONTACT NOTICED SMOKE COMING FROM THE DRIVER'S SIDE DOOR PANEL. HE PULLED OVER AND TURNED OFF THE VEHICLE, WHICH CAUSED IT TO STOP SMOKING. A MECHANIC STATED THAT THE CONTROL FUSE BOX CAUGHT FIRE. THE CONTACT TOOK HIS VEHICLE TO THE DEALER, BUT THEY DID NOT HAVE THE NECESSARY PARTS FOR THE REPAIR. IN ADDITION, THE CONTACT WAS EXPERIENCING FUEL GAUGE

ISSUES. WHEN HE FILLED UP THE VEHICLE WITH GASOLINE, THE GAUGE INDICATED THAT IT WAS EMPTY. THE FAILURE MILEAGE WAS 47,500. UPDATED 07/28/09 *BF UPDATED 07/30/09.*JB

Make : CHEVROLET **Model :** TRAILBLAZER **Year :** 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** Yes **Number of Injuries:** 0
ODI ID Number : 10274337 **Number of Deaths:** 0
Date of Failure: March 20, 2008
VIN : 1GNDS13S362...
Component: FUEL SYSTEM, GASOLINE

Summary:

TL*THE CONTACT OWNS A 2006 CHEVROLET TRAILBLAZER. WHILE DRIVING 10 MPH, THE CONTACT NOTICED SMOKE COMING FROM THE DRIVER'S SIDE DOOR PANEL. HE PULLED OVER AND TURNED OFF THE VEHICLE, WHICH CAUSED IT TO STOP SMOKING. A MECHANIC STATED THAT THE CONTROL FUSE BOX CAUGHT FIRE. THE CONTACT TOOK HIS VEHICLE TO THE DEALER, BUT THEY DID NOT HAVE THE NECESSARY PARTS FOR THE REPAIR. IN ADDITION, THE CONTACT WAS EXPERIENCING FUEL GAUGE ISSUES. WHEN HE FILLED UP THE VEHICLE WITH GASOLINE, THE GAUGE INDICATED THAT IT WAS EMPTY. THE FAILURE MILEAGE WAS 47,500. UPDATED 07/28/09 *BF UPDATED 07/30/09.*JB

Make : GMC **Model :** ENVOY **Year :** 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** Yes **Number of Injuries:** 0
ODI ID Number : 10252743 **Number of Deaths:** 0
Date of Failure: December 24, 2008
VIN : 1GKDS13S362...
Component: ELECTRICAL SYSTEM

Summary:

I PARKED MY CAR AND WENT INTO A STORE AND WHEN I CAME OUT I COULD SMELL A BURNING SMELL. MY CAR WOULD NOT UNLOCK FROM THE DRIVERS DOOR AND WHEN I GOT INTO MY CAR I SEEN THAT MY ELECTRICAL PANEL ON THE DRIVERS SIDE BLEW UP. *TR

Make : CHEVROLET **Model :** TRAILBLAZER **Year :** 2006
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** Yes **Number of Injuries:** 0
ODI ID Number : 10247838 **Number of Deaths:** 0
Date of Failure: October 29, 2008
VIN : 1GNDS13S362...
Component: ELECTRICAL SYSTEM

Summary:

TL*THE CONTACT OWNS A 2006 CHEVROLET TRAILBLAZER. WHILE THE VEHICLE WAS PARKED IN THE DRIVEWAY, THE CONTACT HEARD THE ALARM SOUND. SHE LOOKED OUTSIDE AND NOTICED THAT THE VEHICLE WAS IN FLAMES. THE FIRE DEPARTMENT EXTINGUISHED THE FIRE AND STATED THAT IT WAS ELECTRICAL AND ORIGINATED FROM THE DRIVER'S SIDE DOOR. A POLICE REPORT WAS FILED. THE FIRE BURNED THE ENTIRE DRIVER'S SIDE OF THE VEHICLE, A PORTION OF THE FRONT PASSENGER SEAT, AND THE ROOF. THE CONTACT CALLED HER INSURANCE COMPANY, BUT COULD NOT REACH THE CHEVROLET DEALER. THE FAILURE MILEAGE WAS 40,000.

Make : CHEVROLET **Model :** TRAILBLAZER 360 **Year :** 2007
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** Yes **Number of Injuries:** 0
ODI ID Number : 10229743 **Number of Deaths:** 0
Date of Failure: May 31, 2008
VIN : 1GNDS13S472...
Component: LATCHES/LOCKS/LINKAGES

Summary:

VEHICLE IS A 2007 CHEVY TRAIL BLAZER, PURCHASED IN JULY OF 2007. OVER THE PAST SEVERAL DAYS, THE DRIVER'S SIDE POWER SWITCHES ON THE DOOR WERE NOT WORKING PROPERLY. VEHICLE WAS PARKED ON FRIDAY EVENING AT AROUND 6:30 PM AND WHEN CAR WAS ENTERED ON SATURDAY MORNING AT APPROXIMATELY 9:30 AM, THE DRIVERS SIDE DOOR WAS ON FIRE AND BLACK SMOKE WAS BILLOWING OUT. THE FIRE DEPARTMENT WAS CALLED AND DISABLED THE VEHICLE SO THERE WOULD BE NO ADDITIONAL DAMAGE. THEY STATED THAT IT LOOKED LIKE AN ELECTRICAL SHORT IN THE DOOR PANEL. *TR

Make : GMC **Model :** ENVOY 360 **Year :** 2007
Manufacturer : GENERAL MOTORS CORP.
Crash : No **Fire :** Yes **Number of Injuries:** 0
ODI ID Number : 10218104 **Number of Deaths:** 0
Date of Failure: January 7, 2008
VIN : 1GKDT13S172...
Component: ELECTRICAL SYSTEM:FUSES AND CIRCUIT BREAKERS

Summary:

I STARTED MY GMC ENVOY SO THAT IT MAY WARM UP. AS IT WAS WARMING UP I STARTED TO SMELL SMOKE. I HIT THE ONSTAR BUTTUN AND WAS SPEAKING TO THE CUSTOMER REP WHEN THE SMOKE GOT HEAVY AND SPARKS CAME FROM THE DRIVERS DOOR PANEL. I IMMEDIATELY BACK THE CAR OUT OF MY DRIVEWAY BECAUSE I DID NOT WANT MY HOUSE TO BURN IN CASE THE CAR WENT UP IN FLAMES. THE ONSTAR REP CALLED THE FIRE DEPARTMENT WHO CAME AND RIPPED APART THE DOOR PANEL, DISCONNECTED THE BATTERY AND PULLED OUT A BURNED WINDOW HARNESS UNIT. THE FIRE CHIEF SAID THAT IT WHAT STARTED THE FIRE. THE TOW TRUCK CAME AND TOOK THE CAR TO THE DEALER WHERE I WAS TOLD I HAD TO PAY OUT OF POCKET BECAUSE THE WARRANTY WAS OVER, MIND YOU THIS IS A 2007 GMC. WHEN I TOLD HIM IT WAS A MANUFACTURER DEFECT AND IT DID NOT MATTER WHETHER OR NOT I HAD WARRANTY OR NOT GMC SHOULD BE RESPONSIBLE. HE SAID THAT THERE WAS NO RECALL AND I WOULD HAVE TO PAY IF I WANTED MY CAR FIXED. I HAD TO RENT A CAR BECAUSE THEY WOULD NOT EVEN HONOR THEY'RE 5 YEAR 100K MILE COURTESY CAR WARRANT AND I HAD TO PAY ALMOST \$1000.00 APART FROM THE RENTAL TO HAVE MY CAR REPAIRED. WHEN I FINALLY GOT MY CAR BACK THE RECEIPT CONFIRMED WHAT HAPPEN. THE SERVICE MANAGER EVEN STATED THAT THE FIRE STARTED FROM THE WIRE HARNESS AND THERE WAS A SHORT SOMEWHERE IN THE CAR THAT THEY HAD TO REPAIR AS WELL. MY CAR HAS NOT BEEN MODIFIED IN ANY WAY. *TR

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GM

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2006-7 GMT360_370 US

Population

Make	Model	Model		Platform	Metrics	Total Production Count
		Year	Type			
Buick	Rainier	2006	LT	S/T Utility GMT360/370		13,774
Chevrolet	TrailBlazer 360	2006	LT	S/T Utility GMT360/370		165,439
Chevrolet	TrailBlazer EXT 370	2006	LT	S/T Utility GMT360/370		40,139
GMC	Envoy 360	2006	LT	S/T Utility GMT360/370		62,893
GMC	Envoy XL 370	2006	LT	S/T Utility GMT360/370		23,508
Isuzu	Ascender	2006	LT	S/T Utility GMT360/370		5,433
Saab	9-7X	2006	LT	S/T Utility GMT360/370		5,485
Grand Total						316,671

Make	Model	Model		Platform	Metrics	Total Production Count
		Year	Type			
Buick	Rainier	2007	LT	S/T Utility GMT360/370		5,409
Chevrolet	TrailBlazer 360	2007	LT	S/T Utility GMT360/370		137,096
GMC	Envoy 360	2007	LT	S/T Utility GMT360/370		47,024
Isuzu	Ascender	2007	LT	S/T Utility GMT360/370		3,341
Saab	9-7X	2007	LT	S/T Utility GMT360/370		5,109
Grand Total						197,979

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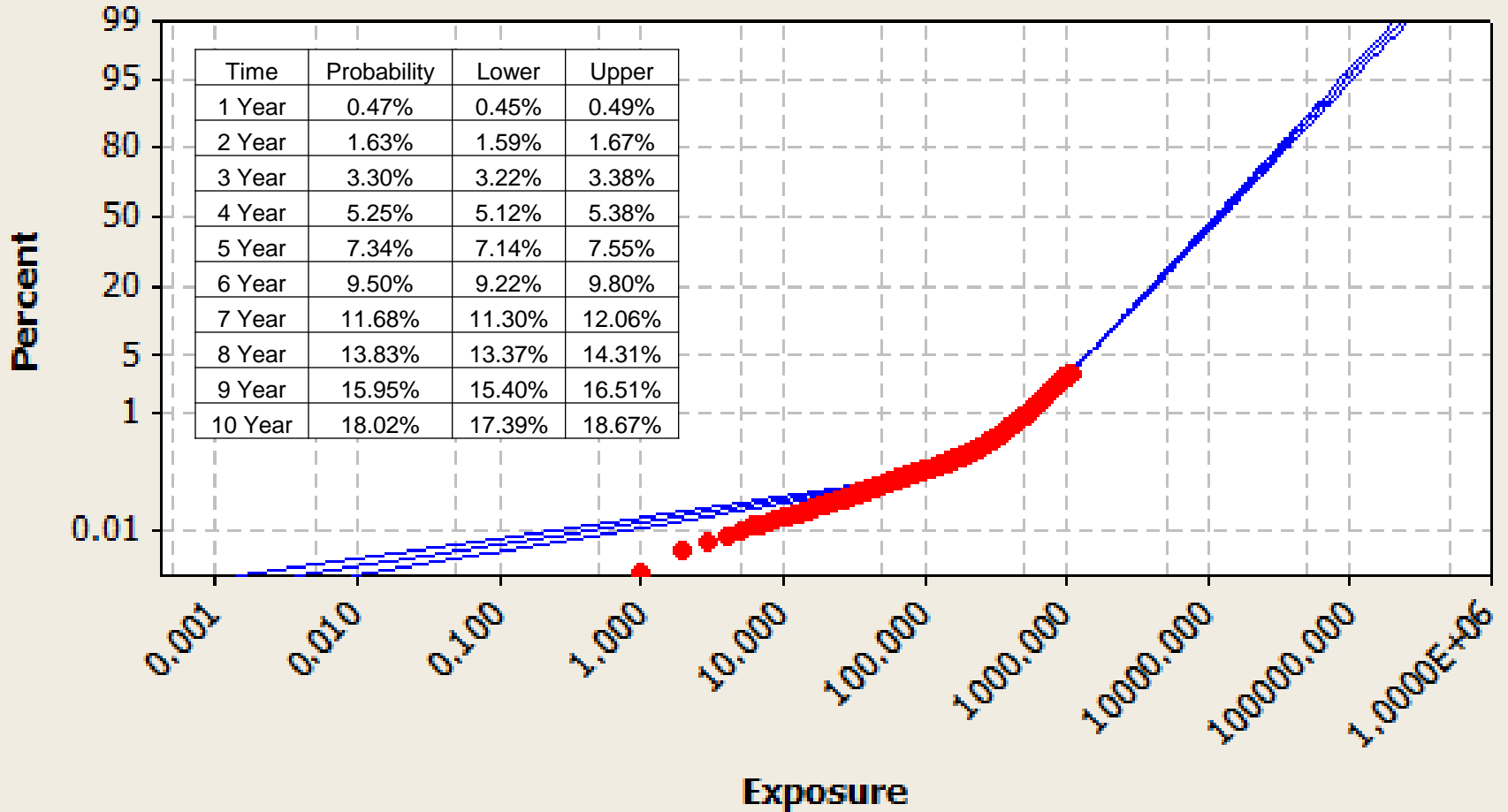
RATE PROJECTION

GMT360 370 N2117 warranty
projections

Probability Plot for Exposure

2006 GMT360/370 - N2117 Warranty

Multiple Distributions - 95% CI - Lognormal - MLE Method

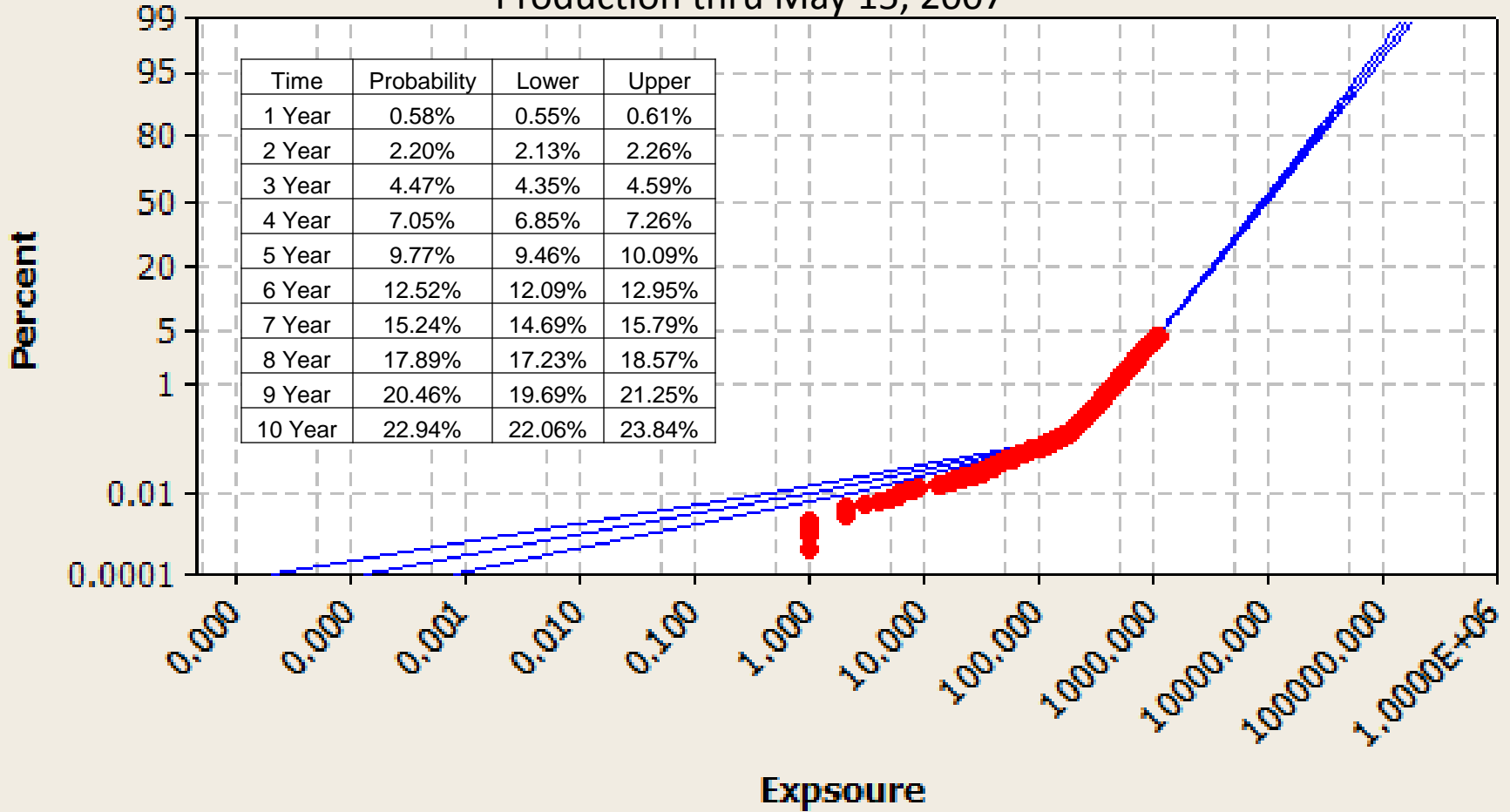


Probability Plot for Expsoure

2007 GMT360/370 - N2117 Warranty

Multiple Distributions - 95% CI - MLE Method

Production thru May 15, 2007



Process/Assumptions for 2006/2007 GMT360/370 – N2117 (Switch-Module Left Front Door -) Projections:

Claims and production were pulled for 2006/2007 360 and 370 Trucks. All warranty claims for N2117 were considered. Only claims that were less than or equal to 1095 days in service at the time of repair remained in this analysis since these claims should be part of the regular manufacturer's warranty that is maintained on all vehicles. Claims were then additionally filtered to remove all subsequent repair records for each vin leaving only the first repair record for each vin.

All vins were then put into two distinct groups: Failures (exposure of repair date less the vehicle in service date) and Suspensions (exposure calculated taking into consideration analysis date less the vehicle in service date).

Suspensions were limited to 1095 days since no regular warranty claims should be received after that point in time. In order determine suspension data for days in service, suspensions were run through the suspension generator using limits corresponding to the regular warranty period of 3 Years/36,000 Miles. This program will adjust the time in service to account for those vehicles that drop out of warranty due to mileage limitations, rather the calculated time in service.

Vehicle data was put into JMP program and it demonstrated an "elbow" in distribution of failure data. After speaking to the engineer, it was noted that early failures are not part of the failure mode in question, rather a separate issue all together since the failure mode in question takes time to develop. With that information, data was broken up into two failure modes, initial issue vs. wear out issue. Initial issue was classified as any failure that occurred at 180 days of exposure or less, while the wear out issue is over 180 days. Each dataset was then tested in JMP to determine correct distribution to utilize. Determination was based on the AIC dictating the Lognormal life distribution was the best fit.

Resulting analysis provides the percentage of vehicles, based on information at hand, that will experience a failure. (It does not represent total number of failures since one vehicle can have repeat failures.) Along with the projection, included are the confidence bands that are set at 95%.

It should be noted that since we cannot identify the cause of each failure with 100% accuracy, the split of failures at the 180 day mark does not perfectly identify initial issues versus the wear out issue. Secondly, we cannot 100% guarantee the resultants of the suspension generator. The generation of the vehicle counts provides survival rates based past records and scrap rates to provide an estimation of vehicle life at points in time (these rates were based on car populations rather than SUVs, therefore, can yield some inaccuracy in the suspension provided). Finally, we assume that the data input into the warranty system is complete and accurate.

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TREAD, Repair Order

1GNDT13S262XXXXXX

Carter Chevrolet Co. Inc.



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



WILLINGTON CT		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		1GNDT13S26		45633	02/10/11	62156 B	
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		06	CHEVROLET	TRAILBLAZE	DARK GRAY	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
37488				6115	00/00/00	697	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
98.10	11/25/06	14	45633	02/03/11	11/25/06	4.2L V6 MPI NM	

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
<p>A Com Customer states THERE WAS A BURNING SMELL INSIDE THE VEHICLE AND THE INSIDE OF THE VEHICLE WAS FULL OF SMOKE AND THE DRIVERS SWITCHES ARE NOT WORKING, THE SMOKE FILLED THE VEHICLE WHEN THE VEHICLE WAS OFF Cau MASTER WINDOW SWITCH IN DRIVERS DOOR SHORTED, MELTING CONNECTORS. REPLACED MASTER WINDOW SWITCH AND CONNECTORS.</p>						
			A97	2.00	C	135.00
			25867005 SWITCH	1	C	185.97
			12125636 CONNECTOR	1	C	18.62
			12102629 CONNECTOR	1	C	49.29
			12092079 FUSE	1	C	3.05
Line Total.....						233.57
<p>B + Com Customer states INTERIOR PANEL COVERING THE DRIVERS DOOR SWITCHES CAME OFF DOOR. Cau PANEL CAME WITH NEW MASTER WINDOW SWITCH.</p>						
			A31			
Line Total.....						

*Carter Chevrolet Co. Inc*

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VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.			
1GNDT13S262		45633	02/10/11	62156 B			
WILLINGTON CT				EOD - C			
YEAR	MAKE	MODEL	COLOR	TAG NO.			
06	CHEVROLET	TRAILBLAZE	DARK GRAY	00000			
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
37488				6115	00/00/00	697	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
98.10	11/25/06	14	45633	02/03/11	11/25/06	4.2L V6 MPI NM	
D + Com TECHNICIAN FOUND AND REPLACED BURNT LEFT LOW BEAM HEADLIGHT BULB.							
	A31		.30	C	21.00		
	1999366 BULB		1	C	11.17	10.15	
			Line Total.....		32.17	10.15	
E + Com Customer states REPLACE BATTERY. Cor REPLACED BATTERY.							
	A31		.50	C	33.00		
	78-6YR BATTERY		1	C	75.50	75.25	
			Line Total.....		108.50	75.25	
Labor		460	189.00-	66.40			
Parts		467	343.60-	318.97			
Sales Tax		324D	31.96-				
TOTAL-CHECK		225	564.56				

ACCOUNT COPY - PAGE 02

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of

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Q_08_f_(25) GMT360-p

GMT360/370 Door Module

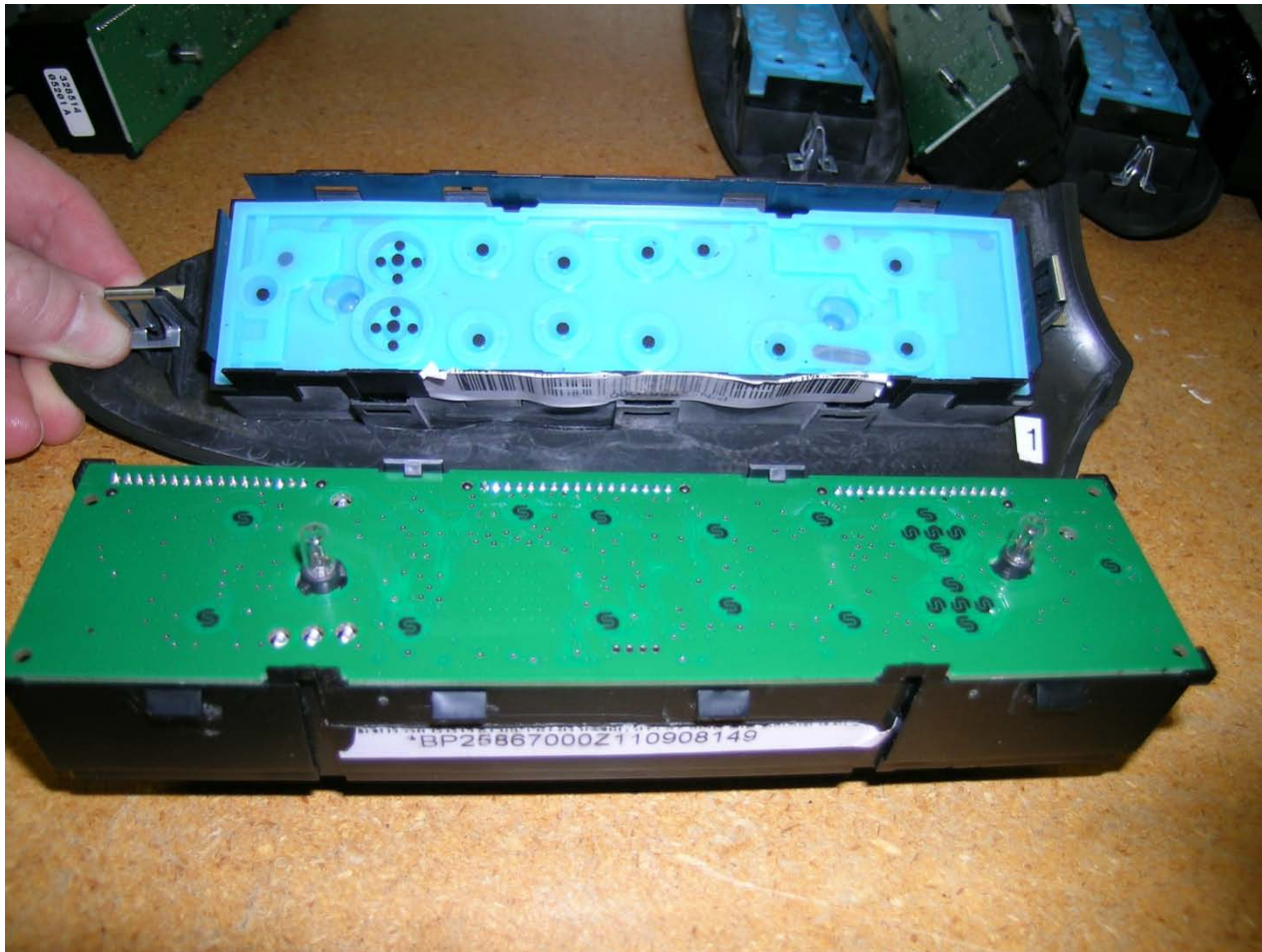




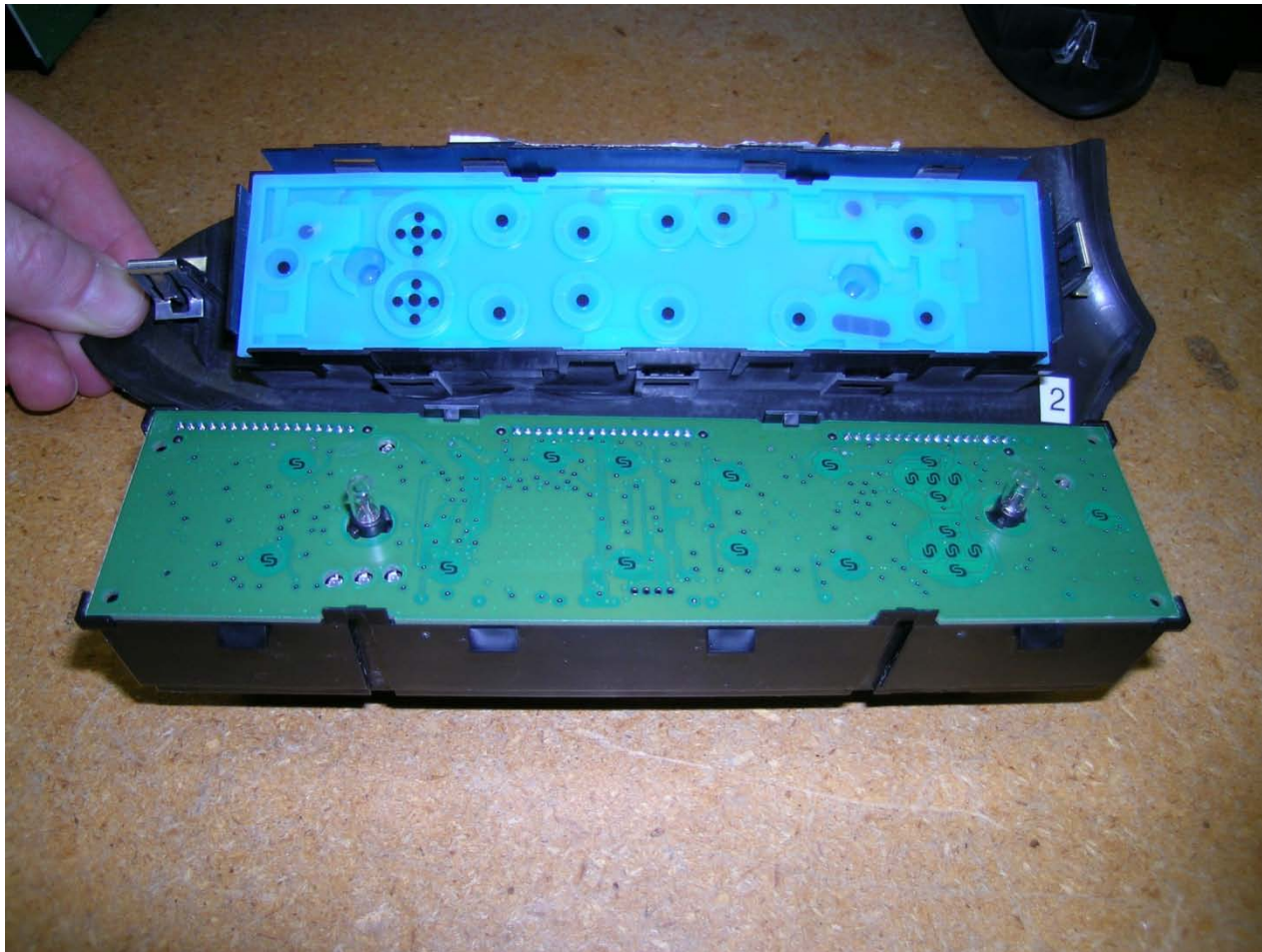




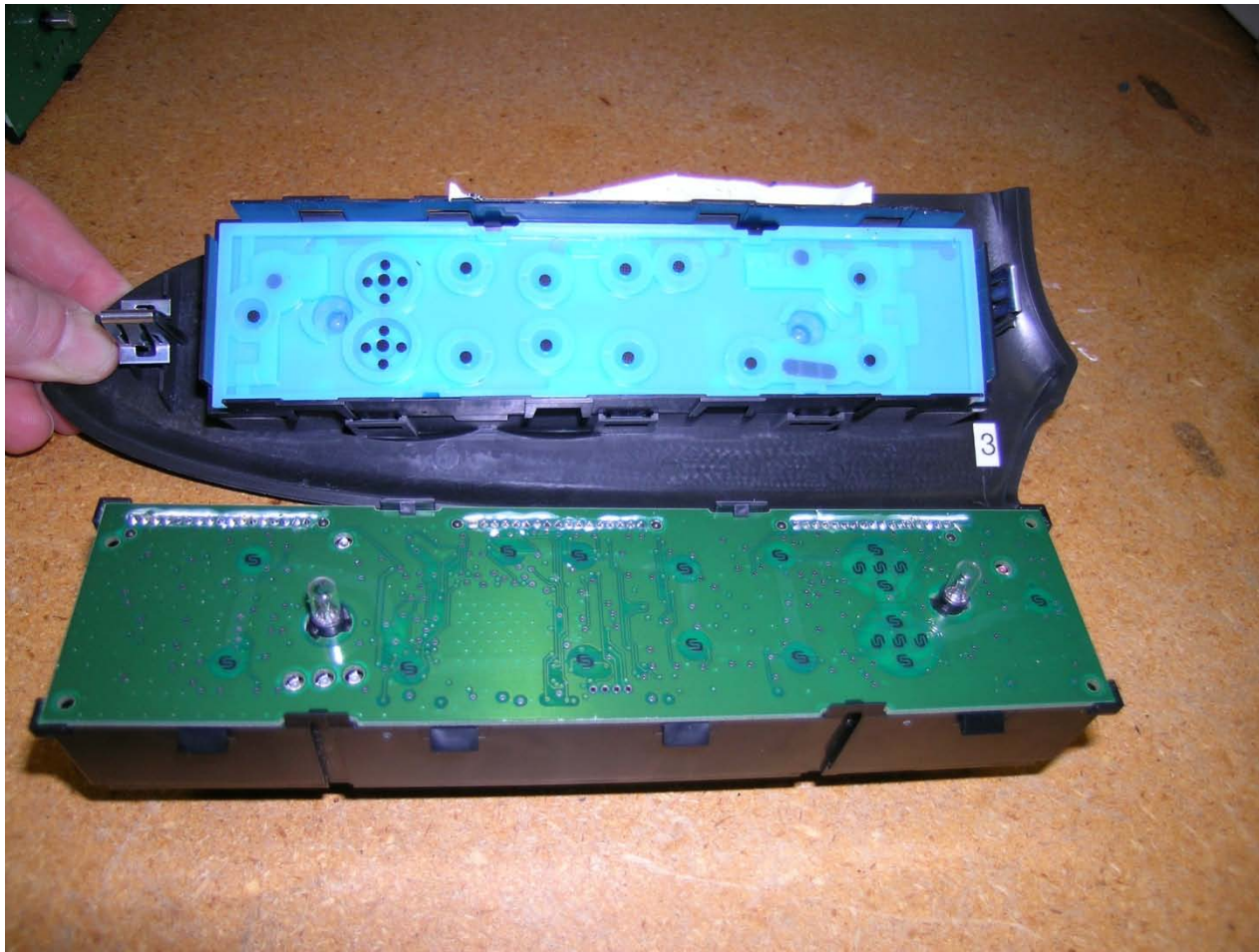
Pre test sample 1



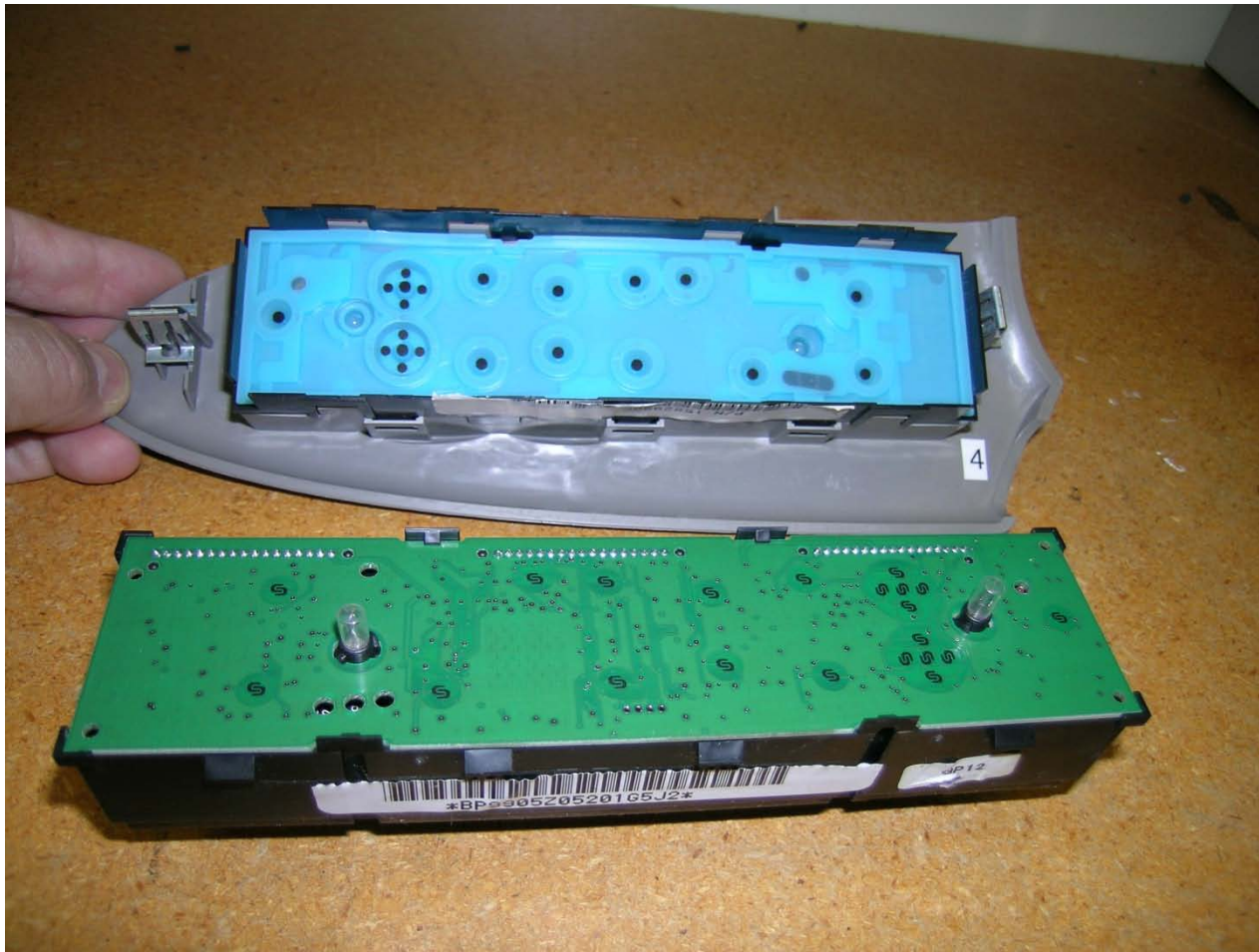
Pre test sample 2



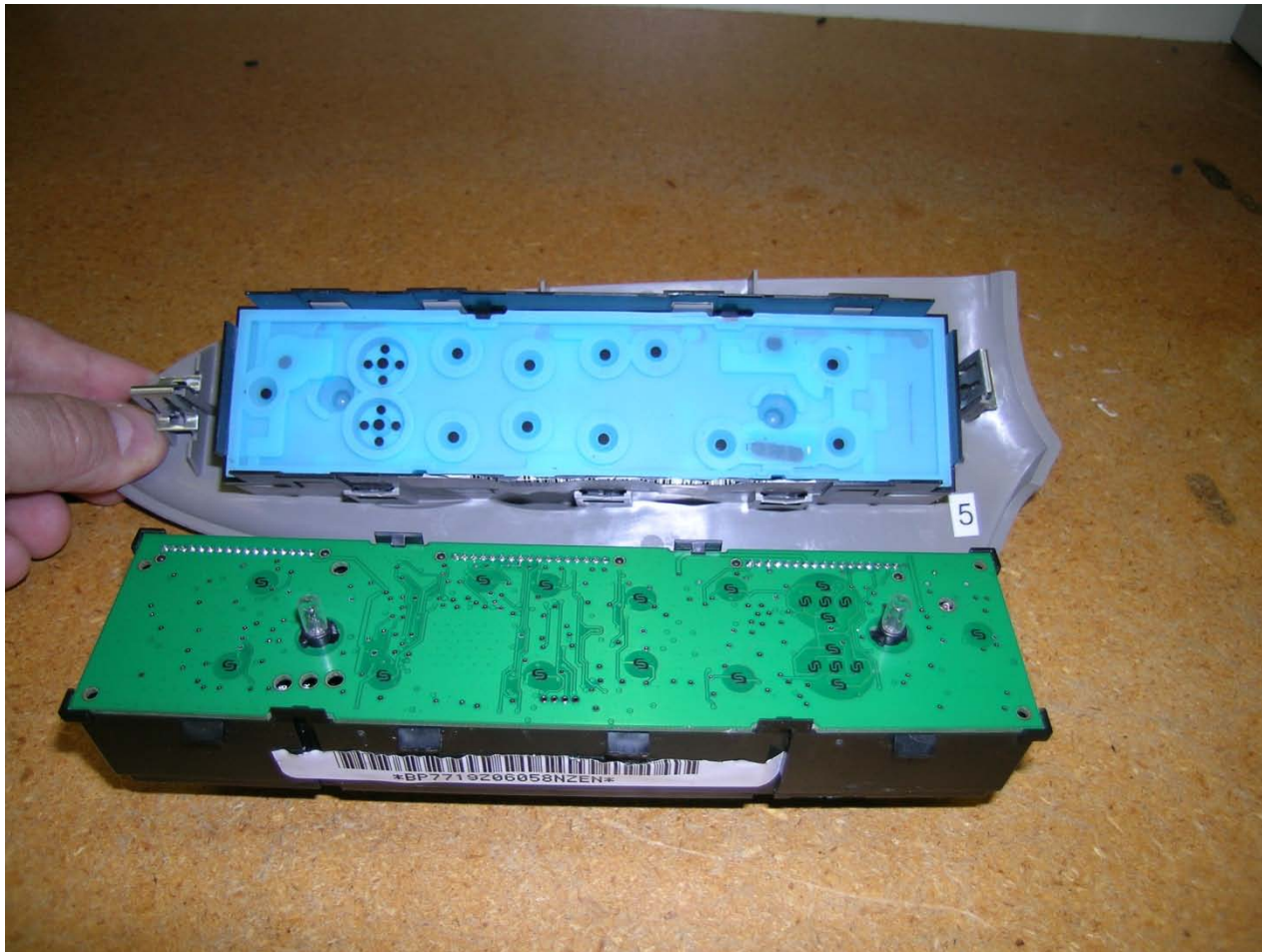
Pre test sample 3



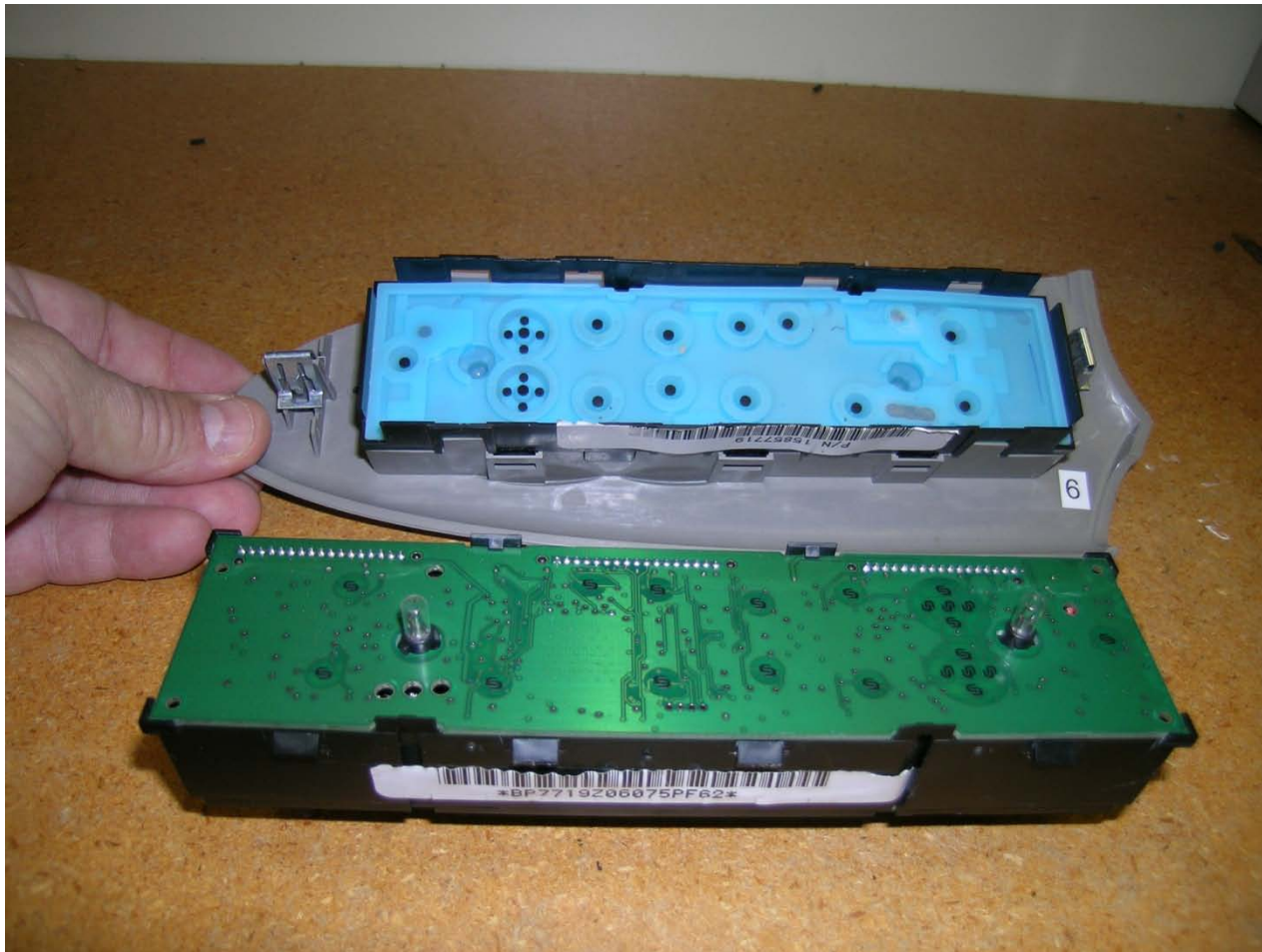
Pre test sample 4



Pre test sample 5



Pre test sample 6































PE12-003

GM

4-20-2012

Q_08_G

(2) PIE0212 Engineering

Information - DDM

Inop.xw.gm

Document ID: 2781768

#PI E0212: Engineering Information - Driver Door Power Window, Door Lock, Heated Seat Switches Inoperative - (Mar 5, 2012)

Subject: Engineering Information – Driver Door Power Window, Door Lock, Heated Seat Switches Inoperative



Models: 2006-2007 Chevrolet TrailBlazer, TrailBlazer EXT
2006-2007 GMC Envoy, Envoy XL

Attention: Proceed with this PI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PI and proceed with diagnostics found in published service information. THIS IS NOT A RECALL – refer to Service Bulletin 04-00-89-053E for more details on the use of Engineering Information PIs.

Condition

Important: If the customer did not bring their vehicle in for this concern, DO NOT proceed with this EI.

Some customers may comment that the switches (window, door lock and heated seat) on the driver door no longer function. The customer may also comment that they smell or smelled a burning odor or observed smoke from the switch area.

Cause

GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

Instructions

Note: The 10 amp DDM fuse located in the rear underseat fuse block may be open/blown and the connector may be damaged.

If you encounter a vehicle with the above concern, remove the driver door module (DDM) and inspect for signs of thermal stress (melting). If there is evidence of thermal stress, contact one of the engineers listed below for additional instructions.

The engineer may request parts back for root cause analysis. Parts will be requested back using the WPC process.

Contact Information

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Engineer Name	Phone Number
Chuck Bongiorno	586-854-8967
Brian Stouffer	586-907-3056

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

[Warranty Information](#)

If engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
N9681*	Engineering Information – Driver Door Lock and Side Window Switch Inoperative	0.7 hr
*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.		

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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