

PRTS Dynamics - Complete Report

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

Issue Number: 49040	Issue Age:	Issue Type: (Aftersales) Field Performance Report	Issue Status: Closed	
	Current Step:	Field Performance Report	Current Step Status: Complete	Current Step Target:
Project: US-United States Program: Malibu 386 / GMNA Passenger Car Subject: Malibu 386 - EBCM - Brake - ABS and Traction Light On Product Line: Project Number:				
Associated Issues: 1	Tasks:	Attachments:	Memos:	

REPORT

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

Issue Definition	
Vehicle Line/Engineering Source:	Malibu 386 / GMNA Passenger Car
Product Line:	
Project Number:	
Country:	US-United States
<i>Issue Title</i>	
Part Name:	EBCM
Part Location:	Brake
Complaint:	ABS and Traction Light On
Severity:	
Restricted Issue:	

Affected Vehicles	
Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR:

VIN Information
<i>Cases</i>

PRTS Dynamics - Complete Report

No of Cases	Recorded by/Originator	Recorded Date
1	Kobie Glenn	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G1ZJ57B78P[REDACTED]	04-APR-2008		3	Miles	

Problem Description	
Symptoms/Complaints: Brake light, ABS light and Traction Control light on.	
Probable Cause: Fault in EBCM	
Corrective Action: Replaced EBCM	
Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested:
Remarks:	

Affected Parts								
VPPS								
1st Level (VPPS): 20-Chassis 2nd Level (VPPS): 20.04-Brakes 3rd Level (VPPS): 20.04.05-Brake Modulator 4th Level (VPPS): 20.04.05.04-Electronic-Hydraulic Control Unit								
Parts								
Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number
Suspect Parts Available? No								
Shipping Details:								
Location of Parts: Part returned to supplier								
Remarks:								

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information

PRTS Dynamics - Complete Report

Dealer	
Dealer Number:	216061
Dealer Name:	
Dealer Phone:	
Dealer Contact:	
Dealer Email Address:	
Field Representative	
Field Rep Contact Name:	
Field Rep Number:	
Field Rep Phone:	
Field Rep Email Address:	

Impact Info -> Impacted Product Lines				
<i>Impacted Product Lines</i>				
Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value

External Systems	
<i>System References</i>	
External System Name	External System Issue ID

Issue Status
<i>Issue Status</i>

Next Step				
<i>Next Step Role Assignments</i>				
Role Name	Assignment Date	Name	Department	Phone
<i>Next Step Target Dates</i>				
Next Step Target Submit Date:			Next Step Target Approve/Close Date:	

PRTS Dynamics - Complete Report

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
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Step Dates

Step Start Date Target Submit Date Actual Submit Date Target Close Date Actual Close Date

Step Actions

Action	Date	Name	Department	Phone	Comment
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Supporting Processes

Trigger Question: Trigger Answer:
 Step when issue is flagged: Date when issue was flagged:
 Flagged by:

Issue Status

Issue Status:

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
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Next Step Target Dates

Next Step Target Submit Date: Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

ADD. INFO NEEDED

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

24 Hour Information	
24 Hour:	
Source of Information:	
<i>24 Hour CDP Group Information</i>	
Natural owner of problem:	
Name of Natural owner of problem:	

Affected Vehicles	
Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR:

VIN Information						
<i>Cases</i>						
No of Cases	Recorded by/Originator			Recorded Date		
1	Kobie Glenn					
<i>VIN Information</i>						
Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
Y	1G1ZJ57B78P [REDACTED]	04-APR-2008	3	Miles		

Problem Description	
<i>Symptoms/Complaints:</i>	
Brake light, ABS light and Traction Control light on.	
<i>Probable Cause:</i>	
Fault in EBCM	
<i>Corrective Action:</i>	
Replaced EBCM	
Driving Conditions:	Environmental Conditions:
Road Surface:	Action Requested:

PRTS Dynamics - Complete Report

Success of Corrective Action: Trouble Codes Affected:
Remarks:

Develop Solution		
Last Break Point		
Date	VIN/Part Number	Comment
General Answer/Comment:		
Short Description:		
Field Service Information		
PI Number: Bulletin Number: GM Messenger Date:		
Field Remedy:		
Production Remedy:		

Affected Parts									
VPPS									
1st Level (VPPS): 20-Chassis 2nd Level (VPPS): 20.04-Brakes 3rd Level (VPPS): 20.04.05-Brake Modulator 4th Level (VPPS): 20.04.05.04-Electronic-Hydraulic Control Unit									
Part									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	
Suspect Parts Available? No									
Shipping Details:									
Location of Parts:									
Part returned to supplier									
Remarks:									

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information	
Dealer	
Dealer Number:	216061

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Dealer Name:
 Dealer Phone:
 Dealer Contact:
 Dealer Email Address:
Field Representative
 Field Rep Contact Name:
 Field Rep Number:
 Field Rep Phone:
 Field Rep Email Address:

Supporting Processes

Trigger Question: Trigger Answer:
 Step when issue is flagged: Date when issue was flagged:
 Flagged by:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
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Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases
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Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
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Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year
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Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
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Labor Codes Information

Primary	Labor Code
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Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date
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Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)
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Report Date:

Warranty Comment

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Issue Status
<i>Issue Status</i>

Next Step				
<i>Next Step Role Assignments</i>				
Role Name	Assignment Date	Name	Department	Phone
<i>Next Step Target Dates</i>				
Next Step Target Submit Date:			Next Step Target Approve/Close Date:	

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
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Step Dates

Step Start Date Target Submit Date Actual Submit Date Target Close Date Actual Close Date

Step Actions

Action	Date	Name	Department	Phone	Comment
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24 Hour Information

24 Hour:
 Source of Information:
24 Hour CDP Group Information
 Natural owner of problem:
 Name of Natural owner of problem:

Affected Vehicles

Model Year(s):	Other Potentially Affected Vehicle Lines:
Steering Type:	Engine(s):
Body Style(s):	Transmission(s):
Axles:	Transfer Case:
Relavent Options:	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Kobie Glenn	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G1ZJ57B78P [REDACTED]	04-APR-2008		3	Miles	

Problem Description

Symptoms/Complaints:

Brake light, ABS light and Traction Control light on.

Probable Cause:

Fault in EBCM

Corrective Action:

Replaced EBCM

Driving Conditions:
 Road Surface:

Environmental Conditions:
 Action Requested:

PRTS Dynamics - Complete Report

Success of Corrective Action:
 Trouble Codes Affected:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
 Bulletin Number:
 GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

- 1st Level (VPPS): 20-Chassis
- 2nd Level (VPPS): 20.04-Brakes
- 3rd Level (VPPS): 20.04.05-Brake Modulator
- 4th Level (VPPS): 20.04.05.04-Electronic-Hydraulic Control Unit

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number
Suspect Parts Available? No								

Shipping Details:

Location of Parts:

Part returned to supplier

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: 216061

PRTS Dynamics - Complete Report

Dealer Name:
 Dealer Phone:
 Dealer Contact:
 Dealer Email Address:
Field Representative
 Field Rep Contact Name:
 Field Rep Number:
 Field Rep Phone:
 Field Rep Email Address:

Supporting Process

Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:
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Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
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Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases
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Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
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Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year
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Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
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Labor Codes Information

Primary	Labor Code
---------	------------

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date
--------------	----------------	-----------------	------------------	--------------	-------	-------	------	--------	--------	--------	------------	---------------	---------------	-------------

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)
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Report Date:

Warranty Comment

PRTS Dynamics - Complete Report

Issue Status

<i>Issue Status</i>

Next Step

<i>Next Step Role Assignments</i>

Role Name	Assignment Date	Name	Department	Phone
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<i>Next Step Target Dates</i>

Next Step Target Submit Date:

Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SOLUTION FEEDBACK

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

Solution Analysis		
<i>Last Break Point</i>		
Date	VIN/Part Number	Comment

Develop Solution
<i>General Answer/Comment:</i>
<i>Short Description:</i>
<i>Field Service Information</i>
PI Number: Bulletin Number: GM Messenger Date:
<i>Field Remedy:</i>
<i>Production Remedy:</i>
Solution Result:

Summary
<i>Summary</i>

Supporting Process	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Issue Status
<i>Issue Status</i>

Service Request Detail

SR No.	1-381007950	Ref No.	Goodwill	BRC Type	PAR
Account		Site	GW SubType	Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area
Daytime #		Evening #	UCC	Transmission - Shift Indicator	Sub-Area
Address		City	Warren	Involved Dir	Greenwood Chevrolet, Inc.
State	OH	ZipCd		Source	Phone
Serial #/VIN	1G1ZT64805F	Model Year	2005	Priority	Medium
Make	Chevrolet	Warr. Start		Status	Open
Model	Malibu MAXX	Mileage	12000	Sub-Status	Satisfied
Abstract	Collision - Vehicle Shifted Out Of Gear Without Brake Applied				
Customer Description	*DO NOT ASSUME PAR FILE*REFER CALLS TO MARIA CUFF EXT 57509				

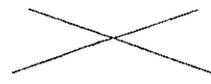
Pre-PAR

PAR No/lier	Incident Date/Time	Injuries	# Other Veh	# People in	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	9/11/2005 2:00:00 PM	Y	1	1	Asphalt	Dry	None	None
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'2"		None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Durica	Jason	(330) 638-2800	All State					
Incident Loc	Owner's Driveway	Incident Desc	Cust states that his wife pulled the veh into the driveway and pulled up to where the front bumper was passed the rear bumper of the cust veh. Cust states that his wife got her son out of the veh and then got other belongings out of the passenger side of her veh. Cust states that					
Component	Vehicle shifted into gear without brake applied		Damage Desc	Front passenger fender was damaged - the passenger side door was damaged - rear bumper was damaged.				
Vehicle Loc	Wife's Possession		Add'l Info	None				
Emgcy Svc Names	None		Maint Loc	Greenwood Chevrolet				

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	None
Vehicle Speed	0	Weather Condition	Dry	Prop Owner	Michael Jageman - Vehicle Owner		Property Type	2004 Buick Rainier
Last Service Date		Loc Last Service		Property Location	Customer's Possession		Prop Est Repair Cost	\$2,067.00
Veh Est Repair Cost	\$3,000.00	Spec Equip Installer	None	Prop Damage Description	Passenger side door shell - blended right outer panel - molding damage.			
Primary Veh Use	Personal	Inspection Type		Inspected By	Inspection Not Performed		Inspection Date/Time	
Veh Damage Description	Front passenger fender was damaged - the passenger door was damaged - rear bumper was damaged.			Explain Other	Forwarding the file to ESIS for the property damage and insurance deductibles.			

Service Request Detail



PAR Injuries

Last Name	First Name	DOB	Location	Phone #	Seating Pos	Restraint Type
			Occupant of Owner's Vehicle		Pedestrian	Leaning inside of the veh with one leg outside of the veh
Injury Description	Medical Rpt#	Treatment Location	Treated By			
Scratches on knee - leg was bruised	None	None	None			
Street Address	City	State	Zip Code			
	Warren	OH				

Activities

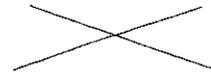
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/20/2005 10:52:23 AM	KELSEYY	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Property damage and deductible request
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/20/2005 8:57:03 AM	LOTTM	KELSEYY	Notify CRM		Done	12/20/2005 10:52:23 AM	ESIS
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/19/2005 4:48:23 PM	CUFFMARI	LOTTM	BRC PAR	ESIS - Property Damage	Done	12/20/2005 8:57:03 AM	Forwarding the file to ESIS - Property Damage/ Insurance Deductibles
Contact Last Name	Contact First Name	Account	BAC Code				
Comments	Received and assigned for ESIS escalation. Majorie Loti/PAR/Workflow						
Confidential Comments							



Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/19/2005 4:47:07 PM	CUFFMARI	CUFFMARI	BRC PAR	Close	Done	12/19/2005 4:48:21 PM	Closing

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Business Summary:

The file was received because the veh was involved in a collision in which the veh shifted out of park without the brake applied in the veh and caused damage to the veh and another veh, Cust is seeking his insurance deductibles to be reimbursed and for the property damage. The file is being closed in the PAR File and forwarding the file to ESIS for further review of the cust requests.

Maria Cuff/BRC/PAR/57509

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/19/2005 4:33:32 PM	CUFFMARI	CUFFMARI	Ownership Changed	Ownership Escalated to BRC	Done	12/19/2005 4:33:32 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/19/2005 4:28:00 PM	CUFFMARI	CUFFMARI	Outbound Call Customer	Made Contact	Done	12/19/2005 4:31:22 PM	CONTINUED FROM INITIAL CONTACT W/ CUSTOMER

Contact Last Name	Contact First Name	Account	BAC Code

Comments

the damages to the veh reimbursed to the insurance company, both deductibles to be reimbursed and for the concern to be researched.

CRM advised the cust that at this time because of the property damage the file will be forwarded to ESIS as well as because the cust is seeking the reimbursement of the insurance deductibles. CRM advised the cust that they will receive the file within 7-10 days to discuss the info on the veh. CRM advised the cust that they will be able to decide if the reimbursement of damages and insurance deductibles are something that they can assist the cust with on the veh. CRM advised the cust that if he has not heard something from someone in their department to contact CRM back for more info. CRM advised the cust of contact info with extension and SR#.

Maria Cuff/BRC/PAR/57509

Confidential Comments



Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/19/2005 3:39:04 PM	CUFFMARI	CUFFMARI	BRC PAR	Inspection Not Required	Done	12/19/2005 3:42:25 PM	No Inspection Required

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

No Inspection Required on the vehicle because the cust is seeking insurance deductibles to be reimbursed for a total of \$1000.00 - and the property damage to the other veh for \$2067.75. The file is being forwarded to ESIS for further review.

Maria Cuff/BRC/PAR/57509

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/19/2005 3:39:04 PM	CUFFMARI	CUFFMARI	Scheduled Outbound Call	Cust	Done	12/19/2005 3:47:51 PM	No follow up needed

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

There is no follow up needed to the cust because the file is being forwarded to ESIS for further review of the insurance deductibles and the property damage.

Maria Cuff/BRC/PAR/57509

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/19/2005 3:39:03 PM	CUFFMARI	CUFFMARI	PAR Case Assessment	Collision	Done	12/19/2005 4:47:03 PM	Transmission - Minor Body damage

Contact Last Name	Contact First Name	Account	BAC Code
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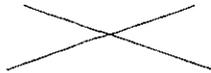
Comments

The cust wife pulled her veh into the driveway and then was grabbing some items out of the veh and impacted the gearshifter when leaning inside of the veh and the veh shifted out of gear without the brake pedal applied...Cust is concerned that there was damage to his veh that was also in the driveway and is seeking reimbursement for the insurance deductibles and the property damage...No Inspection to be completed by Dealer or EAA... There is no inspection required on the veh because the vehicle's were already repaired....The file is being forwarded to ESIS for further review of the insurance deductibles and the property damages....PAR file is being closed....

Maria Cuff/BRC/PAR/57509

Confidential Comments

Service Request Detail



Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/19/2005 3:39:00 PM					Done	12/19/2005 3:39:09 PM	1-381007850, BRC PAR Case Assess Collision
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 10:01:18 AM	LOTTM	CUFFMARI	Ownership Changed		Done	12/15/2005 10:01:18 AM	Service Request Ownership has changed FROM: LOTTM TO: CUFFMARI
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 10:00:25 AM	LOTTM	CUFFMARI	BRC PAR	Acknowledgement	Done	12/19/2005 3:10:05 PM	Called Cust
Contact Last Name		Contact First Name		Account	BAC Code		

Comments

Summary:

CRM made contact with the cust at the number

See Initial contact with the cust.

Maria Cuff/BRC/PAR/57509

Confidential Comments



Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 10:00:25 AM	LOTTM	CUFFMARI	BRC PAR	Initial Contact- Phone	Done	12/19/2005 4:31:26 PM	Called Cust

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Summary: CRM made contact with the cust at [redacted]. Cust purchased the veh new. There are approx. 12,000 miles on the veh. Cust states that his wife pulled the veh into the driveway and pulled up to where the front bumper was passed the rear bumper of the cust veh. Cust states that his wife got her son out of the veh and then got other belongings out of the passenger side of her veh. Cust states that her veh was still running and he states that his wife leaned over and put her arm between the gear shifter and the dash board to turn the key off in the veh. Cust states that his wife went to pull the key out and at the same time her forearm touched the knob on the gearshifter and the veh came out of gear into neutral. Cust states that the door was open on her veh and the door was open on his veh also. Cust states that her veh began to move backwards and his wife's door impacted his veh door. He states that his wife's leg got caught between the door and the rocker panel. Cust states that the veh went out of the driveway and across the street and into the neighbor's driveway. Cust states that there was no police or fire report filed. Cust states that the repairs to the veh were approx. \$3000.00 and the property damage was approx. \$2067.75. Cust states that he had to meet a \$500.00 deductible on both vehicle's. Cust states that the last svc to the veh is unknown. Cust states that he is seeking to let GM be aware of the concern on the veh. Cust states that he wants CONT

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 10:00:24 AM	LOTTM	CUFFMARI	BRC PAR	Initial Contact- Dealer	Done	12/19/2005 4:37:22 PM	Called Dirshp (330) 792-5252

Contact Last Name	Contact First Name	Account	BAC Code
Palette	Bill	Greenwood Chevrolet, Inc	113633

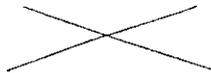
Comments

Summary:
CRM left a voicemail with the svc mgr Bill Palette, at 330-792-5252.

CRM advised the svc mgr that the file was received in the PAR Department for the allegation that the veh shifted out of park gear without the brake applied and caused minor injury to his wife, property damage to the other veh in the driveway and caused the cust to have to meet \$1000.00 in deductibles for the insurance company. CRM advised the svc mgr that the cust is seeking the damages to be covered and the insurance deductibles to be reimbursed. CRM advised the svc mgr that the file will be forwarded to Central Claims for further review and the PAR File will be closed. CRM left the svc mgr contact info with extension, veh info and SR#.

Maria Cuff/BRC/PAR/57509

Confidential Comments



Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 10:00:23 AM	LOTTM	CUFFMARI	Research		Done	12/19/2005 3:07:38 PM	Researched VIN 1G1ZT64805F

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Summary:
CRM COMPLETED FILE SEARCH, AND FOUND NO OPEN FILES IN SEIBEL OR CORPOINT. CRM COMPLETED VIN SEARCH, AND THERE WAS NO OPEN RECALLS ON THE VEHICLE LISTED IN GMVIS.

MARIA CUFF/BRC/PAR/57509

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 10:00:23 AM	LOTTM	CUFFMARI	BRC PAR	Initial Contact- AVM	Done	12/19/2005 4:44:00 PM	Called AVM - Harrington Lawrence 630092 8206

Contact Last Name	Contact First Name	Account	BAC Code
Harrington	Larry	Greenwood Chevrolet, Inc	113633

Comments

Summary:
CRM left a voicemail with the AVM Lawrence Harrington.

CRM advised the AVM that the file was received in the PAR Department for the allegation that the veh shifted out of park gear without the brake applied and caused minor injury to his wife, property damage to the other veh in the driveway and caused the cust to have to meet \$1000.00 in deductibles for the insurance company. CRM advised the AVM that the cust is seeking the damages to be covered and the insurance deductibles to be reimbursed. CRM advised the AVM that the file will be forwarded to Central Claims for further review and the PAR File will be closed. CRM left the AVM contact info with extension, veh info and SR#.

Maria Cuff/BRC/PAR/57509

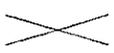
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 10:00:22 AM	LOTTM	CUFFMARI	Notify CRM		Done	12/19/2005 3:02:55 PM	File Assigned

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments



Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 10:00:21 AM	LOTTM	CUFFMARI	BRC PAR	Case Assigned	Done	12/19/2005 3:02:50 PM	Assigned File to Maria Cuff at Ext. 57509
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 10:00:16 AM					Done	12/15/2005 10:01:13 AM	1-381007950, BRC PAR Assignor
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/15/2005 8:09:34 AM	LOTTM	LOTTM	Ownership Changed		Done	12/15/2005 8:09:34 AM	Service Request Ownership has changed FROM: ECHOLSJB TO: LOTTM
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

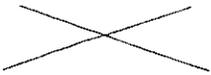
Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/14/2005 1:10:03 PM	ECHOLSJB	LOTTM	Escalation	Initiate PAR	Done	12/15/2005 10:00:13 AM	assigning case to PAR queue
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Received and assigned in PAR.
Marjorie Lot/PAR/Workflow

Confidential Comments



Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/14/2005 12:57:33 PM	ECHOLSJB	ECHOLSJB	Inbound Call Customer	Complex Request	Done	12/14/2005 1:08:48 PM	alleged product allegation-park gear
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust. Sts: veh shifted out of park and into neutral. veh collided w/another veh cust owns.

Cust. Sks: to notify GM

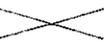
CRM Adv: will take information and will forward information to PAR.

Johnathon Echols/CAC/PDX

Confidential Comments

UCC Information

UCC Code	Symptom	Description
K37	No Symptom Indicated	Transmission - Shift Indicator (Manual / Automatic)



GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G1ZT64805F [REDACTED]
--------------	------------------------

VEHICLE INFORMATION

Merchandising Model :	1ZT68 -2005 MALIBU LS MAXX	Warranty Start Date :	03/28/2005
BARS Order Type :	70 - RETAIL - STOCK		
Delivering Dealer :	GREENWOOD CHEVROLET, INC. 4695 MAHONING AVE YOUNGSTOWN, OH 44515-1614 (330) 792-5252	Selling Source :	13 - CHEVROLET
		Site Code :	28425
		Business Associate Code :	113633
Service Contract :	No	Branded Title :	No
		Warranty Block :	No
		PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information
--

ON STAR AND XM SATELLITE RADIO INFORMATION

Vehicle Has No Associated On Star or XM Radio Information.
--

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER	03/28/2005	50 miles	03/28/2008	36050 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH	03/28/2005	50 miles	03/28/2011	100050 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	03/28/2005	50 miles	03/28/2013	80050 miles
36/36000 FEDERAL EMISSION	03/28/2005	50 miles	03/28/2008	36050 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
10/13/2004	528887	I	Z6999 - PDI RELATED FLUID ADDS	3 miles
09/17/2004	A57400	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	0 miles

CHECK HISTORY INFORMATION

--

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G1ZT64805F [REDACTED]
-------	------------------------

CLAIM HISTORY

Repair Order Date :		10/13/2004	Repair Order Number :		528887	Odometer Reading :		3 miles		
Serviced By :	GREENWOOD CHEVROLET, INC. 4695 MAHONING AVE YOUNGSTOWN, OH 44515-1614 (330) 792-5252					Selling Source :		13 - CHEVROLET		
						Site Code :		28425		
						Business Associate Code :		113633		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments	
10/22/2004	528	01	I	Z6999 - PDI RELATED FLUID ADDS	N/A	N/A	N/A	\$ 3.00	N	

Repair Order Date :		09/17/2004	Repair Order Number :		A57400	Odometer Reading :		0 miles		
Serviced By :	GREENWOOD CHEVROLET, INC. 4695 MAHONING AVE YOUNGSTOWN, OH 44515-1614 (330) 792-5252					Selling Source :		13 - CHEVROLET		
						Site Code :		28425		
						Business Associate Code :		113633		
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments	
09/21/2004	519	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 83.86	N	

CHECK HISTORY

Vehicle Has No Associated Check History.
--

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GM Vehicle Inquiry System Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN	1G1ZT64805F [REDACTED]
------------	------------------------

VEHICLE BUILD

Merchandising Model :	1ZT68 -2005 MALIBU LS MAXX		
Gross Vehicle Weight Rating :	2010 kg (4432 lb)	Order Number :	HNQVJZ
Build Date :	09/17/2004	Build Plant :	15FZ

OPTION CODES

AG1 - DRIVER SEAT 6-WAY POWER	AP3 - REMOTE VEHICLE STARTER SYSTEM
AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	A51 - SEATS, CUSTOM
B37 - FLOOR MATS	C25 - REAR WINDOW WIPER & WASHER INTERMITTENT
C60 - AIR CONDITIONING	DL5 - ROADSIDE SERVICE INFORMATION DECAL
D49 - POWER OUTSIDE MIRRORS	FAI - FAIRFAX
FE0 - SUSPENSION SYSTEM-ACTIVE	FE9 - 50-STATE EMISSIONS
FR9 - TRANSAXLE 3.29 RATIO	IBE - INTERIOR TRIM
JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/ TRACTION CONTROL	K64 - GENERATOR 115 AMPS
LX9 - 3.5L V6 ENGINE	MN5 - TRANSMISSION AUTO 4 SPEED
MX0 - 4-SPEED AUTO TRANSMISSION	NT7 - EMISSION SYSTEM FEDERAL, TIER 2
N46 - STEERING WHEEL	PY0 - (4) 16" ALLOY WHEELS
QPE - (4) TOURING TIRES P215/60R16	R9U - GM ACCESS - AUTOBOOK IDENTIFIER
SLM - STOCK ORDERS	T43 - REAR WIPER AND SPOILER
UK6 - RR AUDIO CNTRLS W/ HEADPHONES	UN0 - AM/FM STEREO W/CD & RDS (REPLACES STD/OPT/PKG RADIO)
UZ6 - SIX PREMIUM SPEAKERS	

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Jemeia Price
Claims Administrator

5
January 25, 2006

[REDACTED]
Warren, OH [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 505362
Our Client: General Motors Corporation
Date/Event: 9/11/05
Subject vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT64805F [REDACTED]

Dear [REDACTED]

ESIS provides administrative claims handling services to General Motors (GM) in connection with product liability claims against GM. They have referred your claim to our office for further handling. Please address all future correspondence to my attention.

So we may further investigate your claim, we request that you provide us with the following information:

1. Statement describing the incident, outlining the date, time and events regarding this matter. Also statements of other witnesses, if available would be appreciated;
2. Proof of defect in your vehicle, including expert's reports, mechanic statements, or other supporting documentation;
3. All medical records concerning the injuries suffered as a result of this accident; An *Authorization for Use and/or Disclosure of Confidential Medical Information* form is enclosed to assist our office in obtaining these records. Please provide the names and complete addresses for all medical providers who treated the injuries sustained in the above incident;
4. Original photographs (or color copies) taken by you, or someone on your behalf, of the vehicle that is the basis of your claim;
5. Documentation to substantiate the type and amount of damages claimed;
6. Current location of the subject vehicle. If you are in possession of the subject vehicle, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

When we have received this information, we will be in a better position to consider your claim. Should you have any questions regarding this letter or your claim, please do not hesitate to contact me directly at 800.888.0164, Monday through Friday, 8:00 a.m. to 4:30 p.m., EST

Sincerely,

Jemeia Price

May 30, 2006

1:21 PM

GREENWOOD SERVICE

No. 8238 P. 1

Greenwood Chevrolet, Inc. CVCS578645

4695 Mahoning Avenue - Youngstown, Ohio 44515

TELEPHONE: 792-5252

www.greenwoodchevrolet.com

Mr. Goodwrench Quick Lube Plus 7 Pt Inspection

CVCS578645

[Handwritten signature]

CUSTOMER NO 7922429	ADVISOR RICHARD DECAPITA	SALE NO 888	DATE 04/20/06	INVOICE NO CVCS578645
WARREN, OH	LABOR RATE	LICENSE NO	SALES TAX 3,800	STOCK NO
	YEAR MAKE MODEL 05/CHEVROLET/MALIBU/4 DOOR COUPE	DELIVERY DATE 03/28/05	DELIVERY MILES 50	
	VEHICLE NO 1 G 1 Z T 6 4 8 0 5 F	DELIVERY DEALER NO	PRODUCTION DATE	
	PT NO	PO NO	INVOICE DATE 04/20/06	

LABOR: **QUICK REPAIR** TECH(S) **265** WARRANTY

C/S SHIFTER COMES OUT OF GEAR WITH OUT APPLYING BRAKE
CHECK SHIFTER IF YOU WORK SHIFTER AROUND PUSH AND PULL
YOU CAN GET SHIFTER TO COME OUT OF GEAR.
CHECK WITH OTHER COBOLTS THEY ALL DO THE SAME THING

TOTAL - LABOR 0.00

TOTALS

GREENWOOD CHEVROLETS MISSION IS
100% COMMITMENT, 100% OF THE TIME BY EVERY EMPLOYEE
TO YOU OUR CUSTOMERS 100% SATISFACTION WITH YOUR
VEHICLE NEEDS AND SERVICES.
ALL PARTS DESIGNATED WITH * ARE LIFETIME
GUARANTEE. APPLIES FOR CUSTOMER PAY REPAIRS, AS LONG
AS YOU OWN YOUR VEHICLE. ALL PARTS ARE NEW UNLESS
OTHERWISE DESIGNATED AS *L.K.Q.

TOTAL LABOR . . . 0.00
TOTAL PARTS . . . 0.00
TOTAL SUBLET . . . 0.00
TOTAL G.O.G . . . 0.00
TOTAL MISC CHG . . . 0.00
TOTAL MISC DISC . . . 0.00
TOTAL TAX . . . 0.00
TOTAL INVOICE \$ 0.00

LIMITED WARRANTY:
This dealership warrants all new parts from the original equipment manufacturer and labor performed in conjunction with this repair for twelve months (12) months or twelve thousand (12,000) miles, whichever comes first. If any factory part or labor fails in normal service within that period, the dealership will replace the defective parts and/or repair any defect in workmanship. Any warranty on parts or accessories which are not new original equipment, manufactured parts are made solely by the manufacturer or supplier of said parts. Except for any limited warranty given herein, this dealership disclaims all warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said parts and accessories. This dealership shall not be liable for any incidental or consequential damages or commercial losses arising out of such purchase.

Customer gone
CUSTOMER SIGNATURE

4.21.06 dmh

RECEIVED
MAY 30 2006
ESIS-GM CLAIMS UNIT

Thank You!

May 30, 2006

12:22 PM

GREENWOOD SERVICE

No. 8238 P. 2

578645

578645

Greenwood Chevrolet, Inc.
 4695 Mahoning Avenue - Youngstown, Ohio 44515
 TELEPHONE: 792-5252

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	NO./MI	TOTAL	OPERATION	OPERATION DESCRIPTION	NO./MI	TOTAL
01CVZ30000 02CVZ	ROTATE TIRES *LUBE, OIL AND FILTE	MI MI	13 50 0.00	01CVZL0F	TRANS SERVICE	MI	0 00

SERVICE HISTORY

DATE	REPAIR ORDER#	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/20/05 05/16/05	548808 548298	3657 3657	143 235	852 82 82	I C	63CVZ 07CVZ 02CVZL0F	DETAIL MED REPR MISC 1 LUBE OIL FILTER MAINTENANCE
03/29/05	543751	96	143	835 835	I	05CVZ 81CV9 26CVZ	SILVER MEDALLION *ELEC/MINOR LIGHT 1

SALESPERSON NO. 0365 OCTAVIUS SMITH SERVICE STATE REG# 3

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> FROM APPROVAL <input type="checkbox"/> OTHER	VEHICLE ID 1G1ZT64805F	YEAR MAKE MODEL 05/CHEVROLET/MALIBU/4 DOOR COUPE	PRODUCTION DATE	STOCK NO	MSRP 578645
CALL WHEN READY <input type="checkbox"/> YES <input type="checkbox"/> NO	WARREN, OH	CUSTOMER NO 7922429	SERVICE CONTRACT	DELIVERY DATE 03/28/05	DELIVERY MILES 50
SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> YES <input type="checkbox"/> NO	BUSINESS PHONE	COLOR	CONTRACT NO	EXPIRATION DATE	EXPIRATION MILES
APPOINTMENT <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO	LABOR RATE	TRADE IN CVZZ	PAY Y	TRADE IN A	MILEAGE 3,800
		ADVISOR NO 888	ADVISOR RICHARD DECAPITA		

QUICK REPAIR
 CIS SHIFTER COMES OUT OF GEAR WITH OUT APPLYING BRAKE

MILEAGE OUT

ESTIMATE (UNDER OHIO LAW) YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN TWENTY-FIVE DOLLARS INITIAL YOUR CHOICE	ORAL ESTIMATE	WRITTEN ESTIMATE	ESTIMATE ACCEPTANCE
ORAL ESTIMATE I DO NOT REQUEST AN ESTIMATE	ESTIMATE	ESTIMATE	ESTIMATE

REPLACED PARTS WILL BE MADE AVAILABLE UNLESS SPECIFIED OTHERWISE
 DISCARD

TERMS: STRICTLY CASH, UNLESS ARRANGEMENTS MADE

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE

MEMO

Thank You!

Vertical text on the left margin.

STATE INSPECTION INFORMATION			EMP NO	STATE INS REPAIRS	
TIRES	LF	WHEELS PULLED	LF		
	RF		RF		
	LR		LR		
	RR		RR		
EMPLOYEE NO	STICKER #	OLD MILEAGE	SIGNATURE	TIME CLOCK	
MECHANICS FINDINGS AND REMARKS					
A) COMPLAINT -					OFF
CAUSE -					ON
					OFF
CORRECTION -					ON
B) COMPLAINT -					OFF
CAUSE -					ON
					OFF
CORRECTION -					ON
C) COMPLAINT -					OFF
CAUSE -					ON
					OFF
CORRECTION -					ON
D) COMPLAINT -					OFF
CAUSE -					ON
					OFF
CORRECTION -					ON
FLAG			FLAG		OFF
					ON
					OFF
FLAG			FLAG		ON
					OFF
FLAG			FLAG		ON
					OFF

5

ESIS/GM Central Claims Unit
P.O. Box 300
Mail Code 482 C20 D71
Detroit, MI 48265-3000

800.888.0164 *tel*
313.665.0911 *fax*

Jemeia Price
Claims Administrator

August 11, 2006

[REDACTED]
Warren, OH [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 505362
Our Client: General Motors Corporation
Date/Event: 9/11/05
Vehicle: 2005 Chevrolet Malibu
VIN: 1G1ZT64805F [REDACTED]

Dear [REDACTED]

This will confirm that we have completed our review of your claim regarding your 2005 Chevrolet Malibu. At this time, based on all documentation received and reviewed, ESIS, on behalf of General Motors Corporation, will not be in a position to honor your request for damages. If you have any additional evidence that supports your claim of a product defect, please forward it to my attention for further review.

Also, you have an obligation and responsibility to ensure that the subject vehicle and its related components are maintained and preserved in their immediate post-incident condition for as long as you intend to pursue a claim and/or cause of action.

Sincerely,

Jemeia Price
Claims Administrator

PRTS Dynamics - Complete Report

Issue Number: 52699	Issue Age:	Issue Type: (Aftersales) Field Performance Report	Issue Status: Closed	
	Current Step:	Field Performance Report	Current Step Status: Complete	Current Step Target:
Project: US-United States Program: G6 / GMNA Passenger Car Subject: G6 - X2 Connector - BCM - ABS and Traction Control Light On Product Line: Project Number:				
Associated Issues:		Tasks:	Attachments:	Memos:

REPORT

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department		Phone
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

Issue Definition	
Vehicle Line/Engineering Source:	G6 / GMNA Passenger Car
Product Line:	
Project Number:	
Country:	US-United States
<i>Issue Title</i>	
Part Name:	X2 Connector
Part Location:	BCM
Complaint:	ABS and Traction Control Light On
Severity:	
Restricted Issue:	

Affected Vehicles	
Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relevant Options:	Transfer Case:
	Local Component PR:

VIN Information
<i>Cases</i>

PRTS Dynamics - Complete Report

No of Cases	Recorded by/Originator	Recorded Date				
1	Melissa Clifford					
VIN Information						
Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G2ZF57B784 [REDACTED]			15,821	Miles	

Problem Description								
Symptoms/Complaints: gas gauge goes to 0, mpg gauge erratic, ABS & traction light on, Mileage area flashes ERROR.								
Probable Cause: Terminal connection intermittent on connector X2 on the BCM Pins 1,2,19,20								
Corrective Action: Replace pins								
<table style="width: 100%;"> <tr> <td style="width: 50%;">Driving Conditions:</td> <td style="width: 50%;">Environmental Conditions:</td> </tr> <tr> <td>Road Surface:</td> <td>Action Requested:</td> </tr> <tr> <td>Success of Corrective Action:</td> <td></td> </tr> <tr> <td>Trouble Codes Affected:</td> <td></td> </tr> </table>	Driving Conditions:	Environmental Conditions:	Road Surface:	Action Requested:	Success of Corrective Action:		Trouble Codes Affected:	
Driving Conditions:	Environmental Conditions:							
Road Surface:	Action Requested:							
Success of Corrective Action:								
Trouble Codes Affected:								
Remarks:								

Affected Parts																		
VPPS 1st Level (VPPS): 80-Electrical Function 2nd Level (VPPS): 80.06-Power & Signal Distribution 3rd Level (VPPS): 02 Connector 4th Level (VPPS):																		
Parts																		
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Primary Part</th> <th>Part Name</th> <th>Part Number</th> <th>Supplier Name</th> <th>Part Year</th> <th>DUNS Code</th> <th>Catalog Number</th> <th>Deck Code</th> <th>Serial/Casting Number</th> </tr> </thead> <tbody> <tr> <td colspan="9" style="text-align: center;">Suspect Parts Available? No</td> </tr> </tbody> </table>	Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number	Suspect Parts Available? No								
Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number										
Suspect Parts Available? No																		
Shipping Details:																		
Location of Parts: BAC Code: 178465 RO#: 202636 TAC 10446861																		
Remarks:																		

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information

PRTS Dynamics - Complete Report

Dealer

Dealer Number:
 Dealer Name:
 Dealer Phone:
 Dealer Contact:
 Dealer Email Address:

Field Representative

Field Rep Contact Name:
 Field Rep Number:
 Field Rep Phone:
 Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
--------------	----------------	-----------------------	---------------------------	----------------

External Systems

System References

External System Name	External System Issue ID
----------------------	--------------------------

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
-----------	-----------------	------	------------	-------

Next Step Target Dates

Next Step Target Submit Date:

Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SENT

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

Supporting Processes	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Issue Status
<i>Issue Status:</i>

Next Step				
<i>Next Step Role Assignments</i>				
Role Name	Assignment Date	Name	Department	Phone
<i>Next Step Target Dates</i>				
Next Step Target Submit Date:			Next Step Target Approve/Close Date:	

PRTS Dynamics - Complete Report

ADD. INFO NEEDED

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

24 Hour Information	
24 Hour:	
Source of Information:	
<i>24 Hour CDP Group Information</i>	
Natural owner of problem:	
Name of Natural owner of problem:	

Affected Vehicles	
Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR:

VIN Information						
<i>Cases</i>						
No of Cases	Recorded by/Originator			Recorded Date		
1	Melissa Clifford					
<i>VIN Information</i>						
Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
Y	1G2ZF57B784 [REDACTED]		15,821	Miles		

Problem Description	
<i>Symptoms/Complaints:</i>	
gas gauge goes to 0, mpg gauge erratic, ABS & traction light on, Mileage area flashes ERROR.	
<i>Probable Cause:</i>	
Terminal connection intermittent on connector X2 on the BCM Pins 1,2,19,20	
<i>Corrective Action:</i>	
Replace pins	
Driving Conditions:	Environmental Conditions:
Road Surface:	Action Requested:

PRTS Dynamics - Complete Report

Success of Corrective Action: Trouble Codes Affected:
Remarks:

Develop Solution		
Last Break Point		
Date	VIN/Part Number	Comment
General Answer/Comment:		
Short Description:		
Field Service Information		
PI Number: Bulletin Number: GM Messenger Date:		
Field Remedy:		
Production Remedy:		

Affected Parts									
VPPS									
1st Level (VPPS): 80-Electrical Function 2nd Level (VPPS): 80.06-Power & Signal Distribution 3rd Level (VPPS): 02 Connector 4th Level (VPPS):									
Part									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	
Suspect Parts Available? No									
Shipping Details:									
Location of Parts:									
BAC Code: 178465 RO#: 202636 TAC 10446861									
Remarks:									

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information
Dealer
Dealer Number:

PRTS Dynamics - Complete Report

Dealer Name:
 Dealer Phone:
 Dealer Contact:
 Dealer Email Address:
Field Representative
 Field Rep Contact Name:
 Field Rep Number:
 Field Rep Phone:
 Field Rep Email Address:

Supporting Processes

Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:
---	---

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
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Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases
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Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
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Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year
--------------	----------------	-----------------	--------	-----------------	------	-----------	------------	---------------	--------------	------------------------	-----	------------

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
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Labor Codes Information

Primary	Labor Code
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Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date
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Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)
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Report Date:

Warranty Comment

PRTS Dynamics - Complete Report

Issue Status

<i>Issue Status</i>

Next Step

<i>Next Step Role Assignments</i>

Role Name	Assignment Date	Name	Department	Phone
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<i>Next Step Target Dates</i>

Next Step Target Submit Date:

Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
------	-----------------	------	------------	-------

Step Dates

Step Start Date Target Submit Date Actual Submit Date Target Close Date Actual Close Date

Step Actions

Action	Date	Name	Department	Phone	Comment
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24 Hour Information

24 Hour:
 Source of Information:
24 Hour CDP Group Information
 Natural owner of problem:
 Name of Natural owner of problem:

Affected Vehicles

Model Year(s):	Other Potentially Affected Vehicle Lines:
Steering Type:	Engine(s):
Body Style(s):	Transmission(s):
Axles:	Transfer Case:
Relavent Options:	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Melissa Clifford	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G2ZF57B784 [REDACTED]			15,821	Miles	

Problem Description

Symptoms/Complaints:

gas gauge goes to 0, mpg gauge erratic, ABS & traction light on, Mileage area flashes ERROR.

Probable Cause:

Terminal connection intermittent on connector X2 on the BCM Pins 1,2,19,20

Corrective Action:

Replace pins

Driving Conditions:
 Road Surface:

Environmental Conditions:
 Action Requested:

PRTS Dynamics - Complete Report

Success of Corrective Action:
 Trouble Codes Affected:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment
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General Answer/Comment:

Short Description:

Field Service Information

PI Number:
 Bulletin Number:
 GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function
 2nd Level (VPPS): 80.06-Power & Signal Distribution
 3rd Level (VPPS): 02 Connector
 4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number
--------------	-------------	-----------	---------------	-----------	-----------	----------------	-----------	-----------------------

Suspect Parts Available? No

Shipping Details:

Location of Parts:

BAC Code: 178465 RO#: 202636 TAC 10446861

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
---------	------------

Dealer and Field Contact Information

Dealer

Dealer Number:

PRTS Dynamics - Complete Report

Dealer Name:
 Dealer Phone:
 Dealer Contact:
 Dealer Email Address:
Field Representative
 Field Rep Contact Name:
 Field Rep Number:
 Field Rep Phone:
 Field Rep Email Address:

Supporting Process

Trigger Question: Trigger Answer:
 Step when issue is flagged: Date when issue was flagged:
 Flagged by:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
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Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases
--------	-----------------

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
--------------	----------------	----------------

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year
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Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
--------------	----------------	----------------

Labor Codes Information

Primary	Labor Code
---------	------------

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date
--------------	----------------	-----------------	------------------	--------------	-------	-------	------	--------	--------	--------	------------	---------------	---------------	-------------

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)
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Report Date:

Warranty Comment

PRTS Dynamics - Complete Report

Issue Status

<i>Issue Status</i>

Next Step

<i>Next Step Role Assignments</i>

Role Name	Assignment Date	Name	Department	Phone
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<i>Next Step Target Dates</i>

Next Step Target Submit Date:

Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SOLUTION FEEDBACK

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

Solution Analysis		
<i>Last Break Point</i>		
Date	VIN/Part Number	Comment

Develop Solution
<i>General Answer/Comment:</i>
<i>Short Description:</i>
<i>Field Service Information</i>
PI Number: Bulletin Number: GM Messenger Date:
<i>Field Remedy:</i>
<i>Production Remedy:</i>
Solution Result:

Summary
<i>Summary</i>

Supporting Process	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Issue Status
<i>Issue Status</i>

PRTS Dynamics - Complete Report

Issue Number: 57321	Issue Age:	Issue Type: (Aftersales) Field Performance Report	Issue Status: Closed	
	Current Step:	Field Performance Report	Current Step Status: Complete	Current Step Target:
Project: US-United States Program: Malibu 386 / GMNA Passenger Car Subject: Malibu 386 - EBCM - Brakes - ABS-Red Brake-Traction Control Off MIL_s On Dash Product Line: Project Number:				
Associated Issues:		Tasks:	Attachments:	Memos:

REPORT

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

Issue Definition	
Vehicle Line/Engineering Source:	Malibu 386 / GMNA Passenger Car
Product Line:	
Project Number:	
Country:	US-United States
<i>Issue Title</i>	
Part Name:	EBCM
Part Location:	Brakes
Complaint:	ABS-Red Brake-Traction Control Off MIL_s On Dash
Severity:	
Restricted Issue:	

Affected Vehicles	
Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relevant Options:	Transfer Case:
	Local Component PR:

VIN Information
<i>Cases</i>

PRTS Dynamics - Complete Report

No of Cases	Recorded by/Originator	Recorded Date				
1	Margaret Jankowski					
VIN Information						
Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G1ZB5EB4A[REDACTED]			168	Miles	

Problem Description		
Symptoms/Complaints: ABS - RED BRAKE - TRACTION CONTROL OFF MILS ON DASH		
Probable Cause: NO COMMUNICATION WITH EBCM		
Corrective Action: REPLACE THE EBCM		
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none;"> Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected: </td> <td style="width: 50%; border: none;"> Environmental Conditions: Action Requested: </td> </tr> </table>	Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested:
Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested:	
Remarks:		

Affected Parts																		
VPPS 1st Level (VPPS): 20-Chassis 2nd Level (VPPS): 20.04-Brakes 3rd Level (VPPS): 20.04.05-Brake Modulator 4th Level (VPPS):																		
Parts <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Primary Part</th> <th>Part Name</th> <th>Part Number</th> <th>Supplier Name</th> <th>Part Year</th> <th>DUNS Code</th> <th>Catalog Number</th> <th>Deck Code</th> <th>Serial/Casting Number</th> </tr> </thead> <tbody> <tr> <td colspan="9" style="text-align: center;">Suspect Parts Available? No</td> </tr> </tbody> </table>	Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number	Suspect Parts Available? No								
Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number										
Suspect Parts Available? No																		
Shipping Details:																		
Location of Parts: BAC 115085 RO#: 146400																		
Remarks:																		

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information

PRTS Dynamics - Complete Report

Dealer

Dealer Number:
 Dealer Name:
 Dealer Phone:
 Dealer Contact:
 Dealer Email Address:

Field Representative

Field Rep Contact Name:
 Field Rep Number:
 Field Rep Phone:
 Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
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External Systems

System References

External System Name	External System Issue ID
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Issue Status

Issue Status

Next Step

Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
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Next Step Target Dates

Next Step Target Submit Date: _____ Next Step Target Approve/Close Date: _____

PRTS Dynamics - Complete Report

SENT

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

Supporting Processes	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Issue Status
<i>Issue Status:</i>

Next Step				
<i>Next Step Role Assignments</i>				
Role Name	Assignment Date	Name	Department	Phone
<i>Next Step Target Dates</i>				
Next Step Target Submit Date:			Next Step Target Approve/Close Date:	

PRTS Dynamics - Complete Report

ADD. INFO NEEDED

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

24 Hour Information	
24 Hour:	
Source of Information:	
<i>24 Hour CDP Group Information</i>	
Natural owner of problem:	
Name of Natural owner of problem:	

Affected Vehicles	
Model Year(s):	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR:

VIN Information						
<i>Cases</i>						
No of Cases	Recorded by/Originator			Recorded Date		
1	Margaret Jankowski					
<i>VIN Information</i>						
Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
Y	1G1ZB5EB4A[REDACTED]		168	Miles		

Problem Description	
<i>Symptoms/Complaints:</i>	
ABS - RED BRAKE - TRACTION CONTROL OFF MILS ON DASH	
<i>Probable Cause:</i>	
NO COMMUNICATION WITH EBCM	
<i>Corrective Action:</i>	
REPLACE THE EBCM	
Driving Conditions:	Environmental Conditions:
Road Surface:	Action Requested:

PRTS Dynamics - Complete Report

Success of Corrective Action: Trouble Codes Affected:
Remarks:

Develop Solution		
Last Break Point		
Date	VIN/Part Number	Comment
General Answer/Comment:		
Short Description:		
Field Service Information		
PI Number: Bulletin Number: GM Messenger Date:		
Field Remedy:		
Production Remedy:		

Affected Parts									
VPPS									
1st Level (VPPS): 20-Chassis 2nd Level (VPPS): 20.04-Brakes 3rd Level (VPPS): 20.04.05-Brake Modulator 4th Level (VPPS):									
Part									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	
Suspect Parts Available? No									
Shipping Details:									
Location of Parts:									
BAC 115085 RO#: 146400									
Remarks:									

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information
Dealer
Dealer Number:

PRTS Dynamics - Complete Report

Dealer Name:
 Dealer Phone:
 Dealer Contact:
 Dealer Email Address:
Field Representative
 Field Rep Contact Name:
 Field Rep Number:
 Field Rep Phone:
 Field Rep Email Address:

Supporting Processes

Trigger Question: Trigger Answer:
 Step when issue is flagged: Date when issue was flagged:
 Flagged by:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
--------------	----------------	-----------------------	---------------------------	----------------

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases
--------	-----------------

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
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Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year
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Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
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Labor Codes Information

Primary	Labor Code
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Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date
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Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)
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Report Date:

Warranty Comment

PRTS Dynamics - Complete Report

Issue Status

<i>Issue Status</i>

Next Step

<i>Next Step Role Assignments</i>

Role Name	Assignment Date	Name	Department	Phone
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<i>Next Step Target Dates</i>

Next Step Target Submit Date:

Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
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Step Dates

Step Start Date Target Submit Date Actual Submit Date Target Close Date Actual Close Date

Step Actions

Action	Date	Name	Department	Phone	Comment
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24 Hour Information

24 Hour:
 Source of Information:
24 Hour CDP Group Information
 Natural owner of problem:
 Name of Natural owner of problem:

Affected Vehicles

Model Year(s):	Other Potentially Affected Vehicle Lines:
Steering Type:	Engine(s):
Body Style(s):	Transmission(s):
Axles:	Transfer Case:
Relavent Options:	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Margaret Jankowski	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G1ZB5EB4A[REDACTED]			168	Miles	

Problem Description

Symptoms/Complaints:

ABS - RED BRAKE - TRACTION CONTROL OFF MILS ON DASH

Probable Cause:

NO COMMUNICATION WITH EBCM

Corrective Action:

REPLACE THE EBCM

Driving Conditions:	Environmental Conditions:
Road Surface:	Action Requested:

PRTS Dynamics - Complete Report

Success of Corrective Action:
 Trouble Codes Affected:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
 Bulletin Number:
 GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
 2nd Level (VPPS): 20.04-Brakes
 3rd Level (VPPS): 20.04.05-Brake Modulator
 4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number
Suspect Parts Available? No								

Shipping Details:

Location of Parts:

BAC 115085 RO#: 146400

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number:

PRTS Dynamics - Complete Report

Dealer Name:
 Dealer Phone:
 Dealer Contact:
 Dealer Email Address:
Field Representative
 Field Rep Contact Name:
 Field Rep Number:
 Field Rep Phone:
 Field Rep Email Address:

Supporting Process

Trigger Question: Trigger Answer:
 Step when issue is flagged: Date when issue was flagged:
 Flagged by:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
--------------	----------------	-----------------------	---------------------------	----------------

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases
--------	-----------------

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Available Data
--------------	----------------	----------------

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year
--------------	----------------	-----------------	--------	-----------------	------	-----------	------------	---------------	--------------	------------------------	-----	------------

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Available Data
--------------	----------------	----------------

Labor Codes Information

Primary	Labor Code
---------	------------

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date
--------------	----------------	-----------------	------------------	--------------	-------	-------	------	--------	--------	--------	------------	---------------	---------------	-------------

Solution Effectiveness (%) Information

Product Line	Project Number	Solution Effectiveness (%)
--------------	----------------	----------------------------

Report Date:

Warranty Comment

PRTS Dynamics - Complete Report

Issue Status
<i>Issue Status</i>

Next Step				
<i>Next Step Role Assignments</i>				
Role Name	Assignment Date	Name	Department	Phone
<i>Next Step Target Dates</i>				
Next Step Target Submit Date:			Next Step Target Approve/Close Date:	

PRTS Dynamics - Complete Report

SOLUTION FEEDBACK

Main					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment

Solution Analysis		
<i>Last Break Point</i>		
Date	VIN/Part Number	Comment

Develop Solution
<i>General Answer/Comment:</i>
<i>Short Description:</i>
<i>Field Service Information</i>
PI Number: Bulletin Number: GM Messenger Date:
<i>Field Remedy:</i>
<i>Production Remedy:</i>
Solution Result:

Summary
<i>Summary</i>

Supporting Process	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

Issue Status
<i>Issue Status</i>

Service Request Detail

SR No. 71-730158450	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 Brakes - Traction Control / Stabilitytrac	Sub-Area Initiate PAR- Collision
Address	City Estes Park	Involved Dir	Safety Yes
State CO ZipCd	Con Accel	Source Phone	Updated 6/12/2009 10:49:48 AM
Serial #/VIN 1G8ZS57N67F	Model Year 2007	Priorly Medium License #	Owner SANCHERI
Make Saturn	Warr. Start 02/24/2007	Status Open	Opened 6/4/2009 12:13:27 PM
Model AURA	Mileage 8900	Sub-Status	Closed
Abstract traction control concern			
Customer Description	***This is a BRC PAR Case. Please do not assume. Forward any inquiries to Rita Sanchez at ext.31227 ***		

Pre-PAR

PAR Number	Incident Date/Time	Injuries	Other Veh	# People in Veh	Road Surface	Road Cond	File Report	Police Report #
	5/29/2009 11:50:44 AM	Y	0	1	Asphalt	Dry	unknown	09-2987
Driver Last Name	Driver First Name	Height	Disabilities					
		5' 2"	none					
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Pullman	Dantelle	(800) 892-6326	American Family					
Incident Loc	5900 Blck N. Foot Hills Highway Boulder CO	Incident Desc	Cust sts: Was driving and her veh of a sudden she lost control of the veh. The veh swung left and right and ran into a bob wired fence. Cust injured her arm and wrist. I didnt go to the doctor, and I filed a claim with my insurance					
Component	traction control	Damage Desc	the vehicle was scratched and front end damage and the airbags deployed					
Vehicle Loc	Colorado Coach Auto Body Shop 303-449-4153	Add'l info	The insurance paid out on this claim, I am scared to drive another saturn					
Empcy Svc Names	Boulder County Sheriff Department, dont know the name of the fire department name	Maint Loc	SATURN OF FORT COLLINS					

PAR Detail

Collision	Y	Non Collision	N	Property Damage	N	Thermal Evt	N	Spec Equip	na
Vehicle Speed	55	Weather Condition	Clear	Prop Owner	na	Property Type	na	Property Repair Cost	
Last Service Date		Loc Last Service		Property Location	na	Property Description	na	Inspection Date/Time	
Veh Est Repair Cost		Spec Equip Installer	na	Prop Damage Description	na	Inspected By	Inspection Not Performed		
Primary Veh Use	Personal	Inspection Type		Explain Other	sent to ests				
Veh Damage Description	front end damage								

Service Request Detail

PAR Injuries

Last Name	First Name	DOB	Location	Seating Pos	Restraint Type
		10/28/39	Occupant of Owner's Vehicle	Driver	seatbelt
Injury Description	Medical Rpt/Unk	Treatment Location	Treated By		
light headachness, bruises on arms and legs and clavicle	unk	Estes Park Medical Center	Dr Vanderwolf		
Street Address	City	State	Zip Code		
518 Riverrock Cir	Estes Park	CO	80517		

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/12/2009 01:00:41 PM	RODRIGOS	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Assigned to ESIS
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Insurance Involved							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/12/2009 11:13:42 AM	KINZERTH	RODRIGOS	Notify CRM		Done	6/12/2009 01:00:40 PM	ESIS - Injuries
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Received And Assigned to ESIS							
Jose Rodriguez ATX PAR							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/12/2009 11:00:15 AM	SANCHERI	SANCHERI	Scheduled Follow-up		Scheduled Alarm		for esis pick up
Contact Last Name	Contact First Name	Account	BAC Code				
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/12/2009 10:59:18 AM	SANCHERI	KINZERTH	BRC PAR	ESIS- Injuries	Done	6/12/2009 11:13:41 AM	ESIS- Injuries

Comments:
ESIS- Injuries

Injuries and insurance involvement

Rita Sanchez/ATX/PAR

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/12/2009 10:49:49 AM	SANCHERI	SANCHERI	Ownership Changed	Ownership Escalated to BRC	Done	6/12/2009 10:49:49 AM	Ownership Escalated to BRC

Comments:

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/12/2009 08:40:27 AM	SANCHERI	SANCHERI	Inbound Call Customer	Voice Mail Received	Done	6/12/2009 08:41:49 AM	voicemail recieved

Comments:
Patricia Barnell my number is 970-588-9884 my file number is 71-730168450 I'll be home in the morning

Rita Sanchez/ATX/PAR

Confidential Comments:

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 06:26:00 PM	BOCANEJO	SANCHERI	Notify CRM	Customer Called	Done	6/11/2009 06:37:22 PM	please see fbcc

Comments:

Confidential Comments:

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 06:23:05 PM	BOCANEJO	BOCANEJO	Inbound Call Customer	Transfer/Referral	Done	6/11/2009 06:24:58 PM	assisting only

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

Comments:
crs adv: cust wish to leave voicemail, crs also informed cust of dl bck for lmr @ 8:50am
please call cust at your earliest convenience

joann bocanegra/cac/612/11M 0

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 04:53:57 PM	SANCHERI	SANCHERI	Scheduled Follow-up		Done	6/12/2009 10:20:54 AM	Initial

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:11:07 AM	KINZERTH	SANCHERI	Ownership Changed		Done	6/11/2009 08:11:07 AM	Service Request Ownership has changed FROM: YOUNGJA TO: SANCHERI

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:10:49 AM	KINZERTH	SANCHER	BRC PAR	Initial Contact- AVM	Done	6/12/2009 08:46:19 AM	Called Kelley Dan 80509 68776

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

Comments:
This is Rita Sanchez calling from gm par dept.
Customer: [REDACTED]
Service Request: 71-730166450
Vehicle Information: 07 saturn aura
Last 8 of the VIN: [REDACTED]
Involved Dealership: no dx
Nature of allegation: brake concern
CRS adv if you have any additional information pertaining to customer or vehicle please contact me at 1-866-790-5600 X 31227 If not then this is an FYI to let you know what is going on in your district.
Rita Sanchez/ATX/PAR

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:10:39 AM	KINZERTH	SANCHER	BRC PAR	Initial Contact- Dealer	Done	6/12/2009 10:59:11 AM	Called SATURN OF FORT COLLINS 870-223-1234

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

Comments:
called dx and left a msg for the service advisor
advising him of the allegation of a traction control issue on a 07 saturn aura vin : [REDACTED]
this file will be going to our central claims department
any questions contact 866-790-5600 x31227 this is just a heads up on whats going on with this file
Rita Sanchez/ATX/PAR

Confidential Comments: [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:10:30 AM	KINZERTH	SANCHERI	BRC PAR	Initial Contact- Phone	Done	6/12/2009 10:55:19 AM	Called

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

Comments:
 cust sis the incident happened at the 5900 Blck N. Foot Hlks Highway Boulder CO, Cust sis: Was driving and her veh all of a sudden she lost control of the vah. The veh spun left and right and ran into a bob wired fence. Cust injured her arm and wrist. I didnt go to the doctor, and I filed a claim with my insurance they have deemed my vehicle totaled and issued payment to me. I am scared to drive another saturn, I just dont know what happen my vehicle was out of control, I did go to Dr Vanderwolf because I had continued having light headedness since the accident, and several bruises, he told me that if it continues that he would have to run several test

crs sis I hope you get to feeling better and im sorry you had to go thru this but what i will be doing is getting this file over to our central claims department and they will be in contact with you within 7-10 business days

cust sis ok

Rita Sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:10:22 AM	KINZERTH	SANCHERI	BRC PAR	Acknowledgement	Done	6/11/2009 04:50:37 PM	Called

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

Comments:
 CRS adv: This message is for [REDACTED]. This is Rita Sanchez calling from gm par dept in regards to the 07 Saturn Aura -. Advised to call CRS back and provided number 888-790-5600 x 31227
 Rita Sanchez/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:10:11 AM	KINZERTH	SANCHERI	Notify CRM		Done	6/11/2009 04:41:27 PM	File Assigned

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:10:03 AM	KINZERTH	SANCHERI	Research		Done	6/11/2009 04:41:23 PM	Research VIN 1G8ZS57N87F

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

Comments

CRS Performed VIN Scan
GMVTS: - Found No Open Recalls

VIN: - Found No Duplicate File

SVC History: No Service History Related to Allegation

Rita Sanchez/PAR/ATX

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:09:48 AM	KINZERTH	SANCHERI	BRC PAR	Case Assigned	Done	6/11/2009 04:37:22 PM	Assigned to Rita Sanchez x31227

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

Comments

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:09:38 AM	KINZERTH	YOUNGJA	SR Opened		Done	6/11/2009 08:09:38 AM	SR in Status of Closed has been Re-Opened by KINZERTH

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

Comments

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/11/2009 08:09:37 AM	KINZERTH	YOUNGJA	SR Closed - Satisfied		Done	6/11/2009 08:09:37 AM	Service Request has been Closed Satisfied.

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

Comments

Confidential Comments: [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 12:50:26 PM	YOUNGJA	KINZERTH	Escalation	Initiate PAR	Done	6/11/2009 08:09:34 AM	Assigning activity to PAR QUEUE

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

Comments:
Crs adv that a person from the PAR department will be contacting you in 5-7 business days.

ja'na young/cac/11/alk

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
6/4/2009 12:16:24 PM	YOUNGJA	YOUNGJA	Inbound Call Customer	Complex Request	Done	6/4/2009 12:52:01 PM	Alleged product allegation

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

Comments:
Cust- I was driving my veh last friday and all of a sudden my veh started swerving left and right. I lost control of the wheel and went thru a bob wire fence, my air bags deployed and I injured my wrist and arm, but I'm doing ok now. The fire ambulance had to cut the bob wire to get me out. I also recieved a ticket from the sheriff's department and I now have to go to court. Is there any way you can tell me if they're any open recalls or something that will help me when I go to court?

Crs- There are no open recalls on the veh. I'm going to forward your file to our Product Allegation's Resolution's department who will be able to further assist you with the issue you are having with your veh.

Confidential Comments

UCC Information

UCC Code	Symptom	Description
H73	No Symptom Indicated	Brakes - Traction Control / Stability System

GM Vehicle Inquiry System Summary

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

Help

VIN :	1G8ZS57N67E [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	ZZS69 -2007 SATURN AURA XE 4DR SEDAN	Warranty Start Date :	02/24/2007				
BARS Order Type :	70 - RETAIL - STOCK						
Delivering Dealer :	N/A	Selling Source :	N/A				
		Site Code :	N/A				
		Business Associate Code :	N/A				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Open

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns

SERVICE INFORMATIONAL ITEMS

Vehicle Has No Current Record Of Outstanding Service Information

ON STAR AND XM SATELLITE RADIO INFORMATION

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

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	02/24/2007	259 miles	02/24/2010	36259 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	02/24/2007	259 miles	02/24/2013	100259 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	02/24/2007	259 miles	02/24/2015	80259 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	02/24/2007	259 miles	02/24/2012	100259 miles
36/36000 FEDERAL EMISSION	02/24/2007	259 miles	02/24/2010	36259 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
06/10/2007	M94090	#	Z4531 - ROADSIDE SERVICE (TOWING) - SATURN U.S.	5000 miles
10/03/2006	231124	#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	14 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.

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GM Vehicle Inquiry System Claim History

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

Help

VIN :	1G8ZS57N67F [REDACTED]
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CLAIM HISTORY

Repair Order Date :		06/10/2007		Repair Order Number :		M94090		Odometer Reading :		5000 miles	
Serviced By :	GM SATURN ROADSIDE ASSISTANCE/CCAS ONE CABOT RD MEDFORD, MA 02155-5117					Selling Source :		13 - CHEVROLET			
						Site Code :		34416			
						Business Associate Code :		207531			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
06/15/2007	804	01	#	Z4531 - ROADSIDE SERVICE (TOWING) - SATURN U.S.	N/A	C	N/A	\$ 58.94	N		

Repair Order Date :		10/03/2006		Repair Order Number :		231124		Odometer Reading :		14 miles	
Serviced By :	SPECMO ENTERPRISES 1200 E. AVIS MADISON HEIGHTS, MI 48071-1517					Selling Source :		45 - A/C DELCO			
						Site Code :		44835			
						Business Associate Code :		192110			
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments		
11/07/2006	741	01	#	N4187 - INSTRUMENT CLUSTER-ASSEMBLY RETURN TO AC DELCO ESC	25787773 - CLUSTER	N/A	N/A	\$ 128.34	Y		

CHECK HISTORY

Vehicle Has No Associated Check History.
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GM Vehicle Inquiry System Vehicle Build

Home - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) -
[Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN	1G8ZS57N67F
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VEHICLE BUILD

Merchandising Model :	ZZS69 -2007 SATURN AURA XE 4DR SEDAN		
Gross Vehicle Weight Rating :	2059 kg (4540 lb)	Order Number :	KJQK07
Build Date :	09/11/2006	Build Plant :	17FZ

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

OPTION CODES

AE8 - PWR SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST	AG2 - ADJUSTER PASS ST POWER, MULTI-DIRECTIONAL
AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR	AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING
AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	A51 - SEATS, CUSTOM
CF5 - POWER SUNROOF	C60 - AIR CONDITIONING
DL8 - FOLDING POWER OUTSIDE MIRRORS, HEATED	FAH - TRIM, WOODGRAIN
FAI - FAIRFAX	FE0 - SUSPENSION SYSTEM FRT & RR, ACTIVE
FE9 - FEDERAL EMISSIONS	F83 - RATIO TRANSAXLE FINAL DRIVE 3.05
HP0 - HYBRID PROPULSION NOT INSTALLED	IB2 - TRIM INTERIOR DESIGN
JF4 - PEDALS ADJUSTABLE, POWER	JL9 - BRAKE SYSTEM PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL
KA1 - HEATED FRONT SEATS	KG7 - GENERATOR 125 AMP
LZ4 - ENGINE, 3.5L V6 SFI	MN5 - TRANSMISSION, 4 SPEED AUTO
NT7 - EMISSION SYSTEM FEDERAL, TIER 2	N34 - LEATHER WRAPPED STEERING WHEEL
PCM - PREFERRED PKG: *POWER SEAT ADJUST, DRIVER, 8 WAY WITH LUMBAR ADJUST *STEERING WHEEL RADIO CONTROLS *FOLDING POWER OUTSIDE MIRRORS, HEATED	PCQ - PREMIUM TRIM PKG: *LEATHER APPOINTED SEATS *HEATED FRONT SEATS *LEATHER WRAPPED STEERING WHEEL *LEATHER SHIFT KNOB
PDD - ENHANCED CONVENIENCE PKG: *PASSENGER SEAT, POWER 6-WAY *POWER	PFG - 17" MACHINE FACED ALUMINUM WHEEL

ADJUSTABLE PEDALS	
QAD - TIRE ALL P225/50R17-93S BW TL ST AL2	ROO - ORDER FULFILLMENT TRACKING CODE
R6H - SDS CHARGE	R6K
R6P - SPECIAL PAINT	R7Y - COMMUNICATIONS PLUS
R9N - LEATHER SEATING	SLM - STOCK ORDERS
UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)	UK3 - STEERING WHEEL RADIO CONTROLS
US8 - RADIO AM/FM STEREO, SEEK/SCAN, CD, AUTO TONE, CLOCK ETR, MP3, RDS	UW5 - SPEAKER SYSTEM 6, BASE
U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST3 MONTHS INCL.	U77 - ANTENNA RR WINDOW, RADIO
VK3 - LICENSE PLATE BRACKET, FRONT	VY7 - LEATHER SHIFT KNOB
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	1SZ - DISCOUNT OPTION PKG
41U - BLACK ONYX	6AZ - COMPONENT FRT LH COMPUTER SEL SUSP
7AZ - COMPONENT FRT RH COMPUTER SEL SUSP	70I - INTERIOR TRIM LT NEUTRAL/EBONY
702 - TAN	8AB - COMPONENT RR LH COMPUTER SEL SUSP
9AB - COMPONENT RR RH COMPUTER SEL SUSP	

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Service Request Detail

SR No. 71-755438076	Ref No.	Goodwill No Goodwill Offered	BRC Type PAR
Account	Site	GW SubType	Bus. Unit BRC
Last Name	First Name	Approval Not Initialed	Area PAR
Dayline #	Evening #	UCC Brakes - Traction Control / Stabiltrak	Sub-Area Initiale PAR- Collision
Address	City Grundy Center	Involved Dtr Satum of Cedar Falls	Safety Yes
State IA ZipCd	Con Acct	Source Phone	Updated 9/8/2009 08:21:04 AM
Serial #/VIN 1G8ZS57N28F	Model Year 2008	Priority Medium License # SATURN	Owner MLCAKTE
Make Satum	Warr. Start 01/05/2008	Status Open	Opened 9/3/2009 12:09:56 PM
Model AURA	Mileage 36572	Sub-Status Dissatisfied	Closed

Abstract (ESIS) Traction control

Customer Description DO NOT ADVISE ON THIS FILE FOR ANY REASON
This is a BRC PAR Case. Do not assume case. Forward any inquiries to Teresa Mlcak ext: 41345

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries: #	Other Veh: #	People in Veh	Road Surface	Road Cond.	Fire Report/	Police Report/
Dealership	8/30/2009 11:00:10 AM	N	0	1	Gravel	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'11"		None				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unknown	Jennifer	(641) 774-2151	L&K Auto Owner's Insurance					

Incident Loc	K Avenue In Grundy County	Incident Desc	driving up gravel road at about 35 MPH then traction control light came on and beeped. Shortly after that it felt like the brakes grabbed, one of the back ones. And then the entire back end locked up and the car started spinning. Veh was almost stopped and then slid into the ditch
Component	Brakes locked up, possibly the back left side	Damage Desc	front end damage to the body, broke radiator. Not much damage up front
Vehicle Loc	Deary Brothers Collision Center	Add'l Info	n/a
Emgcy Svc Names	n/a	Maint Loc	Satum of Cedar Falls

PAR Detail

Collision	Y	Non Collision	N	Property Damage	N	Thermal Evt	N	Spec Equip	none		
Vehicle Speed	35	Weather Condition	dry	Prop Owner	none	Property Type	none	Prop Est	\$0.00	Repair Cost	
Last Service Date		Loc Last Service		Prop Damage Description	none	Inspected By	3rd Party Inspector	Inspection Date/Time			
Veh Est Repair Cost	\$1,400.00	Spec Equip Installer	n/a	Explain Other	being sent to ESIS						
Primary Veh Use	Personal	Inspection Type	Brake, ABS & Traction Control								
Veh Damage Description	front end damage										

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2009 08:35:40 AM	GARCIAJR	ESISB1QU	Escalation	ESIS - Insurance Involvement	In Progress		Insurance Involvement - ESIS

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

Comments

L&K Auto Owner's Insurance
Jennifer - c/m rep
(641) 774-2151

Joe G/PARATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/8/2009 08:01:24 AM	KINZERTH	GARCIAJR	Notify CRM		Done	9/8/2009 08:35:38 AM	ESIS - Insurance Involvement

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2009 05:47:54 PM	MLCAKTE	MLCAKTE	Scheduled Follow-up		Scheduled Alarm		ESIS Pick up

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2009 05:47:31 PM	MLCAKTE	KINZERTH	BRC PAR	ESIS - Insurance Involvement	Done	9/8/2009 08:01:23 AM	Insurance involvement

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

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2009 05:42:59 PM	MLCAKTE	MLCAKTE	Ownership Changed	Ownership Escalated to BRC	Done	9/4/2009 05:42:59 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2009 05:39:02 PM	MLCAKTE	MLCAKTE	Outbound Call Customer		Done	9/4/2009 05:39:50 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Deeringer David

Comments

see initial contact

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/4/2009 02:17:40 PM	MLCAKTE	MLCAKTE	Scheduled Outbound Call	Cust	Done	9/4/2009 05:39:58 PM	

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
9/4/2009 02:15:34 PM	MLCAKTE	MLCAKTE	Outbound Call Customer	Left Message	Done	9/4/2009 02:17:34 PM	

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS adv: Calling to inform cust that we have received your file concerning Traction control failure, we do require some further information regarding your vehicle and the incident. You can contact me at 1-866-790-5700 x41345 and you can reference SR# 71-755438076

TeresaMcak/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 02:09:57 PM	KINZERTH	MLCAKTE	Ownership Changed		Done	9/3/2009 02:09:57 PM	Service Request Ownership has changed FROM: OWENBR TO: MLC AKTE

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 02:09:19 PM	KINZERTH	MLCAKTE	BRC PAR	Initial Contact- AVM	Done	9/4/2009 02:15:23 PM	Called FDVM Antczak John 630092 8009

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

Comments

CRS adv: calling concerning cust [REDACTED] last name spelled [REDACTED] his is to adv you that his file has been recieved in your area, cust concern is Traction control failure
The vehicle is a 2008 Saturn Aura and the involved dealer is Saturn of Cedar Falls

You are not required to respond to this msg, however if you do have any questions or concerns regarding this file, pls feel free to give me a call at 1-866-790-5700 x41345 and you can reference SR# 71-755438076

TeresaMlcak.ATX.PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 02:09:10 PM	KINZERTH	MLCAKTE	BRC PAR	Initial Contact- Dealer	Done	9/4/2009 02:02:47 PM	Called Saturn of Cedar Falls 319-277-5600 Donny-SA
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Speaking to the SM:

Crs adv: calling in regards to cust and vehicle.

Srv: ok

Crs adv: Are there any known product concerns that relate to the customer's allegation?

Srv: the service traction control light was on and we repaired brake pressure moderator valve, and replaced the EBCM.

Crs adv: At this time I would like to send an Inspector out to take a look at the vehicle for further review. Would you be willing to host that inspection?

Srv: ok

TeresaMlcak/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 02:09:01 PM	KINZERTH	MLCAKTE	BRC PAR	Initial Contact- Phone	Done	9/4/2009 05:47:24 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Crs adv: would like to go over the information given to the previous agent and ask just a couple more quick questions. Do you have a moment to speak with me?

Cust sts: ok

Crs adv: went over pre par and par detail form with cust

Cust sts: driving up gravel road at about 35 MPH then traction control light came on and beeped. Shortly after that it felt like the brakes grabbed, one of the back ones. And then the entire back end locked up and the car started spinning. Veh was almost stopped and then slid into the ditch. there is front end damage to the vehicle. I called the insurance and they have sent the adjuster, I dont have the last name of the agent and I dont know the adjusters name and I dont have the claim number on me. the body shop that has the vehicle is the same body shop that handles the dealerships work they sent me over there.

CRS advised that file will be forwarded to ESIS and will be in contact within 7-10 business days.

TeresaMlcak.ATX.PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 02:08:53 PM	KINZERTH	MLCAKTE	BRC PAR	Acknowledgement	Done	9/3/2009 06:14:35 PM	Called

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

Comments

CRS adv: Calling to inform cust that we have received your file concerning the traction control on the vehicle. I am currently doing some additional research into your case but wanted to contact you to give you my contact info. do you have a pen and paper?

cust sts: yes

crs provided contact information and file number to cust.

cra adv: I would like to schedule a call back with you for tomorrow what would be a good time to call?

cust sts: please contact my son on this he was the one driving and he has been handling all of this.

TeresaMicak/ATX/PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 02:08:44 PM	KINZERTH	MLCAKTE	Notify CRM		Done	9/4/2009 01:53:49 PM	File Assigned

[REDACTED] ne [REDACTED] Account [REDACTED] BAC Code [REDACTED]

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 02:08:36 PM	KINZERTH	MLCAKTE	Research		Done	9/4/2009 01:56:56 PM	Research VIN
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS Performed VIN Scan:

GMVIS: Found no open recalls

VIN: Found no duplicate file

SVC History: No service history related to allegation

CUST: No other files found

TeresaMlcak.ATX.PAR

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 02:08:20 PM	KINZERTH	MLCAKTE	BRC PAR	Case Assigned	Done	9/4/2009 01:53:46 PM	Assigned to Teresa Mlcak x41345
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
9/3/2009 02:08:11 PM	KINZERTH	OWENBR	SR Opened		Done	9/3/2009 02:08:11 PM	SR In Status of Closed has been Re-Opened by KINZERTH
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
9/3/2009 02:08:10 PM	KINZERTH	OWENBR	SR Closed - Satisfied		Done	9/3/2009 02:08:10 PM	Service Request has been Closed Satisfied.

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

Comments: [REDACTED]

Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 01:01:30 PM	OWENBR	KINZERTH	Escalation	Initiate PAR	Done	9/3/2009 02:08:05 PM	Assigning activity to PAR QUEUE

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

Comments: [REDACTED]
CRS advised that a person from the PAR Department will contact the customer within 2 business days

Received and assigned in PAR
Thaddeus Kinzer/PAR Workflow/ATX
Confidential Comments: [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/3/2009 12:30:02 PM	OWENBR	OWENBR	Inbound Call Dealer	Complex Request	Done	9/3/2009 12:33:18 PM	Alleged product allegation-Collision

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

Comments: [REDACTED]
CRS spoke w/ Tim Vannordstrend, SVM

Customer states part failure caused her rear wheels to lock up and make her skid into a ditch, Customer seeks to have her vehicle repaired

CRS advised customer that their information will be forwarded to the Product Allegation Department within the BRC.
bryanowen/cac/abx/v1

Confidential Comments: [REDACTED]

UCC Information

UCC Code	Symptom	Description
H73	Pulls / Grabs	Brakes - Traction Control / Stabilitrax / Stability System

GM Vehicle Inquiry System Summary

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G8ZS57N28F [REDACTED]
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VEHICLE INFORMATION

Merchandising Model :	ZZS69 -2008 SATURN AURA XE 6-CYLINDER	Warranty Start Date :	01/05/2008				
BARS Order Type :	50 - FLEET						
Delivering Dealer :	N/A	Selling Source :	N/A				
		Site Code :	N/A				
		Business Associate Code :	N/A				
Service Contract :	No	Branded Title :	No	Warranty Block :	No	PDI Status :	Paid

REQUIRED FIELD ACTIONS

Vehicle Has No Current Record Of Outstanding Campaigns
--

SERVICE INFORMATIONAL ITEMS

Type	Number	Description	Posted Date	Status
EI	08348	POOR A/C PERFORMANCE, A/C COMPRESSOR NOISE. REF. TSB 08-01-37-002	10/07/2008	See Bulletin
SB	09074	POLICIES FOR USED VEHICLES PURCHASED THRU GM AUCTIONS (REF. TSB 09-00-89-017)	04/01/2009	See Bulletin
EI	09136	HVAC BLOWER MOTOR NOISY OR INOPERATIVE (REFERENCE PIC 5180)	06/05/2009	See Bulletin

ON STAR AND XM SATELLITE RADIO INFORMATION

OnStar Equipped	Yes	OnStar Status	Inactive	Refer to Help page for details or go to OnStar Online Enrollment (located on the "OnStar" tab in GM InfoNET) or (888)ONSTAR1 (888) 667-8271.			
XM Equipped	Yes	XM Radio ID	6D59Y00Q	XM Status	Inactive	Refer to Help page for details or: www.xmradio.gm.ca or Dealer Hotline 1.877.GET.XMST (1-877-438-9677).	

APPLICABLE WARRANTIES

Description	Effective Date	Effective Odometer	End Date	End Odometer
36/36000 BUMPER TO BUMPER LIMITED WARRANTY	01/05/2008	10 miles	01/05/2011	36010 miles
72/100000 SHEET METAL COVERAGE RUST THROUGH LIMITED WARRANTY	01/05/2008	10 miles	01/05/2014	100010 miles

48/48000 GM CERTIFIED USED LIMITED WARRANTY	01/05/2008	10 miles	01/05/2012	48010 miles
60/100000 POWERTRAIN COVERAGE LIMITED WARRANTY	01/05/2008	10 miles	01/05/2013	100010 miles
96/80000 FEDERAL EMISSION CATALYTIC CONV. AND PCM	01/05/2008	10 miles	01/05/2016	80010 miles
84/70000 CALIFORNIA SELECT COMPONENT	01/05/2008	10 miles	01/05/2015	70010 miles
36/50000 CALIFORNIA EMISSIONS	01/05/2008	10 miles	01/05/2011	50010 miles

CLAIM HISTORY

R.O Date	R.O Number	Type	Labor Operation	Odometer Reading
05/21/2008	063303	#	B4261 - FRONT SIDE DOOR LOCK REPLACEMENT - LEFT SIDE	13653 miles
01/17/2008	193920	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	5 miles

CHECK HISTORY INFORMATION

Vehicle Has No Associated Check History Information.
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GM Vehicle Inquiry System Claim History

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN :	1G8ZS57N28F [REDACTED]
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CLAIM HISTORY

Repair Order Date : 05/21/2008		Repair Order Number : 063303		Odometer Reading : 13653 miles					
Serviced By :	AVIS RENT A CAR 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826			Selling Source : 13 - CHEVROLET					
				Site Code : 50500					
				Business Associate Code : 163688					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
06/24/2008	911	01	#	B4261 - FRONT SIDE DOOR LOCK REPLACEMENT - LEFT SIDE	N/A	N/A	N/A	\$ 142.28	<u>Y</u>

Repair Order Date : 01/17/2008		Repair Order Number : 193920		Odometer Reading : 5 miles					
Serviced By :	AVIS RENT A CAR 6 SYLVAN WAY PARSIPPANY, NJ 07054-3826			Selling Source : 13 - CHEVROLET					
				Site Code : 50500					
				Business Associate Code : 163688					
Cycle Date	Cycle Nbr	Case	Type	Labor Operation	Part	Auth Code	Person Code	Line Total	Comments
04/01/2008	887	01	I	Z7000 - PRE-DELIVERY INSPECTION - BASE TIME	N/A	N/A	N/A	\$ 78.08	N

CHECK HISTORY

Vehicle Has No Associated Check History.
--

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GM Vehicle Inquiry System Vehicle Build

[Home](#) - [Summary](#) - [Claim History](#) - [Vehicle Build](#) - [Vehicle Component](#) - [Delivery Information](#) - [Dealer Information](#) - [Service Contract](#) - [Warranty Block](#) - [Branded Title](#)

[Help](#)

VIN	1G8ZS57N28F [REDACTED]
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VEHICLE BUILD

Merchandising Model :	ZZS69 -2008 SATURN AURA XE 6-CYLINDER		
Gross Vehicle Weight Rating :	2061 kg (4545 lb)	Order Number :	MKFPNQ
Build Date :	01/04/2008	Build Plant :	18FZ

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

OPTION CODES

AE8 - PWR SEAT ADJUST,DRIVER,8 WAY WITH LUMBAR ADJUST	AL0 - SENSOR INDICATOR INFLATABLE RESTRAINT, FRT PASS/CHILD PRESENCE DETECTOR
AT8 - RESTRAINT PROVISIONS CHILD, RR SEAT, RR FACING	AU0 - ENTRY REMOTE
AY0 - FRONT SIDE IMPACT AIR BAGS & HEAD-CURTAIN SIDE AIR BAGS	A51 - SEATS, CUSTOM
BQ2 - AVIS BUDGET CAR RENTAL, LLC	B58 - FLOOR MATS (STD GRADE)
B8M - GM PRODUCTION WEEK #01	C60 - AIR CONDITIONING
D49 - POWER OUTSIDE MIRRORS	FA1 - FAIRFAX
FE0 - SUSPENSION SYSTEM FRT & RR, ACTIVE	FLT - FLEET PROCESSING OPTION
FX3 - STABILITRAK	F83 - RATIO TRANSAXLE FINAL DRIVE 3.05
HP0 - HYBRID PROPULSION NOT INSTALLED	IBB - INTERIOR TRIM
JL9 - BRAKE SYSTEM PWR, FRT & RR DISC, ANTILOCK, FRT & RR WHL	KG7 - GENERATOR 125 AMP
LZ4 - ENGINE, 3.5L V6 VVT	MN5 - TRANSMISSION, 4 SPEED AUTO
NU2 - EMISSION SYSTEM CALIFORNIA, ULEV 2	NVH - POWER STEERING WHL-HYDRAULIC
N34 - LEATHER WRAPPED STEERING WHEEL	PCM - PREFERRED PKG: *POWER SEAT ADJUST,DRIVER,8 WAY WITH LUMBAR ADJUST *STEERING WHEEL RADIO CONTROLS *LEATHER WRAPPED STEERING WHEEL *LEATHER SHIFT KNOB
P22 - WHEEL 17 X 7, STEEL	QAD - TIRE ALL P225/50R17-93S BW TL ST AL2

R6F - IDENTIFY B CODE USERS	R6K - ONSTAR TURN-BY-TURN NAVIG AVAIL
R9N - PROCESSING CODE - SEAT	UE1 - 1 YR ONSTAR SAFE & SOUND (ASK DLR ABOUT TURN-BY-TURN NAV UPGRADE)
UK3 - STEERING WHEEL RADIO CONTROLS	US8 - RADIO AM/FM STEREO, SEEK/SCAN, CD, AUTO TONE, CLOCK ETR, MP3, RDS
UW5 - SPEAKER SYSTEM 6, BASE	U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL.
U77 - ANTENNA RR WINDOW, RADIO	VG6 - NOTICE TO BUYER LABEL - 5 MPH BUMPER IMPACT
VK3 - LICENSE PLATE BRACKET, FRONT	VN9 - DAILY RENTAL REPURCHASE PROGRAM
VY7 - LEATHER SHIFT KNOB	V2G - FULL FUEL FILL CREDIT
V73 - STATEMENT OF VEHICLE CERT.- U.S. /CANADA	YF5 - 50-STATE EMISSIONS
ZFH - COMPACT SPARE TIRE	1SZ - DISCOUNT OPTION PKG
40U - CREAM WHITE	6AZ - COMPONENT FRT LH COMPUTER SEL SUSP
7AZ - COMPONENT FRT RH COMPUTER SEL SUSP	8AB - COMPONENT RR LH COMPUTER SEL SUSP
85B - GRAY	85I - INTERIOR TRIM TITANIUM/EBONY
9AB - COMPONENT RR RH COMPUTER SEL SUSP	

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Mike Castracci Chevrolet

1099 Lila Avenue
Milford, Ohio 45150
Phone: 513.831.5555
Fax: 513.248.7186

FAX

Fax Transmittal Form

To: GM
Name: _____
Organization Name/Dept: _____
Phone number: _____
Fax number: 866 432 1687

From:
Dottie Perazzo
Cashier/Warranty Manager
PHONE 513.248.3409
FAX 513.248.7186

Number of pages including cover page: 3

Message:

 *Mike Castrucci* 

Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 831-6556 • FAX (513) 248-7186

PARTS DIRECT LINE (513) 248-7171

CVCS324159



CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAB NO. 353	INVOICE DATE 12/05/12	INVOICE NO. CVCS324159
	LABOR RATE	LICENSE NO.	MILEAGE 38,802	COLOR BLACK GRANI	STOCK NO. BF387363
CINCINNATI, OH	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT			DELIVERY DATE 06/26/11	DELIVERY MILES 15
	VEHICLE I.D. NO. 1 G 1 Z C 5 E 1 9 B F			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	R.O. NO.		R.O. DATE 12/04/12	
RESIDENCE PHONE	COMMENTS				

TOTALS

CASH CHECK #..... A.W. CONTROL #.....

VISA M/C DISCOVER A/X CAR CARE ONE

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE (APPLIED TO CUSTOMER PD REPAIRS)

In the near future, you may receive a satisfaction survey from General Motors based on this service visit. If you are not able to return it "COMPLETELY SATISFIED", please contact Service Manager, CHARLES BACK, or Sales Manager, SEAN STEVENSON, prior to completing the survey. Thank you!

TOTAL LABOR....	75.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.88
TOTAL INVOICE \$	79.88

LIMITED WARRANTY: The only warranties applying to this item(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.

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



Mike Castrucci
Chevrolet Sales, Inc.

1099 LILA AVENUE • MILFORD, OH 45150 • PH (513) 891-5555 • FAX (513) 248-7185

PARTS DIRECT LINE (513) 248-7171

CVCS324159



CUSTOMER NO. 68087	ADVISOR DEE DEE COBB	5505	TAB NO. 353	INVOICE DATE 12/05/12	INVOICE NO. CVCS324159
	LABOR RATE	LICENSE NO.	MILEAGE 38,802	COLOR BLACK GRANITE	STOCK NO. BF387363
CINCINNATI, OH	YEAR / MAKE / MODEL 11/CHEVROLET/MALIBU/MALIBU 1LT	VEHICLE I.D. NO. 1G1ZC5E19BF		DELIVERY DATE 06/26/11	DELIVERY MILES 15
	F.T.E. NO.	R.O. NO.	R.O. DATE 12/04/12	SELLING DEALER NO. / PRODUCTION DATE	
COMMENTS					

JOB# 1 CHARGES

LABOR

~~242.00~~ ~~TRIM INTERIOR~~ ~~TECHS~~ ~~75.00~~

CUSTOMER STATES THERE IS A NOISE FROM THE ENGINE COMPARTMENT AT IDLE SINCE LAST REPAIR SOUNDS LIKE A HEATSHIELD RATTLE SECURED ENGINE COVER FASTENER

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

~~75.00~~ ~~TRIM INTERIOR~~ ~~TECHS~~ ~~75.00~~

CUSTOMER STATES WHEN TURNING THERE IS A NOISE THAT SOUNDS LIKE SOMETHING SLIDING, YOU HEAR A SLIDE THEN A CLICK. WHEN YOU TURN BACK THE OTHER WAY, YOU HEAR IT SLIDE BACK TO THE OTHER SIDE, SLIDE THEN CLICK. SOUNDS LIKE PLASTIC HITTING PLASTIC R&R FRONT OF DASH AND REMOVE PE4NY

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 75.00

JOB# 3 CHARGES

LABOR

~~0.00~~ ~~RENTAL VEHICLE~~ ~~TECHS~~ ~~0.00~~

RENTAL VEHICLE DRAC 499-7

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$99.95 (+TAX)

COMMENTS

NEED A DRAC

LIMITED WARRANTY: The only warranties applying to this item(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages.



CORPORATION SERVICE COMPANY*

Notice of Service of Process

RVP / WARBREACH
Transmittal Number: 11179794
Date Processed: 05/16/2013

Primary Contact: Rosemarie Williams
General Motors LLC
Mail Code 48482-038-210
400 Renaissance Center
Detroit, MI 48265

Entity: General Motors LLC
Entity ID Number 3113523

Entity Served: General Motors, LLC

Title of Action: Mark Ewald, Jr. and Theresa Smart vs. General Motors, LLC

Document(s) Type: Summons/Complaint

Nature of Action: Breach of Warranty

Court/Agency: Clermont County Court of Common Pleas, Ohio

Case/Reference No: 2013 CVH 00763

Jurisdiction Served: Ohio

Date Served on CSC: 05/16/2013

Answer or Appearance Due: 28 Days

Originally Served On: CSC

How Served: Certified Mail

Sender Information: David Tannehill (North Royalton, OH)
216-901-0609

Client Requested Information: Year: 2011
Make: Chevrolet
Model: Malibu
VIN: 1G1ZC5E19BF [REDACTED]

Notes: David Tannehill 8043 Corporate Circle, Suite 3 North Royalton, OH 44133
CSC Location Document Served: 50 West Broad Street Suite 1800 Columbus, OH 43215
Please Note: Pages 2-11 of the pdf has faded print/some illegible print.

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC
CSC is SAS70 Type II certified for its Litigation Management System.
2711 Centerville Road Wilmington, DE 19808 (888) 690-2882 | sop@cscinfo.com

FILED

2013 MAY 13 PM 4:00

BARBARA A. WIEDENBEIN
CLERK OF COMMON PLEAS COURT
CLERMONT COUNTY, OH

IN THE COURT OF COMMON PLEAS
CLERMONT COUNTY, OHIO

[REDACTED]

Loveland, Ohio

Plaintiffs,

vs.

GENERAL MOTORS, LLC
c/o CSC-Lawyers Incorporating Service
50 West Broad Street, Suite 1800
Columbus, Ohio 43215

Defendant.

Not

2013 CVH 00763 JUDGE FERENC

JURY DEMAND ENDORSED HEREON

COMPLAINT

NOW COME the Plaintiff: [REDACTED] by and through their attorneys, KROHN & MOSS, LTD., and for their complaint against Defendant, GENERAL MOTORS, LLC, allege and affirmatively state as follows:

PARTIES

1. Plaintiff, [REDACTED] ("Plaintiff"), are individuals who were at all times relevant hereto residing in the State of Ohio.

2. Defendant, GENERAL MOTORS, LLC ("Manufacturer"), is a foreign corporation authorized to do business in the State of Ohio, and is engaged in the manufacture, sale, and distribution of motor vehicles and related equipment and services. Manufacturer is also in the business of marketing, supplying and selling written warranties to the public at large through a system of authorized dealerships, including Mike Castrucci Chevrolet ("Seller"). Manufacturer does business in all counties of the State of Ohio including Clermont County.

BACKGROUND

3. On or about June 26, 2011, Plaintiffs purchased from Seller a 2011 Chevrolet Malibu ("Malibu"), manufactured and/or distributed by Manufacturer, Vehicle Identification Number 1G1ZC5E19B1 [REDACTED] as reflected in the document attached hereto as Exhibit 1.

4. The price of the Malibu totaled \$24,050.00.

5. Plaintiffs aver that as a result of ineffective repair attempts made by Manufacturer, through Seller and/or its authorized servicing dealership, the Malibu cannot be utilized for personal, family and household use intended by Plaintiffs at the time of sale.

6. In consideration for the purchase of the Malibu, Manufacturer issued and supplied to Plaintiffs its written warranty that included three (3) year or thirty-six thousand (36,000) mile "bumper-to-bumper" coverage.

7. On or about June 26, 2011, Plaintiffs took possession of the Malibu and shortly thereafter experienced the nonconformity/defects listed below which substantially impairs the use, value and/or safety of the Malibu.

8. The nonconformities/defects described below that violate the written warranty issued to Plaintiffs by Manufacturer.

9. Plaintiffs have delivered the Malibu to Manufacturer, through its authorized servicing dealerships, on numerous occasions.

10. Plaintiffs have brought the Malibu to Seller, and/or an authorized servicing dealership of Manufacturer, for attempted repairs to the nonconformities/defects that include but are not limited to:

- a. Defective fuel system as evidenced by the vehicle only getting 23 mpg on the highway;
- b. Defective engine/electrical system as evidenced by the intermittent illumination of the check engine light;

- c. Defective electrical system as evidenced by the traction control and ESC lights coming on; and
- d. Any additional complaints made by Plaintiffs, whether or not they are contained on any repair orders from Manufacturer's authorized dealerships.

11. Plaintiffs have provided Manufacturer sufficient opportunity to repair the Malibu pursuant to its written warranty.

12. After a reasonable number of attempts to cure the nonconformities/defects in Plaintiffs' Malibu, Manufacturer and its authorized servicing dealerships have been unable and/or have failed to repair the nonconformities/defects as provided in Manufacturer's written warranty.

13. Plaintiffs have justifiably lost confidence in the Malibu's safety and reliability and said nonconformities/defects have substantially impaired the use, value and/or safety of the Malibu to Plaintiffs.

14. Said nonconformities/defects could not reasonably have been discovered by Plaintiffs prior to Plaintiffs' acceptance of the Malibu.

15. As a result of the nonconformities/defects, Plaintiffs revoked their acceptance of the Malibu.

16. At the time of revocation, the Malibu was in substantially the same condition as at delivery except for damage caused by its own nonconformities/defects and ordinary wear and tear.

17. Manufacturer has refused Plaintiffs' revocation of acceptance and has refused to provide Plaintiffs with the remedies to which Plaintiffs are entitled upon revocation.

18. The Malibu remains in a defective and unmerchantable condition and continues to exhibit the above mentioned nonconformities/defects that substantially impair its use, value and/or safety.

19. Plaintiffs have been and will continue to be financially damaged due to Manufacturer's failure to comply with the provisions of its written warranty and its failure to provide Plaintiffs with a merchantable Malibu.

COUNT I
BREACH OF WRITTEN WARRANTY PURSUANT TO
THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

20. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, all paragraphs of this Complaint set forth above.

21. Plaintiffs are purchasers of a consumer product who received the Malibu during the duration of a written warranty period applicable to the Malibu and who are entitled by the terms of the written warranty to enforce against Manufacturer the obligations of said warranty.

22. Manufacturer is a "person" engaged in the business of making a consumer product directly available to Plaintiffs.

23. Seller is an authorized dealership and agent of Manufacturer, designated to perform repairs on vehicles pursuant to Manufacturer's written warranty.

24. Plaintiffs' purchase of the Malibu was accompanied by a written factory warranty covering any defects in material or workmanship, an undertaking in writing to repair or replace defective parts, or take other remedial action free of charge to Plaintiffs with respect to the Malibu in the event that the Malibu failed to meet the specifications set forth in Manufacturer's warranty.

25. Said warranty was the basis of the bargain of the contract between Plaintiffs and Manufacturer for the sale of the Malibu to Plaintiffs.

26. Said purchase of Plaintiffs' Malibu was induced by, and Plaintiffs relied upon, Manufacturer's written warranty.

27. Plaintiffs have met all of their obligations and preconditions as provided in Manufacturer's written warranty.

28. As a direct and proximate result of Manufacturer's failure to comply with its written warranty, Plaintiffs have suffered damages and in accordance with 15 U.S.C. § 2310(d)(1), Plaintiffs are entitled to bring suit for such damages and other legal and equitable relief in connection with this action.

WHEREFORE, Plaintiffs, [REDACTED] and [REDACTED] pray for judgment against Manufacturer as follows:

- a. Return of all monies paid or diminution in value of the Malibu, incurred and/or needed costs of repair, and all incidental and consequential damages incurred, including, but not limited to, all finance charges incurred;
- b. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by Plaintiffs; and
- c. Such other and further relief that this Court deems just and appropriate.

COUNT II
BREACH OF IMPLIED WARRANTY PURSUANT TO
THE MAGNUSON-MOSS WARRANTY ACT
MANUFACTURER

29. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, all paragraphs of this Complaint set forth above.

30. The Malibu purchased by Plaintiffs was subject to an implied warranty of merchantability as defined in 15 U.S.C. § 2301(7), running from Manufacturer to Plaintiffs.

31. Manufacturer is a supplier of consumer goods as a "person" engaged in the business of making a consumer product directly available to Plaintiffs.

32. Manufacturer is prohibited from disclaiming or modifying any implied warranty when making a written warranty to the consumer.

33. Plaintiffs' Malibu was impliedly warranted to be substantially free of defects in both material and workmanship, and thereby fit for the ordinary purpose for which the Malibu was intended.

34. The above-described defects present in the Malibu render the Malibu unfit for the ordinary purpose for which the Malibu was intended.

35. As a result of the breach of implied warranty by Manufacturer, Plaintiffs are without the reasonable value of the Malibu.

36. As a result of the breach of implied warranty by Manufacturer, Plaintiffs have suffered and continue to suffer various damages incurred in connection with this action.

WHEREFORE, Plaintiffs, [REDACTED] and [REDACTED], pray for judgment against Manufacturer as follows:

- a. Return of all monies paid or diminution in value of the Malibu, incurred and/or needed costs of repair, and all incidental and consequential damages incurred, including, but not limited to, all finance charges incurred;
- b. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by Plaintiffs; and
- c. Such other and farther relief that this Court deems just and appropriate.

COUNT III
OHIO MOTOR VEHICLES WITH
WARRANTY NONCONFORMITIES ACT
MANUFACTURER

36. Plaintiffs re-allege and incorporate by reference as though fully set forth herein, all paragraphs of this Complaint set forth above.

37. Pursuant to O.R.C. §1345.72, Manufacturer has been unable to conform the Malibu to its written warranty issued to Plaintiffs by failing to repair the Malibu after a reasonable number of repair attempts.

38. Pursuant to O.R.C. §1345.72(B), Plaintiffs are entitled to a refund of the full purchase price of the Malibu, including all collateral charges and finance charges, and/or a replacement Malibu, plus all attorneys' fees and costs.

WHEREFORE, Plaintiffs, [REDACTED] and [REDACTED] pray for judgment against Manufacturer as follows:

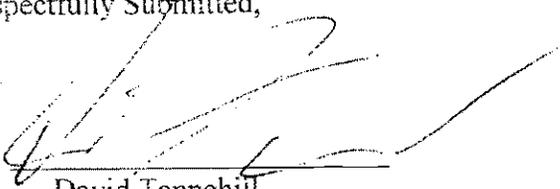
- a. Return of the Malibu's purchase price and all incidental and consequential damages incurred by Plaintiffs;
- b. Return of all finance charges incurred by Plaintiffs for the Malibu;
- c. All reasonable attorneys' fees, witness fees, court costs and other fees incurred by Plaintiffs; and
- d. Such other and further relief that this Court deems just and appropriate.

JURY DEMAND

Plaintiffs demand trial by jury on all issues in this action, except for any issues relating to:

1. The amount of attorneys' fees and litigation costs to be awarded should Plaintiffs prevail in this action; and
2. The amounts to be paid to Plaintiffs and to the lender who financed the purchase of the subject vehicle, pursuant to Ohio Rev. Code § 1345.72, should Plaintiffs prevail under the Ohio Motor Vehicles with Warranty Nonconformities Act.

Respectfully Submitted,

By: 

David Tannehill
Plaintiffs' Attorney

David Tannehill
Ohio Registration No. 0083968

8043 Corporate Circle
Suite 3
N. Royalton, Ohio 44133
phone: (216) 901-0609
fax: (866) 425-3459
e-mail: dtannehill@consumerlawcenter.com

EXHIBIT 1

IF UNDELIVERABLE RETURN TO
BARBARA A. WIEDENBEIN
CLERMONT COUNTY CLERK OF COURTS
270 E MAIN ST
BATAVIA OH 45103-3040

CERTIFIED MAIL



7112 4369 4680 2781 0483

2013 CVH 00763

General Motors LLC
c/o CSC Lawyers Incorporating
Service
50 West Broad Street Suite 1800
Columbus, OH 43215

neopost
05/14/2013
US POSTAGE

FIRST-CLASS MAIL

\$06.51⁰



ZIP 45103
041L12201943

4321585910 0004



System (3:31:04 PM): chat_has_been_initiated

System (3:31:08 PM): [You are now chatting with Matt.]

Matt (3:31:12 PM): Welcome to Chevrolet! How may I assist you?

Customer (3:31:26 PM): Hello,

Customer (3:31:39 PM): My name is [REDACTED] and I own a 2009 Chevy Malibu LS

Customer (3:32:39 PM): My car's Service Traction and Service ESC light turns on intermittently. The brake lights behave in the opposite way, i.e. they stay on during normal driving and turn off when I press on the brake pedal. The cruise control does not work whenever this happens. I do not experience anything different while driving and I believe this is a sensor/circuitry issue. I read through the forums and news websites and found that this is a common problem in a lot of Chevy vehicles. There is a TSB on this issue and may be a recall as well.

Matt (3:33:55 PM): Thank you for your loyalty to Chevrolet! I'm sorry to hear you are having issues with your Malibu! I am going to transfer you to our customer assistance center and they'll be able to further direct you.

Matt (3:33:59 PM): One moment please.

System (3:34:38 PM): [You have been transferred to department: Customer Assistance Center]

System (3:34:43 PM): [You are now chatting with Ayanna.]

Ayanna (3:34:46 PM): Welcome to GM Customer Assistance. Please allow me a few minutes to review the information already provided.

Customer (3:34:52 PM): Sure

Ayanna (3:36:08 PM): Thanks for allowing me time to review the information. I'm sorry to hear that you're experiencing this issue with your vehicle. To better assist you, can you please provide me with your address, phone number, VIN number and mileage?

Customer (3:36:16 PM): I found out that it's a MAP sensors or circuitry issue

Customer (3:36:28 PM): Name: [REDACTED]

Customer (3:36:41 PM): Address: [REDACTED], Marlton, NJ [REDACTED]

Customer (3:36:49 PM): Phone Number: [REDACTED]

Customer (3:36:58 PM): Mileage: 48390

Customer (3:37:20 PM): Model: Chevrolet Malibu LS 4-Door Sedan 2009

Customer (3:37:37 PM):

VIN: 1G1ZG57B99F [REDACTED]

Customer (3:38:17 PM): This seems to be a pretty common problem and a lot of people have reported it online in forums

Customer (3:38:49 PM): Seems to be a serious issue as brake lights not functioning may lead to accidents

Ayanna (3:39:29 PM): Thank you for the information you have provided. Please allow me a few minutes to research your VIN information.

Ayanna (3:41:33 PM): Have you taken the vehicle into a GM dealership for a diagnostic?

Customer (3:43:04 PM): I just handed over my vehicle at Elkins Chevrolet but they seems to be unaware of the problem and they said they will charge me \$110 for diagnostics plus any repair/replacement price as the vehicle is out of 3-yr/36,000-mile warranty

Customer (3:44:00 PM): I do not agree with that as this is not a wear issue and it is not specific to my car. It is a MAP sensor and/or circuitry issue common to many Chevy cars

Customer (3:44:08 PM): There is TSB on this issue

Customer (3:44:29 PM): People have even reported the codes you get out of diagnostics checks

Customer (3:45:02 PM): It's a car's manufacturing problem not mine and I should not be paying for it

Ayanna (3:45:23 PM): At this time, there are no open recalls or special coverages. Recalls are issued by the National Highway Traffic Safety Administration. Recalls are VIN specific (right down to the year, make, model, and etc.)

Customer (3:46:13 PM): There are news columns written on this

Customer (3:46:17 PM): For example: http://www.huffingtonpost.com/2013/03/12/gm-recall-feds-midsize-chevrolet-malibu-saturn-aura_n_2862354.html

Ayanna (3:49:47 PM): We receive our information from the National Highway Traffic Safety

Administration. Unfortunately, we are unable to use any other outside resources that are not GM approved. I'm do apologize about any inconvenience this may have caused. If any recalls or special coverages are issued you will be notified through mail.

Customer (3:50:22 PM): So, what should I be doing with my problem?

Customer (3:50:48 PM): Just sit on it and drive with my brake lights working in the opposite way?

Customer (3:51:18 PM): Can I report this to National Highway Traffic Safety Administration?

Ayanna (3:52:50 PM): Yes you can report this. I would suggest getting the vehicle repaired. To report this you can visit www.NHTSA.gov.

Customer (3:53:49 PM): Thank you. In future if there is a recall then will Chevy repay me for my expenses today?

Ayanna (3:57:30 PM): If there is a recall on this issue that you've had repaired, yes there is a possibility for reimbursement.

Customer (3:59:35 PM): OK. You suggest that I go ahead and get my repair work done and pay up how much ever it costs for something that I am not responsible. I believe, for something like this, the car manufacturer should take responsibility.

Customer (4:00:16 PM): I heard that dealers have charged more than \$1200 to repair this. I don't think that's fair to a common man.

Ayanna (4:00:48 PM): I can document your concern, contact the dealership for additional information, and then follow up with once I have gathered all the necessary information. Would you like for me to do that?

Customer (4:01:22 PM): This problem is pretty common and that is why is reported on forums, websites, and there are news columns in CNN and Fox News regarding this issue.

Customer (4:01:45 PM): Please document it and contact Elkins dealership in Marlton, NJ 08053

Ayanna (4:04:26 PM): I have created a case for your concern, the service request number is 71-1190968330. If you need further assistance or have any questions before I contact you back via phone, I can be reached at 866.790.5600 ext 10647.

Ayanna (4:04:48 PM): What would be the best number to reach you at? What would be the best time to reach you?

Customer (4:05:46 PM): 814-321-1224 is the best number to reach me. If I do not answer then please call me at 856-797-0900 Ext. 3668. Anytime will work.

Ayanna (4:06:16 PM): Okay. Is there anything else I can assist you with at this time?

Customer (4:07:57 PM): Please make sure that an action is taken and cars like mine are not on the road. It is your responsibility as a customer care representative and a car manufacturer to make sure that lives are not negatively affected.

Customer (4:08:02 PM): Thank you for your help

Customer (4:08:09 PM): I hope the issue will be resolved soon

Ayanna (4:08:34 PM): I can not guarantee anything but I will try my best to see what can be done.

Ayanna (4:08:54 PM): Have a great day and thanks for contacting GM Customer Assistance, please come back and chat with us again.

Customer (4:09:10 PM): Thank you

January 30, 2014

[REDACTED]
Collierville, TN [REDACTED]

Dear [REDACTED]

At Pontiac, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Pontiac G6.

This offer is valid towards one service visit on VIN 1G2ZH558464 [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Pontiac dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center
Service Request 71-1196584306

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner_advantages.html. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

System (12:18:32 PM): chat_has_been_initiated

System (12:18:36 PM): [You are now chatting with Darion.]

Darion (12:18:41 PM): Hi! How may I help you?

Darion (12:21:45 PM): I am still available to help you with any questions; I just want to make sure you are still there.

Customer (12:23:04 PM): I have a 2010 Malibu that I bought new in Jan 2010. The Body Control Module has went bad causing the brake lights to not work properly. The dealer said it would be over \$500 to fix this problem. I have done some reserch and it appears that this is a comin problem. Why isn't there a recal on this? Why should I have to pay \$500 to fix a problem that chevy is aware of.

Customer (12:24:07 PM): This is a real safety issue. My wife and kids are in this car all the time and it is a accident waiting to happen

Darion (12:24:28 PM): Thank you for being apart of the Chevy Family. I'm sorry to hear about the issue with your Malibu. I'm going to transfer you to our customer assistance center. They will be able to better and further assist you. One moment please and please have your VIN ready.

System (12:24:53 PM): [You have been transferred to department: Customer Assistance Center]

System (12:24:19 PM): [You are now chatting with Margaret.]

Margaret (12:24:28 PM):

Welcome to the GM Customer Assistance Center! My name is Margaret.

Please give me a moment to read your concern.

Margaret (12:25:29 PM): Thank you for holding. I see you have a question about the Body Control Module on your vehicle. May I have your Vehicle Identification Number (VIN) so I may look into this for you?

Customer (12:26:03 PM): I do not have it on me at the moment

Margaret (12:26:57 PM): Ok, what I would like to do is contact the dealership to see about the diagnosis. May I have your name and a contact e-mail address, and also the name of the dealership?

Customer (12:28:05 PM): [REDACTED] I purchased the car from Nucar in DE.

Margaret (12:28:21 PM): Is the Nucar Chevrolet?

Customer (12:28:30 PM): yes

Margaret (12:29:04 PM): Thank you, [REDACTED]. When did you take the vehicle in for the diagnosis?

Customer (12:29:19 PM): last week

Margaret (12:29:40 PM): Ok. And, do you recall who you were working with?

Customer (12:30:03 PM): shaun

Margaret (12:31:45 PM): Thank you for that information, [REDACTED]. I will be contacting Shaun to speak with him about the Body Control Module on the vehicle. How many miles are currently on the vehicle?

Customer (12:32:05 PM): Just turned 30k

Margaret (12:32:35 PM): Ok, thank you. I will be able to e-mail you as soon as I have any information.

Customer (12:32:47 PM): Thank you

Margaret (12:33:03 PM): You're very welcome. Is there anything else I can assist you with today?

Customer (12:33:18 PM): That will do it for now

Margaret (12:33:45 PM): Ok, I will contact the dealership this afternoon, and get in contact with you as soon as I have any information.

Customer (12:34:03 PM): Okay talk to you soon.

Margaret (12:34:14 PM): Have a great day!

Margaret (12:34:40 PM): Thank you for contacting General Motors Customer Assistance. If you have any further questions or concerns, please feel free to contact us through our Chat Tab Monday-Saturday 8am-11pm Eastern and Sunday 12pm-9pm Eastern, or at 866-790-5700 Monday-Friday 8am-9pm Eastern.

January 30, 2014

[REDACTED]
Glen Burnie, MD [REDACTED]

Dear [REDACTED]

We sincerely regret that you have experienced a concern with your vehicle. Because you are a valued Chevrolet customer, we are pleased to provide you with this Component Coverage Letter on behalf of Gladding Chevrolet, Inc.. This coverage does not change the manufacturer's warranty which came standard on your vehicle at the time of purchase.

This Component Coverage Letter is valid for VIN 1G1ZB5EB9AF [REDACTED] and will begin on July 24, 2013 at 14,050 miles and will continue until July 24, 2018 or 89,050 miles, whichever occurs first.

The following Body Systems components will be covered: Fixed and Moveable Windows and associated electrical controls; power window motor/regulator; horns; lighting; mirrors; vehicle accessories; wipers, wiper motor and washers; body seams; convertible top; power sliding door.

Chevrolet will make repairs to correct any defects related to materials or workmanship on the items listed above during the coverage period specified. Chevrolet will not be responsible for conditions arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear. While this coverage is not transferable to any other vehicle, it is transferable to any subsequent owner of this vehicle (excluding vehicles sold or registered in California, New Hampshire or Vermont).

Should your vehicle require repairs within the coverage period, present this letter to the Service Manager of an authorized Chevrolet Dealership. If you have any future questions, please don't hesitate to contact your dealer Gladding Chevrolet, Inc.. If you prefer to contact Chevrolet, you can email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-1206010331

ATTENTION: DEALERSHIP SERVICE MANAGER

Please H-route the claim to your Area Service Manager. Retain a copy of this letter in the customer's file and return the original to the customer.



**PRIORITY
MAIL**

UNITED STATES POSTAL SERVICE



1006



48232

U.S. POSTAGE
PAID
READING, MI
49274
AUG 27, 13
AMOUNT

\$5.60
00014106-0

Flat Rate Mailing Envelope

For Domestic and International Use



From: Reading MI
49274

08-28-13 A10:53 IN

To: General Motors
PO Box 33170
Detroit, MI
48232-5170



USPS TRACKING #



9114 9011 5981 5010 7556 17

Label 400 Jan. 2013
7690-16-000-7848

USPS TRACKING # **9114 9011 5981 5010 7556 17**
& CUSTOMER
RECEIPT For Tracking or inquiries go to USPS.com
or call 1-800-222-1811.

August 27, 2013

Dear General Motors,

I am writing this letter because I believe we have purchased a Pontiac G6 that has defective equipment. We bought the G6 in August of 2008. The vehicle has a VIN of 1G2ZG528354[REDACTED]. It was purchased from Luetheuser Buick Pontiac in Hillsdale, MI. The day after we bought the car we were flagged over on a highway and told by another motorist that the brake lights were on and never shut off. On the Monday following that day we took the car back to the dealer and they repaired the problem. The car was given to our son, who was in college, to use for transportation. A year after he had the car the very same problem came again, brake lights that would not shut off. When the brake lights won't shut off the cruise control will not work. The dealer agreed to split the cost of the repair with my son and he agreed to that. The same car was passed to my daughter who was a college student. A year after the second time it had been fixed she had the same issue with the brake lights and had it fixed in Mt. Pleasant, Michigan. In July 2013 she had the very same problem with the car again. We took the G6 into the local dealer to have a power steering recall repaired. We told him of our frustration of having the brake lights repaired 3 prior times and again not working. He referred us to a General Motors customer specialist, Lexie, who looked into our situation. After speaking to my husband and I a couple of times Lexie offered a 20% discount to fix the brakes. I did a bit of internet research and found a 2009 recall on the Pontiac G6 for the brake light problem. I called Lexie and asked her of the recall and she said she could not talk to me about it.

The car has also had an ongoing problem we have fixed twice with the gear shift. It can be difficult to get into gear.

I would like an explanation why I should pay again for an ongoing problem with the car. The car is a 2005 with 90 some thousand miles on it. As I explained to her we bought the car to help get our 3 children through college. The problem has existed since we bought the car. Recently my daughter was stopped by the police for driving with brake lights on. She explained the situation and was not given a citation.

Will you please fix the brake light problem with the car? We have done so ourselves, but it does not stay fixed. If you wish to discuss this problem further our home phone number is [REDACTED]. Please keep in mind we are American workers who had faith in an American car. We expect a problem to be taken care of. Thank you.

Sincerely,

[REDACTED]

Reading, MI [REDACTED]

phone: [REDACTED]

Reading MI

METROPLEX MI 480

09 SEP 2013 PM 15 L



09-10-13A08:49 RCVD

General Motors
P.O. Box 33170
Detroit, MI

48232-5170

48232517070



September 9, 2013

Dear General Motors,

I am writing this letter because I we have purchased a Pontiac G6 that has defective equipment. We bought the G6 in August of 2008. The vehicle has a VIN of 1G2ZG528354 [REDACTED] It was purchased from Luetheuser Buick Pontiac in Hillsdale, MI. The day after we bought the car we were flagged over on a highway and told by another motorist that the brake lights were on and never shut off. On the Monday following that day we took the car back to the dealer and they repaired the problem. The car was given to our son, who was in college, to use for transportation. A year after he had the car the very same problem came again, brake lights that would not shut off. When the brake lights won't shut off the cruise control will not work. The dealer agreed to split the cost of the repair with my son and he agreed to that. The same car was passed to my daughter who was a college student. A year after the second time it had been fixed she had the same issue with the brake lights and had it fixed in Mt. Pleasant, Michigan. In July 2013 she had the very same problem with the car again. We took the G6 into the local dealer to have a power steering recall repaired. We told him of our frustration of having the brake lights repaired 3 prior times and again not working. He referred us to a General Motors customer specialist, Lexie, who looked into our situation. After speaking to my husband and I a couple of times Lexie offered a 20% discount to fix the brakes. I did a bit of internet research and found a 2009 recall on the Pontiac G6 for the brake light problem. I do not believe that we were ever notified of this recall because we had already experienced the problem. I called Lexie and asked her of the recall and she said she could not talk to me about it.

The car has also had an ongoing problem we have fixed twice with the gear shift. It can be difficult to get into gear.

I would like an explanation why I should pay again for an ongoing problem with the car. The car is a 2005 with 90 some thousand miles on it. As I explained to the representative we bought the car to help get our 3 children through college. **The problem has existed since we bought the car.** Recently my daughter was stopped by the police for driving with brake lights on. She explained the situation and was not given a citation. Just this past weekend, m y daughter was following behind another G6 whose brake lights would not shut off. That is absolutely no coincidence. I am not satisfied with your response to my concern; we have reclosed your file. Please provide have a written explanation of why the case is reclosed?

Please reconsider fixing the brake light problem with the car? We have done so ourselves, but it does not stay fixed. If you wish to discuss this problem further our home phone number is [REDACTED] Please keep in mind we are American workers who had faith in an American car. We expect a problem to be taken care of. Furthermore we have 3 college graduates who will buy a lifetime of cars. You can decide for yourself which car maker has given this family the best customer support. Thank you.

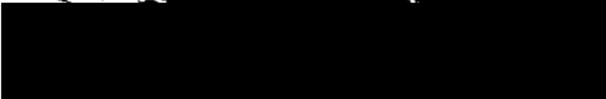
Sincerely,

[REDACTED]

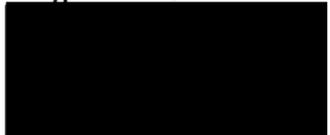


Reading, MI [redacted]

phone: [redacted]



Reading Me



METROPLEX MI 480

12 OCT 2013 PM 5 L



Liberty
FOREVER

10-15-13A09:36 RCVD

General Motors
P.O. Box 33170
Detroit, MI
48232-5170

48232517070



October 11, 2013

Dear General Motors,

I am writing this letter because we have purchased a Pontiac G6 that has defective equipment. We bought the G6 in August of 2008. The vehicle has a VIN of 1G2ZG528354 [REDACTED] It was purchased from Luetheuser Buick Pontiac in Hillsdale, MI. The day after we bought the car we were flagged over on a highway and told by another motorist that the brake lights were on and never shut off. On the Monday following that day we took the car back to the dealer and they repaired the problem. The car was given to our son, who was in college, to use for transportation. A year after he had the car the very same problem came again, brake lights that would not shut off. When the brake lights won't shut off the cruise control will not work. The dealer agreed to split the cost of the repair with my son and he agreed to that. The same car was passed to my daughter who was a college student. A year after the second time it had been fixed she had the same issue with the brake lights and had it fixed in Mt. Pleasant, Michigan. In July 2013 she had the very same problem with the car again. We took the G6 into the local dealer to have a power steering recall repaired. We told the dealer of our frustration of having the brake lights repaired 3 prior times and again not working. He referred us to a General Motors customer specialist, Lexie, who looked into our situation. After speaking to my husband and I a couple of times Lexie offered a 20% discount to fix the brakes. I did a bit of internet research and found a 2009 recall on the Pontiac G6 for the brake light problem. I do not believe that we were ever notified of this recall because we had already experienced the problem. I called Lexie and asked her of the recall and she said she

could not talk to me about it. Lexie will still not discuss this openly with me although I ask each time speaking with her.

The car has also had an ongoing problem we have fixed twice with the gear shift. It can be difficult to get into gear.

I want a written explanation why I should pay again for an ongoing problem with the car. The car is a 2005 with 90 some thousand miles on it. As I explained to the representative we bought the car to help get our 3 children through college. **The problem has existed since we bought the car.** Recently my daughter was stopped by the police for driving with brake lights on. She explained the situation and was not given a citation. This **safety issue** is the responsibility of General Motors simply because it is a problem with the car that has been recalled in the past and has existed since we purchased the car. . Just this past weekend, my daughter was following behind another G6 whose brake lights would not shut off. That is absolutely no coincidence. I am not satisfied with your response to my concern; “we have reclosed your file:. Who will take legal responsibly for this brake light problem when it has been a recall in the past? I did not receive notification of the recall and when I ask Lexie she says she cannot talk about it. **Please provide us with a written response as to why this is being denied. Someone at General Motors must look at facts and based on the data they assign a decision that it is based on facts. I would think that you would take the safety of your vehicles into consideration.** We receive absolutely no clear explanation as to why General Motors will not fix an ongoing problem that was recalled in 2009.

Please reconsider fixing the brake light problem with the car? We have done so ourselves, but it does not stay fixed. If you wish to discuss this

problem further call our home phone number at [REDACTED]. Please keep in mind we are American workers who had faith in an American car. We expect a problem to be taken care of. Furthermore we have 3 college graduates who will buy a lifetime of cars. You can decide for yourself which car maker has given this family the best customer support. Thank you.

Sincerely,

[REDACTED]

[REDACTED]

Reading, MI [REDACTED]

phone: [REDACTED]

January 30, 2014

[REDACTED]
[REDACTED]
Reading, MI [REDACTED]

Service Request: 71-1208097213

Dear [REDACTED]

Thank you for contacting us recently regarding the dissatisfaction you have experienced with your vehicle. At Pontiac, our commitment to customer satisfaction is a top priority and we sincerely apologize for any concerns you may have experienced.

Although the need for repairs is unfortunate, motor vehicles are complex machinery and sometimes do require repairs. That is why every vehicle sold is backed by the GM New Car Limited Warranty. During this period, Pontiac will provide for repairs to the vehicle to correct any vehicle concerns related to materials or workmanship. Mechanical concerns arising from tampering, abuse, physical damage, improper maintenance or normal wear and tear are not covered by the warranty.

Pontiac works to ensure each customer concern is handled in a way that reflects our values and we have carefully reviewed the facts surrounding your case. After careful consideration, Pontiac, in conjunction with Leutheuser Motors, Inc., has determined that we are unable to offer you financial assistance at this time.

We hope you understand our position as it relates to the manufacturer's obligation. We appreciate the opportunity to review this matter. If you have future questions, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center

January 30, 2014

[REDACTED]
Geneva, OH [REDACTED]

Dear [REDACTED]

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-762-2737. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Pontiac. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Pontiac.com or call us at 1-800-762-2737.

Sincerely,

Pontiac Customer Assistance Center
Service Request Number: 71-1210230671

System (6:04:20 PM): chat_has_been_initiated

System (6:05:18 PM): [You are now chatting with Kariana.]

Kariana (6:05:22 PM): Hi! How may I help you?

Customer (6:06:05 PM): I have a 2010 malibu and have been having problems with the brake lights lighting up for no reason when I am not hitting my brakes. I have read that a lot of other people have the same issue. Are you guys doing anything to fix the issue?

Kariana (6:07:17 PM): I am going to transfer you to customer assistance. They will be able to assist you. Please hold.

System (6:07:23 PM): [You have been transferred to department: Customer Assistance Center]

System (6:06:02 PM): [You are now chatting with Keith.]

Keith (6:06:48 PM): Welcome, I do see that you are having a concern with your 2010 Malibu?

Keith (6:07:10 PM): Do you have the VIN of the vehicle?

Customer (6:07:35 PM): Yes, 1G1ZC5EB3AF [REDACTED]

Keith (6:07:54 PM): Thank you and while I run that may I have your name and a good contact number

Customer (6:08:07 PM): [REDACTED]

Keith (6:10:10 PM): Thank you for that information and I did run your VIN, do you know how many miles are on the vehicle

Customer (6:10:17 PM): 48000

Keith (6:10:49 PM): thank you for that.

Keith (6:11:01 PM): Have you had it to a GM dealership to have it looked at?

Customer (6:11:41 PM): No I have an appt for Monday at Chevy, but they want to charge me \$87 to "diagnose" the problem, when clearly I know what the problem is after doing a lot of research.

Keith (6:12:14 PM): what dealership are you taking it to and a Zip code for the dealership

Customer (6:12:31 PM): Rocket Chevrolet 44875

Keith (6:13:35 PM): in Shelby, OH?

Customer (6:13:38 PM): Yes

Keith (6:14:53 PM): ok I will contact the dealership tomorrow, and I will go ahead and waive the diagnoses fee for you, and then we will find out what is wrong with the vehicle and then we can go from there.

Customer (6:15:39 PM): Ok, thank you. And if they need to fix it will I have to pay for that as well?

Keith (6:16:27 PM): I would contact them right now but it is 6:15 in that area so the service department is probably closed by now so I will contact them tomorrow, and then I will follow up with you Monday after they check the vehicle out

Customer (6:17:05 PM): Ok. My appt is at 10:15 on Monday

Keith (6:17:39 PM): I don't have that information, you are out of bumper to bumper so there will be a charge behind it, but at this time we don't know the exact problem so I don't have the information on how much it is.

Customer (6:18:13 PM): Ok, well I will talk to you Monday then. That's all I need for now.

Keith (6:18:41 PM): alright you are very welcome! and I will be in contact with you on Monday and you have a great day and a great weekend.

Customer (6:18:48 PM): Thank you.

Keith (6:19:26 PM): Your welcome!

System (6:19:49 PM): [Customer has left the session]

System (1:32:39 PM): chat_has_been_initiated

System (1:32:02 PM): [You are now chatting with Lekeshia.]

Lekeshia (1:32:33 PM): Thank you for contacting Priority chat! My name is Keshia, how can I help you today?

Customer (1:34:44 PM): I am experiencing a safety issue in my 2007 Chevy Malibu Maxx.. it was recommended that I contact GM for help, when I press on the gas pedal the brake lights come on and when I take my foot off the pedal, the brake lights come on. I have already had a new brake switch installed. That helped for a week, now the Chevrolet Dealer Service Department does not know what is wrong.. How do I fix this problem?

Lekeshia (1:37:13 PM): I am sorry to hear you are having an issue with the brake light malfunction. I will be happy to research your concern. May I have your first and last name, contact number, VIN number and current mileage, the name of the dealership that has done service to the vehicle for this issue, and when the issue first began please?

Lekeshia (1:41:20 PM): I am still here if you need my assistance, are you still there?

Customer (1:41:27 PM): The issue began several months ago, it was intermittent, when the cruise control didn't work - apparently the brake lights weren't working - It just became apparent to us. I had it repaired at Chandler Chevrolet. You may email me at [REDACTED] with the information you find during your research. Oh, I do not have the VIN number today, but the mileage is 97,204. I cannot afford to keep paying repair bills unless the car will be repaired. Thank you for your help.

Lekeshia (1:43:24 PM): I understand. Are you the original owner of the vehicle? What I will do is gather the information regarding your concern and forward it to our Priority Care team so that it can be investigated further. I will need your first and last name and a contact number to do so.

Customer (1:43:35 PM): The "service airbag" light comes off intermittently, also. These are major safety issues. How long do you think it will take to research the problem? Thanks.

Customer (1:44:22 PM): [REDACTED]

Lekeshia (1:44:37 PM): Without the VIN present I am limited to the information I have available unfortunately. The first step is to check for relatable recalls and special coverage's on the vehicle, and go from there.

Lekeshia (1:44:59 PM): Thank you for the information. Please allow me a few moments to attempt to locate your VIN number.

Customer (1:45:38 PM): Certainly...

Lekeshia (1:52:32 PM): Thank you for patiently holding. Unfortunately I was not able to locate your VIN number. What I can do is gather more information and forward the case up to our Priority Care team. When was the vehicle taken to the dealership for the issue with the brake light?

Customer (1:54:07 PM): Two weeks ago...I took it to Chandler Chevrolet..804-443-2883...My name is [REDACTED]...They should have VIN number...Thanks

Lekeshia (1:55:26 PM): You're welcome. Is the vehicle currently at the dealership, or in your possession?

Customer (1:57:03 PM): in my possession...I paid for the repair, drove it a week with no problem, now its doing the same thing...thanks

Lekeshia (1:58:59 PM): Okay, I will forward the information up to the Priority Care team so that they can further assist with the concern you are experiencing. Please hold a few moments while I generate your Service request number.

Customer (1:59:52 PM): ok

Lekeshia (2:03:05 PM): I have created a SR number for you documenting the Chat session today. Your SR number is: 71-1216322893. Someone from our Priority Care Team will contact you within One Business day to further discuss what needs to take place next.

Customer (2:04:18 PM): ok..thank you

Lekeshia (2:05:16 PM): You're welcome. Is there anything else I am able to assist you with at this time?

Customer (2:05:49 PM): Oh my...Chandler Chevrolet's telephone number is 804.443-5100..Sorry for the mistake

Lekeshia (2:07:38 PM): It's okay. Thank you. Have a great day!

Mira Ratcliff/Austin/GM1

08/20/2013 02:27 PM

To kevin.s.berry@gm.com

cc

bcc

Subject Chevrolet Notification of Escalation to BRC Early Response Team

Dear Kevin Berry,

This email is being sent to notify you of a case escalation to the BRC Early Response Team (ER). This is a courtesy communication. No further contact is required. A case has already been created.

Service Request: 71-1216322893

Customer Last Name: [REDACTED]

Involved Dealership: Chandler Chevrolet BAC 113716,
Tappahannock, VA

Dealership Contact: Brian Hodges

VIN: 1G1ZU67N57F [REDACTED]

Automobile: 2007 Chevrolet Malibu Maxx

Vehicle History Overview: This is a Priority Care file. Cust purchased the vehicle used, it now has 110,370 miles on it. She believes this is a safety concern and may get costly to repair. Vehicle is scheduled to return to dlr on Thursday.

If you would like more information or have additional information to provide, please respond to this email within 24 hours.

If you have further questions, please contact Customer Relationship Specialist Mira at 866-790-5700 & EXT 41418 or by FAX 866-893-7512. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

January 30, 2014

[REDACTED]
Adell, WI [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2009 Chevrolet Malibu.

This offer is valid towards one service visit on VIN 1G1ZH57B994 [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-1219073913

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner_advantages.html. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

System (2:52:50 PM): [Chat has been initiated by anonymous customer.]

System (2:52:56 PM): [You are now chatting with Serena.]

Serena (2:53:00 PM): Hi! How may I help you?

Customer (2:53:15 PM): Hi i have a 2007 G6

Customer (2:53:31 PM): that is having an issue with brake lights

Serena (2:54:07 PM): I'm sorry to hear that. Have you contacted your Pontiac service center?

Customer (2:55:00 PM): they come on while driving and go off while applying brake

Customer (2:55:24 PM): they told me to contact you

Customer (2:55:47 PM): something about a recall on previous models this year not on list

Serena (2:56:34 PM): I understand. This issue will be better addressed by our customer assistance center. One moment while I check to see if a customer assistance agent is available to assist you.

System (2:56:48 PM): [You have been transferred to department: Customer Assistance Center]

Customer (2:58:39 PM): OK

Customer (3:01:15 PM): HELLO IS ANYONE THERE

System (3:02:35 PM): [You are now chatting with Jeniese.]

Jeniese (3:02:53 PM): Hello, my name is Jeniese. Please allow me a moment to review.

Customer (3:02:59 PM): OK

Jeniese (3:03:57 PM): I see that you're having an issue with the brake lights on your vehicle and I apologize for the frustration. May I please have your full name, phone number and VIN please?

Customer (3:04:47 PM): [REDACTED] 1g2zf58b174 [REDACTED]

Jeniese (3:05:18 PM): Thank you [REDACTED]. Please allow me 2-4 minutes to look up your vehicle's information.

Customer (3:05:42 PM): sounds good

Jeniese (3:06:49 PM): Thank you for waiting. There are no recalls or extended coverage's attached to your vehicle for this issue.

Customer (3:07:42 PM): that is what i saw

Customer (3:08:25 PM): i did see that previous model years were having the same issue and were being offered some sort of good faith repair for the issue

Jeniese (3:08:27 PM): Would you like for us to locate a dealership for you and facilitate an appointment?

Jeniese (3:09:06 PM): We can't offer any assistance until the vehicle has been diagnosed by one of our service centers.

Customer (3:09:10 PM): i found the info under gm recall 80317

Jeniese (3:09:31 PM): How many miles are currently on the vehicle?

Customer (3:09:39 PM): 91,000

Jeniese (3:10:59 PM): Thank you. Based on the mileage and years out of warranty it is unlikely that there will be any cost assistance offered, but we can still get the vehicle into the dealership and see what they'd be willing to offer.

Jeniese (3:11:14 PM): Would you like to move forward with scheduling an appointment?

Customer (3:12:09 PM): what do you mean they might offer

Jeniese (3:12:46 PM): I mean once there's an estimate for repair I can ask them to offer some assistance with the cost.

Customer (3:13:20 PM): ok

Customer (3:13:34 PM): when and where can i take it

Jeniese (3:14:37 PM): I can locate a dealership for you. I just need your zip code.

Customer (3:14:43 PM): 93726

Jeniese (3:16:08 PM): Thank you. When is the best day and time to make the appointment?

Customer (3:19:08 PM): do you have something on thursday

Customer (3:19:15 PM): thursday

Jeniese (3:19:23 PM): I will call now and see.

Jeniese (3:20:13 PM): Are you looking for an AM or PM appointment?

Customer (3:20:28 PM): hoping i can drop car off in am

Customer (3:20:38 PM): i would have to leave to go to work

Jeniese (3:20:42 PM): Ok, I am on hold for the service department now.

Jeniese (3:20:52 PM): We'll work it out.

Customer (3:21:03 PM): thank you for all your help

Jeniese (3:22:06 PM): No problem, I am happy to help.

Jeniese (3:24:57 PM): I appreciate your patience. You can drop the vehicle off at 7:30AM at Kitahara GMC Buick.

Customer (3:25:21 PM): thursday?

Jeniese (3:25:32 PM): Their phone number is 559.431.2020, and they provide shuttle service.

Jeniese (3:25:40 PM): Yes, Thursday morning.

Customer (3:25:48 PM): you are awesome thank you for all your help today

Jeniese (3:26:00 PM): Thank you!

Jeniese (3:26:45 PM): I will follow up with you on Friday to see how things came along, and once the diagnosis is complete I will try to gather some cost assistance for you.

Customer (3:28:01 PM): thank you again

Jeniese (3:28:21 PM): Enjoy the rest of your day. Thank you for contacting GM's Customer Service Center. We appreciate your business! Please feel free to contact us anytime you require assistance regarding your vehicle at 1-866-790-5700. Our hours of operation are 8am-9pm Mon-Fri Eastern time.

January 30, 2014

[REDACTED]
[REDACTED]
Harts, WV [REDACTED]

Dear [REDACTED]

At Chevrolet, we take pride in the vehicles we produce and appreciate the time you took to contact us.

Because customer satisfaction is a top priority for us, please accept this letter worth up to \$100 towards your next maintenance service or repair on your 2006 Chevrolet Malibu.

This offer is valid towards one service visit on VIN 1G1ZS51F46F [REDACTED]. In the event the cost of your service exceeds the \$100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than \$100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request 71-1227999154

For more information regarding the maintenance and care of your vehicle, please visit www.gm.com/vehicles/owner_advantages.html. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER

When submitting the claim, please use labor op 0600046. Insert the amount in the net item column and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

January 30, 2014

[REDACTED]
New Haven, MI [REDACTED]

Dear [REDACTED],

We have received your request for assistance, but have been unable to contact you using the telephone number provided or any listed in our records.

If your situation has been resolved to your satisfaction, no further action is necessary. If it has not, we invite you call us at 1-800-553-6000. Please refer to the service request number listed below when you reach our representative.

Total customer satisfaction is important to us at Saturn. If we can be of any assistance, please don't hesitate to email us using the Contact Us link at Saturn.com or call us at 1-800-553-6000.

Sincerely,

Saturn Customer Assistance Center
Service Request Number: 71-1233198963

System (8:00:44 PM): [Chat has been initiated by anonymous customer.]

System (8:01:29 PM): [You are now chatting with Stephen.]

Stephen (8:01:39 PM) : Hello! Thank you for contacting GM customer assistance! My name is Stephen. How can I help?

Customer (8:01:50 PM) : hellow

Customer (8:04:08 PM) : looking if my Pontiac 2006 G6 has a recall on its tail light (brake) turns on and off by then self

Stephen (8:04:34 PM) : I can definitely look into that for you. Could I please get your first and last name and your VIN please?

Customer (8:05:30 PM) : [REDACTED] vin 1g2zf55bx64 [REDACTED]

Stephen (8:05:45 PM) : thank you. one moment please

Stephen (8:06:31 PM) : I do not show any open recalls for this issue. Have you spoken to your GM dealer about this issue?

Customer (8:08:08 PM) : I will call them thank you

Stephen (8:08:21 PM) : No problem. Have a great night

System (8:09:42 PM): [Customer has left the session]

System (8:11:07 PM): [Agent Stephen has closed the session]



Angela Van/Austin/GM1

10/18/2013 04:12 PM

To joyclyn.waters@gm.com

cc

bcc

Subject Chevrolet Notification of Escalation to BRC Early Response Team - [REDACTED] - 71-1237291879

Dear Ms. Waters,

This email is being sent to notify you of a case escalation to the BRC Early Response Team (ER). This is a courtesy communication. No further contact is required. A case has already been created.

Service Request: 71-1237291879

Customer Last Name: [REDACTED]

Involved Dealership: LOU BACHRODT CHEVROLET , BAC 114741, POMPANO BEACH FL

Dealership Contact: Service Manager: Harris Brodsky

VIN: 1G1ZD5E70BF [REDACTED]

Automobile: 2011 Chevrolet Malibu

Vehicle History Overview: This vehicle was purchased used on 02/05/2013, it came to the attention of the Early Response Team because of a TAC Comeback Report. On 10/17/2013 the dealer contacted TAC about a repeat visit for the stability and traction messages, the TAC case # is 71-1236914608. After talking with TAC the dealer was advised to replace the BCM.

If you would like more information or have additional information to provide, please respond to this email within 24 hours.

If you have further questions, please contact Customer Relationship Specialist Angela at 1-866-790-5700 extension 41412, or by fax 866-592-1363 or contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

Angela Van

Phone: 1-866-790-5700 ext.41412

Fax: 866-592-1363

Email: angela_van@gmexpert.com

Early Response Team

**LOU BACHRODT CHEVROLET/MAZDA
 TRI-COUNTY TRUCK & EQUIPMENT
 1801 W. ATLANTIC BLVD
 POMPANO BEACH, FL 33069
 PHONE: 954-971-3000
 FAX: 954-977-3531**

Fax

To: *Angela ext 41412* From: *Harris Brasley*
 Fax: *866-592-1363* Pages: *3 + cover*
 Phone: _____ Date: *10/21/13*
 Re:  CC: _____

- Urgent For Review Please Comment Please Reply Please Recycle

© Comments:

Last 8 of VIN =

BF 

OCT 21, 2013 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 PORT 5269 3651

JOB#: 2 OPERATION: 03CVZ DESCRIPTION: **BODY/ELECTRICAL**
1. COMPLAINT : CUSTOMER STATES SERVICE TRACTION AND ESC LIGHT ARE COMING ON
PLS CHECK AND ADVISE

2. CAUSE : SCAN SYSTEM FOUND DTC C0131 CHECK BRAKE PEDAL OPERATION OK
CHECK BRAKE SWITCH OKCLEAR CODE AND RETEST CODE CAME BACK
EBCM HAS INTERNAL FAILURE

3. CORRECTION: REPLACE EBCM AND PROGRAM
2410370 .7

(E=ENTER) (M#=MORE LINES) (CQ=GM COMP CODE)

Rot# 778245

9/20/13

OCT 21, 2013 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 PORT 5269 3651

JOB#: 2 OPERATION: 07CVZ01 DESCRIPTION: BRAKES/TRACTION CTRL
1. COMPLAINT : CUSTOMER STATES ESC OFF AND SERVICE TRACTION CONTROL LIGHTS
ARE STILL COMING ON INTERMITTENTLY, PLS CHECK AND ADVISE

2. CAUSE : SCAN SYSTEM FOUND DTC C0131 RETURNED DIAGNOSTIC SAY TO
REPLACE BRAKE VALVE INTERNAL FAILURE IN BRAKE MODULE

3. CORRECTION: REPLACE BRAKE VALVE
TECH 7893

(E=ENTER) (LINE#) (M#=MORE LINES) (CQ=GM COMP CODE)

R# 779936

10/8/13

OCT 21, 2013 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 PORT 5269 3651

JOB#: 2 OPERATION: 03CVZ DESCRIPTION: **BODY/ELECTRICAL**

1. COMPLAINT : CUSTOMER STATES STABILITRAC OFF LIGHT AND TRAC OFF LIGHT
 HAVE COME ON AGAIN INTERMITENLY, PLS CHECK AND ADVISE

2. CAUSE : SCAN SYSTEM FOUND DTC C0131 AND C0561 CALL TAC CASE #71-
 1236914608 SPOKE WITH KEN RATCLIFF HE TOLD ME DIAG FOR
 C0131 WAS INCORRECT DOES NOT INCLUDE BCM .IT HAS SKEWED
 DATA TO THE EBCM

3. CORRECTION: REPLACE BODY CONTROL MODULE ,SETUP,AND PROGRAM REMOTE START
 TECH 7893

(E=ENTER) (LINE#) (M#=MORE LINES) (CQ=GM COMP CODE)

Ro# 780677

10/15/13

System (3:44:59 PM): [Chat has been initiated by anonymous customer.]

System (3:45:03 PM): [You are now chatting with Terry.]

Terry (3:45:07 PM): Welcome to General Motors! How may I assist you?

Customer (3:45:30 PM): Hello, where can I look up recalls on my Pontiac G6?

Terry (3:45:45 PM): Thank you for contacting us today. Just one moment while I transfer you to customer assistance to help you with this.

System (3:45:50 PM): [You have been transferred to department: Customer Assistance Center]

System (3:46:50 PM): [You are now chatting with LeAundre.]

LeAundre (3:47:22 PM): Hello! Thank you for contacting. My name is Le Aundre , I see you are seeking information on recalls. If you have your VIN available, I'll be happy to look into this further for you.

Customer (3:47:51 PM): I do not have it right here.

Customer (3:48:02 PM): I have an 07 G6

LeAundre (3:49:49 PM): Unfortunately, I would need the VIN in order to determine if your vehicle has any recalls. However, if you can provide me with some information I can see if I can locate you in the system.

Customer (3:50:10 PM): Ok, give me 2 min

Customer (3:51:24 PM): I ws able to get it from the dealer site. We just bought it.

1G2ZG58NX74 [REDACTED]

LeAundre (3:51:52 PM): Great. For documentation purposes, may I have your full name, approximate mileage, a contact number and/or email?

Customer (3:52:02 PM): Nothing worse than buying a car nad having a major safety issue.

Customer (3:52:17 PM): [REDACTED] 110K

Customer (3:52:24 PM): [REDACTED]

Customer (3:52:37 PM): [REDACTED]

LeAundre (3:53:20 PM): Ok sir. There are **no recalls** on your vehicle. What is the issue you are having?

Customer (3:55:22 PM): The brake lights are staying on all times and the cruise control is not working. From our research, we've found there is a recall for the 2005 model and open investigation for the 2005 - 2009 models and our model is 2007.

LeAundre (3:57:41 PM): Right, however when GM has observed a Special Coverage/Recall situation, we refer to our manufacturing records to determine which vehicles, identified by Vehicle Identification Numbers (VINs), are involved. GM determines the start and end points of the issue within in the build process and then equates that to the range of vehicles (VINs) that carry the part or feature in question. Special Coverage/Recall situations typically will apply to a subset of the total vehicles produced for any make, model, and/or model year combination. Have you been to a GM dealership to have this concern addressed?

Customer (4:00:00 PM): I am taking it back to them first thing tomorrow morning. We literally just bought it yesterday afternoon. And it is "Supposedly" one of what they call a Certified Vehicle

Customer (4:00:30 PM): Motortrend Certified

LeAundre (4:01:16 PM): Oh ok, unless it comes from GM I wouldn't be able to see if it my system. What's the name of the dealership you purchased the vehicle from?

Customer (4:01:33 PM): Tom Gill Chevrolet of Florence

LeAundre (4:03:23 PM): Ok whom did you work with in the purchasing of the vehicle.

Customer (4:03:56 PM): Tyler Ertel

LeAundre (4:05:35 PM): Ok, what time are you going to bring the vehicle to the dealership tomorrow? I'd like to notify the dealership of your arrival.

Customer (4:06:07 PM): I will be pulling it in the drive between 9:00 & 9:30am

Customer (4:06:44 PM): I have also notified Tyler via his Cell phone. I spoke with him before lunch today...

Customer (4:07:22 PM): My contacting you this evening was basically to get as much info as I could regarding the recall and investigation issues

LeAundre (4:08:56 PM): Unfortunately, the recall that you researched doesn't apply to your vehicle.

Customer (4:09:41 PM): Well I hope it does at some point considering how many there are out there.

LeAundre (4:13:46 PM): I do apologize for the inconvenience and I can completely understand your frustration in regards to a concern like this given that you just purchased it yesterday. The dealership and GM will be happy to assist you in getting this concern resolved.

Customer (4:14:25 PM): I do hope so. And at no charge I hope.

LeAundre (4:15:16 PM): Anything else I can do for you today?

Customer (4:15:38 PM): No, that is it for the moment. Thank you very much for the information.

Customer (4:16:06 PM): Have a good evening

LeAundre (4:16:26 PM): You're welcome. I'm glad I could help you today during your visit. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time.

Service Request Detail

SR No.	71-929393140	Ref No.	Goodwill	No Goodwill Offered	BRG Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Transmission - Shift Indicator	Sub-Area	Initiate PAR- Collision
Address		City	Involved Dir	Westside Chevrolet, Inc.	Safety	Yes
State	TX ZipCd	Con Acct	Source	Phone	Updated	3/21/2011 05:32:32 PM
Serial #/VIN	1G1ZG57B79	Model Year	Priority	Medium License #	Owner	GARCIAJR
Make	Chevrolet	Warr. Start	Status	Open	Opened	3/19/2011 12:40:03 PM
Model	Malibu	Mileage	35965	Sub-Status	Dissatisfied	Closed
Abstract	Shift lever - 09 Chevrolet Malibu					
Customer Description	This is a BRG PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11291.					

Pre-PAR

PAR Number	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	3/19/2011 11:00:00 AM	N	1	1	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
no	driver			none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
n/a	n/a		did not file claim					
Incident Loc	cust's residence			Incident Desc				
Component	shift lever			Damage Desc	rear bumper, taillight, trunk			
Vehicle Loc	daughter-in-law's residence			Addl Info				
Emgcy Svc Names	n/a			Maint Loc	Westside Chevrolet			

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	none
Vehicle Speed	3	Weather Condition	clear and dry	Prop Owner		Property Type	09 Chevrolet Tahoe	
Last Service Date		Loc Last Service		Property Location	residence	Prop Est Repair Cost	\$150.00	
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	rear bumper dmg and taillight	Inspection Date/Time		
Primary Veh Use	Personal	Inspection Type	Transmission/Transaxle	Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	rear bumper and taillight	Explain Other		being sent to ESIS				

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 05:32:43 PM	GARCIAJR	ESISBICU	Escalation	ESIS - Property Damage	In Progress		Property damage - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

09 Chevrolet Tahoe
dmg to rear bumper and taillight

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 04:23:43 PM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 04:23:34 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	3/21/2011 04:23:34 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:09:57 PM	MERCADTO	GARCIAJR	Ownership Changed		Done	3/21/2011 02:09:58 PM	Service Request Ownership has changed FROM: VALMONFR TO: GARCIAJR

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:09:50 PM	MERCADTO	GARCIAJR	BRG PAR	Initial Contact-AVM	Done	3/21/2011 04:22:28 PM	lrm for DDMACH, Manny Sosa

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

Comments

Called DDMACH, Manny Sosa:

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

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:09:47 PM	MERCADTO	GARCIAJR	BRG PAR	Initial Contact-Dealer	Done	3/21/2011 04:17:01 PM	Westside Chevrolet

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

Comments

Called dir @ [REDACTED]

Crm stated calling to get any details that may be related to cust's product allegation case.

Svc adv, Chuck, stated they performed the recall on the shift lever indicator when it was a used veh in their lot.

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:09:33 PM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact-Phone	Done	3/21/2011 05:31:10 PM	made initial ct

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

Comments

Third party [REDACTED] stated calling on behalf of her mother-in-law [REDACTED]

Crn stated understand that veh was involved in a collision where cust is alleging that something wrong w/the shift lever caused ll

TP stated that ls correct, was parked at her residence when her daughter got inside the veh and was playing w/the shift lever, got out of park and rolled backwards into her veh, a 09 Chevrolet Tahoe.

Crn verifd pre-par & par detail screen info.

Crn read out EESIS scripting, advised will need to refer this file to our central claim dept, they will f/u w/cust w/in 7-10 business days.

Cust stated that ls fine.

Joe G/PAR/ATX

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:09:27 PM	MERCADTO	GARCIAJR	BRC PAR	Acknowledgement	Done	3/21/2011 03:25:50 PM	acknowledgement made

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

Comments

Called daytime/cell phone # [REDACTED]

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

Joe G/PAR/ATX

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:09:21 PM	MERCADTO	GARCIAJR	Notify CRM		Done	3/21/2011 02:47:50 PM	File assigned

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

Comments

Confidential Comments [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:09:14 PM	MERCADTO	GARCIAJR	Research		Done	3/21/2011 04:12:05 PM	Research
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Summary:

Repairs - 04/07/2010 429402 ZFAT—Field Action Recall V2092 - 09041 - Installation of Transmission Shift Cable Kit ONLY, related to allegation

Recalls - N090041 09041 SHIFT LEVER INDICATOR MAY NOT DISPLAY CORRECT GEAR, related to allegation

SR's - no other files for this veh

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:08:59 PM	MERCADTO	GARCIAJR	BRC PAR	Case Assigned	Done	3/21/2011 02:47:47 PM	File assigned to Joe Garcia @ ext 11291
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:08:40 PM	MERCADTO	VALMONFR	SR Opened		Done	3/21/2011 02:08:40 PM	SR In Status of Closed has been Re-Opened by MERCADTO
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/21/2011 02:08:39 PM	MERCADYO	VALMONFR	SR Closed - Dissatisfied		Done	3/21/2011 02:08:39 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
3/19/2011 12:53:38 PM	VALMONFR	MERCADYO	Notify CRM	Other	Done	3/21/2011 02:08:35 PM	PAR - Gear Shift Received and assigned in PAR Tonle/BRC PAR/ATX

Contact Last Name Contact First Name Account BAC Code

Comments

Customer claims vehicle was involved in a collision due to product failure.

Francis/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
3/19/2011 12:50:33 PM	VALMONFR	VALMONFR	Inbound Call Customer	Complex Request	Done	3/19/2011 12:53:10 PM	PAR - Gear Shift

Created Last Name	Created First Name	Account	BAC Code
-------------------	--------------------	---------	----------

Comments

Name: [REDACTED]
BNTC: 2104223399 (Cellphone)
BTTC: after 4pm CST
VIN: 1G12G57B794 [REDACTED]
Dealer: Westside Chevrolet (77450) 281-392-3200
Mileage: 35965 miles
Address: 2906 Tiney Forest Drive Houston Texas 77084

Cust States:
- Im complaining with regards to what happened to my 2009 Chevrolet Malibu
- my daughter went to seat to the front seat
- she shifted the transision and it went out of parked without unlocking the brakes and it hit our Chevrolet Tahoe
- we purchased it used
- I will have to wait for their callback before I make any appointment with the dealer to have this checked

Cust Seeks:
- PAR

CRS Advised:
- I will have everything documented here, and endorse your case to PAR
- 71-929393140
- 8667905600 ext 32733

Source: Document ID : d_108767

Francis/CAC T1/MAN/Level 0 Empowered

Confidential Comments

UCC Information

UCC Code	Symptom	Description
K37	Shift - Abnormal (Hard/Late)	Transmission - Shift Indicator (Manual / Automatic)



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March 22, 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 1G1ZG57B794 [REDACTED] Model 1ZG69-2009 MALIBU LS SEDAN
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes
 Order Type 50 - FLEET
 Field Actions: [0 Open](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Noncompliance Recall	N090041	09041	SHIFT LEVER INDICATOR MAY NOT DISPLAY CORRECT GEAR	03/09/2009	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
	PZEV Emission Limited Warranty	02/24/2010	12/20/2008	10 MI	12/20/2023	150,010 MI
	Corrosion Limited Warranty	02/24/2010	12/20/2008	10 MI	12/20/2014	100,010 MI
	Emission Select State Component Ltd Wty	02/24/2010	12/20/2008	10 MI	12/20/2023	150,010 MI
	Bumper to Bumper Limited Warranty	02/24/2010	12/20/2008	10 MI	12/20/2011	36,010 MI
	Emission Limited Warranty	02/24/2010	12/20/2008	10 MI	12/20/2023	150,010 MI

Powertrain Limited Warranty 02/24/2010 12/20/2008 10 MI 12/20/2013 100,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
11/24/2010	442887	ZREG---Regular Vehicle Transaction		B4661 - Rear Side Door Lock Replacement - Left Side	35,449 MI
04/07/2010	428402	ZFAT---Field Action Recall		V2092 - 09041 - Installation of Transmission Shift Cable Kit ONLY	34,421 MI
12/19/2008	A33220	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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March 22, 2011

[Home](#) [Logout](#)

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	1G1ZG57B794	Model	1ZG69-2009 MALIBU LS SEDAN
Service Contract No		Warranty Block No	PDI Status: Yes
Order Type	50 - FLEET		
Field Actions	Open		

Vehicle Build

Model	1ZG69-2009 MALIBU LS SEDAN	Order Number	NFQC0G
Gross Vehicle Weight	1,994	Build Date	12/19/2008
		Build Plant	4-

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

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

- | | |
|---|---|
| 17U - SILVER ICE METALLIC | 1FL - 1FL PACKAGE |
| 1S2 - OPTION PACKAGE DISCOUNT | 6AL - FRONT SPRING |
| 7AL - FRONT SPRING | 83B - TITANIUM |
| 83I - INTERIOR TRIM | 8AB - REAR SPRING |
| 9AB - REAR SPRING | A51 - SEATS, CUSTOM |
| AL0 - SENSOR INDICATOR | AP8 - REMOTE KEYLESS ENTRY, EXTENDED RANGE |
| AT8 - RESTRAINT, CHILD RR SEAT | AY0 - SIDE IMPACT AIRBAGS, DRIVER AND FRONT PASSENGER |
| B0X - GM PRODUCTION WEEK #52 | B37 - FLOOR MATS |
| B86 - BODY COLOR BODYSIDE MOLDINGS | BQ2 - AVIS BUDGET CAR RENTAL |
| C80 - AIR CONDITIONING | DP2 - MIRRORS, OUTSIDE, POWER, FOLDING, BLACK |
| FE0 - SUSPENSION SYSTEM-ACTIVE | FLT - FLEET PROCESSING OPTION |
| FX2 - TRANS/AXLE 3.91 RATIO | FX3 - STABILITRAK-STABILITY CONTROL SYSTEM |
| H90 - HYBRID POPULSION NOT INSTALLED | IBB - INTERIOR TRIM |
| JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES WITH TRACTION CONTROL | KG7 - GENERATOR 125 AMPS |
| LE5 - ENGINE, 2.4L DOHC MPI | MN5 - 4-SPEED AUTO TRANSMISSION |
| N45 - STEERING WHEEL | NE1 - 50-STATE EMISSIONS |
| NU6 - EMISSION SYSTEM CALIFORNIA | ORN - ORION |
| P22 - (4) 17" WHEELS, FASCIA | QAD - TIRES, P225/50R17 ALS BW |
| R6F - IDENTIFY B-CODE USERS | R9N - PROCESSING CODE - SEATS |
| U1C - AM/FM STEREO W/CD PLAYER (REPLACES STD/OPT RADIO) | U2J - DELETE XM SATELLITE RADIO |
| U77 - ANTENNA RR WINDOW | UE0 - ONSTAR DELETE |
| UJM - TIRE PRESS INDICATOR MANUAL | UW5 - 6-SPEAKER SOUND SYSTEM |
| V73 - STATEMENT OF VEHICLE CERT.-U.S. /CANADA | VQ2 - FLEET ORDERING AND ASSISTANCE |
| VX7 - LONG TERM DAILY RENTAL PROGRAM | XL7 - FREQUENCIES RATING 315MHZ |
| ZFH - COMPACT SPARE TIRE | |

Added Option Codes

Vehicle has no current record of SAIO codes.

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March 22, 2011

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary ?

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

Vehicle Information

VIN 1G1ZG57B79[REDACTED] Model: 1ZG69-2009 MALIBU LS SEDAN
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: Yes
 Order Type 50 - FLEET
 Field Actions [Open](#)

For this vehicle:

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

Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 812121401
Source Plant N-BOC - V8 LANSING, MICHIGAN	Part / Number Broadcast AAN
Date Scanned 12/19/2008	Time Scanned 02:12:00 Scan Station 04
Component Code 61-TRANSMISSION	Traceability 8LX9
Source Plant J-HYDRAMATIC WINDSOR, ONTARIO	Part / Number Broadcast 9EWJ
Date Scanned 12/19/2008	Time Scanned 02:34:00 Scan Station 04
Component Code 75-GAS TANK	Traceability 410135060
Source Plant 6-	Part / Number Broadcast 9984
Date Scanned 12/19/2008	Time Scanned 05:18:00 Scan Station 04
Component Code 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 2931800RU
Source Plant 2-	Part / Number Broadcast YSZW
Date Scanned 12/19/2008	Time Scanned 10:51:00 Scan Station 13
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability: 1336F0103
Source Plant 9-	Part / Number Broadcast 8215
Date Scanned 12/19/2008	Time Scanned 09:12:00 Scan Station 03
Component Code AH-IR-SENSOR ASM-LEFT	Traceability: 0064C1799
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 12/19/2008	Time Scanned 10:51:00 Scan Station 13
Component Code AJ-IR-SENSOR ASM-RIGHT	Traceability 00738E098
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 12/19/2008	Time Scanned 10:51:00 Scan Station 13
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 176WY
Source Plant 2-	Part / Number Broadcast 1096
Date Scanned 12/19/2008	Time Scanned 10:51:00 Scan Station 13
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 1530024
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 12/07/2008	Time Scanned 22:21:00 Scan Station
Component Code CP-SEQ NUM (FLEX) GEN ASM	Traceability 2895977
Source Plant -	Part / Number Broadcast 1PP
Date Scanned 12/18/2008	Time Scanned 18:54:00 Scan Station
Component Code DF----	Traceability 2Z9EAAF
Source Plant M-	Part / Number Broadcast 8131
Date Scanned 12/18/2008	Time Scanned 21:58:00 Scan Station 03

Component Code: DG----
Source Plant: M-
Date Scanned: 12/18/2008

Traceability: 2Z0EAAPS
Part / Number Broadcast: 8130
Time Scanned: 21:58:00

Scan Station: 03

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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March 22, 2011

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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 1G1ZG57B794 [REDACTED] Model 1ZG69-2009 MALIBU LS SEDAN
 Service Contract No [REDACTED] Branded Title No Warrantly Block No PDI Status Yes
 Order Type 50 - FLEET
 Field Actions [Open](#) [REDACTED]

For this vehicle:

• [View Vehicle Summary](#)

- Service Contract
- Branded Title
- Warranty Block

• [View Vehicle Build](#)

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

Job Card Date: 11/24/2010 Job Card Number: 442867
 Repair Service Agent 114852 Odometer Reading 35,448 MI
 WESTSIDE CHEVROLET, INC. Authorization Code
 23001 KATY FWY
 KATY TX 77450-1402
 2813923200

Process Date 11/26/2010
 Transaction Type ZREG—Regular Vehicle Transaction
 Transaction Expense Category Warranty
 Customer Complaint Code 0524-Features/Controls/Displays - Locks/Keys/Keyless Remote
 Job Card Line # 1 Transaction Adjustment Cause Code 6578-Module/Component - Shorted
 Labour Op B4681-Rear Side Door Lock Replacement - Left Side
 Causal Part Number 000000000020922251-LOCKASM-RRS/D
 --See other Parts and/or Not Items Line Total USD 183.01

Job Card Date: 04/07/2010 Job Card Number: 429402
 Repair Service Agent 114852 Odometer Reading 34,421 MI
 WESTSIDE CHEVROLET, INC. Authorization Code
 23001 KATY FWY
 KATY TX 77450-1402
 2813923200

Process Date 04/16/2010
 Transaction Type ZFAT---Field Action Recall
 Transaction Expense Category Field Action Recall
 Customer Complaint Code -
 Job Card Line # 7 Transaction Adjustment Cause Code -
 Labour Op V2092-09041 - Installation of Transmission Shift Cable Kit ONLY
 Causal Part Number
 --See other Parts and/or Not Items Line Total USD 23.33



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

800.888.0164 *tel*
313.665.0911 *fax*

Paul Olle
Claims Administrator

April 11, 2011

[REDACTED]
HOUSTON, TX [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 726086
Our Client: General Motors LLC
Date/Event: 3/19/2011
Subject vehicle: 2009 Chevrolet Malibu
VIN: 1G1ZG57B794 [REDACTED]

Dear [REDACTED]

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

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

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

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



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

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

If the requested information is not received within 90 days, I will assume that you are no longer pursuing this matter and will close the file.

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

Sincerely,

Paul Olle

Paul Olle
Claims Administrator

CUSTOMER #: 34655

450208



23001 KATY FREEWAY
KATY, TX 77450
PHONE (281) 392-3200
www.westsidechevrolet.com

INVOICE

PAGE 1

HOUSTON, TX

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 35 CHARLENE RUSSELL

COLOR	YEAR	MAKE/MODEL	VIN	UNIT NO.	MILEAGE IN/OUT	TAG	
SILVER	09	CHEVROLET MALIBU	1G1ZG57B794		36160/36160	T8429	
DEU DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
10MAY10 DE			WAIT 22APR11			CASH	22APR11
R.O. OPENED	READY	OPTIONS: STK:P3388 1)ADESA					

07:53 22APR11 09:21 22APR11

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A	CUSTOMER STATES SHIFTER WONT LOCK					
	2600 BODY AND TRIM					
	715 INT					(N/C)
	1 20907612 CONTROL					(N/C)
	36160 CUSTOMER DECLINES REPAIR. JUST WANTED INFO DOCUMENTED. NEEDS NEW CONTROL					

B NOT NEEDED MINALS, CK HOSES, CK STEERING SYSTEM (NO CHARGE)

	27PT 27PT POINT MAINTANCE SERVICE, CK AIR FILTER, CK BELTS, CK WIPER OPERATION AND BLADES, CK SUSPENSION, CK EXHAUST, CK FRONT AND REAR BRAKES, CK LIGHT, CK TIRE WEAR, CK BATTERY TERMINALS, CK HOSES, CK STEERING SYSTEM (NO CHARGE)					
	999 INT					(N/C)

THANK YOU FOR YOUR BUSINESS !!
COME BACK AND SEE US SOON !!

IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
SEE ONE OF OUR MANAGERS THANKS !!
PAID BY: CASH CK MC VS DIS. AE.
SCOUP INT
AMOUNT DATE

NOTICE PURSUANT TO SEC. 70.001,
TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.609, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X
CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURERS REPRESENTATIVES.

The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And the Seller Neither Assumes Nor Authorizes Any other Person To Assume For It Any Liability In Connection With The Sale of This Item/items.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Champion Chevrolet

8100 S. Hwy. 6
Houston, Texas 77083
(281) 561-9900 • Parts (281) 983-9800

DUE TO NEW GENERAL MOTORS WAREHOUSE RETURN POLICY, WE WILL NO LONGER BE ALLOWED TO ACCEPT ITEMS FOR RETURN IF BOX OR CONTAINER HAS BEEN TORN OR UNWRAPPED OR IF NOT IN ORIGINAL CONTAINER.

NO REFUNDS AFTER 10 DAYS • ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.

SPECIAL ORDER OR FACTORY ORDERED ITEMS NOT RETURNABLE. ELECTRICAL PARTS NOT RETURNABLE.
10% HANDLING CHARGE ON ALL MERCHANDISE RETURNED FOR CREDIT.
WE ARE NOT RESPONSIBLE FOR ANY LABOR ON PARTS NOT INSTALLED BY OUR SHOP.
INSTALLED PARTS ARE NON-RETURNABLE.

DISCLAIMER OF WARRANTIES
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. HALL CHEVROLET HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HALL CHEVROLET NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PARTS LISTED WITHIN.

YOUR ORDER NO. 11	DATE SHIPPED 19 MAR 11	INVOICE DATE	INVOICE NUMBER 464065	16:37
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ACCOUNT #P126

PAGE 1 OF 1

VISA MASTERCARD

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HP	B.O.	PART NUMBER	QTY	DESCRIPTION	LIST	NET	AMOUNT
1	0	25862702	2679	250 LAMP	141.62	141.62	141.62
PAID MAR 19 2011							

TO GM'S NEW REGULATIONS***
ICAL, FUEL, AND SPECIAL ORDERED
ARE NOT RETURNABLE. ANY RETURN
E IN ORIGINAL, UNOPENED PACKAGE
STOCKING FEE ON ALL RETURNS.
REFUND ON ANY CUT KEYS ***
Y JOSH RITTENHOUSE

PARTS	141.62
SUBLET	
FREIGHT	0.00
SALES TAX	11.68
TOTAL	\$153.30

CUSTOMER COPY

12268

23001 KATY FREEWAY
KATY, TEXAS 77450



MAIN LINE
FAX 1

WESTSIDE
23001
KA



www.westsidechevrolet.com



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

DATE ENTERED 23 MAR 11	YOUR ORDER NO.	DATE SHIPPED 23 MAR 11	INVOICE DATE	INVOICE NUMBER 177419
---------------------------	----------------	---------------------------	--------------	--------------------------

S
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ACCOUNT NO. 2000

RETAIL CASH
COUNTER SALES
TX 77450

S
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PAGE 1 OF 1

SHIP VIA	SLSM, 20	B/L NO.	TERMS CASH	F.O.B. POINT KATY, TX
----------	-------------	---------	---------------	--------------------------

QTY	UNIT	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1		25879098	T-LAMP	173.91	158.10	158.10

Chevrolet

We'll be there

DATE PAID [Signature]

CK [Signature]

CC [Signature]

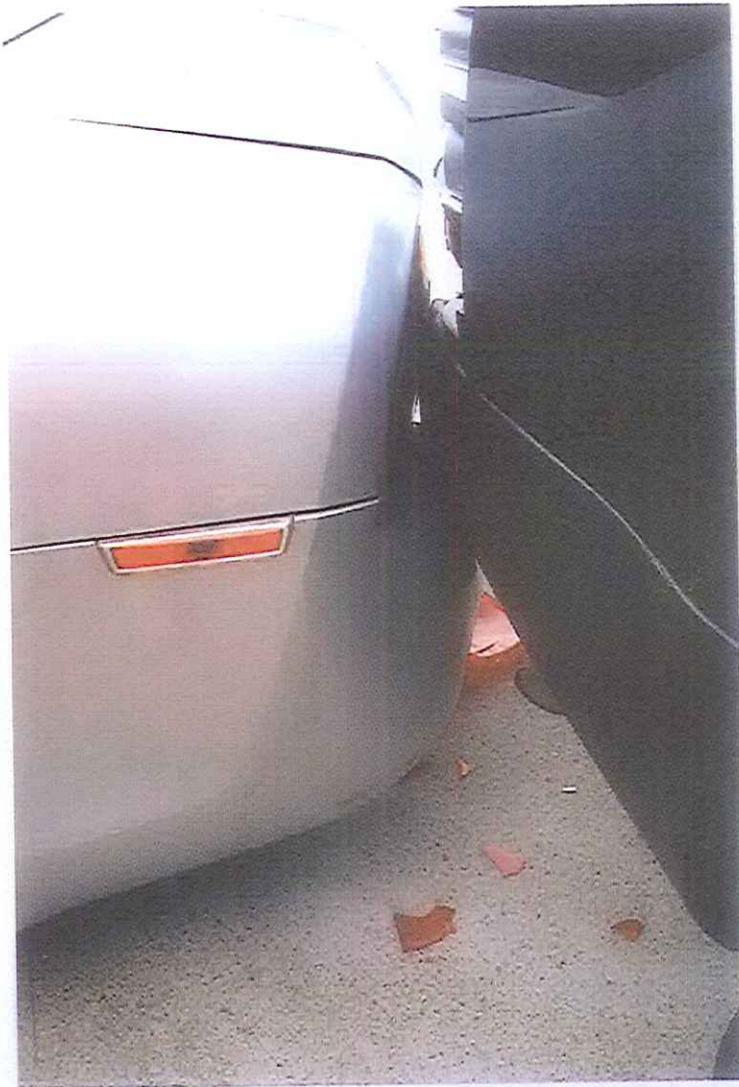
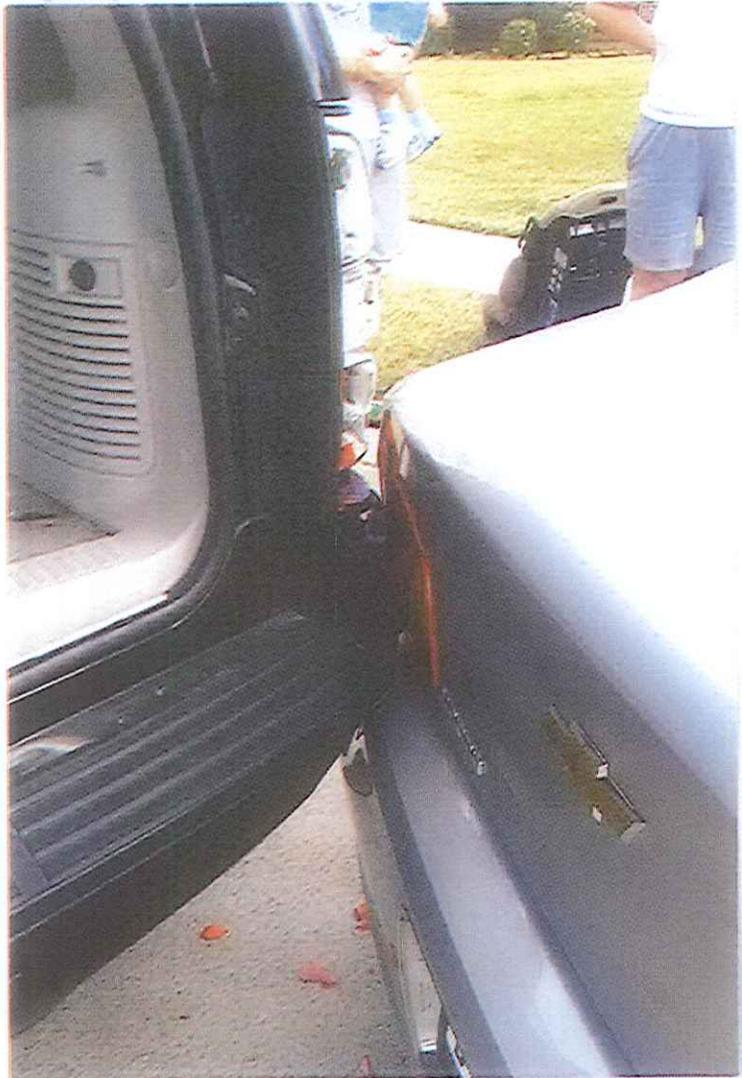
CASH [Signature]

INT [Signature]

WE WANT YOU TO BE COMPLETELY SATISFIED EVERY TIME YOU VISIT WESTSIDE. IF THERE IS ANYTHING WE CAN DO TO SERVE YOU BETTER, PLEASE CALL OUR CUSTOMER SATISFACTION MANAGER MARK ADLER.

PARTS	158.10
SUBLET	
FREIGHT	0.00
SALES TAX	13.04
TOTAL	\$171.14

TO BE ELIGIBLE FOR CREDIT, RETURNS MUST BE MADE WITHIN 7 DAYS AND ACCOMPANIED BY INVOICE. ALL RETURNS ARE SUBJECT TO GENERAL MOTORS 35% RESTOCKING CHARGE. SPECIAL ORDER, ELECTRICAL, AND FUEL PARTS ARE NOT RETURNABLE. ANY PART RETURNED FOR CREDIT MUST BE IN ORIGINAL & UNDAMAGED PACKAGING. WE ARE NOT RESPONSIBLE FOR ANY LABOR ON PARTS NOT INSTALLED BY OUR SHOP.



CUSTOMER #:

429402



23001 KATY FREEWAY
KATY, TX 77450
PHONE (281) 392-3200
www.westsidechevrolet.com

INVOICE

PAGE 1

HOME: CONT: N/A
BUS: CELL: SERVICE ADVISOR: 213 INTERNAL USED CARS

COLOR	YEAR	MAKE/MODEL	VIN	UNIT NO.	MILEAGE IN/OUT	TAG	
SILVER	09	CHEVROLET MALIBU	1G1ZG57B794		34421/34421	To3388	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			19:00	07APR10		CASH	14APR10
R.O. OPENED	READY	OPTIONS	STK: P3388 1) ADESA				
11:16	07APR10	10:03	14APR10				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			LUBE OIL AND FILTER USED CAR				
			ULOF LUBE OIL AND FILTER USED CAR				
			643 INT				(N/C)
			1 12605566 FILTER				(N/C)
			6 12345616 OIL10W30Q				(N/C)
34421			LOF COMPLETE				

B			GM CERTIFIED USED VEHICLE INSPECTION				
			UCERT GM CERTIFIED USED VEHICLE INSPECTION				
			643 INT				(N/C)
			1 DECAL CERT USED CAR				(N/C)
34421			2.00 CERT COMPLETE				

C			USED CAR STATE INSPECTION/GREEN SHEET				
			USIG USED CAR STATE INSPECTION/GREEN SHEET				
			706 INT				(N/C)
MISC			STICKER				
			INT				(N/C)
34421			0.50				

D			DRIVER SUN VISOR BROKEN				
			UM USED CAR REPAIR				
			643 INT				(N/C)
			1 15945556 F-SUNSHADE				(N/C)
34421			0.50 REPLACED DRIVER SUN VISOR				

E			REPLACE WIPERS				
			UM USED CAR REPAIR				
			643 INT				(N/C)
			1 20844389 BLADE				(N/C)
			1 20844390 BLADE				(N/C)
34421			0.20 REPLACED WIPERBLADES				

F			FRT BRAKES BELOW 15%				

NOTICE PURSUANT TO SEC. 70.001, TEXAS PROPERTY CODE

I, the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract, understand that this vehicle is subject to repossession in accordance with Sec. 7.509, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

CUSTOMER SIGNATURE

ON BEHALF OF SERVICE DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIR OR REPLACEMENTS HAD BEEN CONDUCTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICE DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #:

429402



23001 KATY FREEWAY
KATY, TX 77450
PHONE (281) 382-3200
www.westsidechevrolet.com

INVOICE

PAGE 2

HOME: CONT:N/A
BUS: CELY: SERVICE ADVISOR: 213 INTERNAL USED CARS

COLOR	YEAR	MAKE/MODEL	VIN	UNIT NO	MILEAGE IN/OUT	TAG	
SILVER	09	CHEVROLET MALIBU	1G1ZG57B794		34421/34421	TP3388	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PONO	RATE	PAYMENT	INV DATE
			19:00 07APR10			CASH	14APR10
R.O. OPENED		READY	OPTIONS: STK:P3388 1)ADESA				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

UM USED CAR REPAIR							
				643 INT			(N/C)
	1	20881786	PAD KIT				(N/C)
	34421	2.00	REPLACED FRT BRAKE PADS				

G 09041 SHIFT LEVER INDICATOR NOT DISPLAY CORRECT							
CAUSE: RECALL Q9041							
V2091 RECALL INSPECTOR CABLE AND INSTLLED CABLE							
KIT							
				643 WC94			(N/C)
	1	19210732	F CABLE KIT				(N/C)

CC: MA
FC: 96
PART#: 19210732
COUNT: 1
CLAIM TYPE:
AUTH CODE:

Demanded

34421 0.40 PER VICS TO BENT CAMERA 09041 INSTALLED BRACKET TO SHIELD
CABLE .40 OPCODE V2091 COMPLETE
THANK YOU FOR YOUR BUSINESS!
COME BACK AND SEE US SOON!
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
SEE ONE OF OUR MANAGERS THANKS!!!
PAID BY - CASH. CK. MC. VS. DIS. AE.
SC0UP INT
AMOUNT DATE

NOTICE PURSUANT TO SEC. 70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with Sec. 9.002, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

CUSTOMER SIGNATURE

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIR OR REPLACEMENT UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURERS REPRESENTATIVES.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

WESTSIDE CHEVROLET INC

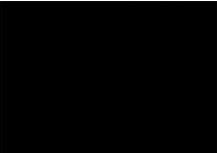
23001 KATY FWY, KATY, TX 77450

Phone: (281) 392-0668

Fax: (281) 392-9866

Preliminary Estimate

Customer:



Written By: MIKE PONTON

Insured:

Policy #:

Claim #:

Type of Loss:

Date of Loss:

Days to Repair: 0

Point of Impact:

Owner:

JONES, NANCY

Inspection Location:

WESTSIDE CHEVROLET INC
23001 KATY FWY
KATY, TX 77450
Repair Facility
(281) 392-0668 Business

Insurance Company:

VEHICLE

Make: CHEV	Engine: 4000	VIN: 1G17C578704	Mileage To: 0
Model: MALIBU LS	Production Date: 05/2011	Color: [REDACTED]	Vehicle ID: [REDACTED]
Color: Int:	Condition:	Job #:	

- | | | | |
|----------------------------|----------------------------|----------------------|-------------------------|
| 4 Wheel Disc Brakes | Communications System | Message Center | Search/Seek |
| Air Conditioning | Console/Storage | Overdrive | Stability Control |
| Alarm | Cruise Control | Passenger Air Bag | Steering Wheel Controls |
| AM Radio | Deluxe Wheel Covers | Power Brakes | Stereo |
| Anti-Lock Brakes (4) | Driver Air Bag | Power Locks | Telescopic Wheel |
| Automatic Transmission | Dual Mirrors | Power Mirrors | Tilt Wheel |
| Auxiliary Audio Connection | FM Radio | Power Steering | Tinted Glass |
| Bucket Seats | Front Side Impact Air Bags | Power Trunk/Tailgate | Traction Control |
| CD Player | Head/Curtain Air Bags | Power Windows | |
| Clear Coat Paint | Intermittent Wipers | Rear Defogger | |
| Cloth Seats | Keyless Entry | Satellite Radio | |

WESTSIDE CHEVROLET INC

23001 KATY FWY, KATY, TX 77450

Phone: (281) 392-0668

Fax: (281) 392-9866

Preliminary EstimateCustomer: XXXXXXXXXX

Line	Operation	Description	Qty	Extended Price \$	Labor	Paint
1		REAR LAMPS				
2	Repl	LT Tail lamp assy	1	158.10	0.3	
3	Repl	LT Backup lamp assy	1	126.50	Incl.	
4		REAR BUMPER				
5	* Rpr	Bumper cover			1.0	2.8
6		Add for Clear Coat				1.1
7		QUARTER PANEL				
8	* Rpr	LT Quarter panel			5.0	2.0
9		Add for Clear Coat				0.8
10		TRUNK LID				
11	Repl	Trunk lid	1	596.18	1.7	2.3
12		Overlap Major Non-Adj. Panel				-3.2
13		Add for Clear Coat				0.4
14		Add for Underside(Complete)				1.2
15		Add for Clear Coat				0.2
16	Repl	Emblem	1	31.34	0.2	
17	Repl	Nameplate "MALIBU"	1	10.25	0.3	
18	Repl	Nameplate "LS"	1	5.70	0.2	
19	# Subl	Hazardous waste removal	1	3.00		
20	# Repl	Cover cor	1	5.00		
		SUBTOTALS		936.07	0.7	10.6

WESTSIDE CHEVROLET INC

23001 KATY FWY, KATY, TX 77450

Phone: (281) 392-0668

Fax: (281) 392-9866

Preliminary EstimateCustomer: XXXXXXXXXX**ESTIMATE TOTALS**

Category	Basis	Rate	Cost \$
Parts			936.07
Body Labor	8.7 hrs @	\$ 40.00 /hr	348.00
Paint Labor	10.6 hrs @	\$ 40.00 /hr	424.00
Paint Supplies	10.6 hrs @	\$ 30.00 /hr	318.00
Subtotal			2,026.07
Sales Tax	\$ 1,254.07 @	8.2500 %	103.46
Grand Total			2,129.53
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			2,129.53

This estimate is based on a visual inspection only. Often, after work has been started, additional damage is found which is not included in this estimate. Parts prices cannot be guaranteed and are subject to the actual invoices. We cannot be responsible for personal items left in your vehicle and recommend that you remove them before leaving your vehicle for repairs.

WEETSIDE CHEVROLET INC**23001 KATY FWY, KATY, TX 77450****Phone: (281) 392-0668****Fax: (281) 392-9866****Preliminary Estimate****Customer:** [REDACTED]

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1CP08, CCC Data Date 6/1/2011, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2010 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

WESTSIDE CHEVROLET INC

23001 KATY FWY, KATY, TX 77450
 Phone: (281) 392-9866

Fax: (281) 392-9866

Preliminary Estimate

Customer: [REDACTED]

Written By: MIKE PONTON

Insured: [REDACTED]

Policy #: _____

Claim #: _____

Type of Loss: _____

Date of Loss: _____

Days to Repair: 0

Point of Impact: _____

Owner:

JONES, KRISTEN

Inspection Location:

WESTSIDE CHEVROLET INC
 23001 KATY FWY
 KATY, TX 77450
 Repair Facility
 (281) 392-0668 Business

Insurance Company:

VEHICLE

Year: 2009

Body Style: 4D UTV

VIN: 1GNEC13349R [REDACTED]

Mileage In: _____

Make: CHEV

Engine: 8-5.3L-FI

License: _____

Mileage Out: _____

Model: TAHOE 4X2 LS

Production Date: _____

State: _____

Vehicle Out: _____

Color: Int:

Condition: _____

Job #: _____

3rd Row Seat

Clear Coat Paint

Luggage/Roof Rack

Rear Defogger

4 Wheel Disc Brakes

Cloth Seats

Overdrive

Rear Window Wiper

Air Conditioning

Communications System

Passenger Air Bag

Remote Starter

Aluminum/Alloy Wheels

Cruise Control

Power Brakes

Running Boards/Side Steps

AM Radio

Driver Air Bag

Power Driver Seat

Satellite Radio

Anti-Lock Brakes (4)

Dual Air Condition

Power Locks

Search/Seek

Automatic Transmission

Dual Mirrors

Power Mirrors

Stability Control

Auxiliary Audio Connection

FM Radio

Power Passenger Seat

Steering Wheel Controls

Body Side Moldings

Head/Curtain Air Bags

Power Steering

Stereo

Bucket Seats

Heated Mirrors

Power Windows

Tilt Wheel

CD Player

Keyless Entry

Privacy Glass

Traction Control

WESTSIDE CHEVROLET INC

23001 KATY FWY, KATY, TX 77450

Phone: (281) 392-0668

Fax: (281) 392-9866

Preliminary Estimate

Customer: XXXXXXXXXX

Line	Operation	Description	Qty	Extended Price \$	Labor	Paint
1		REAR BUMPER				
2		O/H rear bumper			1.7	
3	Repl	Bumper cover w/o reverse sensing system	1	553.16	Incl.	1.4
4		Add for Clear Coat				1.4
5	Repl	Step pad	1	109.00	Incl.	
6 #	Subl	Hazardous waste removal	1	3.00		
SUBTOTALS				665.16	1.7	1.4

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			665.16
Body Labor	1.7 hrs @	\$ 40.00 /hr	68.00
Paint Labor	4.8 hrs @	\$ 40.00 /hr	192.00
Paint Supplies	4.8 hrs @	\$ 30.00 /hr	144.00
Subtotal			1,069.16
Sales Tax	\$ 800.16 @	9.7500 %	66.16
Grand Total			1,135.32
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			1,135.32

This estimate is based on a visual inspection only. Often, after work has been started, additional damage is found which is not included in this estimate. Parts prices cannot be guaranteed and are subject to the actual invoices. We cannot be responsible for personal items left in your vehicle and recommend that you remove them before leaving your vehicle for repairs.

WESTSIDE CHEVROLET INC**23001 KATY FWY, KATY, TX 77450****Phone: (281) 392-0668****Fax: (281) 392-9866****Preliminary Estimate****Customer:** [REDACTED]

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide DR1GC07, CCC Data Date 6/1/2011, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

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CCC Pathways - A product of CCC Information Services Inc.



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

800.888.0164 *tel*
313.665.0911 *fax*

Paul Olle
Claims Administrator

June 27, 2011

[REDACTED]
HOUSTON, TX [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 726086
Our Client: General Motors LLC
Date/Event: 3/19/2011
Subject vehicle: 2009 Chevrolet Malibu
VIN: 1G1ZG57B794 [REDACTED]

Dear [REDACTED]

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

Sincerely,

Paul Olle

Paul Olle
Claims Administrator

Service Request Detail

SR No.	71-1039853923	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 #		UCG	Transmission - Shift Indicator	Sub-Area	Initiate PAR- Collision
Address		City	Williamston	Involved Dir	Brown & Wood, Inc.	Safety	Yes
State	NC	ZipCd		Source	Phone	Updated	2/20/2012 11:56:05 AM
Serial #/VIN	1G2ZH5587G4	Model Year	2006	Priority	Medium	License #	PONTIAC
Make	Pontiac	Warr. Start	10/26/2005	Status	Open	Owner	RANGELD
Model	G6	Mileage	109000	Sub-Status	Disaffiliated	Opened	2/15/2012 08:13:02 PM
Abstract	(es)par case:Transmission - Shift Indicator (Manual / Automatic)						
Customer Description	This is a BRC Par Case.Do not assume case. Forward any inquiries to Della at ext 11350						

Pre-PAR

PAR Notifier	Incident Date/Time	Injures	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	2/16/2012 02:30:00 PM	N	0	0	Oiled/Dirt and Gravel	Dry	n/a	unknown
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
		5'4"		none				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
unknown	unknown		unknown					
Incident Loc	Williamston Primary School 400 West Blvd Williamston, NC 27892			Incident Desc	I was parked in rear of the school, I ran into the school to speak w/a teacher and a few minutes later someone came in saying my veh had run into the school building.			
Component	shifter			Damage Desc	front bumper cracked			
Vehicle Loc	at cust home			Add'l Info	n/a			
Emgcy Svc Name	Williamston PD			Maint Loc	unknown			

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	none
Vehicle Speed	0	Weather Condition	clear	Prop Owner	Williamston Primary School		Property Type	building
Last Service Date		Loc Last Service		Property Location	400 West Blvd Williamston, NC 27892		Prop Est Repair Cost	\$0.00
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	no damage to building		Inspected By	Inspection Not Performed
Primary Veh Use	Personal	Inspection Type	Transmission/Transaxle	Inspected By	Inspection Not Performed		Inspection Date/Time	
Veh Damage Description	front bumper cracked			Explain Other	escalate to ests			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/20/2012 11:56:35 AM	AMSTUTST	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Insurance Involvement
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
cust claims the veh shifted on it's own and caused a collision, cust's insurance is involved with repairs							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2012 12:24:59 PM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	2/17/2012 12:29:05 PM	e-mail sent to dma Jackie Cates
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
A product allegation claim has been made in your region. The customer is alleging veh came out of shift causing a collision. This case is being escalated to ESIS because of insurance involvement.							

2006 Pontiac G6
1G22H558764
Dealership, City, State (BAC) no dir involved
Dealership Contact, Title/Position

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

Best wishes,
Della Rangel | CRS

Aditya Birla Minacs | Inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone: 866-790-5600 ext. 31117 | Fax: 866-775-9478 | www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2012 12:24:05 PM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been ptu by esis
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2012 12:23:07 PM	RANGELD	AMSTUTST	Notify CRM		Done	2/20/2012 11:55:34 AM	escalate to asis

Contact Last Name Contact First Name Account BAC Code

Comments

escalate to asis due to

insurance involvement
(cust did not have insurance info at time of contact)

Dalia Rangel/par/ats

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2012 11:15:20 AM	MERCADTO	RANGELD	Notify CRM		Done	2/17/2012 12:00:07 PM	see feedback

Contact Last Name Contact First Name Account BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2012 09:16:18 AM	AMSTUTST	AMSTUTST	Inbound Call Third Party	Voice Mail Received	Done	2/17/2012 09:16:44 AM	PAR VM

Contact Last Name Contact First Name Account BAC Code

Comments

Hello, this is Deb Is Y1, 71-1039653923, she was involved in a wreck due to some sort of failure in the veh and her number is 2526611552, thank you

2/15/2012 8:22 PM

Stacy/ATX/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/17/2012 09:16:03 AM	AMSTUTST	RANGELD	SR Opened		Done	2/17/2012 09:16:03 AM	SR In Status of Closed has been Re-Opened by AMSTUTST

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
2/16/2012 01:33:21 PM	RANGELD	RANGELD	SR Closed - Dissatisfied		Done	2/16/2012 01:33:21 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
2/16/2012 01:30:34 PM	RANGELD	RANGELD	BRC PAR	Close	Done	2/16/2012 01:30:29 PM	closing file

Contact Last Name Contact First Name Account BAC Code

Cust alleges the veh went out of shift causing a collision.
Cust will be working w/their insurance.
Cra closing file

Data Range/par/ab

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 01:28:13 PM	RANGELD	RANGELD	BRC PAR	Business Case	Done	2/16/2012 01:29:26 PM	case assessment

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

Comments

Cust alleges the veh went out of shift causing a collision.
Cust will be working w/their insurance.
Crs closing file

Dalia Rengel/parfab

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 01:23:18 PM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	2/16/2012 01:26:36 PM	e-mail sent to dma Jackie Cales

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

Comments

A product allegation claim has been made in your district. The customer is alleging veh came out of park causing a collision.

Daniels

2009 Pontiac G6

1G2ZH5587G4

Dealership, City, State (BAC) no dr Involved
Dealership Contact, Title/Position

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

Best wishes,

Dalia Rengel | GRS

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Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 10:57:28 AM	MERCADTO	RANGELD	Ownership Changed		Done	2/16/2012 10:57:28 AM	Service Request Ownership has changed FROM: LOZANODE TO: RANGELD

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 10:56:54 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	2/16/2012 01:23:09 PM	e-mail sent to dma Jackie Cates

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
2/16/2012 10:56:49 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Dealer	Done	2/16/2012 01:20:14 PM	"No Initial Contact required. Vehicle has not been to dealer in two years."

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 10:58:42 AM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Phone	Done	2/16/2012 01:19:48 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sts
 I was parked in rear of the school.I ran into the school to speak w/a teacher and a few minutes later someone came in saying my veh had run into the school building.I know I put the veh in park because the doors lock when I put veh in park and I have to manually unlock the doors.The front bumper on my veh is cracked.
 The school had main check the building and they did not see any damage to the building.
 No injuries
 The veh is currently at my home,
 I did contact the insurance but I do have a deduct.
 I purch veh used.
 Cust alleges veh went out of park and rolled into school building.
 Crs read statement
 Crs advsd
 I will need to submit for inspection
 Cust sts
 she will work w/insurance instead.

Dalia Rangel/par/ax

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 10:58:32 AM	MERCADTO	RANGELD	BRC PAR	Acknowledgement	Done	2/16/2012 12:36:21 PM	called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Cust sts: Yes

Continued in Initial

Dalia Rangel/par/ax

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 10:56:23 AM	MERCADTO	RANGELD	Research		Done	2/16/2012 12:34:09 PM	1G2ZH558764

Contact Last Name	Contact First Name	Account	BAC Code

Comments

no prev sr #'s associated w/cust name or vin

no recalls

no prev repairs related to allegation

Dalia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/16/2012 10:56:18 AM	MERCADTO	RANGELD	Notify CRM		Done	2/16/2012 12:27:58 PM	File assigned to Dalia Rangel @ x11350

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
2/16/2012 10:55:48 AM	MERCADTO	RANGELD	BRC PAR	Case Assigned	Done	2/16/2012 12:27:53 PM	File assigned to Dalia Rangel @ x11350

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
2/16/2012 10:55:47 AM	MERCADTO	LOZANODE	SR Opened		Done	2/16/2012 10:55:47 AM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
2/18/2012 10:55:45 AM	MERCADYO	LOZANO	SR Closed - Dissatisfied		Done	2/16/2012 10:55:45 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
2/16/2012 08:20:46 PM	LOZANO	AMSTUTST	Notify CRM		Done	2/16/2012 10:55:40 AM	PAR

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
2/16/2012 08:18:49 PM	LOZANO	LOZANO	Inbound Call Customer	Complaint or Escalation	Done	2/16/2012 08:18:58 PM	PAR--collision due to veh failure

Contact Last Name Contact First Name Account BAC Code

Comments

cust states: I went to pick up my son from pre-school and when I came back outside to my car I had hit the building. I know I put the vehicle in park because the doors automatically lock and I have to manually unlock them to get out of vehicle. When I got in vehicle it was in drive? I am very upset, people were looking at me like I left vehicle in drive or was drunk or something. I read online that other people have had this problem with their vehicles.

cust seeks: GM to repair vehicle and pay for damages

ers advised: I will forward this case to our legal team and they will contact you.

Dab Lozano/CAC T1/ATX/L0

Confidential Comments

UCC Information

UCC Code	Symptom	Description
K37	Misaligned	Transmission - Shift Indicator (Manual / Automatic)



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February 21, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build



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

Vehicle Information

VIN	1G2ZH55B764	Model	2ZH69-2006 G6 GT SEDAN
Service Contract No		Branded Title No	
Order Type	70 - RETAIL - STOCK	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](#)

Vehicle Build

Model	2ZH69-2006 G6 GT SEDAN	Order Number	JFQGGM
Gross Vehicle Weight	2,018	Build Date	08/24/2005
		Build Plant	4

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

- | | |
|--|---|
| 19C - EBONY | 19I - TRIM, EBONY |
| 1S2 - OPTION PACKAGE DISCOUNT | 40U - IVORY WHITE |
| 6AX - COMPONENT FRT LH COMPUT SEL SUS | 7AX - COMPONENT FRT RH COMPUT SEL SUS |
| 8AB - COMPONENT RR LH COMPUT SEL SUS | 9AB - COMPONENT RR RH COMPUT SEL SUS |
| A51 - SEAT, FRONT 46/46 BUCKET | AK6 - FRONT SIDE IMPACT AIR BAGS |
| C60 - AIR CONDITIONING, CUSTOM | CF6 - SUNROOF, POWER TILT & SLIDE |
| D49 - POWER OUTSIDE REAR VIEW-MIRRORS | DL6 - DECAL ROADSIDE SERVICE |
| FAD - SIMULATED WALNUT BURL ACCENTS | FE2 - SUSPENSION, SPORT |
| FE9 - 50-STATE EMISSIONS | FR0 - AXLE RATIO 3.29 |
| IBC - TRIM INTERIOR DESIGN | JL9 - BRAKES, 4-WHEEL DISC W/TRACTION CONTROL |
| KG7 - GENERATOR 125 AMP | LX0 - ENGINE, 3.5L V6 SFI |
| MN5 - TRANSMISSION 4SPEED | MX0 - AUTOMATIC TRANSMISSION |
| N45 - STEERING WHEEL 3 SPOKES | NT7 - PED EMIS SYS, TIER 2 |
| NV9 - TRACTION CONTROL | ORN - ORION ASSY |
| PED - PREMIUM VALUE PACKAGE INCLUDES: * (4) 17" CHROMETECH WHEELS * AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO) * SUNROOF, POWER TILT & SLIDE | PFE - (4) WHEELS, 17" CHROMETECH |
| QWN - (4) P225/50/17 TOURING TIRES | R6J - CUSTOMER DIALOG NETWORK |
| R6P - PREMIUM PAINT | R7A - SPOILER |
| R7B - PWR ADJ BRAKE & ACCEL. PEDALS | R8C - ALLOW NON RETAIL REQ. FOR FLEET |
| SLM - SALES STOCK ORDERS | T43 - SPOILER |
| U77 - REAR WINDOW ANTENNA | U85 - 8 SPEAKER MONSOON PREMIUM SOUND SYSTEM |
| UC6 - AM/FM STEREO 6 DISC CD PLAYER (REPLACES STD/OPT/PKG RADIO) | V73 - VEHICLE CERTIFICATION U.S. |

Added Option Codes

-AZ - SPECIAL COVERAGE APPLIED

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February 21, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

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 1G22H668764 [REDACTED] Model: 2ZH00-2008 G6 GT SEDAN
 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 508011858
Source Plant A-CPC RAMOS ARIZPE, MEXICO	Part / Number Broadcast BHJ
Date Scanned 08/23/2005	Time Scanned 21:24:00 Scan Station 04
Component Code 81-TRANSMISSION	Traceability 0YTC
Source Plant J-HYDRAMATIC WINDSOR, ONTARIO	Part / Number Broadcast 8EZJ
Date Scanned 08/23/2005	Time Scanned 22:03:00 Scan Station 04
Component Code 88-ELECTRONIC CONTROL MODULE (ECM)	Traceability 15230BVJX
Source Plant M-DELCO ELECTRONICS MILWAUKEE, WISCONSIN	Part / Number Broadcast YMLF
Date Scanned 08/24/2005	Time Scanned 07:22:00 Scan Station 01
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 7FHD2RP
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 5168
Date Scanned 08/24/2005	Time Scanned 01:45:00 Scan Station 03
Component Code AH-IR-SENSOR ASM-LEFT	Traceability 516832WUD
Source Plant R-SIEMENS	Part / Number Broadcast 8473
Date Scanned 08/24/2005	Time Scanned 07:22:00 Scan Station 04
Component Code AJ-IR-SENSOR ASM-RIGHT	Traceability 516832XH2
Source Plant R-SIEMENS	Part / Number Broadcast 8473
Date Scanned 08/24/2005	Time Scanned 07:22:00 Scan Station 04
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 10PEK
Source Plant 2-	Part / Number Broadcast 5352
Date Scanned 08/24/2005	Time Scanned 07:22:00 Scan Station 03
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 0820468
Source Plant -	Part / Number Broadcast 1ZZ
Date Scanned 08/08/2005	Time Scanned 03:32:00 Scan Station
Component Code CP-SEQ NUM (FLEX) GEN ASM	Traceability 2232797
Source Plant -	Part / Number Broadcast 1PP
Date Scanned 08/23/2005	Time Scanned 12:02:00 Scan Station

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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February 21 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail



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

Vehicle Information

VIN 1G2ZH558764 [REDACTED] Model: 22H69-2005 G6 GT SEDAN
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: No
 Order Type 70 - RETAIL - STOCK
 Field Actions [Q Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 12/06/2008 Job Card Number: 171826
 Repair Service Agent 189824 Odometer Reading 34,613 MI
 FRED BEANS PONTIAC BUICK GMC OF LIM Authorization Code
 40 AUTOPARK BLVD
 LIMERICK PA 19488-4284
 6104951800

Process Date 12/12/2008
 Transaction Type ZREG---Regular Vehicle Transaction
 Transaction Expense Category
 Customer Complaint Code 0000-Converted Claim
 Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims
 Labour Op E8080-Sleering Linkage Outer Tie Rod Replacement
 Causal Part Number
 -See other Parts and/or Nel Items

Job Card Date: 08/24/2005 Job Card Number: A51838
 Repair Service Agent 115602 Odometer Reading 0 MI
 WILLIAMS PONTIAC, NISSAN, GMC TRUCK Authorization Code
 933 E PHILADELPHIA AVE PO BOX 545
 BOYERTOWN PA 19512-0000
 6103672981

Process Date 08/30/2005
 Transaction Type ZPDI---Pre-Delivery Inspection
 Transaction Expense Category
 Customer Complaint Code 0000-Converted Claim
 Job Card Line #: 1 Transaction Adjustment Cause Code: 0000-Converted Claims
 Labour Op Z7000-Pre-Delivery Inspection - Base Time
 Causal Part Number

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February 21, 2012

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Delivery Information



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

Vehicle Information

VIN 1G2ZH558764	Modal: 22H89-2008 G6 GT SEDAN
Service Contract No	Branded Title No
Order Type 70 - RETAIL - STOCK	Warranty Block No
Field Actions: Q 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: 115602	Invoice Date: 08/24/2005
WILLIAMS PONTIAC, NISSAN, GMC TRUCK	
933 E PHILADELPHIA AVE PO BOX 545	
BOYERTOWN PA 19512-0000 6103672981	

Ship to Information

Ship to Service Agent: 115602	Ship to Date: N/A
WILLIAMS PONTIAC, NISSAN, GMC TRUCK	
933 E PHILADELPHIA AVE PO BOX 545	
BOYERTOWN PA 19512-0000 6103672981	

Delivery Information

Delivery Service Agent: 115602	Delivery Date: 10/26/2005
WILLIAMS PONTIAC, NISSAN, GMC TRUCK	
933 E PHILADELPHIA AVE PO BOX 545	
BOYERTOWN PA 19512-0000 6103672981	
Delivery Type: 016--RETAIL LEASE - INDIVIDUAL	Delivery Odometer: 37

In Service Information

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

Registration Information

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

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This CARFAX Vehicle History Report provided free of charge by:



ESIS GM
 300 Renaissance Center
 MC 482 C19 B61
 Detroit, MI 48265
 586-212-2141

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CARFAX[®] Vehicle History Report[™]

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US \$34.99

Vehicle Information:
 2006 PONTIAC G6 GT
 VIN: 1G2ZH558764 [REDACTED]
 SEDAN 4 DR
 3.5L V6 FI
 FRONT WHEEL DRIVE
Standard Equipment | Safety Options
 Safety & Reliability

CARFAX Report Provided By:
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 300 Renaissance Center
 MC 482 C19 B61
 Detroit, MI 48265
 586-212-2141

- No accident / damage reported to CARFAX
- 2 Previous owners
- 7 Service records available
- Types of owners: Personal, Personal lease
- 107,653 Last reported odometer reading
- \$80 Below retail book value

This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 2/21/12 at 3:24:48 PM (EST). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

Price Calculator[™]

Adjust the value of this 2006 Pontiac G6 GT based on the information available in this report

1) Retail Book Value	2) CARFAX History Impact [™]	3) Adjusted Retail Value
<div style="border: 1px solid black; padding: 5px; display: inline-block;"> \$ 0 </div> <p>Enter retail book value here</p>	<div style="display: flex; align-items: center; justify-content: center;"> + <div style="border: 1px solid black; padding: 5px; display: inline-block;"> - \$80 </div> </div> <p>Below retail book value</p>	<div style="border: 1px solid black; padding: 5px; display: inline-block;"> = </div> <p>Begin by entering the retail book value</p>
<p>Start by entering the retail book value from a pricing guide website.</p>	<p>This vehicle is worth less than average, based on information in this report.</p>	<p>Compare adjusted retail value to seller's asking price when making your decision.</p>

CARFAX [®] Ownership History	Owner 1	Owner 2
<small>The number of owners is estimated</small>		
Year purchased	2005	2008

Type of owner	Personal lease	Personal
Estimated length of ownership	2 yrs. 10 mo.	3 years
Owned in the following states/provinces	Pennsylvania, North Carolina	North Carolina
Estimated miles driven per year	28,112/yr	10,627/yr
Last reported odometer reading	53,992	107,653

 Title History CARFAX guarantees the information in this section	 Owner 1	 Owner 2	
	Salvage Junk Rebuilt Fire Flood Hall Lemon	Guaranteed No Problem	Guaranteed No Problem
	Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem



GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. [Register](#) | [View Terms](#) | [View Certificate](#)

 Additional History Not all accidents / issues are reported to CARFAX	 Owner 1	 Owner 2	
	Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
	Structural Damage No structural damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
	Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
	Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
	Accident / Damage No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
	Manufacturer Recall Check with an authorized <u>General Motors dealer</u> for any open recalls.	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported
	Basic Warranty <u>Original warranty</u> estimated to have expired.	Warranty Expired	Warranty Expired

 **Detailed History** Glossary

 Owner 1 Purchased: 2005 Type: Personal lease Where: Pennsylvania, North Carolina Est. 28,112/yr miles/year Est. length owned: 10/27/05 - 9/23/08 (2 yrs. 10 mo.)	Date:	Mileage:	Source:	Comments:
	09/06/2005	3	Patriot Buick Pontiac GMC Boyertown, PA 610-367-8800 patriotbuickpontiacmc.com	Pre-delivery inspection completed Safety inspection performed Emissions inspection performed
	10/26/2005	37	Patriot Buick Pontiac GMC Boyertown, PA	Vehicle sold

		610-367-8800 patriotbuickpontiacg mc.com	
10/27/2005		Pennsylvania Motor Vehicle Dept. Gilbertsville, PA Title #62544257VA01	Title issued or updated First owner reported Registered as personal lease vehicle
01/19/2006	5,325	Fred Beans Pontiac Buick GMC Limerick, PA 610-495-1800 fredbeans.com	Oil and filter changed
01/30/2006	6,379	Patriot Buick Pontiac GMC Boyertown, PA 610-367-8800 patriotbulckpontiacg mc.com	Tire condition and pressure checked
03/28/2006	10,821	Fred Beans Pontiac Buick GMC Limerick, PA 610-495-1800 fredbeans.com	Vehicle serviced
06/21/2006	17,266	Fred Beans Pontiac Buick GMC Limerick, PA 610-495-1800 fredbeans.com	Tires rotated Oil and filter changed
08/30/2006	24,167	Fred Beans Pontiac Buick GMC Limerick, PA 610-495-1800 fredbeans.com	Tires rotated Oil and filter changed Safety Inspection performed Emissions Inspection performed
09/27/2006		Pennsylvania Motor Vehicle Dept. Gilbertsville, PA Title #62544257VA01	Registration issued or renewed
11/29/2006	34,255	Fred Beans Pontiac Buick GMC Limerick, PA 610-495-1800 fredbeans.com	Recommended maintenance performed Oil and filter changed Tires rotated Tie rod end(s) replaced
09/27/2007		North Carolina Motor Vehicle Dept. New Bern, NC Title #574011072701037	Registration issued or renewed Loan or lien reported Passed safety inspection Registration updated when owner moved the vehicle to a new location
09/28/2007	53,992	North Carolina Inspection Station New Bern, NC	Passed emissions inspection
09/23/2008		North Carolina Inspection Station	Passed emissions inspection

Owner 2	
Purchased:	2008
Type:	Personal
Where:	North Carolina
Est. miles/year:	10,627/yr
Est. length owned:	9/23/08 - 10/4/11 (3 years)

Date:	Mileage:	Source:	Comments:
09/23/2008	75,271	North Carolina Motor Vehicle Dept. New Bern, NC	Odometer reading reported
11/05/2008		North Carolina Motor Vehicle Dept. New Bern, NC	Registration issued or renewed New owner reported

Low mileage!
This owner drove less than the industry average of 15,000 miles per year.



			Title #779773083101104	Loan or lien reported Passed safety inspection
11/20/2009	86,891	North Carolina Inspection Station New Bern, NC		Passed emissions inspection
11/20/2009		North Carolina Motor Vehicle Dept. New Bern, NC Title #779773083101104		Registration issued or renewed Passed safety inspection
10/15/2010		North Carolina Motor Vehicle Dept. New Bern, NC		Registration updated when owner moved the vehicle to a new location
11/13/2010	97,112	North Carolina Inspection Station New Bern, NC		Passed emissions inspection
11/13/2010		North Carolina Motor Vehicle Dept. New Bern, NC Title #779773083101104		Registration issued or renewed Passed safety inspection
10/04/2011	107,473	Riverside Chrysler Jeep Dodge New Bern, NC 252-633-4411 riversidecjd.com		Vehicle offered for sale
10/08/2011	107,480	North Carolina Inspection Station New Bern, NC		Passed emissions inspection
10/24/2011		Riverside Chrysler Jeep Dodge New Bern, NC 252-633-4411 riversidecjd.com		Vehicle sold
10/25/2011	107,653	North Carolina Inspection Station Greenville, NC		Passed emissions inspection



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2006 Pontiac G6 GT.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.



Glossary

[View Full Glossary](#)

CARFAX History Impact™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX History Impact is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX History Impact will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512.

2/21/12 3:24:48 PM (EST)

5

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

313.665.3387 *tel*
313.665.0911 *fax*

Lawrence Harrington
Claims Administrator

2/28/12

[REDACTED]
WILLIAMSTON, NC [REDACTED]

RE: Claimant: [REDACTED]
Our File No.: 739749
Our Client: General Motors LLC
Date/Event: 2/15/12
Subject vehicle: 2006 PONTIAC G 6
VIN: 1G2ZH558764 [REDACTED]

Dear [REDACTED]

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

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

The following items are mandatory:

1. Color photos taken of the subject vehicle and the Vehicle Identification Number (VIN) Plate. Please do not send originals, as they may not be returned.
2. A copy of the police report.
3. A written statement from the vehicle's operator. This should include events prior to and immediately following the incident.

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

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

As soon as the requested information has been received, a technical evaluation of this matter will be completed. Upon the conclusion of our evaluation, we will contact you with our position. If we do not receive the requested information within THIRTY (30) days from the date of this letter, we will assume that you are not pursuing this matter and will be closing our file.

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

If you have any questions, please contact ESIS at 313.665.3387

Sincerely,

Lawrence Harrington

Lawrence Harrington
Claims Administrator

ESIS/GM CLAIMS [REDACTED] (739749)
Lawrence Harrington to: ambernichole

03/07/2012 03:20 PM

Good Afternoon [REDACTED]

As we discussed this afternoon, 3/7/12, I have attached a document to address your claim should you choose to move forward.
Please contact me with any questions you may have.

Kind Regards,



GML_DMS-#3663257-v1-ESIS_LTR_(ACK)-[REDACTED] (739749).PDF
Lawrence Harrington
ESIS/General Motors, LLC
P.O. Box 300
Mail Code 482 C19 B61
Detroit, MI 48265-3000
TEL : 313.665.3387
FAX : 313.665.0911

746750

Service Request Detail

SR No.	71-1100534472	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	Transmission - Shift Indicator	Sub-Area	ESIS Escalation
Address		City	Involved Dir		Safety	Yes
State	IL ZipCd	Con Acct	Source	Phone	Updated	8/27/2012 05:19:12 PM
Serial #/VIN	1G1ZB5EB4A4	Model Year	2010	Priority	Medium License #	CHEVROL
Make	Chevrolet	Warr. Start	07/31/2010	Status	Open	Opened
Model	Malibu	Mileage	8500	Sub-Status	Dissatisfied	Closed
Abstract	Shift Indicator - 2010 Chevrolet Malibu					
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Joe Garcia at ext 11281.					

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#
Owner	8/8/2012 06:00:00 PM	N	1	1	Asphalt	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities				
n/a	n/a	n/a	n/a	n/a				
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency					
Burgess	Rob	(800) 200-0518 x4332	Nationwide Insurance					
Incident Loc	cust's address	Naperville IL	Incident Desc	was parked in his driveway at an angle when his daughter went inside the veh to get a makeup bag - was lodged on the shift knob, Cust stated the shift knob was moved from park into reverse and the veh rolled back into his wife's Hyndai				
Component	shift indicator		Damage Desc	d/s dmg - fender, door and rear bumper				
Vehicle Loc	Collision Centers of America		Add'l Info	n/a				
Emgcy Svc	n/a		Maint Loc	n/a				
Navas								

PAR Detail

Collision	Y	Non Collision	Property Damage	Y	Thermal Evt	N	Spec Equip	none
Vehicle Speed	5	Weather Condition	dry	Prop Owner	Rose Joella	Property Type	2007 Hyundai Santa Fe	
Last Service Date		Loc Last Service		Property Location	w/cust	Prop Est Repair Cost	\$0.00	
Veh Est Repair Cost	\$0.00	Spec Equip Installer	n/a	Prop Damage Description	ft bumper dmg, rear p/s and quarter panel	Inspected By	Inspection Not Performed	Inspection Date/Time
Primary Veh Use	Personal	Inspection Type	Transmission/Transaxle	Explain Other	being sent to ESIS			
Veh Damage Description	d/s dmg - fender, door and rear bumper							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:43:18 AM	GARCIAJR	GARCIAJR	Scheduled Follow-up		Scheduled Alarm		Waiting for ESIS to pick up

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:41:45 AM	GARCIAJR	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Insurance Involvement - ESIS

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Insurance Involvement

Nationwide Insurance

claim rep
claim #

Insurance company is paying for the body damage.

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:40:37 AM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	8/27/2012 11:41:44 AM	Business Case

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Veh involved in a collision where cust alleges a concern with the shift indicator caused or contributed to it. Cust's Insurance company is repairing the body damage. File being sent to ESIS.

Joe G/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:39:07 AM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	8/27/2012 11:39:41 AM	FYI email sent to DDMA
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

A product allegation claim has been made in your region. The customer is alleging a concern with the shift indicator caused a collision. This case is being escalated to ESIS because of insurance involvement.

Rose
2010 Chevrolet Malibu
1G1ZB5EB4A
No involved dealer

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

Best wishes,
Joe Garcia | CRS

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/27/2012 11:04:10 AM	GARCIAJR	GARCIAJR	Outbound Call Customer	Reached Wrong No/Disconnect	Done	8/27/2012 11:04:15 AM	# Is incorrect
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Called daytime phone #

Not able to leave message.

Joe G/PAWATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 06:01:58 PM	GARCIAJR	GARCIAJR	Scheduled Outbound Call Cust		Done	8/27/2012 11:20:36 AM	ct cust
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 06:00:07 PM	GARCIAJR	GARCIAJR	Outbound Call Customer	Reached Wrong No./Disconnect	Done	8/24/2012 06:00:44 PM	# 1s Incorrect

Contact Last Name Contact First Name Account BAC Code

Comments

Called daytime phone #, [REDACTED]

Not able to leave message.

Joe G/PAVATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 01:41:48 PM	GARCIAJR	GARCIAJR	Ownership Changed	Ownership Escalated to BRC	Done	8/24/2012 01:41:48 PM	Ownership Escalated to BRC

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 12:00:58 PM	MERCADTO	MERCADTO	Inbound Call Thrd Party	Voice Mail Received	Done	8/24/2012 12:01:15 PM	PAR voice mail

Contact Last Name Contact First Name Account BAC Code

Comments

Sarah
71-1100534472 4
2010 Chevrolet Malibu
Brother 630-527-9694
cell 630-222-9694

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:50:10 AM	MERCADTO	GARCIAJR	Ownership Changed		Done	8/24/2012 10:50:10 AM	Service Request Ownership has changed FROM: PASCASSA TO: GARCIAJR

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

Comments [REDACTED]

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:50:02 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact - Field	Done	8/24/2012 01:35:50 PM	email attached to the file

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

Comments [REDACTED]

FYI email sent to DDMA

Joe G/PAR/ATX

Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:49:59 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact - Dealer	Done	8/24/2012 01:51:40 PM	Chevrolet of Naperville

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

Comments [REDACTED]

Called dir @ 630-357-6100:

Crm stated calling to get any details on cust's veh.

Svc adv, Freddy Juarez, stated they last saw this veh for a turn signal

Joe G/PAR/ATX

Confidential Comments [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:49:55 AM	MERCADTO	GARCIAJR	BRC PAR	Initial Contact- Phone	Done	8/27/2012 11:32:59 AM	made initial ct w/cust
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Called cust's cell phone #, [REDACTED]

Crm stated calling to /u w/cust re the product allegation case, understand that veh was involved in a collision w/another one of his veh due to a concern w/the shift indicator.

Cust stated that is correct, was parked in his driveway at an angle when his daughter went inside the veh to get a makeup bag - was lodged on the shift knob. Cust stated the shift knob was moved from park into reverse and the veh rolled back into his wife's Hyndai Santa Fe, no injuries.

Cust stated his insurance company is repairing the body dmg but he wants the shift indicator looked at.

Crm verfd pre-par & par detail screen info.

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

Cust stated that is fine.

Joe G/PARVATX

Joe G/PARVATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:49:49 AM	MERCADTO	GARCIAJR	BRC PAR	Acknowledgement	Done	8/24/2012 06:01:57 PM	acknowledgement made
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Called daytime phone # [REDACTED]

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

Joe G/PARVATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:49:40 AM	MERCADYO	GARCIAJR	Notify CRM		Done	8/24/2012 10:56:18 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
8/24/2012 10:49:33 AM	MERCADYO	GARCIAJR	Research		Done	8/24/2012 01:35:25 PM	Research

Contact Last Name
Contact First Name
Account
BAC Code

Comments

Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - 71-1100385510, not related to allegation

Joe G/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:49:24 AM	MERCADYO	GARCIAJR	BRC PAR	Case Assigned	Done	8/24/2012 10:56:25 AM	File assigned to Joe Garcia @ ext 11291

Contact Last Name
Contact First Name
Account
BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/24/2012 10:49:15 AM	MERCADTO	PASCASSA	SR Opened		Done	8/24/2012 10:49:15 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
8/24/2012 10:49:14 AM	MERCADTO	PASCASSA	SR Closed - Dissatisfied		Done	8/24/2012 10:49:14 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
8/24/2012 03:55:45 PM	PASCASSA	PASCASSA	Scheduled Outbound Call	Cust	Done	8/24/2012 10:49:09 AM	No need to call the cust

Contact Last Name	Contact First Name	Account	BAC Code

Comments

*SET TO DONE ONCE FILE HAS BEEN ASSUMED

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 03:53:29 PM	PASCASSA	MERCADTO	Notify CRM		Done	8/24/2012 10:49:06 AM	Pre-PAR Property Damage due to product failure Received and assigned in PAR Tonla/BRC PAR/ATX

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/23/2012 03:40:44 PM	PASCASSA	PASCASSA	Inbound Call Customer	Complex Request	Done	8/23/2012 04:02:01 PM	PAR Issue

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

Comments

name: [REDACTED]
contact #: HP:6305279694 / CP:6302229694
VIN: 1G1ZB5E84A [REDACTED]
mileage: 8500
YMM: 2010 Malibu

Cust sks:
-there was an accident and the dealer told me to call this #
-possibly due to product failure
-the car was in my driveway and theres an angle, the veh is off and then veh moved
-key was not in the Ignition and was on park
-nylon bag (purse) it was on the console of the veh and when they pulled it up and it caused the car to get to park to reverse
-nothing that she did to cause it to move
-the door was opened and damaged the car and the other car next to it
-it happened two weeks ago and look it to the dealer
-2009 there was a recall that involved the similar situation that I have
-here's my claim
1.the car was in park
2.the Ignition key was not in when the veh was on park and shifted to reverse
-body shop - door replaced, bumper replaced and repainted
-est of \$4,000
-Collision Centers of America -
6309645511-Joe Is the Manager
-how can claim for this accident

cust sks: PAR

crs sks:
>apologized for what happened
>can you tell more about it? when it happend? where is the veh right now?
>what is the est cost of repair?
>will transfer the case to the dept to be assist you on the case

*transferred to PAR
*routed to vm

crs sks:
>gave sr and will receive a call bet 2-3 business days

Ssraiv/CAC/MLAT/1/LM1

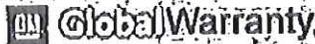
Confidential Comments

Service Request Detail

UCC Information

UCC Code	Symptom	Description
K37	Shift - Abnormal (Hard/Late)	Transmission - Shift Indicator (Manual / Automatic)

[Logout](#)



August 28, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary ?

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

For this vehicle:

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

Vehicle Information

VIN 1G1ZB5E84A4 [REDACTED] Model: 1ZG69-2010 MALIBU LS SEDAN
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type 70 - RETAIL - STOCK
 Field Actions: D_Open [REDACTED]

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE	05/13/2010	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9877 Canada) and in the USA:800-556-3600.

OnStar Equipped Y XM Radio ID RCDT328B OnStar Status: Active
 XM Equipped Y XM Status: Active
 OnStar Vehicle Diagnostics Y DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	07/26/2011	07/31/2010	77 MI	07/31/2018	80,077 MI
	Corrosion Limited Warranty	07/26/2011	07/31/2010	77 MI	07/31/2016	100,077 MI

Bumper to Bumper Limited Warranty	07/26/2011	07/31/2010	77 MI	07/31/2013	36,077 MI
Powertrain Limited Warranty	07/26/2011	07/31/2010	77 MI	07/31/2015	100,077 MI

Service Contract

Policy Number: [REDACTED] Owner: CAST ROSE

Description: GMPP 72/48 MAJOR GUARD Deductible Amount: 0.00

Effective Date: 07/31/2010 Expiration Date: 07/31/2016

Effective Odometer: 77 MI Expiration Odometer: 48077 MI

Daily Rental Limit: 35.00

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/22/2012	587798	ZREG---Regular Vehicle Transaction		E7059 - Turn Signal Multifunction Switch Replacement	8,553 MI
03/04/2011	563059	ZREG---Regular Vehicle Transaction		J3500 - Engine Coolant Thermostat Replacement	2,937 MI
03/04/2011	563059	ZFAT---Field Action Recall		V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req'd)	2,937 MI
09/18/2009	A31654	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI



August 28, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build ?

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

Vehicle Information

VIN 1G1ZB5EB4A4 [REDACTED] Model: 1ZG69-2010 MALIBU LS SEDAN
 Service Contract Yes Branded Title: No Warranty Block: No PDI Status: Yes
 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: 1ZG69-2010 MALIBU LS SEDAN Order Number: NNGV7D
 Gross Vehicle Weight: 1,974 Build Date: 09/16/2009
 Build Plant: 4

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.

- | | |
|--|--|
| 1LS - 1LS PACKAGE | 1SZ - OPTION PACKAGE DISCOUNT |
| 50U - SUMMIT WHITE | 6AL - FRONT SPRING |
| 7AL - FRONT SPRING | 83B - TITANIUM |
| 83I - INTERIOR TRIM | 8AB - REAR SPRING |
| 9AB - REAR SPRING | 9L3 - TIRE SPARE - DELETE |
| AL0 - SENSOR INDICATOR | AP8 - REMOTE KEYLESS ENTRY, EXTENDED RANGE |
| AS5 - SEAT, FRONT BKT | AT8 - RESTRAINT, CHILD RR SEAT |
| AXJ - VEHICLE TYPE PASSENGER CAR | AY0 - SIDE IMPACT AIRBAGS, DRIVER AND FRONT PASSENGER |
| C60 - AIR CONDITIONING | DCP - ONSTAR DIRECTIONS & CONNECTIONS 1 YR FACTORY PACKAGE |
| DP2 - MIRRORS, OUTSIDE, POWER, FOLDING, BLACK | EF7 - COUNTRY - USA |
| FE0 - SUSPENSION SYSTEM-ACTIVE | FE9 - 50-STATE EMISSIONS |
| FX2 - TRANS/AXLE 3.91 RATIO | HP0 - HYBRID POPULSION NOT INSTALLED |
| IBB - INTERIOR TRIM | JL0 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL |
| KG7 - GENERATOR 125 AMPS | KTI - TIRE SEALANT AND INFLATOR KIT |
| LE5 - ENGINE, 2.4L DOHC MFI | MN6 - 4-SPEED AUTO TRANSMISSION |
| N45 - STEERING WHEEL | NT7 - EMISSION SYSTEM FEDERAL, TIER 2 |
| ORN - ORION | P22 - 17" WHEELS, FASCIA SPOKE |
| OGG - TIRE | R9N - PROCESSING CODE |
| SGC - SPARE TIRE & WHEEL NOT DESIRED | SLM - STOCK ORDERS |
| U2K - XM SATELLITE RADIO - SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUS/XM AFTER 90 DAYS | U77 - ANTENNA RR WNDOW |
| UE1 - 1YR ONSTAR DIRECTIONS W/ AUTOMATIC CRASH RESPONSE AND TURN-BY TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE) | UJM - TIRE PRESS INDICATOR MANUAL |
| US8 - AM/FM STEREO, CD PLAYER, MP3 FORMAT, RADIO DATA SYSTEM & AUXILIARY INPUT JACK | UW5 - 6-SPEAKER SOUND SYSTEM |
| V8D - VEHICLE STATEMENT US | VK3 - FRONT LICENSE PLATE |

BRACKET

XL7 - FREQUENCIES RATING 315MHZ

Added Option Codes

Vehicle has no current record of SAIO codes.

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August 28, 2012

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

INTERFACE WITH
CUSTOMER



View Vehicle Component Summary

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

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: 1G1ZB5E84M [REDACTED] Model: 1ZG09-2010 MALIBU LS SEDAN
 Service Contract: Yes Branded Title No Warranty Block No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 909110956
Source Plant: -	Part / Number Broadcast:
Date Scanned: 09/16/2009	Time Scanned: 08:18:00 Scan Station: 04
Component Code: 61-TRANSMISSION	Traceability: B2JJ
Source Plant: -	Part / Number Broadcast:
Date Scanned: 09/16/2009	Time Scanned: 06:35:00 Scan Station: 04
Component Code: 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability: 24793850
Source Plant: 1-	Part / Number Broadcast: 9900
Date Scanned: 09/16/2009	Time Scanned: 13:16:00 Scan Station: 15
Component Code: 75-GAS TANK	Traceability: 503613519
Source Plant: 6-	Part / Number Broadcast: 3619
Date Scanned: 09/16/2009	Time Scanned: 08:34:00 Scan Station: 04
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 1924000TX
Source Plant: 2-	Part / Number Broadcast: AAKL
Date Scanned: 09/16/2009	Time Scanned: 13:16:00 Scan Station: 16
Component Code: 87-BODY CONTROL MODULE	Traceability: A92470355
Source Plant: R-	Part / Number Broadcast: 6605
Date Scanned: 09/16/2009	Time Scanned: 13:16:00 Scan Station: 15
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 2243G0214
Source Plant: 0-	Part / Number Broadcast: 0708
Date Scanned: 09/16/2009	Time Scanned: 11:03:00 Scan Station: 03
Component Code: AH-IR-SENSOR ASM-LEFT	Traceability: 00BF9FE9B
Source Plant: R-SIEMENS	Part / Number Broadcast: 1097
Date Scanned: 09/16/2009	Time Scanned: 13:16:00 Scan Station: 16
Component Code: AJ-IR-SENSOR ASM-RIGHT	Traceability: 00D592A1B
Source Plant: R-SIEMENS	Part / Number Broadcast: 1097
Date Scanned: 09/16/2009	Time Scanned: 13:16:00 Scan Station: 15
Component Code: AS-SENSING DIAGNOSTIC MODULE	Traceability: 2057W
Source Plant: 2-	Part / Number Broadcast: 1096
Date Scanned: 09/16/2009	Time Scanned: 13:16:00 Scan Station: 16
Component Code: BK-INTERNATIONAL TRANS. CONTROL	Traceability: 192450439

MODULE

Source Plant: K-

Part / Number Broadcast:
AAF5

Date Scanned: 09/16/2009

Time Scanned: 13:16:00 Scan Station:
15

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

Traceability: 0241297

Source Plant: -

Part / Number Broadcast: 1ZZ

Date Scanned: 09/08/2009

Time Scanned: 03:46:00 Scan Station:

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

Traceability: 2970069

Source Plant: -

Part / Number Broadcast: 1PP

Date Scanned: 09/15/2009

Time Scanned: 19:08:00 Scan Station:

Component Code: DF---

Traceability: 291FAASW

Source Plant: M-

Part / Number Broadcast: 8131

Date Scanned: 09/15/2009

Time Scanned: 23:02:00 Scan Station: 03

Component Code: DG---

Traceability: 294FAACH

Source Plant: M-

Part / Number Broadcast: 8130

Date Scanned: 09/15/2009

Time Scanned: 23:02:00 Scan Station: 03

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: Site Map

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August 28, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail

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

Vehicle Information

VIN 1G1ZB5EB4M [REDACTED] Model 12G69-2010 MALIBU LS SEDAN
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type 70 - RETAIL - STOCK
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 05/22/2012

Job Card Number: 587798

Repair Service Agent 233731
 CHEVROLET OF NAPERVILLE
 1515 OGDEN AVE.
 NAPERVILLE IL 60540-3952
 6303576100

Odometer Reading 8,553 MI
 Authorization Code:

Process Date
 05/22/2012

Transaction Type
 ZREG---Regular Vehicle
 Transaction

Transaction Expense Category
 Warranty

Customer Complaint Code
 0490-Exterior - Other Issues

Job Card Line # 1

Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op E7059-Turn Signal Multifunction Switch Replacement

Causal Part Number 00000000020940369-SWITCHASM-T/SIG&HDLPDIR

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

Job Card Date: 03/04/2011

Job Card Number: 563059

Repair Service Agent 233731
 CHEVROLET OF NAPERVILLE
 1515 OGDEN AVE.
 NAPERVILLE IL 60540-3952
 6303576100

Odometer Reading 2,937 MI
 Authorization Code: EP

Process Date
 03/08/2011

Transaction Type
 ZREG---Regular Vehicle
 Transaction

Transaction Expense Category
 Warranty

Customer Complaint Code
 0321-Engine/Fuel/Exhaust - "Check Engine" Light

Job Card Line # 4

Transaction Adjustment: Cause Code: 7081-Wiring/Electrical/Sensors - Registers Incorrectly

Labour Op J3500-Engine Coolant Thermostat Replacement

Causal Part Number 00000000012622410-THERMOSTATASM-ENGCOOL

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



August 28, 2012

[Logout](#)

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

INTERFACE WITH
CUSTOMERView Vehicle Delivery Information ?

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

Vehicle Information

VIN 1G1ZB5EB4M [REDACTED] Model: 1ZG69-2010 MALIBU LS SEDAN
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: 0 Open [REDACTED]

Invoice Information

Invoicing Service Agent: 233731 Invoice Date: 09/16/2009
 CHEVROLET OF NAPERVILLE
 1515 OGDEN AVE.
 NAPERVILLE IL 60540-3952 6303576100

Ship to Information

Ship to Service Agent: 233731 Ship to Date: N/A
 CHEVROLET OF NAPERVILLE
 1515 OGDEN AVE.
 NAPERVILLE IL 60540-3952 6303576100

Delivery Information

Delivery Service Agent: 233731 Delivery Date: 07/31/2010
 CHEVROLET OF NAPERVILLE Delivery Type:
 1515 OGDEN AVE. Delivery Odometer: 77
 NAPERVILLE IL 60540-3952 6303576100

In Service Information

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

Registration Information

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

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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Service Request Detail

SR No.	71-1091822597	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Inflated	Area	PAR
Daytime #		Evening #		UCC	Transmission - Shift Indicator	Sub-Area	ESIS Escalation
Address		City	Cumberland	Involved Dir	Timbrook Automotive, Inc.	Safety	Yes
State	MD ZipCd	Con Acct		Source	Phone	Updated	10/9/2012 05:11:43 PM
Serial #/VIN	1G2ZG58N874	Model Year	2007	Priority	Eso to T2 - License # PONTIAC	Owner	JACKSOFA
Make	Pontiac	Warr. Start	07/13/2007	Status	Open	Opened	7/28/2012 12:20:49 PM
Model	G6	Mileage	60000	Sub-Status	Satisfied	Closed	

Abstract The car moved while in park mode
 Customer This is a BRC PAR File. Please do not Assume.
 Description Forward all inquiries to Falih Jackson @

Pre-PAR

PAR Notifier	Incident Date/Time	Injuries # Other Veh	# People In Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	7/27/2012 07:00:07 PM	N 0	0	Gravel	Dry	n/a	n/a
Driver Last Name	Driver First Name	Height	DOB	Disabilities			
		5'5"		no			
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency				
Goods	Meagan	(301) 777-7877	ER				
Incident Loc	brothers.	Incident Desc	was in the garage, heard a noise, veh was locked and in park, walked out and seen car down pavement, backed down				
Component	brakes	Damage Desc	underneath, transmission pan, dented underneath passenger floor board, dented all the way up. fenders, front panel of the air ducts., right fender, ca				
Vehicle Loc	TIMBROOK BUICK PONTIAC GMC CADILLAC	Addl Info					
Emgcy Svc Names	emergency response was not contacted.	Mainl Loc	My husband would do some oil changes himself.				

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	ground effect, front and sides.
Vehicle Speed		Weather Condition	clear, sunny.		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		Spec Equip Installer	Timbrook Collision Center.		Prop Damage Description	n/a		
Primary Veh Use	Personal	Inspection Type	Brake, ABS & Tracolon Control		Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	rocker molding, underneath, transmission pan, dented underneath passenger floor board, dented all the way up, fenders, front panel of the air ducts., right fender, car cover, trim brake, glass, bumper cover, carpet. alignment.				Explain Other	speed unknown. last service date and last service location is unknown.		

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/10/2012 10:49:15 AM	KINZERTH	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		ESIS - Insurance Involvement

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Customer claims vehicle robbed while parked
Vehicle has been repaired by customers insurance

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 05:12:02 PM	JACKSOFA	KINZERTH	Notify CRM		Done	10/10/2012 10:50:29 AM	review to send file to ESIS

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
10/9/2012 05:11:44 PM	JACKSOFA	JACKSOFA	Ownership Changed	Ownership Escalated to BRC	Done	10/9/2012 05:11:44 PM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 03:18:18 PM	KINZERTH	JACKSOFA	Notify CRM		Done	10/9/2012 05:01:37 PM	rejected

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Field rep e-mail not attached to file
BRC Type not set to "PAR"

Please correct and resubmit

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/9/2012 03:15:41 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Scheduled Alarm		waiting for ESIS to pick up the case.

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
10/9/2012 03:16:26 PM	JACKSOFA	KINZERTH	Notify CRM		Done	10/9/2012 03:19:19 PM	review to send file to ESIS

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
10/9/2012 03:13:41 PM	JACKSOFA	JACKSOFA	BRC PAR	Business Case	Done	10/9/2012 03:15:24 PM	sending file to ESIS

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Business Case:

*sending file to ESIS due to Insurance Involvement.

Falh Jackson/FAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 03:10:37 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Made Contact	Done	10/9/2012 03:13:17 PM	(814) 494-0555

Contact Last Name Contact First Name Account BAC Code

Comments

Crs sts calling to see if you decided it was ok for me to send your file to our central claims dept for further review.

Cust sta want to pursue claim against GM.

Crs sts ok, someone from central claims dept will be in touch with you within 7-10 business days.

Falrh Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/8/2012 04:07:59 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Done	10/9/2012 02:46:52 PM	waiting for cust to decide if she wants to pursue a product ategation against GM.

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/5/2012 12:41:23 PM	JACKSOFA	JACKSOFA	Inbound Call Customer	Voice Mail Received	Done	10/5/2012 12:41:50 PM	cust called in.

Contact Last Name Contact First Name Account BAC Code

we spoke last week, got a message from you. My phone number is [redacted] sr 71-1091822697. Message received Oct 2 at 1:19pm.

Falrh Jackson/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/4/2012 05:45:05 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Cancelled	Done	10/5/2012 12:41:58 PM	discuss case.

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

Comments [REDACTED]
 Confidential Comments [REDACTED]

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/2/2012 03:23:30 PM	JACKSOFA	JACKSOFA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/4/2012 05:45:04 PM	cust says will talk to her husband and call on 10/3/2012 to let CRS know if want to pursue allegation.

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

Comments [REDACTED]
 Action plan: cust says will talk to her husband and call on 10/3/2012 to let CRS know if want to pursue allegation.

10/4/2012 03:00:30 PM

Faith Jackson/PAR/ATX
 Confidential Comments [REDACTED]

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:58:31 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Made Contact	Done	10/22/2012 03:23:28 PM	(814) 494-0555

Comments

Crs sts was calling to refer you to the dealership, dlr is the only one that can tell you if there is something else going on w the veh to cause it to roll backwards, an inspection would not tell you this.

Cust sts if dlr does find problems w the cables, then what?

Crs sts dlr can then tell you if its customer pay or if there is any cost assistance available.

Crs sts on friday I beleve you stated you were not going to pursue a product allegation.

Cust sts never said that, what is an allegation? What am I alleging?

Crs sts that a product failure caused accident damage to your vehicle.

Cust sts I am saying there was a product problem causing my veh to do this.

Crs sts can have the vehicle inspected.

Cust sts can they do the inspection when dlr is looking at cables?

Crs sts no, that is separate from diagnostics.

cust sts will speak to my husband and see what he wants to do, will call you back tomorrow.

Crs sts ok, since the allegation and getting dlr look at it will be separate.

Faith Jackson/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 03:10:44 PM	JACKSOFA	JACKSOFA	Outbound Email	DVM/CAM/Field	Done	10/1/2012 03:11:36 PM	mark.heuer@gm.com
Contact Last Name	Contact First Name	Account	BAG Code				

Comments

A product allegation claim has been made in your region. The customer is alleging a product failure caused her car to move out of park and roll, colliding into different points. This case is being escalated to EGIS because the customer insurance has already paid for repairs.

Power

2007 Pontiac G6

1G2ZG58N874

Timbrook Automotive, Inc., Cumberland, MD (BAC: 116698)

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

Best wishes,
Faith Jackson | CRS

Aditya Biria Minacs | Inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 800-790-5600 x31243 | Fax 666-852-1526 | www.minacs-adityabiria.com

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 01:56:47 PM	JACKSOFA	JACKSOFA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	10/2/2012 02:58:29 PM	Send file to ESIS or tell cust that nobody can tell her if something more is wrong with the veh other than the dealership.
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Action plan:

cust wants to know if something else wrong with veh to cause it to roll backwards, advise cust that nobody can tell you that but the dealership. Insurance involvement, send file to ESIS; if you are seeking compensation, send file to ESIS.

10/2/2012 01:00:47 PM

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/1/2012 01:54:48 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Left Message	Done	10/1/2012 01:58:42 PM	(814) 494-0555. cust wants
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

left message

.....
cust wants to know if something else wrong with veh to cause it to roll backwards, advise cust that nobody can tell you that but the dealership. Insurance involvement, send file to ESIS; if you are seeking compensation, send file to ESIS.

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/28/2012 07:11:35 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Done	10/1/2012 01:44:58 PM	run this by Pat, go to ESIS, or go back to CAC. she wants to find out if there is something else wrong w the cables.
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
9/27/2012 07:05:16 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Done	9/28/2012 02:48:51 PM	run this by Pat. go to ESIS. or go back to CAC. she wants to find out if there is something else wrong w the cables.
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
9/27/2012 08:51:01 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Made Contact	Done	9/28/2012 07:11:31 PM	Send to ESIS, Insurance Involvement.
Contact Last Name		Contact First Name		Account	BAC Code		
Comments							
Cust sis shouldn't cables be looked at to see if veh is safe to drive? pulled apart to look							
Crs sis if contralclains agent decides to inspect the veh, the inspections are thorough, many pictures are taken. GM will be able to tell if there is a product defect. not to tell if there is still an issue w the cables you feel is there.							
Cust sis the internal problem w the cables need to be looked at, that is where I am at now with you. they just moved gear shift up and down. car rolls away for no reason, and gm says don't know why it did that. Cust assistance did nothing for me.							
Crs sis CAC can get technical assistance involved to see if there is an internal issue w the veh that could possibly caused the veh to roll backward.							
Cust sis was over when I said insurance was involved, this car rolled away for a reason. should have went to PAR 2 months ago when veh was damaged. was not advised to do the right thing through GM.							
Faith JacksonPAR/ATX							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 08:48:47 PM	JACKSOFA	JACKSOFA	Scheduled Follow-up		Done	9/28/2012 12:50:52 PM	email dma. send case to ESIS.
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
9/27/2012 06:47:48 PM	JACKSOFA	JACKSOFA	BRC PAR	Business Case	Done	9/27/2012 06:48:18 PM	Business Case
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Sending file to ESIS for Insurance Involvement.

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 06:28:10 PM	JACKSOFA	JACKSOFA	Outbound Call Customer	Made Contact	Done	9/27/2012 06:47:48 PM	Insurance Involvement
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Cust sis was in the garage, heard a noise, veh was locked and in park, walked out and seen car down pavement backed down driveway in park, gone inside to visit, in garage, heard a noise, graveled from brothers driveway, pretty flat, a little decline in it, went down his yard, at least 20-30 feet, at end of yard, embankment to woods, went through woods and through the trees, underneath hit concrete border, that is what did most of the damage to the veh. came to a stop on flat area, was kind of in a ditch then.

Cust sis been an ongoing process, she could only take my information, matt called me, said see that I claimed this under my insurance, he is the rep for the area, that upset me.

Cust sis something with gears and cables of the gears, nothing to do with the brakes, and emergency brakes weren't pulled.

Cust requested the file to be referred to the Central Claims dept. Cms advised cust someone from our Central Claims department will follow up with you within 7-10 business days. Cms provided contact information and the case number.

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:19:48 PM	MERCADYO	JACKSOFA	Ownership Changed		Done	9/27/2012 02:19:49 PM	Service Request Ownership has changed FROM: PEREZMA TO: JACKSOFA
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
9/27/2012 02:19:34 PM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact - Field	Done	10/1/2012 03:10:43 PM	mark.heuer@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Subject: 71-1091822697 PAR Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging a product failure caused her car to move out of park and roll, colliding into different points. This case is being escalated to ESIS because the customer insurance has already paid for repairs.

2007 Pontiac G8

1G2ZG59N874

Timbrook Automotive, Inc., Cumberland, MD (BAC: 115698)

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:19:23 PM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact - Dealer	Done	9/27/2012 06:44:09 PM	No initial Contact required. Vehicle has not been to dealer in two years
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

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

Falk Jackson/PAR

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:18:09 PM	MERCADTO	JACKSOFA	BRC PAR	Initial Contact-Phone	Done	9/27/2012 06:46:44 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Crs verified customer contact information.

Cust. states: accident was at my brothers house, south Conda Way, Rawlings Mariland. don't have exact address.

Original owner? yes.

Currently in a rental or loaner vehicle? no, but was. we got the vehicle back. It is repaired. did have a rental car for almost a month. Insurance paid for so much rental, I had to pay about \$125-150 out of pocket for rest of rental.

Who placed you in a rental or loaner vehicle? Insurance company.

Cust. sustained injuries? no

Did the injured party seek medical attention? n/a

Are cust/injured party in the medical field? n/a

Crs gathered prePAR and PAR Detail info.

CRS advised customer of required verblage as atated in d_1075834

Faith Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:19:00 PM	MERCADTO	JACKSOFA	BRC PAR	Acknowledgement	Done	9/27/2012 06:28:06 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

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

Cust sts: Yes

Continued in Initial

Faith Jackson/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:18:50 PM	MERCADYO	JACKSOFA	Research		Done	9/27/2012 06:42:39 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

CASE SCAN

S/R's: 71-748216349

Recalls: none

Branded: none

Warranty Block: none

Repairs: none

Falsh Jackson/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:18:40 PM	MERCADYO	JACKSOFA	Notify CRM		Done	9/27/2012 06:19:38 PM	File assigned

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:18:23 PM	MERCADYO	JACKSOFA	BRC PAR	Case Assigned	Done	9/27/2012 06:19:34 PM	Assigned to Falsh x31243

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Falsh
888-790-5800 x 31243.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:18:16 PM	MERCADTO	PEREZMA	SR Opened		Done	9/27/2012 02:18:16 PM	SR in Status of Closed has been Re-Opened by MERCADTO

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 02:18:12 PM	MERCADTO	PEREZMA	SR Closed - Dissatisfied		Done	9/27/2012 02:18:13 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
9/27/2012 02:17:49 PM	MERCADTO	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	9/27/2012 02:18:08 PM	PAR V/M

Contact Last Name	Contact First Name	Account	BAC Code

Comments

71-1091822897
rollaway - collision
Sep 27 12:41pm

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 01:26:27 PM	MERCADTO	KINZERTH	Notify CRM		Done	9/27/2012 02:17:48 PM	PAR - rollaway - collision

Contact Last Name	Contact First Name	Account	BAC Code

Comments

leave activity open - file will be assigned in the order received

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 12:51:05 PM	CAPARRMI	CAPARRMI	Scheduled Outbound Call	Cust	Done	9/27/2012 02:17:41 PM	

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
9/27/2012 12:50:12 PM	CAPARRMI	CAPARRMI	Outbound Call Third Party	Left Message	Done	9/27/2012 12:50:58 PM	SC left PAR Dept a VM

Contact Last Name Contact First Name Account BAC Code

SC provided info, would like to know if this case applies for PAR escalation. Provided contact info as well.

SC Mike T2 BACAC L2

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/27/2012 12:28:57 PM	CAPARRMI	CAPARRMI	Outbound Call Customer	Made Contact	Done	9/27/2012 12:48:11 PM	SC talked to Mrs Powell

Contact Last Name Contact First Name Account BAC Code

Comments

SC ate: wanted to discuss case.

Cust sts: 2 months ago veh was in park and all of a sudden it rolled back into my brother's garden. Somebody from GM called the Collision Center to ask them to send the veh to a GM dr for inspection. She also heard there is a recall applicable to the 2008-2009 G6 and under the same conditions as the one she experienced. Paid more than \$6000 plus a \$500 deductible. To her this is a collision due to a product failure.

SC adv: let me check with a diff dept to see if something should be done at this point, cannot assure you anything. Will give you a call tomorrow between 12pm and 2pm.

Cust agreed.

SC Mike T2 BACAC L2

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 12:35:49 PM	PEREZMA	CAPARRMI	Scheduled Outbound Call	Follow-up Attempt	Done	9/27/2012 12:28:54 PM	

First Name	Account	BAC Code
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- Cust's vehicle crashed because it moved on its own while it was in park and has \$6,000 worth of damage. Insurance is already involved, and it was taken to a collision center.
- Cust states somebody from GM called the collision center and asked them to have the vehicle checked at a GM dealership because there was a recall on the same issue she had, and wanted to know who called them.
- DS advised her we don't have that info as we don't deal with collision centers and we can't see her vehicle is included in a recall.

Mail / BA / CAG / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 12:23:07 PM	PEREZMA	PEREZMA	Outbound Call Customer	Made Contact	Done	9/26/2012 12:35:07 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

DS reached cust and she stated there was a massive recall on the same problem she had with her vehicle (it moved on its own while it was parked and then it crashed) and wanted to check if her vehicle was included in that recall. She asked if DS knew who told us when Dir diagnosed the vehicle, they could not find anything that would make the vehicle move on its own. DS advised her we got that info from Svc Mgr. She stated she was not provided with any kind of paperwork and DS advised her to reach Dir about that. She stated somebody from GM called the collision center and advised them they wanted to have the vehicle checked at the dealership and asked who that was. DS advised her that we don't have that information since we don't work with collision centers. She requested to speak to a supervisor and DS advised her that will schedule a call for the next 24 hrs.

Mail / BA / CAG / Tier 2 / M 1 / ext 22430

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/26/2012 09:11:21 AM	PEREZMA	PEREZMA	Scheduled Outbound Call	Follow-up Attempt	Done	9/26/2012 12:22:37 PM	

Contact Last Name Contact First Name Account BAC Code

Comments

09/26/2012
Between 12-2 PM

Action plan: call cust and check what she wanted to discuss.

Matt / BA / CAC / Tier 2 / Int 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
9/25/2012 10:13:00 AM	FONSECCA	PEREZMA	Notify CRM	Customer Called	Done	9/25/2012 09:11:15 AM	customer called in seeking DS

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
9/25/2012 10:10:10 AM	FONSECCA	PEREZMA	SR Opened		Done	9/25/2012 10:10:10 AM	SR in Status of Closed has been Re-Opened by FONSECCA

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 08:06:44 PM	ERCOLAPA	PEREZMA	SR Closed - Dissatisfied		Done	8/8/2012 08:06:44 PM	Service Request has been Closed Dissatisfied.

Contact Last Name Contact First Name Account BAC Code

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 05:12:07 PM	PEREZMA	ERCOLAPA	Manager Review	Case Assessment	Done	8/8/2012 06:06:32 PM	Case Overview - Close SR Dissatisfied
Contact Last Name		Contact First Name		Account	B/C Code		

Comments

Case Overview - Close SR Dissatisfied

REASONS:

- Cust issue: she states her vehicle came out of park mode, travelled on its own and was damaged.
- Cust sks: for the repairs to be covered under warranty as she states it's ridiculous that this is an insurance case and she will have to pay a \$500 deductible.
- Dealer info: checked cust's vehicle, couldn't find a reason why the vehicle would come out of park and travelled and also found the underside was damaged pretty hard, like she hit a rock or concrete. Also, Svo Mgr was advised the collision center took cust's vehicle and will make this an insurance case.
- DWA contact? No.
- Why cust is dissat: because she has to pay a \$500 deductible and stated she will involve a lawyer if this happens again because somebody could get hurt.

Matt / BA / CAC / Tier 2 / Id 1 / ext 22430

Approved

Polly Ercolano/TM CAC T2 L3/BA

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 05:07:46 PM	PEREZMA	PEREZMA	Outbound Call Customer	Made Contact	Done	8/8/2012 05:12:06 PM	
Contact Last Name		Contact First Name		Account	B/C Code		

Comments

(814) 494-0555

DS reached cust and advised her we were informed by Dir the collision center took her vehicle and that this will be an insurance case, and asked her if her insurance will cover the repairs. She stated that it will but that she will have to pay a \$500 deductible. She also stated she's been looking on Internet and there's 8-10 cases of this happening to other people. She wanted to know what would happen if she didn't have money to pay for the deductible and if there somebody got hurt. DS advised her that we would review what to do but that since that did not happen, we can't tell her. She was frustrated because Dir was unable to find a reason why the vehicle would move in park because you can't take the keys out of the vehicle unless it's on park and that they never had a problem with the vehicle but that now she is scared of driving it. She also stated this should not be an insurance case but a warranty case, that this is ridiculous and stated if this happens again and somebody gets hurt, GM will be liable and a lawyer will be involved. DS apologized for the inconveniences and advised cust that will document her frustration.

Matt / BA / CAC / Tier 2 / Id 1 / ext 22430

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 11:55:49 AM	PEREZMA	PEREZMA	Scheduled Outbound Call	Follow-up Attempt	Done	8/8/2012 04:59:40 PM	

Contact Last Name Contact First Name Account BAC Code

Comments

08/08/2012
Between 6-7 PM

Action plan: call cust and advise her we were advised the collision center took her vehicle. Ask her if her insurance will cover the repairs.

Mail / BA / CAC / Tier 2 / Int 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 11:47:55 AM	PORTISPA	PEREZMA	Notify CRM	Customer Called	Done	8/8/2012 11:55:44 AM	Customer called

Contact Last Name Contact First Name Account BAC Code

Comments

pls see inbound call customer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 11:45:36 AM	PORTISPA	PORTISPA	Inbound Call Customer	Complex Request	Done	8/8/2012 11:47:52 AM	RFI agent

Contact Last Name Contact First Name Account BAC Code

Comments

CUST STS:need to speak to agent

CUST SKS:info regarding case

CRS ADV:will notify agent that you called

patricia.ports@ab/cac011 MW

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 10:05:54 AM	PEREZMA	PEREZMA	Manager Review	Case Assessment	Done	8/8/2012 11:55:37 AM	Case Overview - Close SR UTC

Contact Last Name	Contact First Name	Account	BAC Code

Comments
Case Overview - Close SR UTC

REASONS:

- Cust Issue: she states her vehicle came out of park mode, travelled on its own and was damaged.
- Cust asks assistance.
- Dealer Info: checked cust's vehicle, couldn't find a reason why the vehicle would come out of park and travelled and also found the underside was damaged pretty hard, like she hit a rock or concrete. Also, Svc Mgr was advised the collision center took cust's vehicle and will make this an insurance case.
- DMA contact? No.
- Resolution: DS was unable to reach cust and will close the case UTC.

Mall / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 10:01:44 AM	PEREZMA	PEREZMA	Resolution Plan		Done	8/8/2012 10:05:53 AM	Resolution Plan

Contact Last Name	Contact First Name	Account	BAC Code

Comments
-Cust states her vehicle moved while it was in park mode, travelled and it was damaged.
-Dir checked cust's vehicle and could not find a reason why the vehicle would have come out of park mode and travel. They also checked the underside of the vehicle and was damaged pretty hard and looked like cust drove over something like a rock or concrete, that they couldn't find a leak but some transmission fluid on the transmission pan.
-The collision center took cust's vehicle and Svc Mgr was advised that they will make this an insurance case, so they couldn't work on cust's vehicle.
-DS tried to reach cust but was unable to and will close the case UTC.

Mall / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 10:00:38 AM	PEREZMA	PEREZMA	Outbound Call Customer	Left Message	Done	8/8/2012 10:01:42 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

DS tried to reach cust but she wasn't available at the time. Left her a message advising to call DS back if she still needs our help and provided phone# and extension.

Mail / BA / CAC / Tier 2 / lvl 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/7/2012 12:16:32 PM	PEREZMA	PEREZMA	Scheduled Outbound Call Cust	Final Attempt	Done	8/8/2012 10:00:37 AM	
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Between 10-12 PM

Action plan: call cust and advise her we were advised the collision center took her vehicle. Ask her if her insurance will cover the repairs.

Mail / BA / CAC / Tier 2 / lvl 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/7/2012 12:16:03 PM	PEREZMA	PEREZMA	Outbound Call Customer	Left Message	Done	8/7/2012 12:16:31 PM	
Contact Last Name	Contact First Name	Account	BAC Code				

DS tried to reach cust but she wasn't available at the time. Left her a message and advised to call DS back. Provided phone# and extension.

Mail / BA / CAC / Tier 2 / lvl 1 / ext 22430

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 03:39:32 PM	PEREZMA	PEREZMA	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/7/2012 12:15:57 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

08/07/2012
Between 12-2 PM

Action plan: call cust and advise her we were advised the collision center took her vehicle. Ask her if her insurance will cover the repairs.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 03:38:22 PM	PEREZMA	PEREZMA	Outbound Call Customer	Left Message	Done	8/8/2012 03:39:31 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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DS tried to reach cust but she wasn't available at the time. Left her a message stating we were advised by Svc Mgr the collision center took her vehicle and will make this an insurance case but wanted to verify this information with her. Advised her that will call her back tomorrow from 12-2 PM and provided phone# and extension.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 03:35:15 PM	PEREZMA	PEREZMA	Outbound Call Dealer	Made Contact	Done	8/8/2012 03:36:48 PM	Service Manager Wade Lewis

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

DS reached Svc Mgr Wade Lewis and asked him if cust was informed about the damage on the underside of the vehicle and if we can tell that to cust. He stated the collision center took the vehicle and advised that will make this an insurance case, so he supposes she was informed but is not sure.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 01:24:50 PM	PEREZMA	PEREZMA	Inbound Call Dealer	Voice Mail Received	Done	8/8/2012 01:27:28 PM	Service Manager Wade Lewis
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

Svc Mgr left DS a message stating the vehicle was at the collision center and that the insurance may be covering something but he's not really sure. He also stated DS can call him at [REDACTED]

Mail / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/8/2012 10:51:45 AM	PEREZMA	PEREZMA	Outbound Call Dealer	Left Message	Done	8/8/2012 10:52:42 AM	Service Manager Wade Lewis
Contact Last Name		Contact First Name		Account		BAC Code	

Comments

DS tried to reach Svc Mgr Wade Lewis but he wasn't available at the time. Left him a message asking if cust was informed of the damage on the underside of the vehicle and if the repairs will be covered by the insurance. Also, asked him if it's ok if we call cust today. Provided phone# and extension.

Mail / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2/2012 03:59:16 PM	PEREZMA	PEREZMA	Scheduled Follow-up		Done	8/8/2012 10:51:39 AM	Service Manager Wade Lewis
Contact Last Name		Contact First Name		Account		BAC Code	

08/08/2012

Action plan: call Svc Mgr Wade Lewis and ask him if it's ok if we call cust now and advise her that since there's damage on the underside of the vehicle like it hit concrete or a rock and they couldn't find why the vehicle would go out of park on its own, assistance will not be provided.

Mail / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2/2012 03:54:33 PM	PEREZMA	PEREZMA	Outbound Call Dealer	Made Contact	Done	8/2/2012 03:59:13 PM	Service Manager Wade Lewis
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

DS reached Svc Mgr Wade Lewis and he stated that they checked the vehicle and couldn't find why the vehicle would have come out of park on its own and that when they put the vehicle up in the air, it looked like she drove over something like concrete or a rock, and the underside of the vehicle is damaged, that they couldn't find a leak but some transmission fluid on the transmission pan, and that the floor has been damaged pretty hard. He also stated that as of this morning, the vehicle is outside and they will call the collision center to pick it up. They were told by the General Manager not to tell cust about the damage yet and that she has to call the insurance. DS advised him that will call him on Monday to give them some time so cust can reach the insurance.

Met / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2/2012 02:37:46 PM	PEREZMA	PEREZMA	Outbound Call Dealer	Left Message	Done	8/2/2012 02:38:15 PM	Service Manager Wade Lewis
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

DS tried to reach Svc Mgr Wade Lewis but he wasn't available at the time. Left him a message advising that will call him later.

Met / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2/2012 02:27:55 PM	PEREZMA	PEREZMA	Inbound Call Dealer	Voice Mail Received	Done	8/2/2012 02:31:41 PM	Service Manager Wade Lewis
Contact Last Name	Contact First Name	Account	BAC Code				

Svc Mgr Wade Lewis left DS a message requesting a callback at

Met / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2/2012 10:25:31 AM	PEREZMA	PEREZMA	Scheduled Outbound Call	Follow-up Attempt	Done	8/6/2012 03:38:15 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

08/06/2012
Between 3-5 PM

Action plan: call cust after speaking with Svc Mgr Wade Lewis and provide him with an update on his case.

Mall / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2/2012 10:23:54 AM	PEREZMA	PEREZMA	Scheduled Follow-up		Done	8/2/2012 03:54:24 PM	Service Manager Wade Lewis

Contact Last Name	Contact First Name	Account	BAC Code
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08/02/2012

Action plan: call Svc Mgr Wade Lewis and check the following info with him:

- after the crash they checked the gear and it was in neutral.
- as per dr they can't see any anything wrong with the veh and they did a test drive on it.
- as of now the veh is back to the collision center for further work.
- cust don't think that there's no leak in the transmission because they saw the leak on it.

Mall / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2/2012 10:22:38 AM	PEREZMA	PEREZMA	Outbound Call Customer	Left Message	Done	8/2/2012 10:23:53 AM	

Contact Last Name Contact First Name Account BAC Code

Comments

DS tried to reach cust but she wasn't available at the time. Left her a message introducing self, provided phone# and extension and advised her that we couldn't discuss her case with Svc Mgr yet but will call her back when we have news for her.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/2/2012 10:20:02 AM	PEREZMA	PEREZMA	Outbound Call Dealer	Made Contact	Done	8/2/2012 10:20:47 AM	Service Manager Wade Lewis

Contact Last Name Contact First Name Account BAC Code

Comments

DS tried to reach Svc Mgr Wade Lewis but he wasn't available at the time. Left him a message advising we need to check a few things regarding cust's case and provided phone# and extension.

Matt / BA / CAC / Tier 2 / M 1 / ext 22430

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/1/2012 09:52:22 PM	ROQUEFE	PEREZMA	Dealer Notification	Action Required	Done	8/1/2012 09:52:22 PM	Dir Notify on T2 Escalation

Contact Last Name Contact First Name Account BAC Code

Comments

This is to notify you that this case was sent to your District Specialist (Tier 2) CRS. They may reach out to you shortly to discuss the customer's concerns. If possible, you may want to reach out to the customer to attempt to resolve.

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/1/2012 09:52:22 PM	ROQUEFE	PEREZMA	Ownership Changed		Done	8/1/2012 09:52:22 PM	Service Request Ownership has changed FROM: ROQUEFE TO: PEREZMA
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/1/2012 09:52:22 PM	ROQUEFE	PEREZMA	T2 Initial Acknowledgement		Done	8/2/2012 10:21:44 AM	Initial Customer Contact after escalation
Contact Last Name		Contact First Name		Account		BAC Code	
Comments							
Confidential Comments							

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/1/2012 03:47:34 PM	ROQUEFE	ROQUEFE	Outbound Call Customer	Made Contact	Done	8/1/2012 07:11:24 PM	

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

CRS spoke with

CRS:

- calling to update cust regarding the issue of the veh
- inform cust that the veh taken to the service to have it check regarding the leaking transmission, they said they can see any issue and they did test drive it
- as of now they will take the veh back to the collision center for other issues

Cust:

- actually we saw the leak on the transmission
- so if this will happen again what do we need to do, we don't want to be in dangered

CRS:

- understand the issue
- well as of the moment we can forward further this issue to our DS so that we can better assist them about the matter
- educate cust that we are trying our best to give the best solution that we can
- apologize to the cust

Cust:

- cust understand and no problem
- we are hoping for a resolution
- no other concern
- ended the call

Claire/CAC/MLA/T1A/vj0/ ext. 43076

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
8/1/2012 03:44:31 PM	ROQUEFE	ROQUEFE	Outbound Call Dealer	Made Contact	Done	8/1/2012 04:01:52 PM	Timbrook Automotive 3017228300

Comments

CRS spoke with Patrick

Dir:

- I took the veh to the Service
- the one working with Alex

CRS spoke with SA Alex

Dir:

- we did test drive, inspected the veh
- we can't find any problem with the transmission or the leaking transmission
- we took the veh to the Collision center to finish their work
- I can't say if that will be covered under the warranty
- I don't know their process there

CRS

- that's fine, thank you so much
- ended the call

Clare/CACMLAT1/Lv0/ ext. 43076

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/31/2012 09:00:44 PM	ROQUEFE	ROQUEFE	Scheduled Outbound Call Cust	Follow-up Attempt	Done	8/1/2012 03:42:04 PM	**Ft cust

Comments

AP:

- call dir and look for Patrick
- update cust after

Wednesday
Aug. 1, 2012
2-4PM EST

Clare/CACMLAT1/Lv0/ ext. 43076

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/31/2012 12:28:01 PM	ROQUEFE	ROQUEFE	Outbound Call	Customer Left Message	Done	7/31/2012 09:00:42 PM	8144940555

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

Comments

Leave Message:

- calling to follow up
- need some information from patrick the one working for the veh
- inform to callback if needs assistance
- provide SR, DL and ext #

Cletra/CACMLAT1/LM1/ ext. 43078

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/31/2012 12:19:29 PM	ROQUEFE	ROQUEFE	Outbound Call Dealer	Made Contact	Done	7/31/2012 12:28:00 PM	Timbrook Automotive 3017228300

CRS spoke with SA Alex

CRS:

- calling to check the status of the veh
- provide cust info and last 8 of the VIN
- looking for the Collision Dept

**Transferred to Collision Dept

Dir:

- we received it yesterday
- I don't know if the veh was check
- the one working with that is Patrick, he is currently on lunch
- let me transfer you over his VM

Leave a message for patrick

- calling to get the status of the veh
- provide last 8 of the VIN
- and brief description of the issue
- give DL and ext #

Claire/CAC/MLAT/LLVW ext. 43076

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/30/2012 09:23:07 PM	ROQUEFE	ROQUEFE	Scheduled Outbound Call Cust	Follow-up Attempt	Done	7/31/2012 12:19:27 PM	F/u cust
				Account		BAC Code	

Comments

AP:
- call dir and check the status of the veh negotiate with the dir if possible forward to T2 or FAR
- update cust after

Tuesday
July 31, 2012
12:2PM EST

Claire/CAC/MLA/T1/Lv10/ ext. 43076

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed
7/30/2012 12:58:19 PM	ROQUEFE	ROQUEFE	Outbound Call Customer	Made Contact	Done	7/30/2012 01:03:50 PM

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

Comments

CRS spoke with [REDACTED]

CRS:

- calling to follow up
- adv cust to take the veh to the dr
- gathered further information

Cust:

VIN: 1G2ZG58N874 [REDACTED]
- the veh was taken to the Timbrook Collision Center and they are related to the dr
TIMBROOK BUICK PONTIAC GMC CADILLAC
10201 OLD MT SAVAGE RD NW
CUMBERLAND MD 21502-0000
3017228300

CRS:

- will call the dr and will gather further info
- will update them afterwards

Cust:

- agreed and no other concern
- ended the call

Clair/CAC/MLAT/1L/v0/ ext. 43076

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/28/2012 12:47:52 PM	ROQUEFE	ROQUEFE	Scheduled Outbound Call	Initial Attempt	Done	7/30/2012 12:56:13 PM	En cust

Contact Last Name	Contact First Name	Account	BAC Code

Comments

AP:
- check if the case is PAR
- call cust and follow up and if transfer to PAR, transfer the cust

Monday
July 30, 2012
12:2PM EST

Claire/CAC/MLA/T1/Lv10/ ext. 43076

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/28/2012 12:37:23 PM	ROQUEFE	ROQUEFE	Other		Done	7/28/2012 12:38:08 PM	Continuation of IBCC

Contact Last Name	Contact First Name	Account	BAC Code

Comments

CRS:
- educate the cust regarding the RC, inform cust that they are VIN specific
- will look forward on what we can do regarding this matter
- apologize to the cust and will look forward to review what we can do
- will take note of all the info given
- will call her back on Monday for the update on how we can proceed
- provide SR #, DL and ext#

Cust:
- cust agreed and understood
BTTC: anytime as early as you can
- no other concern
- ended the call

Claire/CAC/MLA/T1/Lv10/ ext. 43076

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/28/2012 12:22:33 PM	ROQUEFE	ROQUEFE	Inbound Call Customer	Complex Request	Done	7/28/2012 12:37:22 PM	The veh travelled while it is on PARK

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

Customer's name:
Cellphone #:
Husband's #:
mileage: 60000
make/model/year: 2007 Pontiac G6
zip code: Teambrook GMC
Dir: Comberland, Ma

- Cust sis:
- yesterday I heard a loud noise
 - the car was parked in the parkway of my brother and somehow it travelled and was damage
 - there's some kind a popping gear
 - after we heard the noise outside, the car has tilted
 - the car went to tress and it was crashed
 - I did lock the veh and I do remember that
 - the gear shift was park in neutral still
 - I look online, and there are RC related to the issue
 - I don't have the VIN with me because I am at work right now
 - the veh is at my home
 - it has scratches all over the vehicle
 - there was an extra ground effect
 - when we drove at home, it was driveable but we noticed the leaking transmission fluid
 - there's some kind a problem underneath the vehicle
 - luckily it is on the parkway at that time so no one was hurt
 - the transmission was punctured and I don't know whatever is wrong with the gear shift
 - the car is not driveable and I need to contact to my insurance regarding this
 - the veh was not yet taken to the dir

- Cust sks:
- initiate PAR

Claire/CAC/MLA/T1/ILV/JJ ext. 43078

Confidential Comments

UCC Information

UCC Code	Symptom	Description
K37	No Symptom Indicated	Transmission - Shift Indicator (Manual / Automatic)



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February 21 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Summary ?

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

For this vehicle:

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

Vehicle Information

VIN 1G2ZH558764
 Model: 22H69-2008 G8 GT SEDAN
 Service Contract No Branded Title No Warranty Block No PDI Status No
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [Open](#)

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	01/18/2012	10/26/2005	37 MI	10/26/2008	38,037 MI
	Corrosion Limited Warranty	01/18/2012	10/26/2005	37 MI	10/26/2011	100,037 MI
	Emission Select Component Ltd Wty	01/18/2012	10/26/2005	37 MI	10/26/2013	80,037 MI
	Special Coverage 10163	01/18/2012	10/26/2005	37 MI	10/26/2016	100,037 MI

Service Contract

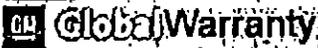
Vehicle has no current record of service contracts.

Transaction History					View Details
Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/08/2006	171826	ZREG---Regular Vehicle Transaction		E8060 - Steering Linkage Outer Tie Rod Replacement	34,813 MI
08/24/2005	A51838	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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October 11, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Summary ?

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

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

Vehicle Information

VIN 1G2ZG58N874 [REDACTED] Model: 2ZG69-2007 G6 SEDAN
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: No
 Order Type 70 - RETAIL - STOCK
 Field Actions [0 Open](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

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

OnStar Equipped N		OnStar Status NA
XM Equipped Y	XM Radio ID W93VV0H2	XM Status Inactive
OnStar Vehicle Diagnostics N		DMN Enabled N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	02/21/2010	07/13/2007	53 MI	07/13/2013	100,053 MI
	Emission Select State Component Lty Wty	02/21/2010	07/13/2007	53 MI	07/13/2014	70,053 MI
	Emission Limited Warranty	02/21/2010	07/13/2007	53 MI	07/13/2010	50,053 MI
	Powertrain Limited Warranty	02/21/2010	07/13/2007	53 MI	07/13/2012	100,053 MI
	Bumper to Bumper Limited Warranty	02/21/2010	07/13/2007	53 MI	07/13/2010	38,053 MI
	Emission Select	02/21/2010	07/13/2007	53 MI	07/13/2015	80,053 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
01/10/2010	258957	ZREG---Regular Vehicle Transaction		J3250 - Radiator Surge Tank Replacement	34,283 MI
10/07/2009	257292	ZREG---Regular Vehicle Transaction		B4181 - Cylinder, Front Door Lock - Left - R&R Or Replace	28,902 MI
08/27/2008	053188	ZREG---Regular Vehicle Transaction		E9740 - Gear Assembly, Power Steering - Replace	21,437 MI
07/31/2008	052812	ZREG---Regular Vehicle Transaction		E8448 - Reposition I-Shaft to correct Noise	18,895 MI
07/31/2008	052812	ZREG---Regular Vehicle Transaction		R9287 - Front Grill/Guard Replacement	18,895 MI
07/31/2008	052812	ZREG---Regular Vehicle Transaction		C3358 - Front Side Door Trim Panel Replacement - Left Side	18,895 MI
06/22/2007	047788	ZPDI---Pre-Delivery Inspection		Z6889 - PDI Related Fluid Adds	3 MI
06/13/2007	A72562	ZPDI---Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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October 11 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN 1G2ZG68N874
 Service Contract No [REDACTED] Model 2ZG69-2007 G6 SEDAN
 Branded Title No Warranty Block No PDI Status No
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#)

For this vehicle:

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

Vehicle Build

Model 2ZG69-2007 G6 SEDAN Order Number KZXWRG
 Gross Vehicle Weight 2,008 Build Date 08/13/2007
 Build Plant 4

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

- | | |
|---|---|
| 19B - EBONY | 19I - EBONY |
| 19Z - OPTION PACKAGE DISCOUNT | 41U - BLACK |
| 6AY - COMPONENT FRT LH COMPUT SEL SUS | 7AY - COMPONENT FRT RH COMPUT SEL SUS |
| 8AB - COMPONENT RR LH COMPUT SEL SUS | 8AB - COMPONENT RR RH COMPUT SEL SUS |
| A51 - SEAT, FRONT 45/46 BUCKET | AL0 - SENSOR INDICATOR |
| AP3 - REMOTE VEHICLE START | AP9 - CARGO NET |
| AT8 - RESTRAINT REAR | AY1 - AIR BAG, DUAL STAGE FRONTAL DRIVER & PASS AND HEAD CURTAIN SIDE IMPACT |
| B37 - FLOOR MATS, FRONT/REAR | C60 - AIR CONDITIONING, CUSTOM |
| CF5 - SUNROOF, POWER TILT & SLIDE | D49 - POWER OUTSIDE REAR VIEW-MIRRORS |
| DNR - EQUIPMENT DEALER INSTALLED | F83 - AXLE RATIO 3.05 |
| FE0 - SUSPENSION, TOURING | IBB - TRIM INTERIOR DESIGN |
| JL8 - BRAKES, ANTILOCK, 4-WHEEL DISC W/TRACTION CONTROL | KG7 - GENERATOR 125 AMP |
| LZ4 - ENGINE, 3.5L V6 SFI | MN5 - TRANSMISSION 4SPEED AUTO |
| N45 - STEERING WHEEL 3 SPOKES | NC7 - FEDERAL EMISSIONS OVERRIDE |
| NE1 - MA/ME/NY/VT EMISSIONS | NU2 - CAL EMISSION SYSTEM, LEV2 |
| NW7 - TRACTION CONTROL | ORN - ORION ASSY |
| PCM - PREFERRED PACKAGE: * CONVENIENCE NET, CARGO * REMOTE VEHICLE START * FLOOR MATS, FRONT/REAR | PDE - SUN AND SOUND PACKAGE: * AM/FM STEREO, POWER LOAD CD PLAYER, AUTOTONE CONTROL, RADIO DATA SYSTEM (REPLACES STD/OPT/PKG RADIO) * POWER SUNROOF |
| PDX - SPORT PACKAGE: * ENGINE, 3.5L V6 SFI * (4) 17" PAINTED ALLOY WHEEL * FOG LAMPS, FRONT, PROJECTOR- BEAM, INTEGRAL IN FASCIA * REAR SPOILER | PFF - (4) 17" PAINTED ALLOY WHEEL |
| QAD - TIRES, P225/50R17, TOURING BW | R6J - CUSTOMER DIALOG NETWORK |
| R6K - ONSTAR NOT STD DESC FROM UE1 | R8P - PREMIUM PAINT |
| R9M - APRIL WHOLESALE FLOORPLAN PLUS | R9N - LEATHER SEAT TRIM |
| SLM - SALES STOCK ORDERS | T43 - REAR SPOILER |
| T96 - LAMPS, FOG | U2K - XM SATELLITE RADIO - SERVICE FEE EXTRA 1ST 3 MONTHS INCL |
| U77 - REAR WINDOW ANTENNA | UN0 - AM/FM CD STEREO W/CLOCK,RDS (REPLACES STD/OPT/PKG) |
| U26 - 6 SPEAKER SOUND SYSTEM | V73 - VEHICLE CERTIFICATION U.S. |
| VK3 - LICENSE PLATE BRACKET, FRONT | VP2 - CHROME APPEARANCE PACKAGE |
| ZDC - COMPACT SPARE TIRE | |

Added Option Codes

Vehicle has no current record of SAIO codes.

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October 11, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

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

For this vehicle:

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

Vehicle Information

VIN 1G2ZG58N874 [REDACTED] Model 22G69-2007 G8 SEDAN
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status No [REDACTED]
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#)

Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 071440037
Source Plant A-GPC RAMOS ARIZPE, MEXICO	Part / Number Broadcast BPH
Date Scanned 06/13/2007	Time Scanned 02:57:00 Scan Station 04
Component Code 01-TRANSMISSION	Traceability 5KNU
Source Plant J-HYDRAMATIC WINDSOR, ONTARIO	Part / Number Broadcast 7ESJ
Date Scanned 06/13/2007	Time Scanned 06:44:00 Scan Station 04
Component Code 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability 17162QJPB
Source Plant K-DELCO ELECTRONICS KOKOMO, IN	Part / Number Broadcast YPKA
Date Scanned 08/13/2007	Time Scanned 14:34:00 Scan Station 01
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 7H916G9
Source Plant Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast 6159
Date Scanned 06/13/2007	Time Scanned 12:48:00 Scan Station 03
Component Code AH-IR-SENSOR ASM-LEFT	Traceability 71223R8D9
Source Plant R-SIEMENS	Part / Number Broadcast 6473
Date Scanned 06/13/2007	Time Scanned 14:34:00 Scan Station 04
Component Code AJ-IR-SENSOR ASM-RIGHT	Traceability 71242R7VZ
Source Plant R-SIEMENS	Part / Number Broadcast 6473
Date Scanned 06/13/2007	Time Scanned 14:34:00 Scan Station 04
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 13HJB
Source Plant 2-	Part / Number Broadcast 6008
Date Scanned 06/13/2007	Time Scanned 14:34:00 Scan Station 03
Component Code AT-RIGHT SIDE IMPACT SENSING MODULE	Traceability 70161AC6A
Source Plant R-SIEMENS	Part / Number Broadcast 6472
Date Scanned 06/13/2007	Time Scanned 14:34:00 Scan Station 03
Component Code AU-LEFT SIDE IMPACT SENSING MODULE	Traceability 70222AFT3
Source Plant R-SIEMENS	Part / Number Broadcast 6472
Date Scanned 06/13/2007	Time Scanned 14:34:00 Scan Station 03
Component Code CB-SEQ NUM (FLEX) BODY ASM	Traceability 2141889
Source Plant -	Part / Number Broadcast 122
Date Scanned 09/01/2007	Time Scanned 15:31:00 Scan Station

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 08/12/2007

Traceability: 2646805
Part / Number Broadcast: 1PP
Time Scanned: 14:47:00 Scan Station:

Component Code: DF---
Source Plant: D-
Date Scanned: 08/12/2007

Traceability: 15870073
Part / Number Broadcast: 2108
Time Scanned: 20:38:00 Scan Station: 03

Component Code: DG---
Source Plant: D-
Date Scanned: 08/12/2007

Traceability: 16770448
Part / Number Broadcast: 2107
Time Scanned: 20:37:00 Scan Station: 03

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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October 11 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail



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

Vehicle Information

VIN 1G2ZG58N874 [REDACTED] Model 22G69-2007 G6 SEDAN
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: No
 Order Type 70 - RETAIL - STOCK
 Field Actions [Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 01/19/2010

Job Card Number: 259957

Repair Service Agent 118898
 TIMBROOK BUICK PONTIAC GMC CADILLAC
 10201 OLD MT SAVAGE RD NW
 CUMBERLAND MD 21602-0000
 3017228300

Odometer Reading 34,293 MI
 Authorization Code

Process Date
01/28/2010

Transaction Type
ZREG---Regular Vehicle
Transaction

Transaction Expense Category
Warranty

Customer Complaint Code
0327-Engine/Fuel/Exhaust - Fluid
Leaks

Job Card Line # 1 Transaction Adjustment Cause Code 4061-Interface (Gasket, Seal, Hose,
Weld..) - Leaks

Labour Op J3250-Radiator Surge Tank Replacement
 Causal Part Number 000000000025776252-TANKAGM-RADSURGE
 --See other Parts and/or Not Items

Job Card Date: 10/07/2009

Job Card Number: 257292

Repair Service Agent 118898
 TIMBROOK BUICK PONTIAC GMC CADILLAC
 10201 OLD MT SAVAGE RD NW
 CUMBERLAND MD 21602-0000
 3017228300

Odometer Reading 29,902 MI
 Authorization Code

Process Date
10/23/2009

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 B4161-Cylinder, Front Door Lock - Left - R&R Or Replace
 Causal Part Number
 --See other Parts and/or Not Items

Job Card Date: 07/31/2008

Job Card Number: 053198

Repair Service Agent: 118149
OSBURN BUICK GMC, INC.
501 LIBERTY BLVD
DU BOIS PA 15801-2409
8143714800

Odometer Reading: 21,437 MI
Authorization Code:

Process Date
08/02/2008

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 E9740

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 07/31/2008

Job Card Number: 052812

Repair Service Agent: 118149
OSBURN BUICK GMC, INC.
501 LIBERTY BLVD
DU BOIS PA 15801-2409
8143714800

Odometer Reading 19,895 MI
Authorization Code

Process Date
08/19/2008

Transaction Type
ZREG---Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code
0000-Converted Claim

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

Labour Op E9448-Repulsion I-Shaft to correct Noise

Causal Part Number

Job Card Date: 07/31/2008

Job Card Number: 052812

Repair Service Agent 118149
OSBURN BUICK GMC, INC.
501 LIBERTY BLVD
DU BOIS PA 15801-2409
8143714800

Odometer Reading: 19,895 MI
Authorization Code

Process Date
08/19/2008

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 R9287-Front Grill/Guard Replacement

Causal Part Number

--See other Parts and/or Net Items

Job Card Date: 07/31/2008

Job Card Number: 052812

Repair Service Agent 118149

Odometer Reading 19,895 MI

OSBURN BUICK GMC, INC.
501 LIBERTY BLVD
DU BOIS PA 15801-2409
8143714800

Authorization Code.

Process Date
08/19/2008

Transaction Type
ZREG—Regular Vehicle Transaction

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 3

Transaction Adjustment:

Cause Code: 0000-Converted Claims

Labour Op C3358-Front Side Door Trim Panel Replacement - Left Side

Causal Part Number

Job Card Date: 08/22/2007

Job Card Number: 047786

Repair Service Agent 118149

Odometer Reading: 3 MI

OSBURN BUICK GMC, INC.

Authorization Code

501 LIBERTY BLVD

DU BOIS PA 15801-2409

8143714800

Process Date
07/13/2007

Transaction Type
ZPDI—Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z6999-PDI Related Fluid Adds

Causal Part Number

•See other Parts and/or Nol Items

Job Card Date: 06/13/2007

Job Card Number: A72562

Repair Service Agent 118148

Odometer Reading 0 MI

OSBURN BUICK GMC, INC.

Authorization Code

501 LIBERTY BLVD

DU BOIS PA 15801-2409

8143714800

Process Date
08/19/2007

Transaction Type
ZPDI—Pre-Delivery Inspection

Transaction Expense Category

Customer Complaint Code

0000-Converted Claim

Job Card Line # 1

Transaction Adjustment

Cause Code 0000-Converted Claims

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

This CARFAX Vehicle History Report provided free of charge by:



ESIS GM
300 Renaissance Center Mc 482 C19 B61
Detroit, MI 48265
586-212-2141

SHOW ME THE CARFAX

CARFAX CARFAX® Vehicle History Report™ US \$39.99
An independent company established in 1986

Vehicle Information:

2007 PONTIAC G6/SE
VIN: 1G2ZG58N874
SEDAN 4 DR
3.5L V6 FI
FRONT WHEEL DRIVE
Standard Equipment | Safety Options

CARFAX Report Provided By:

ESIS GM
300 Renaissance Center Mc 482 C19 B61
Detroit, MI 48265
586-212-2141

- No accident / damage reported to CARFAX
- 3 Previous owners
- 4 Service records available
- Types of owners: Personal, Lease
- 60,640 Last reported odometer reading
- \$70 Below retail book value



This CARFAX Vehicle History Report is based only on information supplied to CARFAX and available as of 10/11/12 at 9:13:12 PM (EDT). Other information about this vehicle, including problems, may not have been reported to CARFAX. Use this report as one important tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

CARFAX Price Calculator™

Adjust the value of this 2007 Pontiac G6/SE based on the information available in this report

1) Retail Book Value

\$

Enter retail book value here

2) CARFAX Price Adjustment™

+ **-\$70**

Below retail book value

3) Adjusted Retail Value

Begin by entering the retail book value

Start by entering the retail book value from a pricing guide website.

This vehicle is worth less than average, based on information in this report.

Compare adjusted retail value to seller's asking price when making your decision.

CARFAX Ownership History	Owner 1	Owner 2	Owner 3
The number of owners is estimated			
Year purchased	2007	2009	2009
Type of owner	Personal	Lease	Personal
Estimated length of ownership	2 years	29 days	3 years
Owned in the following states/provinces	Pennsylvania	Pennsylvania	Maryland
Estimated miles driven per year	17,325/yr	---	10,833/yr
Last reported odometer reading	18,897	28,939	60,640

CARFAX Title History	Owner 1	Owner 2	Owner 3
CARFAX guarantees the information in this section			
Salvage Junk Rebuilt Fire Flood Hail Lemon	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
Not Actual Mileage Exceeds Mechanical Limits	Guaranteed No Problem	Guaranteed No Problem	Guaranteed No Problem
 GUARANTEED - None of these major title problems were reported by a state Department of Motor Vehicles (DMV). If you find that any of these title problems were reported by a DMV and not included in this report, CARFAX will buy this vehicle back. Register View Terms View Certificate			

CARFAX Additional History	Owner 1	Owner 2	Owner 3
Not all accidents / issues are reported to CARFAX			
Total Loss No total loss reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Structural Damage No structural damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Airbag Deployment No airbag deployment reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Odometer Check No indication of an odometer rollback.	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated	<input checked="" type="checkbox"/> No Issues Indicated
Accident / Damage No accidents or damage reported to CARFAX.	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported	<input checked="" type="checkbox"/> No Issues Reported
Manufacturer Recall Check with an authorized <u>General Motors dealer</u> for any open recalls.	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported	<input checked="" type="checkbox"/> No Recalls Reported
Basic Warranty Original warranty estimated to have expired.	Warranty Expired	Warranty Expired	Warranty Expired

CARFAX Detailed History		Glossary		
Owner 1 Purchased: 2007 Type: Personal Where: Pennsylvania Est. miles/year: 17,325/yr Est. length owned: 7/13/07 - 8/4/09 (2 years)	Date:	Mileage:	Source:	Comments:
	07/13/2007	53	Pennsylvania Motor Vehicle Dept. Falls Creek, PA	Vehicle purchase reported
	07/19/2007		Pennsylvania Motor Vehicle Dept. Falls Creek, PA Title #64887284MI01	Title issued or updated First owner reported Registered as personal vehicle Loan or lien reported
	08/13/2008	18,897	Osburn Buick Pontiac GMC Truck Du Bois, PA 814-371-4600 osburnonline.com	Oil and filter changed
	12/29/2008		Pennsylvania Motor Vehicle Dept. Falls Creek, PA Title #64887284MI01	Registration issued or renewed
Owner 2 Purchased: 2009 Type: Lease Where: Pennsylvania Est. length owned: 8/4/09 - 9/2/09 (29 days)	Date:	Mileage:	Source:	Comments:
	08/04/2009	28,908	Pennsylvania Motor Vehicle Dept. Indiana, PA Title #64887284FI02	Title issued or updated New owner reported Registered as lease vehicle

09/02/2009	28,939	Online Listing	Vehicle offered for sale
------------	--------	----------------	--------------------------

Owner 3		Date:	Mileage:	Source:	Comments:
Purchased: 2009 Type: Personal Where: Maryland Est. miles/year: 10,833/yr Est. length owned: 9/22/09 - present (3 years)		09/22/2009	29,385	Maryland Motor Vehicle Dept. Cumberland, MD Title #40427877	Title or registration issued New owner reported Loan or lien reported
Low mileage! This owner drove less than the industry average of 15,000 miles per year. 		10/07/2009	29,902	Timbrook Pontiac Cadillac Nissan Cumberland, MD 301-722-8300 timbrook.com	Lock cylinder(s) replaced
		06/30/2010		Maryland Motor Vehicle Dept. Cumberland, MD Title #40427877	Registration issued or renewed
		07/11/2012		Maryland Motor Vehicle Dept. Cumberland, MD Title #40427877	Registration issued or renewed
		08/06/2012	35,000	Timbrook Automotive Cumberland, MD 301-722-8300 timbrook.com	Maintenance inspection completed
		08/10/2012	60,640	Timbrook Nissan Cumberland, MD 301-777-8600 timbrooknissan.com	Vehicle serviced



I'm here to help! Print and bring my SmartBuyer Checklist when you go to test drive this 2007 Pontiac G6/SE.

Have Questions? Consumers, please visit our Help Center at www.carfax.com. Dealers or Subscribers, please visit our Help Center at www.carfaxonline.com.

CARFAX Glossary [View Full Glossary](#)

CARFAX Price Adjustment™

Accidents, service records, number of owners and many other history factors can affect a vehicle's value. The CARFAX Price Adjustment is a tool that analyzes millions of used car transactions to measure how the combination of all the information reported to CARFAX affects the value of a particular vehicle. The vehicle's retail book value plus the CARFAX Price Adjustment will give you a more accurate measure of the vehicle's value. Use this tool, along with a vehicle inspection and test drive, to make a better decision about your next used car.

First Owner

When the first owner(s) obtains a title from a Department of Motor Vehicles as proof of ownership.

Lease

When someone leases a car from a dealer, the dealer actually sells the vehicle to a leasing company. The leasing company then collects payments for the vehicle from the new owner for 24, 36, 48 or more months. A leasing company can be an independent car dealer or a car manufacturer.

New Owner Reported

When a vehicle is sold to a new owner, the Title must be transferred to the new owner(s) at a Department of Motor Vehicles.

Ownership History

CARFAX defines an owner as an individual or business that possesses and uses a vehicle. Not all title transactions represent changes in ownership. To provide estimated number of owners, CARFAX proprietary technology analyzes all the events in a vehicle history. Estimated ownership is available for vehicles manufactured after 1994 and titled solely in the US including Puerto Rico. Dealers sometimes opt to take ownership of a vehicle and are required to in the following states: Maine, Massachusetts, New Jersey, Ohio, Oklahoma, Pennsylvania and South Dakota. Please consider this as you review a vehicle's estimated ownership history.

Title Issued

A state issues a title to provide a vehicle owner with proof of ownership. Each title has a unique number. Each title or registration record on a CARFAX report does not necessarily indicate a change in ownership. In Canada, a registration and bill of sale are used as proof of ownership.

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Covered by United States Patents Nos. 7,113,853; 7,505,838 and 7,596,512.

10/11/12 9:13:12 PM (EDT)

1 OF 1 RECORD(S)

Motor Vehicle Registrations

This data is for informational purposes only.

Maryland Motor Vehicle Registration

Registrant Information

Registrant 1

Name: [REDACTED]
Date of Birth: [REDACTED]
Address: [REDACTED]
CUMBERLAND, MD
ALLEGANY COUNTY

Registrant 2

Name: [REDACTED]
Date of Birth: [REDACTED]
Address: [REDACTED]
CUMBERLAND, MD
ALLEGANY COUNTY

Registration Information

Original Registration Date: 07/11/2012
Registration Date: 07/11/2012
Registration Expiration Date: 07/31/2014

Vehicle Information

VIN: 1G2ZG58N874 [REDACTED]
Transmission: J
Vehicle Class: PASSENGER CAR/LIGHT TRUCK
Power Steering: Standard
Air Conditioning: Standard
Model Year: 2007
Roof: None / not available
Front Wd: Yes
Make: Pontiac
Optional Roof: Power sun/moon roof
4WD: No
Model: G6
Anti-Lock Brakes: 4 wheel optional
Series: G6/SE
Tilt Wheel: Standard
Power Brakes: Standard
Style: Sedan 4 Door
Security System: Passive Engine Immobilizer & keyless entry
Power Windows: Standard
Color: UNKNOWN
Radio: AM/FM CD
Daytime Running Lights: Standard
Engine Type: 6
Engine Size: 214
Base Price: \$19,190

Plate Information

License Plate Number: [REDACTED]
License Plate Type: Private
Plate State: Maryland
Previous License Plate Number: [REDACTED]

Previous Plate State: Maryland

Important: The Public Records and commercially available data sources used on reports have errors. Data is sometimes entered poorly, processed incorrectly and is generally not free from defect. This system should not be relied upon as definitively accurate. Before relying on any data this system supplies, it should be independently verified. For Secretary of State documents, the following data is for information purposes only and is not an official record. Certified copies may be obtained from that individual state's Department of State.

Your DPPA Permissible Use is: Insurer

Your GLBA Permissible Use is: Resolving Customer Disputes or Inquiries

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Service Request Detail

SR No.	71-1129994892	Ref No.	Goodwill	No Goodwill Offered	BRC Type	N/A
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Transmission - Shift Indicator	Sub-Area	ESIS Escalation
Address		City	Involved Dir		Safety	Yes
State	VA	Zip Cd	Source	Phone	Updated	11/26/2012 02:44:51 PM
Serial #/VIN	1G2ZA5E80A4	Model Year	Priority	Medium	License #	PONTIAC
Make	Pontiac	Warr. Start	Status	Open	Owner	DUFFYWI
Model	G6	Mileage	Sub-Status	Dissatisfied	Opened	11/26/2012 11:11:33 AM
Abtract	(ESIS) Transmission - Shift Indicator (Manual / Automatic)					
Customer Description	This is a BRC PAR File. Please do not Assume. Forward all inquiries to William Duffy @ ext.31244					

Pre-PAR

PAR Number	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond.	Fire Report#	Police Report#	
Owner	7/11/2011 12:00:00 PM	N	0	0	Asphalt	Dry	n/a	n/a	
Driver Last Name	Driver First Name	Height	DOB	Disabilities					
unk	unk	unk		n/a					
Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency						
n/a	n/a	(800) 468-1127	Southern Insurance						
Incident Loc	1400 Short 16th St. Charlottesville, VA 22902				Incident Desc	July, 2011 cust. veh. rolled out of parking spot while in parked position. Cust. was outside of veh., grandson was entering veh. Repaired by independent, insurance carrier covered, \$250 ded.			
Component	transmission				Damage Desc	lower front bumper			
Vehicle Loc	w/ cust.				Add'l Info	Cust. had claim paid out by insurance for repair			
Employ Svc Name	n/a				Maint Loc	Jiffy Lube			

PAR Detail

Collision	Y	Non Collision	Property Damage	N	Thermal Evt	N	Spec Equip	No	
Vehicle Speed	0	Weather Condition	clear		Prop Owner	n/a	Property Type	n/a	
Last Service Date		Loc Last Service			Property Location	n/a	Prop Est Repair Cost		
Veh Est Repair Cost		Spec Equip Installer	n/a		Prop Damage Description	n/a			
Primary Veh Use	Personal	Inspection Type	Transmission/Transaxle		Inspected By	Inspection Not Performed	Inspection Date/Time		
Veh Damage Description	lower front bumper	Explain Other				Cust. doesn't recall last oil change date.			

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 03:13:11 PM	DUFFYWM	DUFFYWM	Scheduled Follow-up		Scheduled Alarm		Check if case picked up by ESIS

Contact Last Name	Contact First Name	Account	BAG Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 03:12:20 PM	DUFFYWM	ESISBIQU	Escalation	ESIS - Insurance Involvement	In Progress		Insurance Involvement

Contact Last Name	Contact First Name	Account	BAG Code

Comments

Cust. alleging trans. slipped out of park, causing a coll. Cust. insurance carrier involved, veh. repaired. Cust. seeking \$250 ded. reimb. Veh. repaired at indep. mechanic shop

Forwarding case to ESIS for further consideration

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 03:10:42 PM	DUFFYWM	DUFFYWM	BRC PAR	Business Case	Done	11/26/2012 03:12:27 PM	Business Case

Contact Last Name	Contact First Name	Account	BAG Code

Comments

Business Case

- * Cust. alleging trans. slipped out of park, causing a coll.
- * Cust. insurance carrier involved, veh. repaired
- * Cust. seeking \$250 ded. reimb.
- * Veh. repaired at indep. mechanic shop

Forwarding case to ESIS for further consideration

William Duffy/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 02:47:02 PM	DUFFYWM	DUFFYWM	Outbound Email	DVM/CAM/Field	Done	11/26/2012 03:08:40 PM	E-mail to DDMA michael.irkina@gm.com
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

A product allegation claim has been made in your region. The customer is alleging their transmission slipped while in park causing a collision. This case is being escalated to ESIS because the customer's insurance carrier is involved.

2010 Pontiac G6
1G2ZA5E80A4
There is no currently involved dir.

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

Best wishes,
William Duffy | Quality Performance Coach

Aditya Birla Minacs | Inspired every day
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741
Phone 866-790-5600 ext 31244 | www.minacs.adityabirla.com | Follow us on Twitter

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 02:06:45 PM	KINZERTH	DUFFYWM	Ownership Changed		Done	11/26/2012 02:06:45 PM	Service Request Ownership has changed FROM: VALDEZRO TO: DUFFYWM
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2012 02:08:26 PM	KINZERTH	DUFFYWM	BRC PAR	Initial Contact - Field	Done	11/28/2012 02:12:37 PM	e-mail to DDMA
Contact Last Name	Contact First Name	Account	BAC Code				

Comments
Sending an e-mail to notify DDMA of local cust. making a product allegation re: trans. slipping out of park resulting in a coll.

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/28/2012 02:08:16 PM	KINZERTH	DUFFYWM	BRC PAR	Initial Contact- Dealer	Done	11/28/2012 02:48:13 PM	no call made
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

veh, hasn't been to dr. since purchase, over 2 years, per GWM

William Duffy/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 02:06:08 PM	KINZERTH	DUFFYWI	BRC PAR	Initial Contact- Phone	Done	11/26/2012 02:45:18 PM	Call to [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments

CRS verified customer contact information.

Cust. stated: July, 2011 cust. veh. rolled out of parking spot while in parked position. Cust. was outside of veh., grandson was entering veh. Repaired by Independent, insurance carrier covered, \$250 ded.

Original owner? Yes

Currently in a rental or loaner vehicle? No

Who placed you in a rental or loaner vehicle? n/a

Cust. sustained injuries? No

Did the injured party seek medical attention? No

Are cust/injured party in the medical field? n/a

CRS gathered prePAR and PAR Detail info.

CRS advised customer of required verblage as stated in d_1076834

Cust requested the file to be referred to the Central Claims dept. CRS advised cust someone from our Central Claims department will follow up with you within 7-10 business days. CRS provided contact information and the case number

William Duffy/PAR/ATX

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 02:06:00 PM	KINZERTH	DUFFYWI	BRC PAR	Acknowledgement	Done	11/26/2012 02:21:10 PM	Call to
				Account		BAC Code	

Comments

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

Cust sts: Yes

Continued in initial

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 02:06:53 PM	KINZERTH	DUFFYWI	Research		Done	11/26/2012 02:10:53 PM	Research VIN
				Account		BAC Code	

Comments

SR's: None

Recalls: Customer Satisfaction Program N100085 10085 AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE 05/13/2010 Open

Branded: No

Warranty Block: No

Repairs: None related to current concern

William Duffy/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 02:06:48 PM	KINZERTH	DUFFYWI	Notify CRM		Done	11/26/2012 02:09:13 PM	File assigned
				Account		BAC Code	

Comments

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 02:05:28 PM	KINZERTH	DUFFYWM	BRC PAR	Case Assigned	Done	11/26/2012 02:09:08 PM	Assigned to William x31244

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 02:05:21 PM	KINZERTH	VALDEZRO	SR Opened		Done	11/26/2012 02:05:21 PM	SR in Status of Closed has been Re-Opened by KINZERTH

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 02:05:20 PM	KINZERTH	VALDEZRO	SR Closed - Satisfied		Done	11/26/2012 02:05:20 PM	Service Request has been Closed Satisfied.

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

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 11:35:53 AM	VALDEZRO	KINZERTH	Notify CRM	Need to Assume SR	Done	11/26/2012 02:05:16 PM	PAR case .

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

Comments

Confidential Comments

Parameter:
* Customer claims vehicle was involved in a collision due to product failure.
CAC PAR Procedures
Document ID: d_108767

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 11:31:33 AM	VALDEZRO	VALDEZRO	Outbound Call Third Party	Made Contact/Engineering Own	Done	11/26/2012 11:35:41 AM	called PAR..

Contact Last Name	Contact First Name	Account	BAG Code
-------------------	--------------------	---------	----------

Comments
called PAR..

Spoke with: a PAR specialist
sl:
* since the cust is no longer on the line, just put the casefile on queue then we'll take it over

Rob/CAC Tier 1/MNLA/vi 0
866-790-5800 ext 12761

Confidential Comments

Service Request Detail

Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/26/2012 11:11:38 AM	VALDEZRO	VALDEZRO	Inbound Call Customer	Complex Request	Done	11/26/2012 11:30:39 AM	PAR: veh rolled down while lts in Park

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

Comments

Name: Josephine
Phone Number:
VIN: 1G2ZASEB0A4
Year, Make and Model: 2010 G8 SE
Mileage: 40000

Customer sts:

- * got a letter in the mail - 12106 Shift Lever Indicator
- * but I remember that I had an incident that the veh rolled down while it was in Park
- * I think that happened last year
- * the veh was damaged and I paid \$1,200 for the repairs
- * I got this letter recently saying that the transmission gear indicator may have an issue

Customer seeks:

- * address the incident happened

CRS advised:

- * we'll document everything about the concern
- * there will be a dept (PAR) who will continue to address the incident happened
- * we'll call that dept for you so that they can review the file and call you back for the progress of it.
- * the letter that you got is NOT a recall yet
- * instead its a pre-announcement letter for an upcoming recall about the transmission shift
- * GM is in the process of finalizing the list of the vehs/parts that gonna be included in that recall
- * if your veh is gonna be included, then we'll send you a 2nd letter as a final notice to bring the veh to the dlr

Cust ats:

- * Ok, thank you and I appreciate it
- * I wait for that call from that dept.

Rob/CAC Tier 1/MNL/LM 0
866-790-5600 ext 12761

Confidential Comments

UCC Information

UCC Code	Symptom	Description
K37	Inoperative	Transmission - Shift Indicator (Manual / Automatic)

[Logout](#)



November 27, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Summary ②

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

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: 1G2ZA5EB0A4 [REDACTED] Model: 2ZG89-2010 G8 SE SEDAN
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 50 - FLEET
 Field Actions: [1 Open](#) [REDACTED]

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N100085	10085	AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE	05/13/2010	Open

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Vehicle has no current record of outstanding service information.

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-555-3600.

OnStar Equipped: Y XM Radio ID: AZGV32RE OnStar Status: Inactive
 XM Equipped: Y XM Status: Inactive
 OnStar Vehicle Diagnostics: N DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	08/01/2011	10/09/2009	10 MI	10/09/2012	36,010 MI
	Corrosion Limited Warranty	08/01/2011	10/09/2009	10 MI	10/09/2015	100,010 MI
	Emission Limited Warranty	08/01/2011	10/09/2009	10 MI	10/09/2024	150,010 MI

Powertrain Limited Warranty	08/01/2011	10/09/2009	10 MI	10/09/2014	100,010 MI
Emission Select State Component Ltd Wty	08/01/2011	10/09/2009	10 MI	10/09/2024	150,010 MI
PZEV Emission Limited Warranty	08/01/2011	10/09/2009	10 MI	10/09/2024	150,010 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
10/08/2009	A46818	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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November 27, 2012

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

INTERFACE WITH
CUSTOMER

View Vehicle Build ?

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

Vehicle Information

VIN: 1G2ZA6EBOA [REDACTED] Model: 2ZG69-2010 G6 SE SEDAN
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - FLEET
 Field Actions: [1 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: 2ZG69-2010 G6 SE SEDAN Order Number: NMVGRK
 Gross Vehicle Weight: 1,959 Build Date: 10/08/2009
 Build Plant: 4

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.

- | | |
|---|---|
| 19B - EBONY | 19I - EBONY |
| 18D - 18D PACKAGE INCLUDES: * CRUISE CONTROL AND REMOTE KEYLESS ENTRY PREFERRED PACKAGE: * REMOTE VEHICLE START * STEERING WHL, LEATHER WRAPPED * BRAKE HANDLE, LEATHER WRAPPED * SHIFTER, LEATHER WRAPPED * STEERING WHEEL RADIO CONTROLS SUN AND SOUND PACKAGE: * AM/FM STEREO W/CD PLAYER AND AUX INPUT AND USB PORT (REPLACES STD/OPT RADIO) * SUNROOF, POWER TILT AND SLIDE * INSIDE REARVIEW MIRROR W/AUTO DIMMING AND COMPASS * LIGHTED VANITY MIRRORS | 1S2 - OPTION PACKAGE DISCOUNT |
| 50U - SUMMIT WHITE | 6AL - COMPONENT FRT LH COMPUT SEL SUS |
| 7AL - COMPONENT FRT RH COMPUT SEL SUS | 8AB - COMPONENT RR LH COMPUT SEL SUS |
| 9AB - COMPONENT RR RH COMPUT SEL SUS | AL0 - SENSOR INDICATOR |
| AP3 - REMOTE VEHICLE START | AS5 - SEAT, FRONT BKT |
| AT8 - RESTRAINT REAR | AXJ - VEHICLE TYPE PASSENER CAR |
| AY0 - SIDE IMPACT AIRBAGS, DRIVER AND FRONT PASSENGER | B37 - FLOOR MATS, FRONT/REAR |
| B86 - BODY SIDE MOLDINGS | B8P - VEHICLE GM PROD WEEK 40 |
| C60 - AIR CONDITIONING, AIR FILTRATION SYSTEM | CF5 - SUNROOF, POWER TILT & SLIDE |
| DD7 - MIRROR, REARVIEW W/ COMPASS | DL6 - MIRROR O/S LH & RH REMOTE, ELECTRIC, MANUAL FOLDING COLOR |
| EF7 - COUNTRY - USA | FCH - FLT-HERTZ |
| FE0 - SUSPENSION, TOURING | FLT - FLT-FLEET ORDERS |
| FX2 - AXLE RATIO 3.91 | HP0 - HYBRID PROPULSION NOT INSTALLED |
| IBB - TRIM INTERIOR DESIGN | JAY - BRAKE HANDLE, LEATHER WRAPPED |
| JL9 - BRAKES, ANTILOCK, 4-WHEEL DISC W/TRACTION CONTROL | X34 - CRUISE CONTROL AND REMOTE KEYLESS ENTRY |
| KG7 - GENERATOR 125 AMP | LE5 - ENGINE, 2.4L VVT DOHC 4-CYL |
| MN5 - TRANSMISSION, AUTOMATIC 4-SPEED | N34 - STEERING WHL LEATHER WRAPPED |
| NC7 - FEDERAL EMISSIONS OVERRIDE | NE1 - 50-STATE EMISSIONS |

NU6 - EMISSION SYSTEM, CALIFORNIA
 P22 - WHEELS, 17" 5 SPOKE

ORN - ORION ASSY
 PCJ - SUN AND SOUND PACKAGE *
 AM/FM STEREO W/CD PLAYER AND
 USB PORT (REPLACES STD/OPT
 RADIO) * SUNROOF, POWER TILT
 AND SLIDE * INSIDE REARVIEW
 MIRROR W/AUTO * LIGHTED VANITY
 MIRRORS DIMMING AND COMPASS
 QGG - TIRES, BW TL AL2

PDC - PREFERRED PACKAGE: * REMOTE VEHICLE START *
 STEERING WHL, LEATHER WRAPPED * BRAKE HANDLE, LEATHER
 WRAPPED * SHIFTER, LEATHER WRAPPED * STEERING WHEEL
 RADIO CONTROLS

R6F - IDENTIFY B CODE USERS
 R9N - PROCESSING CODE - SEATS

R7E - FRONT LICENSE PLATE
 U2K - XM SATELLITE RADIO -
 SERVICE SUBSCRIPTION SOLD
 SEPARATELY BY SIRIUS/XM AFTER
 90 DAYS

U77 - REAR WINDOW ANTENNA

UE1 - 1 YR ONSTAR SAFE & SOUND
 W/ AUTOMATIC CRASH RESPONSE
 (ASK DEALER ABOUT AVAILABLE
 TURN-BY-TURN NAVIGATION)

UJM - TIRE PRESS INDICATOR MANUAL

UK3 - STEERING WHEEL AUDIO
 CONTROL

UUI - RADIO, AM/FM STEREO RDS, CD PLAYER WITH USB PORT

UZ8 - 6 SPEAKER SOUND SYSTEM

V2G - CREDIT IN LIEU OF FUEL

V8D - VEHICLE STATEMENT US

VK3 - LICENSE PLATE BRACKET, FRONT

VN9 - DAILY RENTAL REPURCHASE
 PROGRAM

VY7 - SHIFTER, LEATHER WRAPPED

XL7 - FREQUENCIES RATING
 316MHZ

YT1 - DAILY RENTAL FLAT RATE DEPREC.

ZFH - COMPACT SPARE TIRE

Added Option Codes

Vehicle has no current record of SAID codes.

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November 27, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary ?

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

Vehicle Information

VIN: 1G2ZA5EB0A [REDACTED] Model: 2ZG69-2010 G8 SE SEDAN
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 60 - FLEET
 Field Actions: [1 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: 910020878
Source Plant: -	Part / Number Broadcast:
Date Scanned: 10/08/2009	Time Scanned: 14:00:00 Scan Station: 04
Component Code: 61-TRANSMISSION	Traceability: BHJH
Source Plant: -	Part / Number Broadcast:
Date Scanned: 10/08/2009	Time Scanned: 14:14:00 Scan Station: 04
Component Code: 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability: 27600463
Source Plant: 1-	Part / Number Broadcast: 9990
Date Scanned: 10/08/2009	Time Scanned: 20:33:00 Scan Station: 13
Component Code: 75-GAS TANK	Traceability: 410080071
Source Plant: 6-	Part / Number Broadcast: 0464
Date Scanned: 10/08/2009	Time Scanned: 15:21:00 Scan Station: 04
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 192730079
Source Plant: 2-	Part / Number Broadcast: AAKL
Date Scanned: 10/08/2009	Time Scanned: 20:33:00 Scan Station: 13
Component Code: 87-BODY CONTROL MODULE	Traceability: A92710917
Source Plant: R-	Part / Number Broadcast: 6805
Date Scanned: 10/08/2009	Time Scanned: 20:33:00 Scan Station: 13
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: 7J9GQVC
Source Plant: Q-RIMIR MATAMORS MEXICO	Part / Number Broadcast: 5166
Date Scanned: 10/08/2009	Time Scanned: 19:21:00 Scan Station: 03
Component Code: AH-IR-SENSOR ASM-LEFT	Traceability: 00E21761B
Source Plant: R-SIEMENS	Part / Number Broadcast: 1097
Date Scanned: 10/08/2009	Time Scanned: 20:33:00 Scan Station: 13
Component Code: AJ-IR-SENSOR ASM-RIGHT	Traceability: 000373F1B
Source Plant: R-SIEMENS	Part / Number Broadcast: 1097
Date Scanned: 10/08/2009	Time Scanned: 20:33:00 Scan Station: 13
Component Code: AS-SENSING DIAGNOSTIC MODULE	Traceability: 302XE
Source Plant: 2-	Part / Number Broadcast: 2000
Date Scanned: 10/08/2009	Time Scanned: 20:33:00 Scan Station: 13
Component Code: BK-INTERNATIONAL TRANS. CONTROL	Traceability: 092760162

MODULE

Source Plant: K-

Part / Number Broadcast:
AAF5

Date Scanned: 10/08/2009

Time Scanned: 20:33:00 Scan Station:
13

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

Traceability: 0351128

Source Plant: -

Part / Number Broadcast: 1ZZ

Date Scanned: 09/29/2009

Time Scanned: 16:22:00 Scan Station:

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

Traceability: 2985033

Source Plant: -

Part / Number Broadcast: 1PP

Date Scanned: 10/08/2009

Time Scanned: 04:27:00 Scan Station:

Component Code: DF---

Traceability: 27390374

Source Plant: D-

Part / Number Broadcast: 2108

Date Scanned: 10/08/2009

Time Scanned: 09:29:00 Scan Station: 03

Component Code: DG----

Traceability: 27390359

Source Plant: D-

Part / Number Broadcast: 2107

Date Scanned: 10/08/2009

Time Scanned: 09:29:00 Scan Station: 03

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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November 27, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 1G2ZA8E80A4 [REDACTED] Model: 22G88-2010 G6 SE SEDAN
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 50 - FLEET
 Field Actions: [1 Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 10/08/2009

Job Card Number: A48618

Repair Service Agent: 128776
 HERTZ CORPORATION-CINCINNATI
 GREATER CINCINNATI ARPT
 ERLANGER KY 41011-0000

Odometer Reading: 0 MI
 Authorization Code:

Process Date: 10/13/2009

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

Customer Complaint Code: 0000-Converted Claim

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

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

INTERFACE WITH CUSTOMER

View Vehicle Delivery Information ?

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

Vehicle Information

VIN: 1G2ZA5EB0A4	Model: 22G69-2010 G6 SE SEDAN
Service Contract: No	Branded Title: No
Order Type: 50 - FLEET	Warranty Block: No
Field Actions: 1 Open	PDI Status: Yes

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: 000020	Invoice Date: 10/06/2009
CIPS Dummy Dealer Chile	

Ship to Information

Ship to Service Agent: 1843898	Ship to Date: N/A
--------------------------------	-------------------

Delivery Information

Delivery Service Agent: 000025	Delivery Date: 10/09/2009
DUMMY DEALER FOR 1000	Delivery Type: 020--DAILY RENTAL
DUMMY DEALER FOR 1000	Delivery Odometer: 10

In Service Information

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

Registration Information

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

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