

RQ13-001

GM

4/17/2013

Q 03

0101\_2005\_US



# Memo

Sent on 02/08/2005 12:27:27 PM

**To:** Ray Romeo/US/GM/GMC  
**cc:**  
**From:** Ray Romeo/US/GM/GMC  
**Date:** 02/08/2005 12:27:27 PM  
**Subject:** Re: FW: G6 BCM parts restriction

Ray Romeo  
Brand Quality Manager - Small/Mid Size Car Group (Pontiac G6)  
GM Service Operations (Mail Code 480-204-005)  
30501 Van Dyke Avenue - Warren, MI 48090-9008  
ray.romeo@gm.com  
Phone 586-947-8879 (VME 58633-78879)

----- Forwarded by Ray Romeo/US/GM/GMC on 02/08/2005 12:27 PM -----

**Devin Koski**

02/01/2005 02:40 PM

To: Ray Romeo/US/GM/GMC@GM  
cc: Charles.J.Woodrick@delphi.com, Alexander Ballios/US/GM/GMC@GM,  
Michael McClure/US/GM/GMC@GM, Carlos  
Jabbour/US/GM/GMC@GM  
Subject: Re: FW: G6 BCM parts restriction

Ray,

If they do not select the fog lamp option during the setup procedure on the Tech 2, they can re-run the procedure on the Tech 2 without having to request a VCI # or replacing the BCM. When the technician runs the setup procedure on the Tech 2 they will be required to enable the remote start each time using SPS if the vehicle is equipped with this option.


Your question of whether they are required to obtain a VCI # has two answers. If the vehicle was built with remote start option, a VCI # is not required to enable Remote Start. If Remote Start option was added to the vehicle and the as built data has not been updated, then they would be required to obtain a VCI #.

*Devin Koski*

Lead Service Engineer  
6750 Chicago Rd.  
Warren, MI 48090-9008  
Mail code 480-201-050  
Phone: 586-492-8545 (8-562)  
Fax: 586-492-7607 (8-562)  
Email:devin.koski@gm.com  
Ray Romeo

**Ray Romeo**

02/01/2005 12:36 PM

To: Devin Koski/US/GM/GMC@GM  
cc:  
Subject: Re: FW: G6 BCM parts restriction 

Devin, thanks for the reply, question, if they do not select the fog lamp option or remote start, can they

rerun the setup procedure or do they need to call for a VCI to rerun or does the BCM need to be replaced?

Ray Romeo  
Brand Quality Manager - Small/Mid Size Car Group (Pontiac G6)  
GM Service Operations (Mail Code 480-204-005)  
30501 Van Dyke Avenue - Warren, MI 48090-9008  
ray.romeo@gm.com  
Phone 586-947-8879 (VME 58633-78879)  
Devin Koski

**Devin Koski**

01/31/2005 12:15 PM

To: Ray Romeo/US/GM/GMC@GM  
cc: Charles.J.Woodrick@delphi.com, Alexander Ballios/US/GM/GMC@GM,  
Michael McClure/US/GM/GMC@GM, Carlos  
Jabbour/US/GM/GMC@GM  
Subject: Re: FW: G6 BCM parts restriction 📎

Ray,

If the technician does not select the correct option configuration for the vehicle, they can re-run the BCM setup procedure on the Tech 2 for that vehicle. The only time a BCM would need to be replaced is if the technician programmed in the wrong mileage in for the vehicle. For vehicles that have remote start, it is necessary that the technician enable remote start with SPS each time they configure the BCM with the Tech 2.

I hope this helps.

*Devin Koski*

Lead Service Engineer  
6750 Chicago Rd.  
Warren, MI 48090-9008  
Mail code 480-201-050  
Phone: 586-492-8545 (8-562)  
Fax: 586-492-7607 (8-562)  
Email:devin.koski@gm.com

"Charles.J.Woodrick" <Charles.J.Woodrick@delphi.com>

**"Charles .J.Woodrick "**  
**<Charles .J.Woodrick @**  
**delphi.com>**

01/31/2005 11:54 AM

To: <devin.koski@gm.com>  
cc:  
Subject: FW: G6 BCM parts restriction

Devin,

Can you answer Ray Romero's question? I am not that familiar with the Tech 2 screens. Thanks.

Regards,  
Chuck Woodrick

Product System Engineer, IBCM  
Delphi Corporation

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

From: Middleton, Mike

Sent: Monday, January 31, 2005 11:46 AM

To: Woodrick, Charles J.

Cc: 'ray.romeo@gm.com'

Subject: FW: G6 BCM parts restriction

Chuck, Can you answer Ray's question?

Mike

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

From: ray.romeo@gm.com [mailto:ray.romeo@gm.com]

Sent: Friday, January 28, 2005 12:40 PM

To: mike.waszczenko@gm.com

Cc: tom.vollman@gm.com; Middleton, Mike; kelly.edwards@delphi.com;

ray.romeo@gm.com; butch.darrow@gm.com; douglas.walker@gm.com;

tony.wingett@gm.com; george.acker@gm.com; nicholas.paslay@gm.com;

charles.bongiorno@gm.com; chuck.kellogg@gm.com; tom.vollman@gm.com;

douglas.walker@gm.com; ron.caponey@gm.com

Subject: Re: G6 BCM parts restriction

Mike, if dealers reprogram BCM for door lock issue and don't set options correctly (i.e. fog lamps and/or remote start) can they just re-program or are there additional steps like call TCSC to get a VCI number....please let me know or let me know who would...thanks Ray

Ray Romeo

Brand Quality Manager - Small/Mid Size Car Group (Pontiac G6) GM Service

Operations (Mail Code 480-204-005) 30501 Van Dyke Avenue - Warren, MI

48090-9008 ray.romeo@gm.com Phone 586-947-8879 (VME 58633-78879)

----- Forwarded by Ray Romeo/US/GM/GMC on 01/28/2005 12:36 PM -----

Evan C Frings

To: Tom A.

Vollman/US/GM/GMC@GM, mike.middleton@delphi.com,

01/24/2005 09:15

kelly.edwards@delphi.com,

Ray Romeo/US/GM/GMC@GM, Butch Darrow/US/GM/GMC@GM, Douglas E.

AM

Walker/US/GM/GMC@GM, Tony

Wingett/US/GM/GMC@GM, George Acker/US/GM/GMC@GM, Nicholas

Paslay/US/GM/GMC@GM,

Charles Bongiorno/US/GM/GMC@GM, CHUCK KELLOGG/US/GM/GMC@GM, Tom A.

Vollman/US/GM/GMC@GM,

Douglas E. Walker/US/GM/GMC@GM

cc:

Subject: Re: G6 BCM parts



restriction(Document link: Ray Romeo)

The last 8 of the 2 parts I tested that the fog lights did not work on were 54126326 and 54119248. The 2 I tested and the fog lights worked most likely due to Delphi's reprogramming were 54122127 and 54122024.

Tom A. Vollman

Frings/US/GM/GMC@GM

To: Evan C

01/24/2005 06:13

cc:

AM

Subject: G6 BCM parts

restriction

Can you send me the vins associated with the 4 Bcms that had the fog lamps inop

----- Forwarded by Tom A. Vollman/US/GM/GMC on 01/24/2005 06:12 AM -----

Butch Darrow

Vollman/US/GM/GMC@GM, Douglas E. Walker/US/GM/GMC@GM

To: Tom A.

01/21/2005 06:53

cc:

AM

Subject: G6 BCM parts

restriction

Tom and Doug,

FYI.

Butch

----- Forwarded by Butch Darrow/US/GM/GMC on 01/21/2005 06:52 AM -----

Evan C Frings

To:  
mike.middleton@delphi.com, kelly.edwards@delphi.com, Ray  
Romeo/US/GM/GMC@GM,

01/20/2005 05:03 Butch  
Darrow/US/GM/GMC@GM, Douglas E. Walker/US/GM/GMC@GM, Tony  
Wingett/US/GM/GMC@GM,

PM George  
Acker/US/GM/GMC@GM, Nicholas Paslay/US/GM/GMC@GM, Charles

Bongiorno/US/GM/GMC@GM,  
CHUCK KELLOGG/US/GM/GMC@GM

cc:

Subject: G6 BCM parts

restriction

I tested the 4 BCM's that were returned for non functioning fog lights. Two of the BCM's worked normally and on the other two BCM's the fog lights did not work. I determined that the cause of this was the BCM was not programmed for the fog light option. When I programmed the BCM for fog lights, they worked fine. The two BCM's that worked normally were altered by Delphi so that is why we think they worked normally. The team at the plant should consider adding this to the DVT. Also, are the options programmed at the plant or by Delphi? Ray, it would be a good idea to send a service bulletin to dealers telling them to just add the fog light option in the BCM programming with the Tech II instead of replacing the whole thing.

Evan Frings  
Warranty Reduction  
248-684-3582

\*\*\*\*\*  
\*\*\*\*\*

Note: The information contained in this message may be privileged and confidential and thus protected from disclosure. If the reader of this message is not the intended recipient, or an employee or agent responsible for delivering this message to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify us immediately by replying to the message and deleting it from your computer. Thank you.

\*\*\*\*\*  
\*\*\*\*\*



# Memo

Sent on 02/17/2005 04:03:14 PM

**To:** Ray Romeo/US/GM/GMC  
**cc:**  
**From:** Ray Romeo/US/GM/GMC  
**Date:** 02/17/2005 04:03:14 PM  
**Subject:** Re: G6 BCM parts restriction

Ray Romeo  
Brand Quality Manager - Small/Mid Size Car Group (Pontiac G6)  
GM Service Operations (Mail Code 480-204-005)  
30501 Van Dyke Avenue - Warren, MI 48090-9008  
ray.romeo@gm.com  
Phone 586-947-8879 (VME 58633-78879)

**Evan C Frings**

01/24/2005 09:15 AM

To: Tom A. Vollman/US/GM/GMC@GM, mike.middleton@delphi.com, kelly.edwards@delphi.com, Ray Romeo/US/GM/GMC@GM, Butch Darrow/US/GM/GMC@GM, Douglas E. Walker/US/GM/GMC@GM, Tony Wingett/US/GM/GMC@GM, George Acker/US/GM/GMC@GM, Nicholas Paslay/US/GM/GMC@GM, Charles Bongiorno/US/GM/GMC@GM, CHUCK KELLOGG/US/GM/GMC@GM, Tom A. Vollman/US/GM/GMC@GM, Douglas E. Walker/US/GM/GMC@GM

cc:

Subject: Re: G6 BCM parts restriction

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Tom A. Vollman

**Tom A. Vollman**

01/24/2005 06:13 AM

To: Evan C Frings/US/GM/GMC@GM

cc:

Subject: G6 BCM parts restriction

Can you send me the vins associated with the 4 Bcms that had the fog lamps inop

----- Forwarded by Tom A. Vollman/US/GM/GMC on 01/24/2005 06:12 AM -----

**Butch Darrow**

01/21/2005 06:53 AM

To: Tom A. Vollman/US/GM/GMC@GM, Douglas E. Walker/US/GM/GMC@GM

cc:

Subject: G6 BCM parts restriction

Tom and Doug,

FYI.

Butch

----- Forwarded by Butch Darrow/US/GM/GMC on 01/21/2005 06:52 AM -----

**Evan C Frings**

To: mike.middleton@delphi.com, kelly.edwards@delphi.com, Ray

01/20/2005 05:03 PM

Romeo/US/GM/GMC@GM, Butch Darrow/US/GM/GMC@GM,  
Douglas E. Walker/US/GM/GMC@GM, Tony  
Wingett/US/GM/GMC@GM, George Acker/US/GM/GMC@GM,  
Nicholas Paslay/US/GM/GMC@GM, Charles  
Bongiorno/US/GM/GMC@GM, CHUCK KELLOGG/US/GM/GMC@GM

cc:

Subject: G6 BCM parts restriction

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Evan Frings  
Warranty Reduction  
248-684-3582



**Issue Memos -> Memo Detail**

Close

Issue Number: **0101/2005/US** Subject: **2005-US - United States, Body Control Module (Bcm), Fuse Block - Fogs lamps inop CPIT N176373**

From: **Raymond Romeo ray.romeo@gm.com**

**Send To:**

Include:

To... **Ray Romeo/US/GM/GMC**

cc...

**Memo:**

Subject: **Re: G6 BCM parts restriction**

**Text:**

Ray Romeo  
Brand Quality Manager - Small/Mid Size Car Group (Pontiac G6)  
GM Service Operations (Mail Code 480-204-005)  
30501 Van Dyke Avenue - Warren, MI 48090-9008  
ray.romeo@gm.com  
Phone 586-947-8879 (VME 58633-78879)

Evan C Frings  
01/24/2005 09:15 AM

To: Tom A. Vollman/US/GM/GMC@GM, mike.middleton@delphi.com, kelly.edwards@delphi.com, Ray Romeo/US/GM/GMC@GM, Butch Darrow/US/GM/GMC@GM, Douglas E. Walker/US/GM/GMC@GM, Tony Wingett/US/GM/GMC@GM, George Acker/US/GM/GMC@GM, Nicholas Paslay/US/GM/GMC@GM, Charles Bongiorno/US/GM/GMC@GM, CHUCK KELLOGG/US/GM/GMC@GM, Tom A. Vollman/US/GM/GMC@GM, Douglas E. Walker/US/GM/GMC@GM

cc:

Subject: Re: G6 BCM parts restriction

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Tom A. Vollman  
01/24/2005 06:13 AM

To: Evan C Frings/US/GM/GMC@GM

cc:

Subject: G6 BCM parts restriction

Can you send me the vins associated with the 4 Bcms that had the fog lamps inop  
----- Forwarded by Tom A. Vollman/US/GM/GMC on 01/24/2005 06:12 AM -----

Butch Darrow  
01/21/2005 06:53 AM

To: Tom A. Vollman/US/GM/GMC@GM, Douglas E. Walker/US/GM/GMC@GM

cc:

Subject: G6 BCM parts restriction

Tom and Doug,

FYI.

Butch

----- Forwarded by Butch Darrow/US/GM/GMC on 01/21/2005 06:52 AM -----

Evan C Frings  
01/20/2005 05:03 PM

To: mike.middleton@delphi.com, kelly.edwards@delphi.com, Ray Romeo/US/GM/GMC@GM, Butch Darrow/US/GM/GMC@GM, Douglas E. Walker/US/GM/GMC@GM, Tony Wingett/US/GM/GMC@GM, George Acker/US/GM/GMC@GM, Nicholas Paslay/US/GM/GMC@GM, Charles Bongiorno/US/GM/GMC@GM, CHUCK KELLOGG/US/GM/GMC@GM

cc:

Subject: G6 BCM parts restriction

I tested the 4 BCM's that w +++ please refer to Complete Report +++

**Attachments:**

**Attachments**

Attachment Title	File Size (MB)
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Last Updated By: **Raymond Romeo** Last Update Date:

\* indicates fields required prior to save, submission, or approval.

Close

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**Issue Memos -> Memo Detail**

Close

Issue Number: **0101/2005/US** Subject: **2005-US - United States, Body Control Module (Bcm), Fuse Block - Fogs lamps inop CPIT N176373**

From: **Raymond Romeo ray.romeo@gm.com**

**Send To:**

Include:

To... **Ray Romeo/US/GM/GMC**

cc...

**Memo:**

Subject: **Re: FW: G6 BCM parts restriction**

**Text:**

Ray Romeo  
 Brand Quality Manager - Small/Mid Size Car Group (Pontiac G6)  
 GM Service Operations (Mail Code 480-204-005)  
 30501 Van Dyke Avenue - Warren, MI 48090-9008  
 ray.romeo@gm.com  
 Phone 586-947-8879 (VME 58633-78879)  
 ----- Forwarded by Ray Romeo/US/GM/GMC on 02/08/2005 12:27 PM -----

Devin Koski  
 02/01/2005 02:40 PM

To: Ray Romeo/US/GM/GMC@GM  
 cc: Charles.J.Woodrick@delphi.com, Alexander Ballios/US/GM/GMC@GM, Michael McClure/US/GM/GMC@GM, Carlos Jabbour/US/GM/GMC@GM  
 Subject: Re: FW: G6 BCM parts restriction

Ray,  
 If they do not select the fog lamp option during the setup procedure on the Tech 2, they can re-run the procedure on the Tech 2 without having to request a VCI # or replacing the BCM. When the technician runs the setup procedure on the Tech 2 they will be required to enable the remote start each time using SPS if the vehicle is equipped with this option.

Your question of whether they are required to obtain a VCI # has two answers. If the vehicle was built with remote start option, a VCI # is not required to enable Remote Start. If Remote Start option was added to the vehicle and the as built data has not been updated, then they would be required to obtain a VCI #.

Devin Koski  
 Lead Service Engineer  
 6750 Chicago Rd.  
 Warren, MI 48090-9008  
 Mail code 480-201-050  
 Phone: 586-492-8545 (8-562)  
 Fax: 586-492-7607 (8-562)  
 Email:devin.koski@gm.com

Ray Romeo  
 02/01/2005 12:36 PM

To: Devin Koski/US/GM/GMC@GM  
 cc:  
 Subject: Re: FW: G6 BCM parts restriction

Devin, thanks for the reply, question, if they do not select the fog lamp option or remote start, can they rerun the setup procedure or do they need to call for a VCI to rerun or does the BCM need to be replaced?

Ray Romeo  
 Brand Quality Manager - Small/Mid Size Car Group (Pontiac G6)  
 GM Service Operations ( +++ please refer to Complete Report +++

**Attachments:****Attachments**

Attachment Title	File Size (MB)
------------------	----------------

Last Updated By: **Raymond Romeo** Last Update Date:

\* indicates fields required prior to save, submission, or approval.

Close

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**Complete Report**

**FPR No: 0101/2005/US**

**GM Aftersales**

Type: **GMNA Passenger Car (US)**

Status:	Country / Region:	Champion:
<b>Closed (in time)</b>	US / GMNA	Ray Romeo
	PRTS No.:	FPRD No.:
	N176373	8838

**G6 - Body Control Module (BCM) - Fuse block - Fogs lamps inop CPIT N176373**

**Affected Vehicles**

Main Carline:	Operationally Affected Carlines:	Model Year:	Model:
G6		2005	
Engine:	Transmission:	Axle:	Transfer Case:
Local Component FPR:		Steering:	No of Cases:
No		LHD	1
Source of Information:		Brand Quality Plan:	
WPC		No	

Samples	VIN	Build Date	Engine No	Mileage (mi)	Transm. No.
Youngest	1G2ZH5289541	09/10/2004			
Between	1G2ZG5282541	09/01/2004			
Oldest	1G2ZH5289541	09/27/2004			

**Problem Description**

Functional Group Level 1:	Level 2:	Level 3:	Level 4:
80 Electrical Function	3 Body Interior & Exterior	6 Electronic Body Modules	1 Body Control Module

Trouble Category:	Trouble:		
Z - Not assignable	Not Assignable (Add new Code)		
Primary Labor Code	Trouble Codes Affected:	Driving Condition:	Environment Condition:
B4800			
2nd Labor Code	3rd Labor Code	4th Labor Code	5th Labor Code

Symptoms / Complaints:		
Fog lamps are inop		
Probable Cause:		
TBD		
Corrective Action:	Success of Corrective Action:	Remark:
Dealer replaced BCM to repair Ref TAC PI - Reprogram BCM, do not replace		

Attachment:

**Affected Parts**

Part No:	(Catalog No only valid if OPEL report)	Parts name:	Sample Parts Available:
22734684	Catalog No:		Yes
Shipping details:	Remark/ Location of Parts:		

Parts to Mike Middleton Delphi 01/06/05

Deck Code:

Serial No. / Casting No./ Component Date Code:

**Severity / Requested Action**

Severity: Action requested:  
4 - Annoyance Field Remedy

**Originator Information**

Originator: NSC:  
Ray Romeo USA

**Dealer and Field Contact Information**

Dealer Name: Dealer Number: Dealer Phone:

Dealer Contact Name: Dealer E-Mail Address:

Field Rep Contact Name: Field Rep. Number: Field Rep. Phone:

Field Rep. E-Mail Address:

**Champion Assignment**

Champion: Department: Location:  
Ray Romeo Vehicle Sales Service & Marketing Warren  
(VSSM)

E-Mail: Phone: Fax:  
Ray Romeo/US/GM/GMC@GM 586-947-8879

**Champion Designee Assignment**

Champion: Department: Location:

E-Mail: Phone: Fax:

**Visibility**

Access:  restricted  public

**Document Information**

Document created by:	Ray Romeo/US/GM/GMC	01/07/2005 12:39:07 PM
Last Modified by:	Ray Romeo/US/GM/GMC	04/06/2005 02:50:38 PM

**Solution**

GM Aftersales

**FPR No:** 0101/2005/US

Type:GMNA Passenger Car

Status:

Closed (in time)

Country/Region:

US/GMNA

Champion:

Ray Romeo

PRTS No.:

N176373

**G6 - Body Control Module (BCM) - Fuse block - Fogs lamps inop CPIT N176373**

Affected Carlines:

**Solution Status**

Release Status of Solution:



released



not released



refused

**24 hr CAP Group Information**

Natural Owner of Problem :

Name of Natural Owner of Problem:

**General Answer/Comment**

**Short Description**

**Field Remedy**



**Document Information**

Last Modified by: Melissa Okonoski/C/US/GM/GMC 07/20/2005 01:24:46 PM



**Communication**

GM Aftersales

**FPR No:** 0101/2005/US**Type:**GMNA Passenger Car

Status:

Closed (in time)

Country/Region:

US/GMNA

Champion:

Ray Romeo

PRTS No.:

N176373

**G6 - Body Control Module (BCM) - Fuse block - Fogs lamps inop CPIT N176373****Messages**

Message	From	To	Date
01. Re: FW: G6 BCM parts restriction	Ray Romeo	Ray Romeo	02/08/2005
02. Re: G6 BCM parts restriction	Ray Romeo	Ray Romeo	02/17/2005

**Document Information**

Last Modified by:

Melissa Okonoski/C/US/GM/GMC

10/29/2007 01:08:20 PM

**Status**

GM Aftersales

**FPR No:** 0101/2005/US

Type:GMNA Passenger Car

Status:

Closed (in time)

Country/Region:

US/GMNA

Champion:


Ray Romeo

PRTS No.:

N176373

**G6 - Body Control Module (BCM) - Fuse block - Fogs lamps inop CPIT N176373****Status**

Status	Target Date	Status Date	Name	Result
<b>Under Creation</b>	n/a	01/07/2005	Ray Romeo	n/a
<b>Sent</b>	n/a	01/07/2005	Ray Romeo	n/a
<b>Additional Info Needed</b>	03/16/2005	03/02/2005	Ray Romeo	in time
<b>Open</b>	04/01/2005	04/06/2005	Ray Romeo	late 5 d
<b>Waiting for Release</b>	04/09/2005	07/20/2005	Melissa Okonoski/C/US/G M/GMC	late 102 d
<b>Feedback</b>	08/19/2005	08/18/2005	Auto Close Agent	in time

 **Closed** Date Closed: 08/18/2005

Comment for status:

**PRTS Link**

PRTS-Problemnumber: N176373

PRTS-Subject:

Number:

PRTS-Status:

PRTS - Target:

Champion:

Department:

**24hr CDP Use Only**

24hr Status:

Open

Exit to CPIP:

 Yes  No

Containment / Resolution Date:

Field Remedy Required:

No

Verification Date:

Comments:

**Document Information**

Last Modified by:

Ray Romeo/US/GM/GMC

04/06/2005 02:55:45 PM

**Impact**  
GM Aftersales

**FPR No:** 0101/2005/US  
**Type:**GMNA Passenger Car

Status:  
**Closed** (in time)

Country/Region:  
US/GMNA

Champion:  
Ray Romeo

PRTS No.:  
N176373

**G6 - Body Control Module (BCM) - Fuse block - Fogs lamps inop CPIT N176373**

The issue is already transferred to PRTS database the impact information is maybe out of date!  
Please use the link to open the issue in PRTS database!

**Supplier Information**

Supplier: DUNS Code:

**Assessment of customer satisfaction impact**

Marketing Division / Vehicle Line	Customer Survey:			Customer Survey:		
	PPH	MY	Wave	PPH	MY	Wave
3Z Total						
Malibu						
Malibu Maxx						
G6						
Not Applicab le...						

Report Date: Customer Survey Specialist:

Customer Survey Comments:

**Assessment of impact on warranty**

Sales Region:

Marketing Division / Vehicle	Months in service						Model Year
	0	2	6	12	24	36	
Marketing Division / Vehicle							

	icle Line							
I P T V	3 Z T Total	0	0	0	0	0	0	
I P T V	M ali bu	0	0	0	0	0	0	
I P T V	M ali bu M ax x	0	0	0	0	0	0	
I P T V	G 6	0	0	0	0	0	0	
I P T V	N ot A pp lic ab le. ...	0	0	0	0	0	0	
C o s t / V e h i c l e	3 Z T Total	0	0	0	0	0	0	
C o s t / V e h i c l e	M ali bu	0	0	0	0	0	0	
C o s t / V e h i c l e	M ali bu M ax x	0	0	0	0	0	0	
C o s t	G 6	0	0	0	0	0	0	

V							
e							
h							
i							
c							
l							
e							
C	0	0	0	0	0	0	
o							
s							
t							
A							
V							
o							
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l							
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c							
a							
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e.							
h							
i							
e.							
...							
...							

Solution Effectiveness (%):

Report Date: \_\_\_\_\_ Warranty Specialist: \_\_\_\_\_

Warranty Comments: \_\_\_\_\_

Case Rank	Cost Rank	Labor Code	Description	Total IPTV	Case Count	Avg Case Age	\$ Per Vehicle
7	4	N4800	MODULE, BODY COMPUTER - REPLACE	3.09	161	26.44	0.43

**Regional Information**

Description	Value	Description	Value
Physical Test		Issue Resolution Team Approval Date	
GMM ICE PPH		4	
5		CTF Repeat Occurrences	
ZDW Plant&Value		8	
Direct Run Loss		PDT	

**Document Information**

Last Modified by: Ray Romeo/US/GM/GMC 03/02/2005 12:01:21 PM

**FPIM**

GM Aftersales

**FPR No: 0101/2005/US**

Type:GMNA Passenger Car

Status:

Closed (in time)

Country/Region:

US/GMNA

Champion:

Ray Romeo

PRTS No.:

N176373

**G6 - Body Control Module (BCM) - Fuse block - Fogs lamps inop CPIT N176373**

Symptoms: Fog lamps are inop

Cases: 1

Mileage: (km)

**Tasks**

Due Date	Task / Action	Owner	Date Raised	Date Closed

**24 h Field Containment / Diagnostic Advice:**

Not sent yet!

**Document Information**

Last Modified by:

10/29/2007 01:08:20 PM



Issue Number: 1064470 Issue Age: 102 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--


Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: G6 Add-on Count: 0




Part-Location: BCM - Interior

Complaint: Intermittent brake light issue




Issue Type: Product Report Product Line: 3Z Project No: G6 Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]  

Issue Steps: Product Report (Closed) 

 Tasks: 0  Attachments: 0  Memos: 0

Report  Sent  Add. Info Needed  Open  Solution Feedback 


Report -> Main   

**User Role Assignments**

Role	Assignment Date	Name	Department	Phone	History
Originator	30-Sep-2008	Raymond Romeo	General Motors Corporation *** General Motors *** GM North America *** NA Vehicle Sales, Service & Marketing *** SPO Executive Staff *** GM Service Operations *** Product Problem Resolution *** Brand Quality Car Group	+1 248 672 9161	




**Step Dates**

Step Start Date	Submit Dates		Close Dates	
	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
30-Sep-2008		30-Sep-2008		30-Sep-2008



**Step Actions**

Action	Date	Name	Department	Phone
Originated	30-Sep-2008	Raymond Romeo	Dealer Service & Warranty Operations	+1 248 672 9161
Approved	30-Sep-2008	Shannon Moore	Data Analysts	586-947-7304

\* indicates fields required prior to save, submission, or approval.   

Issue Number: 1064470 Issue Age: 102 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: G6 Add-on Count: 0

Part-Location: BCM - Interior

Complaint: Intermittent brake light issue

Issue Type: Product Report Product Line: 3Z Project No: G6 Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0

Memos: 0

Report Sent Add. Info Needed Open Solution Feedback

Solution Feedback -> Develop Solution Previous Next Edit

**General Answer/Comment**

Raymond Romeo on 10-Dec-2008:

#08-05-22-009: Intermittently Brake Lights (Stop Lamp) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTC C0161/C0277 Set (Perform Repair as Outlined) - (Dec 4, 2008) Also warranty reduction project

**Short Description**

**Field Service Information**

PI Number :  
 Bulletin Number:  
 GM Messenger Date:

**Field Remedy**

**Production Remedy**

Solution Result:

Last Updated By: Last Update Date:

Previous Next Edit



Issue Number: 1064470 Issue Age: 102 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: G6 Add-on Count: 0

Part-Location: BCM - Interior

Complaint: Intermittent brake light issue

Issue Type: Product Report Product Line: 3Z Project No: G6 Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0 Memos: 0

Report Sent Add. Info Needed Open Solution Feedback




Solution Feedback -> Solution Analysis Previous Next Edit

Last Break Point

Date	VIN/Part Number	Comments
04-Dec-2008		#08-05-22-009: Intermittently Brake Lights (Stop Lamp) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTC C0161/C0277 Set (Perform Repair as Outlined) - (Dec 4, 2008) Also Warranty Reduction Project

Last Updated By: Last Update Date: Previous Next Edit

**Issue Number:** 1064470    **Issue Age:** 102 days    **Severity:** 4    **Associated Issues:** 0    **State:** Closed    **Actions:** --Available Issue Actions--  
**Issue Year/Country:** 2008 - US - United States    **Engineering Source:** GMNA Passenger Car    **Vehicle Line:** G6    **Add-on Count:** 0  
**Part-Location:** BCM - Interior  
**Complaint:** Intermittent brake light issue  
**Issue Type:** Product Report    **Product Line:** 3Z    **Project No:** G6    **Primary Metric/Score:** 0.0  
**Issue Events:** 11-Dec-2008 -Approved [Open]

**Issue Steps:** Product Report (Closed)     **Tasks:** 0     **Attachments:** 0  
 **Memos:** 0

**Report** ▼    **Sent** ▼    **Add. Info Needed** ▼    **Open** ▼    **Solution Feedback** ▼

**Report -> Affected Parts** Previous Next Edit

**VPPS**

1st Level (VPPS): 80 Electrical Function	2nd Level (VPPS): 03 Body Interior & Exterior	3rd Level (VPPS): 06 Electronic Body Module	4th Level (VPPS): 01 Body Control Module
---	--	--	---

**Part**

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number
No		BCM				
No		part				
No		to				
No		DRE				

**Sample Part Information**

Sample Parts Available?:  Yes  No

**Shipping Details**

---

**Location of Parts**

Raymond Romeo on 30-Sep-2008:  
 BCM part to DRE for testing

**Remarks**

---

Last Updated By:    Last Update Date:

Previous Next Edit

Issue Number: 1064470 Issue Age: 102 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: G6 Add-on Count: 0

Part-Location: BCM - Interior

Complaint: Intermittent brake light issue

Issue Type: Product Report Product Line: 3Z Project No: G6 Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0 Memos: 0

Report Sent Add. Info Needed Open Solution Feedback

**Report -> Problem Description** Previous Next Edit

**Symptoms/Complaints**

Raymond Romeo on 30-Sep-2008: Intermittent brake light issue

**Probable Cause**

Raymond Romeo on 30-Sep-2008: Dealer replaced sensor, recal, still issue pedal up .6v pedal depressed 1.5v

Raymond Romeo on 03-Oct-2008: Dealer recal, rpld sensor issue still present/come back

**Corrective Action**

Raymond Romeo on 30-Sep-2008: Replaced BCM w/new and pedal depressed 1.1v

Driving Conditions: Environmental Conditions:

Road Surface: Action Requested: Field Remedy

Success of Corrective Action:




Trouble Codes Affected:

**Remarks**

Last Updated By: Raymond Romeo Last Update Date: 03-Oct-2008

Previous Next Edit

**Issue Number:** 1064470    **Issue Age:** 102 days    **Severity:** 4    **Associated Issues:** 0    **State:** Closed    **Actions:** --Available Issue Actions--  
**Issue Year/Country:** 2008 - US - United States    **Engineering Source:** GMNA Passenger Car    **Vehicle Line:** G6    **Add-on Count:** 0  
**Part-Location:** BCM - Interior  
**Complaint:** Intermittent brake light issue  
**Issue Type:** Product Report    **Product Line:** 3Z    **Project No:** G6    **Primary Metric/Score:** 0.0  
**Issue Events:** 11-Dec-2008 -Approved [Open]

**Issue Steps:** Product Report (Closed)     **Tasks:** 0     **Attachments:** 0  
 **Memos:** 0

[Report](#) | [Sent](#) | [Add. Info Needed](#) | [Open](#) | [Solution Feedback](#)

**Report -> VIN Information** [Previous](#) [Next](#) [Edit](#)

**Cases**

Recorded Date	No. of Cases	Recorded By/Originator
30-Sep-2008	1	Raymond Romeo

Total cases for this country: 1  
 Total cases of all countries (including Add-Ons): 1

**VIN Information**

Primary VIN	VIN	Build Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
Yes	1G2ZG57N674	28-Sep-2006		32358	Miles	

Last Updated By:    Last Update Date:
 [Previous](#) [Next](#) [Edit](#)

RQ13-001

GM

4/17/2013

Q 03

1064470

Issue Number: 1064470 Issue Age: 102 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: G6 Add-on Count: 0

Part-Location: BCM - Interior

Complaint: Intermittent brake light issue

Issue Type: Product Report Product Line: 3Z Project No: G6 Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0 Memos: 0

Report ▼ Sent ▼ Add. Info Needed ▼ Open ▼ Solution Feedback ▼

Report -> Main Next Save Reset

**User Role Assignments**

Role	Assignment Date	Name	Department	Phone	History
Originator	30-Sep-2008	Raymond Romeo	General Motors Corporation *** General Motors *** GM North America *** NA Vehicle Sales, Service & Marketing *** SPO Executive Staff *** GM Service Operations *** Product Problem Resolution *** Brand Quality Car Group	+1 248 672 9161	

**Step Dates**

Step Start Date	Submit Dates		Close Dates	
	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
30-Sep-2008		30-Sep-2008		30-Sep-2008

**Step Actions**

Action	Date	Name	Department	Phone
Originated	30-Sep-2008	Raymond Romeo	Dealer Service & Warranty Operations	+1 248 672 9161
Approved	30-Sep-2008	Shannon Moore	Data Analysts	586-947-7304

\* indicates fields required prior to save, submission, or approval. Next Save Reset

Issue Number: 1064470 Issue Age: 102 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: G6 Add-on Count: 0

Part-Location: BCM - Interior

Complaint: Intermittent brake light issue

Issue Type: Product Report Product Line: 3Z Project No: G6 Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0

Memos: 0

Report Sent Add. Info Needed Open Solution Feedback

Solution Feedback -> Develop Solution Previous Next Edit

**General Answer/Comment**

Raymond Romeo on 10-Dec-2008:

#08-05-22-009: Intermittently Brake Lights (Stop Lamp) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTC C0161/C0277 Set (Perform Repair as Outlined) - (Dec 4, 2008) Also warranty reduction project

**Short Description**

**Field Service Information**

PI Number :  
 Bulletin Number:  
 GM Messenger Date:

**Field Remedy**

**Production Remedy**

Solution Result:

Last Updated By: Last Update Date:

Previous Next Edit

Issue Number: 1064470 Issue Age: 102 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: G6 Add-on Count: 0

Part-Location: BCM - Interior

Complaint: Intermittent brake light issue

Issue Type: Product Report Product Line: 3Z Project No: G6 Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0 Memos: 0

Report Sent Add. Info Needed Open Solution Feedback

Solution Feedback -> Solution Analysis Previous Next Edit




Last Break Point

Date	VIN/Part Number	Comments
04-Dec-2008		#08-05-22-009: Intermittently Brake Lights (Stop Lamp) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTC C0161/C0277 Set (Perform Repair as Outlined) - (Dec 4, 2008) Also Warranty Reduction Project

Last Updated By: Last Update Date: Previous Next Edit



**Issue Number:** 1064470    **Issue Age:** 102 days    **Severity:** 4    **Associated Issues:** 0    **State:** Closed    **Actions:** --Available Issue Actions--  
**Issue Year/Country:** 2008 - US - United States    **Engineering Source:** GMNA Passenger Car    **Vehicle Line:** G6    **Add-on Count:** 0  
**Part-Location:** BCM - Interior  
**Complaint:** Intermittent brake light issue  
**Issue Type:** Product Report    **Product Line:** 3Z    **Project No:** G6    **Primary Metric/Score:** 0.0  
**Issue Events:** 11-Dec-2008 -Approved [Open]

**Issue Steps:** Product Report (Closed)     **Tasks:** 0     **Attachments:** 0  
 **Memos:** 0

**Report** ▼    **Sent** ▼    **Add. Info Needed** ▼    **Open** ▼    **Solution Feedback** ▼

**Report -> Affected Parts** Previous Next Edit

**VPPS**

1st Level (VPPS): 80 Electrical Function	2nd Level (VPPS): 03 Body Interior & Exterior	3rd Level (VPPS): 06 Electronic Body Module	4th Level (VPPS): 01 Body Control Module
---	--	--	---

**Part**

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number
No		BCM				
No		part				
No		to				
No		DRE				

**Sample Part Information**

Sample Parts Available?:  Yes  No

**Shipping Details**

---

**Location of Parts**

Raymond Romeo on 30-Sep-2008:  
 BCM part to DRE for testing

**Remarks**

---

Last Updated By:    Last Update Date:

Previous Next Edit

Issue Number: 1064470 Issue Age: 102 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: G6 Add-on Count: 0

Part-Location: BCM - Interior

Complaint: Intermittent brake light issue

Issue Type: Product Report Product Line: 3Z Project No: G6 Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0 Memos: 0

Report Sent Add. Info Needed Open Solution Feedback

Report -> Problem Description Previous Next Edit

**Symptoms/Complaints**

Raymond Romeo on 30-Sep-2008: Intermittent brake light issue

**Probable Cause**

Raymond Romeo on 30-Sep-2008: Dealer replaced sensor, recal, still issue pedal up .6v pedal depressed 1.5v

Raymond Romeo on 03-Oct-2008: Dealer recal, rpld sensor issue still present/come back

**Corrective Action**

Raymond Romeo on 30-Sep-2008: Replaced BCM w/new and pedal depressed 1.1v

Driving Conditions: Environmental Conditions:

Road Surface: Action Requested: Field Remedy

Success of Corrective Action:




Trouble Codes Affected:

**Remarks**

Last Updated By: Raymond Romeo Last Update Date: 03-Oct-2008

Previous Next Edit

**Issue Number:** 1064470    **Issue Age:** 102 days    **Severity:** 4    **Associated Issues:** 0    **State:** Closed    **Actions:** --Available Issue Actions--  
**Issue Year/Country:** 2008 - US - United States    **Engineering Source:** GMNA Passenger Car    **Vehicle Line:** G6    **Add-on Count:** 0  
**Part-Location:** BCM - Interior  
**Complaint:** Intermittent brake light issue  
**Issue Type:** Product Report    **Product Line:** 3Z    **Project No:** G6    **Primary Metric/Score:** 0.0  
**Issue Events:** 11-Dec-2008 -Approved [Open]

**Issue Steps:** Product Report (Closed)     **Tasks:** 0     **Attachments:** 0  
 **Memos:** 0

[Report](#) | [Sent](#) | [Add. Info Needed](#) | [Open](#) | [Solution Feedback](#)

**Report -> VIN Information** [Previous](#) [Next](#) [Edit](#)

**Cases**

Recorded Date	No. of Cases	Recorded By/Originator
30-Sep-2008	1	Raymond Romeo

Total cases for this country: 1  
Total cases of all countries (including Add-Ons): 1

**VIN Information**

Primary VIN	VIN	Build Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
Yes	1G2ZG57N67	28-Sep-2006		32358	Miles	

Last Updated By:    Last Update Date:

[Previous](#) [Next](#) [Edit](#)

**Field Performance Report**  
**GM Aftersales**

<b>FPR Case No:</b>	50024	<b>Status:</b> Moved To Find
		<b>Transfer:</b> 3. transfer to GIMS complete
<b>Type:</b>	GMNA Passenger Car	<b>Country:</b> United States of America
<b>VIN:</b>	1G2ZG57N674 [REDACTED]	<b>Vehicle Status:</b> Current Production
<b>Make:</b>	Pontiac	
<b>Model:</b>	G6	
<b>Model Year:</b>	2007	
<b>Part Name:</b>	BCM	
<b>Location:</b>	Interior	
<b>Complaint:</b>	Intermittent brake light issue	
<b>Origination Point:</b>	<input checked="" type="radio"/> Dealer <input type="radio"/> GM Internal	
<b>Dealer Code</b>		
<b>GM Rep ID No</b>		

**- Affected Vehicles -**

<b>Mileage (Miles)</b>	<b>Build Date</b>
32358	09/28/2006

**No of Vehicles:** 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer Case:</b>
----------------	----------------------	--------------	-----------------------

**- Functional Group -**

<b>Level 1:</b> 80 Electrical Function	<b>Level 2:</b> 03 Body Interior & Exterior	<b>Level 3:</b>	<b>Level 4:</b>
---	--	-----------------	-----------------

<b>Trouble Category:</b> Z - Not assignable	<b>Trouble:</b> Not Assignable (Add new Code)
--	--

**Symptoms / Complaints:**  
Intermittent brake light issue

**Probable Cause:**  
Dealer recal, rpld sensor issue still present/come back

**Correction:**  
Replaced BCM w/new and pedal depressed 1.1v

<b>Sample Parts Available:</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	<b>Part No:</b> BCM part to DRE
---	------------------------------------

**Remark/ Location of Parts:**  
BCM part to DRE for testing

**Attachments:**

**Document Information**

<b>Document Author:</b>	<b>Created by:</b> CZXGMJ	<b>Date of creation:</b> 09/30/2008 10:59:08 AM	<b>Server of Creation:</b> USABHDB03/A/GMSERV ER/GMC
<b>Last Modified by:</b>	<b>Last modified by:</b> CZXGMJ	<b>Date of modification:</b>	<b>Server of Modification:</b> USABHDB03/A/GMSERV ER/GMC
<b>Last Accessed on:</b>		<b>Date last accessed :</b> 03/14/2013 08:21:11 AM	

## Service Request Detail

SR No.	71-1088272794	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 #	UCG	Electrical - General	Sub-Area	ESIS Escalation
Address		City	Waterford	Involved Dir	Safety	Yes
State	MI ZipCd	Con Acct		Source	Phone	Updated 7/24/2012 11:53:51 AM
Serial #/VIN	1G1Z85E84A	Model Year	2010	Priority	Esc to T2 - License #	CHEVROL Owner RANGELD
Make	Chevrolet	Warr. Start	12/31/2009	Status	Open	Oponed 7/20/2012 05:38:08 PM
Model	Malibu	Mileage	31335	Sub-Status	Dissatisfied	Closed

Abstract (es) Faulty Wiring System Electrical - General  
 Customer This is a BRC PAR file. Do not assume file.  
 Description Forward any Inquiries to Dalla x 11350

### Pre-PAR

PAR Notifier	7/18/2012 04:35:36 PM	Injuries	N	Other Veh	0	People in Veh	1	Road Surface	Asphalt	Road Cond	Dry	Fire Report	n/a	Police Report	n/a
Driver Last Name		Driver First Name		DOB	6/22/1975	Disabilities	unknown	Insurance Agency	unknown						
Incident Loc	no exact address avail		Incident Desc	back in Dec the headlamp started going off and on Intermittently, I took the veh to the drshp and they checked the wiring since it was Intermittent they did not know what the problem was so I took it back and the replaced the fuse box. Last wk the brake light switch was not working and I											
Component	light harness		Damage Desc	unknown											
Vehicle Loc	cust has veh		Add Info	cust not very cooperative. Wants to get out of the veh											
Emgcy Svc Names	n/a		Main Loc	unknown											

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none		
Vehicle Speed			Weather Condition	clear			Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	unknown						Explain Other	escalate to esis		

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:43:39 AM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been pl/ by esis
Contact Last Name	Contact First Name	Account	BAC Code				
<b>Comments</b>							
THIS IS NOT A CALLBACK TO THE CUST. PLEASE DO NOT ADVISE CUST OF THIS							
<b>Confidential Comments</b>							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:42:25 AM	RANGELD	ESISBIQU	Escalation	ESIS-Thermal Event	In Progress		thermal event
Contact Last Name	Contact First Name	Account	BAC Code				
<b>Comments</b>							
Cust alleges thermal event to wiring harness							
thermal event							
Dalla Rangol/par/fax							
<b>Confidential Comments</b>							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:38:40 AM	RANGELD	RANGELD	BRC PAR	Business Case	Done	7/24/2012 10:37:46 AM	case assessment
Contact Last Name	Contact First Name	Account	BAC Code				
<b>Comments</b>							
Cust sts veh had thermal event to wiring harness.							
Cra escalated file to esis due to thermal event							
Dalla Rangol/par/fax							
<b>Confidential Comments</b>							

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:31:36 AM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	7/24/2012 10:35:17 AM	e-mail to dma Jay Townsend

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
A product allegation claim has been made in your region. The customer is alleging thermal event in engine. This case is being escalated to ESIS because of thermal event.

Walker  
2010 Chevrolet Malibu  
1G1ZB5E04A4  
Joe Lunghamer Chevrolet, Inc., Pontiac, MI (115098)  
Pete Salich, Svc Mgr

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

Best wishes,  
Dalia Rangel | CRS

Aditya Dhirja Minacs | Inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 www.minacs.adityadhirja.com

**Confidential Comments**

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:21:16 AM	RANGELD	RANGELD	Inbound Call Customer	Voice Mail Received	Done	7/24/2012 10:23:16 AM	called in

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**

Customer  
it

Dalia Rangel/part/atx

**Confidential Comments**



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 09:41:58 AM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	7/24/2012 09:41:58 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	UAC Code
-------------------	--------------------	---------	----------

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 05:08:40 PM	RANGELD	RANGELD	Outbound Call Customer	Left Message	Done	7/23/2012 05:09:05 PM	Called

Contact Last Name	Contact First Name	Account	UAC Code
-------------------	--------------------	---------	----------

Cust requested vm w/contact info

Date Rangelpar/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 04:58:35 PM	RANGELD	RANGELD	Outbound Call Customer	Made Contact	Done	7/23/2012 05:08:37 PM	Called

Contact Last Name	Contact First Name	Account	UAC Code
-------------------	--------------------	---------	----------

Comments

Crs spoke w/TL. File will be escalated to Es/s  
Crs called cust back.  
Crs read statement  
Crs advsd  
I will need to get your file to our Central Claims dept. Someone will contact you 7-10 business days.

Date Rangelpar/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 03:21:21 PM	KINZERTH	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	7/23/2012 03:21:30 PM	PAR VM

Contact Last Name	Contact First Name	Account	BAC Code

71-1089272794 customer Mr. Walker 2010 Chevrolet Malibu claims thermal event in vehicle  
Jul 23 8:36am

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:26:16 PM	MERCADTO	RANGELD	Ownership Changed		Done	7/23/2012 02:28:16 PM	Service Request Ownership has changed FROM: NURSEAN TO: RANGELD

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:20:03 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	7/24/2012 10:31:26 AM	e-mail to dma Jay Townsend

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:53 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact-Dealer	Done	7/24/2012 10:30:19 AM	Called Svc Mgr Pete Salich @ Joe Lunghamer Chevrolet, Inc. (248) 683-7100
Contact Last Name	Contact First Name	Account	BAC Code				

Crs advsd calling on cust veh. Cust advsd veh had thermal event to wires. Crs spoke w/Svc Mgr Pete Salich Dir sts veh is here now. The wires were overheated and melted. Cust brought veh back because he was having a concern w/headlamp and signal lights. I told him we had to get in touch w/the brand team on this. Veh has not been diag. Crs advsd I will be sending file to our Central Claims dept for further review. They will be handing the file. Crs advsd dir of contact info.

Dalla Rangel/parfax

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:40 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact-Phone	Done	7/23/2012 05:07:07 PM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sts back in Dec the headlamp started going off and on intermittently. I took the veh to the drshp and they checked the wiring since it was intermittent they did not know what the problem was so I took it back and replaced the fuse box. Last wk the brake light switch was not working and I took the veh back to the drshp and the wrote on the ro that they found burned connectors. I am currently driving the veh but I am taking it back. I did not see flames but if the connectors burned that would indicate some kind of flames. Cust did not want to give add personal info or insurance info. No injuries or 3rd party property damage. Veh is lease veh. Cust had to hang up and asked crm to call him back in 5min.

Dalla Rangel/parfax

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:31 PM	MERCADTO	RANGELD	BRC PAR	Acknowledgement	Done	7/23/2012 04:32:43 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Cre advsd: This is Delia calling from the GM Product Allegation dept. I have rec'd your file and do require add info. Do you have a moment to speak w/you?

Cust sts: yos

Continued In Initial

Delia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:21 PM	MERCADTO	RANGELD	Research		Done	7/23/2012 04:01:32 PM	1G1ZB5E84A

Contact Last Name	Contact First Name	Account	BAC Code

no prev sr #'s associated w/cust name or vin

#### recalls

Customer Satisfaction Program N100085 10085 AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE  
05/13/2010 Closed

#### prev repairs related to allegation

12/19/2011 827605 ZREG—Regular Vehicle Transaction N1730 - Engine Wiring Harness Junction Block Replacement 21,517 MI

02/10/2012 530472 ZREG—Regular Vehicle Transaction J7826 - Alcohol Content Reset & Reprogram 24,463 MI

07/16/2012 638774 ZREG—Regular Vehicle Transaction N6654 - Connector Reconnection 31,248 MI

07/17/2012 538929 ZREG—Regular Vehicle Transaction N0054 - Connector Reconnection 31,333 MI

Delia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:13 PM	MERCADTO	RANGELD	Notify CRM		Done	7/23/2012 03:55:30 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:24:52 PM	MERCADTO	RANGELD	BRG PAR	Case Assigned	Done	7/23/2012 03:54:59 PM	Assigned to Dalla x11350

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:24:33 PM	MERCADTO	NURSEAN	SR Opened		Done	7/23/2012 02:24:33 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
7/23/2012 02:24:31 PM	MERCADTO	NURSEAN	SR Closed - Dissatisfied		Done	7/23/2012 02:24:32 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
7/23/2012 10:52:29 AM	KINZERTH	KINZERTH	Notify CRM		Done	7/23/2012 02:24:29 PM	PAR - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

DO NOT CLOSE ACTIVITY  
File will be assigned in order received

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 08:31:04 AM	NURSEAN	NURSEAN	Research		Done	7/23/2012 02:24:14 PM	Research activity

Customer First Name	Account	BAC Code

Customer's Current Concern:  
1. Repair:  
a) VIN scan complete  
2. First occurred under warranty?  
3. Dealer Confirmed/Duplicated?  
4. Last time at dealership for

This concern:  
5. Vehicle < 10 years old:  
6. Current vehicle location:  
7. FOM contacted:  
8. Eligible for TAC Escalation?

#### Vehicle History Summary --

specific to current concern  
System - Component

Date/Mileage/DOS

CUV/CPO:  
GMPP/Other:  
Previous GVW:  
Total Vehicle # Repairs:  
Total Vehicle Days Out:  
TSB:  
Recall:

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 08:30:42 AM	NURSEAN	NURSEAN	Other		Done	7/23/2012 02:24:12 PM	CAP

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Assistance customer is seeking: <Document what the customer would like>

DS supports: <What you will be pursuing>

Reasons for (Select all that apply, delete those that do not apply)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	Dealer Notification	Action Required	Done	7/20/2012 06:05:19 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	Ownership Changed		Done	7/20/2012 06:05:19 PM	Service Request Ownership has changed FROM: ANDERSAL TO: NURSEAN

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
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	T2 Initial Acknowledgement		Done	7/23/2012 08:30:27 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
7/20/2012 08:01:57 PM	ANDERSAL	ANDERSAL	Other	Reason for Escalation	Done	7/20/2012 06:05:13 PM	Resolution Plan

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

#### Comments

Resolution Plan

Description= Assistance customer is seeking vehicle to be purchased back

Business Case

\*Vehicle has had the same issue happen several times

\*Vehicle in warranty

\*Service manager needs to be involved

Final Decision: Business Case Does/Does Not Support Assistance

Alesha Anderson/ATX/CAC/T1/L0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 05:54:19 PM	ANDERSAL	ANDERSAL	Outbound Call Dealer		Done	7/20/2012 05:59:25 PM	Joe Linghamer 248-683-7100

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

Serv Rep stls you only have five minutes to talk to me because im about to go home

Cre stls ok I just wanted to know what exactly going on with his repairs on his vehicle

Serv Rep stls n order to get deeper into this call mo back on Monday because we are about to close

Cre stls ok

Alesha Anderson CAC/T1/ATX/LV0

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 05:44:07 PM	ANDERSAL	ANDERSAL	Inbound Call Customer	Complex Request	Done	7/20/2012 05:54:09 PM	Faulty Wiring
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sts I have had my vehicle in the dealership for over five times this year dealing with the same issue

Crs when was the last time its been to get a diagnosis

Cust the beginning of this week and the serv adv sts that it duo to a Internal fire

Crs adv that I do I have to get in touch with dealer to get there end of the story to verify the repair work

Cust sts thats fine but just so we are clear I want out of this vehicle

Alesha Anderson CAC/T1/ATX/LV10

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General



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July 25, 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 1G1ZB5EB4A [REDACTED] Model: 1ZG80-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

**Required Field Actions**

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
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 (877.439.9677 Canada) and in the USA: 800-556-3600.

OnStar Equipped Y OnStar Status Inactive  
 XM Equipped Y XM Radio ID NKPU328B XM Status Active  
 OnStar Vehicle Diagnostics N OMN Enabled N

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	09/28/2011	12/31/2009	121 MI	12/31/2015	100,121 MI
	Emission Select Component Ltd Wty	09/28/2011	12/31/2009	121 MI	12/31/2017	80,121 MI
	Powertrain Limited Warranty	09/28/2011	12/31/2009	121 MI	12/31/2014	100,121 MI

Bumper to Bumper Limited Warranty 09/28/2011 12/31/2009 121 MI 12/31/2012 36,121 MI

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/17/2012	538929	ZREG—Regular Vehicle Transaction		N6654 - Connector Reconnection	31,333 MI
07/17/2012	538929	ZREG—Regular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	31,333 MI
07/16/2012	538774	ZREG—Regular Vehicle Transaction		N6654 - Connector Reconnection	31,248 MI
07/16/2012	538774	ZREG—Regular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	31,248 MI
02/10/2012	530472	ZREG—Regular Vehicle Transaction		J7825 - Alcohol Content Reset & Reprogram	24,403 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction	Add Credit	N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction	Full Debit - Reversal	N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N0440 - Headlamp Bulb Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		E3530 - Arm Assembly, Front Control - Lower - Right - Replace	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N9595 - BCM G2 Connector Repair	21,517 MI
12/19/2011	527505	ZFAT—Field Action Recall		V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req'd)	21,517 MI
09/14/2009	163882	ZPDI—Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
08/10/2009	A27362	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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July 25, 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	1G1ZB5ED4A	Model	1ZG69-2010 MALIBU LS SEDAN
Service Contract No		Branded Title No	
Warranty Block No		PDI Status	Yes
Order Type	70 - RETAIL - STOCK		
Field Actions	<a href="#">Open</a>		

For this vehicle:

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

Vehicle Build

Model	1ZG69-2010 MALIBU LS SEDAN	Order Number	NNDBC5
Gross Vehicle Weight	1,889	Build Date	09/10/2009
		Build Plant	A

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  | 1S2 - OPTION PACKAGE DISCOUNT  |
| 37U - IMPERIAL BLUE METALLIC                               | 6AL - FRONT SPRING   |
| 7AL - FRONT SPRING   | 83B - TITANIUM   |
| 83I - INTERIOR TRIM  | 8AB - REAR SPRING  |
| 9AB - REAR SPRING  | AL0 - SENSOR INDICATOR   |
| AP8 - REMOTE KEYLESS ENTRY, EXTENDED RANGE                 | ASS - SEAT, FRONT BKT  |
| AT8 - RESTRAINT, CHILD RR SEAT                             | AXJ - VEHICLE TYPE PASSENGER CAR   |
| AY0 - SIDE IMPACT AIRBAGS, DRIVER AND FRONT PASSENGER      | B37 - FLOOR MATS   |
| 886 - BODY COLOR BODYSIDE MOLDINGS                         | 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                       | 1BB - INTERIOR TRIM  |
| JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL     | KG7 - GENERATOR 125 AMPS   |
| LE5 - ENGINE, 2.4L DOHC MFI                                | MN5 - 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  |
| SLM - STOCK ORDERS   | U2K - XM SATELLITE RADIO - SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUS/XM AFTER 90 DAYS                                 |
| U77 - ANTENNA RR WINDOW                                    | 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   |
| XL7 - FREQUENCIES RATING 315MHZ                            | ZFH - COMPACT SPARE TIRE AND JACK ASSEMBLY INFLATOR KIT)   |

**Added Option Codes**

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Vehicle has no current record of SAIO codes.

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July 25, 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 1G1ZB5EB4A [REDACTED] Model 1ZG69-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status: Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 909032261
Source Plant -	Part / Number Broadcast:
Date Scanned 09/09/2009	Time Scanned: 18:44:00 Scan Station 04
Component Code 61-TRANSMISSION	Traceability ATTH
Source Plant -	Part / Number Broadcast
Date Scanned 09/09/2009	Time Scanned: 19:32:00 Scan Station 04
Component Code 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability 24193039
Source Plant 1-	Part / Number Broadcast 9990
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code 75-GAS TANK	Traceability 503837372
Source Plant 6-	Part / Number Broadcast 3619
Date Scanned 09/09/2009	Time Scanned: 21:00:00 Scan Station 04
Component Code 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability 1921600E5
Source Plant 2-	Part / Number Broadcast AAKL
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code 87-BODY CONTROL MODULE	Traceability A92450132
Source Plant R-	Part / Number Broadcast 6605
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 2237G0156
Source Plant 9-	Part / Number Broadcast 0708
Date Scanned 09/10/2009	Time Scanned 00:23:00 Scan Station 03
Component Code AH-IR-SENSOR ASM-LEFT	Traceability 002C1689A
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AJ-IR-SENSOR ASM-RIGHT	Traceability 00FF4DE9D
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 1A2A8
Source Plant 2-	Part / Number Broadcast 1090
Date Scanned 09/10/2009	Time Scanned: 06:17:00 Scan Station 15
Component Code BK-INTERNATIONAL TRANS. CONTROL MODULE	Traceability 092390135

Source Plant: K-	Part / Number Broadcast: AAF6	
Date Scanned: 08/10/2009	Time Scanned: 06:17:00	Scan Station: 15
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0200386	
Source Plant: -	Part / Number Broadcast: 1ZZ	
Date Scanned: 08/28/2009	Time Scanned: 03:48:00	Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2865777	
Source Plant: -	Part / Number Broadcast: 1PP	
Date Scanned: 09/09/2009	Time Scanned: 08:49:00	Scan Station:
Component Code: DF---	Traceability: 28UFABPM	
Source Plant: M-	Part / Number Broadcast: 8131	
Date Scanned: 09/09/2009	Time Scanned: 13:17:00	Scan Station: 03
Component Code: DG---	Traceability: 28LFABEO	
Source Plant: M-	Part / Number Broadcast: 8130	
Date Scanned: 09/09/2009	Time Scanned: 13:17:00	Scan Station: 03

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

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July 25, 2012

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

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 1G1ZB5EB4A [REDACTED] Model 1ZG09-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

Job Card Date: 07/17/2012

Job Card Number: 538929

Repair Service Agent: 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2486837100

Odometer Reading 31,333 MI  
 Authorization Code: ER

Process Date  
 07/20/2012

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

Customer Complaint Code  
 0621-Features/Controls/Displays -  
 Gauges/Warning Lights

Job Card Line # 2      Transaction Adjustment Cause Code 7073-Wiring/Electrical/Sensors -  
 No/incorrect Communication

Labour Op N6654-Connector Reconnection  
 Causal Part Number

Job Card Date: 07/17/2012

Job Card Number: 538929

Repair Service Agent: 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2486837100

Odometer Reading 31,333 MI  
 Authorization Code: R

Process Date  
 07/24/2012

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

Customer Complaint Code  
 0124-Drivability - Brakes

Job Card Line # 1      Transaction Adjustment Cause Code 6581-Module/Component - Registers  
 Incorrectly

Labour Op H2642-Brake Pedal Position Sensor Replacement  
 Causal Part Number 00000000022686955-SENSORKIT,BRKPEDPOSN  
 •See other Parts and/or Net Items

Job Card Date: 07/16/2012

Job Card Number: 538774







Customer Complaint Code  
0490-Exterior - Other Issues

Job Card Line # 6

Transaction Adjustment Cause Code 7083-Wiring/Electrical/Sensors - Poor Contact

Labour Op N1730-Engine Wiring Harness Junction Block Replacement

Causal Part Number 00000000020822695-BLOCKASM-ENGWRGHARNJUNC

See other Parts and/or Nat Items

Job Card Date: 12/19/2011

Job Card Number: 527505

Repair Service Agent 115098  
JOE LUNGHAMER CHEVROLET, INC.  
476 SUMMIT DR  
WATERFORD MI 48320-3368  
2486837100

Odometer Reading 21,517 MI  
Authorization Code

Process Date:  
12/21/2011

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category  
Warranty

Customer Complaint Code  
0490-Exterior - Other Issues

Job Card Line # 5

Transaction Adjustment Cause Code: 6017-Module/Component - Broken

Labour Op N0440-Headlamp Bulb Replacement

Causal Part Number 00000000092095787-BULB,HDLP(LOWBEAM)

See other Parts and/or Nat Items

Job Card Date: 12/19/2011

Job Card Number: 527505

Repair Service Agent 115098  
JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading 21,517 MI  
Authorization Code

Process Date:  
12/21/2011

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category  
Warranty

Customer Complaint Code  
0126-Drivability - Noise

Job Card Line # 3

Transaction Adjustment Cause Code: 6026-Module/Component - Loose

Labour Op E3530-Arm Assembly, Front Control - Lower - Right - Replace

Causal Part Number

Job Card Date: 12/19/2011

Job Card Number: 527505

Repair Service Agent 115098  
JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading 21,517 MI  
Authorization Code

Process Date:  
12/21/2011

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category  
Warranty

Customer Complaint Code:  
0621-Features/Controls/Displays -  
Gauges/Warning Lights

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 7083-  
Wiring/Electrical/Sensors - Poor Contact

Labour Op N9595-BCM C2 Connector Repair

Causal Part Number

Job Card Date: 12/19/2011

Job Card Number: 527505

Repair Service Agent: 115098  
JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading: 21,517 MI  
Authorization Code:

Process Date:  
12/21/2011

Transaction Type:  
ZFAT—Field Action Recall

Transaction Expense Category:  
Field Action Recall

Customer Complaint Code:

Job Card Line #: 1

Transaction Adjustment:

Cause Code -

Labour Op V2252-10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req'd)

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 09/14/2009

Job Card Number: 103882

Repair Service Agent: 115232  
RICHARDSON CHEVROLET BUICK, INC.  
501 NORTH MAIN  
STANDISH MI 48858-2521  
9898464516

Odometer Reading: 3 MI  
Authorization Code:

Process Date:  
09/16/2009

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 Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 09/10/2009

Job Card Number: A27362

Repair Service Agent: 115232  
RICHARDSON CHEVROLET BUICK, INC.  
501 NORTH MAIN  
STANDISH MI 48858-2521  
9898464516

Odometer Reading: 0 MI  
Authorization Code:

Process Date:  
09/15/2009

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

Global Warranty Management: Site Map

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[Logout](#)

July 25, 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 1G1ZB5E84A	Model: 1ZG69-2010 MALIBU LS SEDAN
Service Contract No	Branded Title No
Order Type: 70 - RETAIL - STOCK	Warranty Block: No
Field Actions: <a href="#">Open</a>	PDI Status: Yes

#### Invoice Information

Invoicing Service Agent 115232	Invoice Date: 09/10/2009
RICHARDSON CHEVROLET BUICK, INC.	
501 NORTH MAIN	
STANDISH MI 48658-2521 9098464515	

#### Ship to Information

Ship to Service Agent 115232	Ship to Date: N/A
RICHARDSON CHEVROLET BUICK, INC.	
501 NORTH MAIN	
STANDISH MI 48658-2521 9898464615	

#### Delivery Information

Delivery Service Agent 115098	Delivery Date: 12/31/2009
JOE LUNGHAMER CHEVROLET, INC.	Delivery Type: 032--RETAIL LEASE* - EMPLOYEE STOCK (GMS)
475 SUMMIT DR	Delivery Odometer: 121
WATERFORD MI 48328-3368	
2486837100	

#### 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](#)



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

July 26, 2012

[REDACTED]  
Waterford, MI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors LLC  
Date/Event: 7/18/12  
Subject vehicle: 2010 Chevrolet Impala  
VIN: 1G1ZB5EB4A [REDACTED]

Dear Mr. [REDACTED]:

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file. *Please note that we attempted contacting you via telephone on 7/26/12, without success.*

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.



**esis**

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

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

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

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator



## Service Request Detail

SR No.	71-1089272784	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - General	Sub-Area	ESIS Escalation
Address		City	Involved Dir	Joe Linghamer Chevrolet, Inc.	Safety	Yes
State	MI ZipCd	Con Acct	Source	Phone	Updated	7/24/2012 11:53:51 AM
Serial #/VIN	1G1ZB5E84A	Model Year	2010	Priority	Esc to T2 - License #	CHEVROL
Make	Chevrolet	Warr. Start	12/31/2009	Status	Open	7/20/2012 06:38:08 PM
Model	Malibu	Mileage	31335	Sub-Status	Disablsfied	Closed
Abstract	(ea)Faulty Wiring System Electrical - General					
Customer Description	This is a BRC PAR file. Do not assume file. Forward any inquiries to Dalla x 11350					

### Pre-PAR

PAR Notified	7/19/2012 04:35:36 PM	Injuries	N	0	Other Veh	1	People In Veh	1	Road Surface	Asphalt	Road Cond	Dry	Fire Report	n/a	Police Report	n/a
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Insurance Agent	Lost Name	Insurance Agent	First Name	Phone #	Insurance Agency
n/a	n/a	n/a	unknown	6/22/1975	unknown

Incident Loc	no exact address avail	Incident Desc	back in Dec the headlamp started going off and on intermitently. I took the veh to the dirshp and they checked the wiring since it was intermitten they did not know what the pproblem was so I took it back and the replaced the fuse box. Last wk the brake light switch was not wworking and I
Component	light harness	Damage Desc	unknown
Vehicle Loc	cust has veh	Addl Info	cust not very cooperative. Wants to get out of the veh
Emgcy Svc Names	n/a	Main Loc	unknown

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed			Weather Condition	clear			Prop Owner	n/a
Last Service Date			Loc Last Service				Property Locallion	n/a
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	unknown						Explain Other	escalate to esls
							Inspection Date/Time	
							Prop Est Repair Cost	\$0.00

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:43:38 AM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been pl/u by esls

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:42:25 AM	RANGELD	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		thermal event

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Cust alleges thermal event to wiring harness

thermal event

Dalla Rangel/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:38:40 AM	RANGELD	RANGELD	BRC PAR	Business Case	Done	7/24/2012 10:37:48 AM	case assessment

Contact Last Name      Contact First Name      Account      BAC Code

Cust sts veh had thermal event to wiring harness.

Crs escalated file to esls due to thermal event

Dalla Rangel/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:31:38 AM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	7/24/2012 10:35:17 AM	e-mail to dma Jay Townsend

Contact Last Name	Contact First Name	Account	BAC Code
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A product allegation claim has been made in your region. The customer is alleging thermal event in engine. This case is being escalated to ESIS because of thermal event.

2010 Chevrolet Malibu  
1G1ZB5E04A  
Joe Lunghamer Chevrolet, Inc., Pontiac, MI (115098)  
Pete Solich, Svc Mgr

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

Best wishes,  
Dalia Rangel | CRS

Aditya Birla Minacs | Inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-780-5800 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:21:16 AM	RANGELD	RANGELD	Inbound Call Customer	Voice Mail Received	Done	7/24/2012 10:23:16 AM	called in

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Customer's

Dalia Rangel/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 09:41:58 AM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	7/24/2012 09:41:58 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 05:08:40 PM	RANGELD	RANGELD	Outbound Call Customer	Left Message	Done	7/23/2012 05:08:05 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust requested vm w/contact info

Dalia RangelVpa/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 04:58:35 PM	RANGELD	RANGELD	Outbound Call Customer	Made Contact	Done	7/23/2012 05:08:37 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Crs spoke w/TL. File will be escalated to Ests

Crs called cust back.

Crs read statement

Crs advsd

I will need to get your file to our Central Claims dept. Someone will contact you 7-10 business days.

Dalia RangelVpa/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 03:21:21 PM	KINZERTH	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	7/23/2012 03:21:30 PM	PAR V/M
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

71-1089272794 customer Mr. Walker 2010 Chevrolet Malibu claims thermal event in vehicle  
Jul 23 8:36am

Thaddeus Kinzer/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:26:18 PM	MERCADTO	RANGELD	Ownership Changed		Done	7/23/2012 02:26:16 PM	Service Request Ownership has changed FROM: NURSEAN 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
7/23/2012 02:26:03 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	7/24/2012 10:31:26 AM	e-mail to dma Jay Townsend
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:53 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Dealer	Done	7/24/2012 10:30:19 AM	Called Svc Mgr Pete Satich @ Joe Lunghamer Chevrolet, Inc. (246) 683-7100
Contact Last Name		Contact First Name		Account		BAC Code	

Crs advsd calling on cust veh. Cust advsd veh had thermal event to wires. Crs spok w/Svc Mgr Pete Satich  
 Dir sts veh is here now. The wires were overheated and melted. Cust brought veh back because he was having a concern w/headlamp and signal lights. I told him we had to get in touch w/the brand team on this. Veh has not been diag.  
 Crs advsd I will be sending file to our Central Claims dept for further review. They will be handling the file.  
 Crs advsd dir of contact info.

Dalia Rangelparlatx  
 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:26:40 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Phone	Done	7/23/2012 05:07:07 PM	Called
Contact Last Name		Contact First Name		Account		BAC Code	

Cust sts back in Dec the headlamp started going off and on intermitently. I took the veh to the dirshp and they checked the wiring since it was intermiten they did not know what the problem was so I took it back and replaced the fuse box. Last wk the brake light switch was not waorking and I took the veh back to the dirshp and the wrota on the ro that they found burned connectors. I am currently driving the veh but I am taking it back. I did not see flames but if the connectors burned that would indicate some kind of flames.  
 Cust did not want to give add personal info or insurance info. No injuries or 3rd party property damage. Veh is lease veh.  
 Cust had to hang up and asked crm to call him back in 5min.

Dalia Rangelparlatx  
 Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:31 PM	MERCADTO	RANGELD	BRC PAR	Acknowledgement	Done	7/23/2012 04:32:43 PM	Called

Contact Last Name      Contact First Name      Account      BAC Code

Cre advcd: This is Dafia calling from the GM Product Allegation dept. I have rec'd your file and do require add info. Do you have a moment to speak w/you?

Cust sle: yes

Continued In Initial

Dafia Rangel/pa/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:21 PM	MERCADTO	RANGELD	Research		Done	7/23/2012 04:01:32 PM	1G1ZB5E84

Contact Last Name      Contact First Name      Account      BAC Code

Comments

no prov sr #'s associated w/cust name or vin

recalls

Customer Satisfaction Program N100085 10085 AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE  
05/13/2010 Closed

prev repairs related to allegation

12/19/2011 527505 ZREG—Regular Vehicle Transaction N1730 - Engine Wiring Harness Junction Block Replacement 21,517 MI  
02/10/2012 530472 ZREG—Regular Vehicle Transaction J7825 - Alcohol Content Reset & Reprogram 24,463 MI  
07/16/2012 538774 ZREG—Regular Vehicle Transaction N6654 - Connector Reconnection 31,248 MI  
07/17/2012 538929 ZREG—Regular Vehicle Transaction N6654 - Connector Reconnection 31,333 MI

Dafia Rangel/pa/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:13 PM	MERCADTO	RANGELD	Notify CRM		Done	7/23/2012 03:55:30 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
7/23/2012 02:24:52 PM	MERCADTO	RANGELD	BRC PAR	Case Assigned	Done	7/23/2012 03:54:59 PM	Assigned to Della x11050

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
7/23/2012 02:24:33 PM	MERCADTO	NURSEAN	SR Opened		Done	7/23/2012 02:24:33 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
7/23/2012 02:24:31 PM	MERCADTO	NURSEAN	SR Closed - Dissatisfied		Done	7/23/2012 02:24:31 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 10:52:29 AM	KINZERTH	KINZERTH	Notify CRM		Done	7/23/2012 02:24:29 PM	PAR - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

DO NOT CLOSE ACTIVITY  
File will be assigned in order received

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 08:31:04 AM	NURSEAN	NURSEAN	Research		Done	7/23/2012 02:24:14 PM	Research activity

Contact Last Name	Contact First Name	Account	OAC Code

#### Comments

Customer's Current Concern:

1. Repeat:

a) VIN scan complete

2. First occurred under warranty?

3. Dealer Confirmed/Duplicated?

4. Last time at dealership for

this concern:

5. Vehicle < 10 years old:

6. Current vehicle location:

7. FOM contacted:

8. Eligible for TAG Escalation?

Vehicle History Summary --

specific to current concern  
System - Component

Date/Mileage/DOS

CUV/CPO:

GMPP/Other:

Previous GW:

Total Vehicle # Repairs:

Total Vehicle Days Out:

TSB:

Recall:

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 08:30:42 AM	NURSEAN	NURSEAN	Other		Done	7/23/2012 02:24:12 PM	CAP

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Assistance customer is seeking: <Document what the customer would like>

DS supports: <What you will be pursuing>

Reasons for (Select all that apply, delete those that do not apply)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	Dealer Notification	Action Required	Done	7/20/2012 06:05:19 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	Ownership Changed		Done	7/20/2012 06:05:19 PM	Service Request Ownership has changed FROM: ANDERSAL TO: NURSEAN

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
7/20/2012 08:05:19 PM	ANDERSAL	NURSEAN	T2 Initial Acknowledgement		Done	7/23/2012 08:30:27 AM	Initial Customer Contact after escalation

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:01:57 PM	ANDERSAL	ANDERSAL	Other	Reason for Escalation	Done	7/20/2012 08:05:13 PM	Resolution Plan

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

Resolution Plan

Description: Assistance customer is seeking vehicle to be purchased back

Business Case

\*Vehicle has had the same issue happen several times

\*Vehicle in warranty

\*Service manager needs to be involved

Final Decision: Business Case Does/Does Not Support Assistance

Alesha Anderson/ATX/CAC/T1/L0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 05:54:19 PM	ANDERSAL	ANDERSAL	Outbound Call Dealer		Done	7/20/2012 05:59:25 PM	Joe Linghamer 248-683-7100

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

Comments

Serv Rep sts you only have five minutes to talk to me because im about to go home

Crs sts ok I just wanted to know what exactly going on with his repairs on his vehicle

Serv Rep sts n order to get deeper into this call me back on Monday because we are about to close

Crs sts ok

Alesha Anderson CAC/T1/ATX/L0

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 05:44:07 PM	ANDERSAL	ANDERSAL	Inbound Call Customer	Complex Request	Done	7/20/2012 05:54:09 PM	Faulty Wiring
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sts I have had my vehicle in the dealership for over five times this year dealing with the same issue

Crs when was the last time its been to get a diagnosis

Cust the begining of this week and the serv adv sts that it due to a Intomal fire

Crs adv that I do I have to get in touch with dealer to get there end of the story to verify the repair work

Cust sts thats fine but just so we are clear I want out of this vehicle

Alesha Anderson CAC/T1/ATX/LV0

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General



**Repair history**  
Kris.Walker to: bryan.schwartz

07/26/2012 12:48 PM

From: <Kris.Walker@amgeneral.com>

To: <bryan.schwartz@gm.com>

Bryan attached history.



ce\_History.pdf

CUSTOMER #: 131753

538929

# LUNGHAMER.COM

## JOE LUNGHAMER CHEVROLET

WORKORDER

475 Summit Drive  
Waterford, MI 48328

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

PAGE 2

(248) 683-7100 Fax: (248) 683-6472

WATERFORD, MI

SERVICE ADVISOR: 55 BROWN, LISA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31333/	T1465	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC09 DD			17:00 18JUL12			CASH	
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER					
17JUL2012 17:12							

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A MSS W CUSTOMER STATES BRK LIGHT STAYING ON. TRACTION LIGHT AND SERVICE TRACTION LIGHT. SEE RO #527505 |CC:   
*checked the operation plan 3x repeat complaint*

# B MSS W CUSTOMER STATES RT FT TURN SIGNAL INOP INTERM |CC:   
*Techs CCC - OVK.*

*CHANGE OIL MESSAGE on*

*CK3 #359 (B2) under hood Face black*

*See Pete, Rental, Chris. (2) 494-2826*

*00-05-22-009*

### Disclaimer of Warranties

Any warranties on the products sold hereby are those made by the manufacturer. 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 said products. Any limitation contained herein does not apply where prohibited by law.

PRELIMINARY ESTIMATE \$

JUL 18 AM 7:58

### ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SHOP MATERIAL: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, zero spray, plastic, solvent, rags, carburetor cleaner, towels, battery cleaner, wire, etc.

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

Repairs Properly Completed & Checked By: X

JUL 18 AM 10:17

X

CUSTOMER SIGNATURE

TECHNICIAN COPY

# LUNGHAMER.COM

CUSTOMER #: 131753

538929

## JOE LUNGHAMER CHEVROLET

\*WARRANTY\*

476 Summit Drive  
Waterford, MI 48328

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

(248) 683-7100 Fax: (248) 683-8472

DUPLICATE 1  
PAGE 1

WATERFORD, MI

HOME

BUS:

SERVICE ADVISOR: 55 LISA BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31333/31335	T1465
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31DEC09 DD			17:00 18JUL12			CASH
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER				
17:12 17JUL12	09:42 20JUL12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES BRK LIGHT STAYING ON. TRACTION LIGHT AND SERVICE TRACTION LIGHT. SEE RO #527505

CAUSE: REPAIRED REAR BRAKE LAMPS  
CONCERN CODE: 0124

N2642 BRAKE PEDAL POSITION SENSOR REPLACEMENT						60.65	60.65
9 WYATM217405, MATTHEW R LIC#: M217405							
W 0.60							
1 22666955 SENSOR KIT					24.80	17.36	17.36
FC: 6581							
PART#: 22666955							
COUNT: 1			1240				
CLAIM TYPE: ZREG							
AUTH CODE:							

SUBL LUNGHAMER RENTAL INV 516803 2 1G1PC5SH7C7272863						76.00	76.00
W							

31333 CHECKED THE OPERATION OF THE BRAKE LAMPS AND RELATED CONTROLS, THE TECH DUPLICATED THE CUSTOMER COMPLAINT, AND FOUND INTERMITTENT PROBLEM WITH THE BRAKE PEDAL POSITION SENSOR LOSING ITS CALIBRATION. THE TECH REPLACED THE SENSOR, ROAD TESTED TO VERIFY REPAIR. ALTERNATE TRANSPORTATION FOR ONE DAY DUE TO BEING A SAFETY RELATED CONCERN AND CUSTOMER SATISFACTION PER PETE SALICH SERVICE MGR

B CUSTOMER STATES RT FT TURN SIGNAL INOP INTERM  
CAUSE: REPAIRED TURN SIGNAL

CONCERN CODE: 0621

N6654 CONNECTOR RECONNECTION						141.51	141.51
9 WYATM217405, MATTHEW R LIC#: M217405							
W 1.40							
FC: 7073							
PART#: 12450182							
COUNT: 0							
CLAIM TYPE: ZREG							
AUTH CODE:							

When in need of a new or used vehicle contact: [www.Lunghamer.com](http://www.Lunghamer.com)

The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item. 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 shall assume no responsibility for any person to assume for it any liability in connection with the sale of this item.

NPN (No Part Number) parts may not be supplied, marketed or warranted by Signa Motors.

\*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item. 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.\*

SHOP MATERIAL - A TOKEN CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

F100389

Customer Signature: \_\_\_\_\_  
Services rendered as satisfactory.

PLEASE PAY THIS AMOUNT

WARRANTY COPY

# LUNGHAMER.COM

CUSTOMER #: 131753

538929

JOE LUNGHAMER CHEVROLET

\*WARRANTY\*

475 Summit Drive

Mailing Address:

Waterford, MI 48328

P.O. Box 430090

(248) 683-7100 Fax: (248) 683-6472

Pontiac, MI 48343

DUPLICATE 1  
PAGE 2

WATERFORD, MI

HOME

BUS:

SERVICE ADVISOR: 55 LISA BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A		31333/31335	T1465	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
31DEC09 DD			17:00 18JUL12			CASH	20JUL12
R/O OPENED	READY	OPTIONS: ENG:2.4 LITER					
17:12 17JUL12	09:42 20JUL12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				3780	14151	TELABOR	

31333 CHECKED THE OPERATION OF THE RIGHT FRONT TURN SIGNAL, THE TECH FOUND THE TURN SIGNAL WILL WORK INTERMITTENTLY. THE PERFORMED WIGGLE TEST ON HEAD LAMP HARNESS AND FOUND CIRCUIT LOST POWER, THE TECH CONTINUED TO INSPECT AND BACK PROBE WIRING AND FOUND A BURNT TERMINAL IN THE UNDER HOOD JUNCTION BLOCK CONNECT X3 CIRCUIT 359 CAVITY B2 PURPLE WIRE, THE TECH REPAIRED THE TERMINAL AND VERIFIED WIRING REPAIR, ADDITIONAL TIME FOR DIAGNOSTIC

Repairs Properly Completed & Checked by:

COST, SALE, & COMP TOTALS 14240 29552 0

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

F100389

Customer Signature:

Services rendered as satisfactory.

DESCRIPTION	TOTALS
LABOR AMOUNT	202.16
PARTS AMOUNT	17.36
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	76.00
MISC. CHARGES	0.00
TOTAL CHARGES	295.52
LESS INSURANCE & DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	295.52



LUNGHAMER.COM

JOE LUNGHAMER CHEVROLET

CUSTOMER #: 131753

539284

WORKORDER

475 Summit Drive  
Waterford, MI 48328

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

PAGE 2

(248) 683-7100 Fax: (248) 683-6472

WATERFORD, MI

SERVICE ADVISOR: 48 WINKLER, STEVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31642/	T3825	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC09 DD			17:00 24JUL12			CASH	
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER					
23JUL2012 17:04							

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MSS		W	CUST STATES THAT THE RIGHT FRT HEADLAMP IS INOP (RUNNING LAMP)   CC: #14 TRACE INT CON TO UNDER HOOD JUNCTION Block. Rep. Block. Poor int con FOUND CONNECTOR BLOCK FOR FORWARD LAMP HARNESS NOT MAKING PROPERLY WITH FUSE/JUNCTION BLOCK CUST STATES THAT THE LEFT FRT SIGNAL IS INOPERATIVE INTERMITTENT   CC: AFFECTING CIRCUITS See Line A 10th/13th IN CON X2 Replacing Block allowed for proper fit. ex drag
# B	MSS		W	CUST STATES THAT THE RIGHT FRT SIGNAL IS INOPERATIVE INTERMITTENTLY   CC: See Line A
# C	MSS		W	CUST STATES THAT THE RIGHT FRT SIGNAL IS INOPERATIVE INTERMITTENTLY   CC: See Line A



# LOF  
600  
OK at H for electrical  
P 7-26-12

W?  
13 #14 L.O.F 600

4942826 =

needs  
AIR Filter  
FR. Brakes

Disclaimer of Warranties

PRELIMINARY ESTIMATE \$

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaim 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 said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SHOP MATERIAL: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, aero spray, shelec. solvent, rags, carburetor cleaner, towels, battery cleaner, wire, etc.

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An aged on above vehicle to secure the amount of repairs thereto. from freezing due to lack of antifreeze.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

Repairs Properly Completed & Checked By: X

X  
CUSTOMER SIGNATURE

7/24/12

TECHNICIAN COPY



# LUNGHAMER.COM

CUSTOMER #: 131753

539284

JOE LUNGHAMER CHEVROLET

\*WARRANTY\*

475 Summit Drive  
Waterford, MI 48328

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

DUPLICATE 3  
PAGE 2

(248) 683-7100 Fax: (248) 683-6472

WATERFORD, MI

HOME

BUS:

SERVICE ADVISOR: 48 STEVE WINKLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31642/31648	T3825	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31DEC09 DD			17:00 24JUL12			CASH	30JUL12
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER					
17:04 23JUL12	08:47 30JUL12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	12605566	FILTER			6.47	6.47	6.47
5	89021593	OIL			2.55	2.55	12.75
FC: 9094							
PART#: 12605566							
COUNT: 1 1372 1922 TPARTS							
CLAIM TYPE: ZREG							
AUTH CODE:							

31642 GOODWILL MAINTENANCE 27410 30.00 GOODWILL MAINTENANCE PER  
 PETE SALICH FOR CUSTOMER SATISFACTION.

Repairs Properly Completed & Checked by:

COST, SALE, & COMP TOTALS 29825 45824 0

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

F100389

Customer Signature:

Services rendered as satisfactory.

DESCRIPTION	TOTALS
LABOR AMOUNT	161.40
PARTS AMOUNT	182.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	114.00
MISC. CHARGES	0.00
TOTAL CHARGES	458.24
LESS INSURANCE & DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	458.24

# LUNGHAMER.COM

## JOE LUNGHAMER CHEVROLET

CUSTOMER #: 131753

538774

WORKORDER  
REPRINT  
PAGE 2

475 Summit Drive  
Waterford, MI 48328  
(248) 683-7100 Fax: (248) 683-6472

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

WATERFORD, MI

SERVICE ADVISOR: 44 VISNISKI, STAN

VEHICLE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A		31248/	T4963
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31DEC09 DD			17:00 16JUL12			CASH
R.O. OPENED	READY	OPTIONS: ENG:2.4_LITER				

16JUL2012 07:14

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A MSS W REPAIR BRAKE LIGHT STAY ON WHILE DRIVING GO OFF WHEN BRAKES PEDAL IS APPLIED |CC: 0490

H2642

20

RECALL BRAKE BRAKE PEDAL POSITION BATTERY

# B MSS W REPAIR ESC LIGHT COMES ON AT TIMES |CC: 0621

CO131 - LINA A.

# C MSS W REPAIR RT FT DOOR INSIDE HANDLE CHROME PEELING |CC: 0921

AND HANDLE

# D MSS W REPAIR RT TURN TO OPERATE PROPERLY |CC: 0523

M6654

20

REPAIR ROOR LOCKER 100 AT

# E GMINSP C GM INSPECTION |CC: 2358479 F14

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PRELIMINARY ESTIMATE \$

### ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SHOP MATERIAL: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, 15pt. pins, auto spray, sheetroc, solvent, rags, carburetor cleaner, towels, battery cleaner, wax, etc.

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs therefor. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

CUSTOMER SIGNATURE

TECHNICIAN

CUSTOMER #: 131753

538774

# LUNGHAMER.COM

## JOE LUNGHAMER CHEVROLET

\*WARRANTY\*

475 Summit Drive  
Waterford, MI 48328  
(248) 683-7100 Fax: (248) 683-6472

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

WATERFORD, MT

PAGE 1

SERVICE ADVISOR: 44 STAN VISNISKI

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31248/31248	T4963
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31DEC09 DD			17:00 16JUL12			CASH
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER				
07:14 16JUL12	17:00 16JUL12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REPAIR BRAKE LIGHT STAY ON WHILE DRIVING GO OFF WHEN BRAKES PEDAL IS APPLIED  
 CAUSE: LOSS OF CALIBRATION  
 CONCERN CODE: 0490  
 H2642 SENSOR, BRAKE PEDAL POSITION - REPLACE  
 20 TAEPKE M170615 AET, GREGORY LIC#: M170615  
 W 0.30 30.32 30.32  
 FC: 7073 PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZREG  
 AUTH CODE:

31248 LOSS OF CALIBRATION H2642 30.00 DIAGNOSED AND RE-CALIBRATED  
 BRAKE PEDAL POSITION SWITCH TESTED OK AT THIS TIME.  
 \*\*\*\*\*

D REPAIR RT TURN TO OPERATE PROPERLY  
 CAUSE: POOR CONNECTION X110  
 CONCERN CODE: 0523  
 N6654 CONNECTOR RECONNECTION  
 20 TAEPKE M170615 AET, GREGORY LIC#: M170615  
 W 0.50 50.54 50.54  
 FC: 7083  
 PART#: 9441840  
 COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZREG  
 AUTH CODE:

31248 POOR CONNECTION X110 N6654 50.00 INSPECTED AND DIAGNOSED  
 REPAIRED POOR CONNECTION AT THE X110 TERMINAL. PER DOC. ID. 2358479  
 \*\*\*\*\*

Repairs Properly Completed & Checked by:

COST, SALE, & COMP TOTALS 2240 8086 0

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

F100389

Customer Signature:  
Services rendered as satisfactory.

DESCRIPTION	TOTALS
LABOR AMOUNT	80.86
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	80.86
LESS INSURANCE & DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	80.86



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

July 26, 2012

[REDACTED]  
Waterford, MI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 745492  
Our Client: General Motors LLC  
Date/Event: 7/18/12  
Subject vehicle: 2010 Chevrolet Impala  
VIN: 1G1ZB5EB4A4 [REDACTED]

Dear Mr. [REDACTED]:

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file. *Please note that we attempted contacting you via telephone on 7/26/12, without success.*

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.



**esis**

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

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

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

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator



[Logout](#)

July 25, 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 1G1ZB5EB4A Model: 1ZG89-2010 MALIBU LS SEDAN  
 Service Contract No Branded Title No Warranty Block No PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#)

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 (877.438.9677 Canada) and in the USA:800-556-3800.

OnStar Equipped Y OnStar Status Inactive  
 XM Equipped Y XM Radio ID NKPU328B XM Status Active  
 OnStar Vehicle Diagnostics N OMN Enabled N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Comosion Limited Warranty	09/28/2011	12/31/2009	121 MI	12/31/2015	100,121 MI
	Emission Select Component Ltd Wty	09/28/2011	12/31/2009	121 MI	12/31/2017	80,121 MI
	Powertrain Limited Warranty	09/28/2011	12/31/2009	121 MI	12/31/2014	100,121 MI



Bumper to Bumper Limited Warranty 09/28/2011 12/31/2009 121 MI 12/31/2012 30,121 MI

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/17/2012	538929	ZREG—Regular Vehicle Transaction		N6654 - Connector Reconnection	31,333 MI
07/17/2012	538929	ZREG—Regular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	31,333 MI
07/16/2012	538774	ZREG—Regular Vehicle Transaction		N6654 - Connector Reconnection	31,248 MI
07/16/2012	538774	ZREG—Regular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	31,248 MI
02/10/2012	530472	ZREG—Regular Vehicle Transaction		J7625 - Alcohol Content Reset & Reprogram	24,463 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction	Add Credit	N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction	Full Debit - Reversal	N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/10/2011	527505	ZREG—Regular Vehicle Transaction		N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N0440 - Headlamp Bulb Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		E3530 - Arm Assembly, Front Control - Lower - Right - Replace	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N9595 - BCM C2 Connector Repair	21,517 MI
12/19/2011	527505	ZFAT—Field Action Recall		V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req'd)	21,517 MI
09/14/2009	163882	ZPDI—Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
09/10/2009	A27362	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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July 25, 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 1G1ZB5E84A [REDACTED] Model 1ZG69-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] 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: NNDBC5  
 Gross Vehicle Weight 1,880 Build Date 09/10/2009  
 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  |
| 37U - IMPERIAL BLUE METALLIC                               | 6AL - FRONT SPRING   |
| 7AL - FRONT SPRING   | 83B - TITANIUM   |
| 83I - INTERIOR TRIM  | 8AB - REAR SPRING  |
| 9AB - REAR SPRING  | 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      | B37 - FLOOR MATS   |
| B86 - BODY COLOR BODYSIDE MOLDINGS                         | 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 PROPULSION NOT INSTALLED                      | IBB - INTERIOR TRIM  |
| JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL     | KG7 - GENERATOR 126 AMPS   |
| LE5 - ENGINE, 2.4L DOHC MFI                                | MN5 - 4-SPEED AUTO TRANSMISSION  |
| N46 - STEERING WHEEL                                       | NT7 - EMISSION SYSTEM FEDERAL, TIER 2  |
| ORN - ORION  | P22 - 17" WHEELS, FASCIA SPOKE   |
| OGG - TIRE   | R9N - PROCESSING CODE  |
| SLM - STOCK ORDERS   | U2K - XM SATELLITE RADIO - SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUS/XM AFTER 90 DAYS                                 |
| U77 - ANTENNA RR WINDOW                                    | 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  |
| UWS - 6-SPEAKER SOUND SYSTEM                               | V8D - VEHICLE STATEMENT US   |
| XL7 - FREQUENCIES RATING 315MHZ                            | ZFH - COMPACT SPARE TIRE AND JACK ASSEMBLY INFLATOR KIT  |

**Added Option Codes**

---

Vehicle has no current record of SAIO codes.

---

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July 25, 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 1G1ZB5EB4M [REDACTED] Model 1ZG69-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#)

For this vehicle:

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

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 909032261
Source Plant -	Part / Number Broadcast:
Date Scanned 09/09/2009	Time Scanned 18:44:00 Scan Station 04
Component Code 61-TRANSMISSION	Traceability ATTH
Source Plant -	Part / Number Broadcast
Date Scanned 09/09/2009	Time Scanned 19:32:00 Scan Station 04
Component Code 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability 24193039
Source Plant 1-	Part / Number Broadcast 9990
Date Scanned 09/10/2009	Time Scanned 08:17:00 Scan Station 15
Component Code 78-GAS TANK	Traceability 503637372
Source Plant 6-	Part / Number Broadcast 3619
Date Scanned 09/09/2009	Time Scanned 21:00:00 Scan Station 04
Component Code 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability 1921500E5
Source Plant 2-	Part / Number Broadcast AAKL
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code 87-BODY CONTROL MODULE	Traceability A92450132
Source Plant R-	Part / Number Broadcast 6605
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 2237G0166
Source Plant 9-	Part / Number Broadcast 0709
Date Scanned 09/10/2009	Time Scanned 00:23:00 Scan Station 03
Component Code AH-IR-SENSOR ASM-LEFT	Traceability 002C1669A
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AJ-IR-SENSOR ASM-RIGHT	Traceability 00FF4DE9D
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 1A2A6
Source Plant 2-	Part / Number Broadcast 1096
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code BK-INTERNATIONAL TRANS. CONTROL MODULE	Traceability 092390135

Source Plant: K-	Part / Number Broadcast: AAF5
Date Scanned: 09/10/2009	Time Scanned: 08:17:00 Scan Station: 16
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0200385
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 08/28/2009	Time Scanned: 03:46:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2065777
Source Plant: -	Part / Number Broadcast: 1PP
Date Scanned: 09/09/2009	Time Scanned: 08:49:00 Scan Station:
Component Code: DF---	Traceability: 28UFABPM
Source Plant: M-	Part / Number Broadcast: 8131
Date Scanned: 09/09/2009	Time Scanned: 13:17:00 Scan Station: 03
Component Code: DG---	Traceability: 28LFABEO
Source Plant: M-	Part / Number Broadcast: 8130
Date Scanned: 09/09/2009	Time Scanned: 13:17:00 Scan Station: 03

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

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July 25, 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 1G1ZB5E84A [REDACTED] Model 1ZG69-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 07/17/2012

Job Card Number: 538929

Repair Service Agent: 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2488837100

Odometer Reading 31,333 MI  
 Authorization Code: ER

Process Date 07/20/2012

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

Customer Complaint Code 0621-Features/Controls/Displays - Gauges/Warning Lights

Job Card Line #: 2

Transaction Adjustment Cause Code 7073-Wiring/Electrical/Sensors - No/Incorrect Communication

Labour Op N8654-Connector Reconnection  
 Causal Part Number

Job Card Date: 07/17/2012

Job Card Number: 538929

Repair Service Agent: 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2488837100

Odometer Reading 31,333 MI  
 Authorization Code: R

Process Date 07/24/2012

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

Customer Complaint Code 0124-Drivability - Brakes

Job Card Line #: 1

Transaction Adjustment Cause Code 6581-Module/Component - Registers Incorrectly

Labour Op H2842-Brake Pedal Position Sensor Replacement  
 Causal Part Number 00000000022686955-SENSORKIT,BRKPEDOSN  
 See other Parts and/or Net Items

Job Card Date: 07/16/2012

Job Card Number: 538774

Repair Service Agent: 115098  
JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading: 31,248 MI  
Authorization Code

Process Date  
07/17/2012  
Transaction Type  
ZREG---Regular Vehicle  
Transaction  
Transaction Expense Category  
Warranty  
Customer Complaint Code  
0523-Features/Controls/Displays -  
Lights

Job Card Line #: 4                      Transaction Adjustment                      Cause Code 7083-Wiring/Electrical/Sensors -  
Poor Contact

Labour Op N6654-Connector Reconnection  
Causal Part Number

Job Card Date: 07/16/2012

Job Card Number: 538774

Repair Service Agent: 115098  
JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading 31,248 MI  
Authorization Code

Process Date  
07/17/2012  
Transaction Type  
ZREG---Regular Vehicle  
Transaction  
Transaction Expense  
Category  
Warranty

Customer Complaint Code  
0180-Drivability - Other  
Issues

Job Card Line #: 1                      Transaction Adjustment                      Cause Code 7073-Wiring/Electrical/Sensors -  
No/Incorrect Communication

Labour Op H2642-Brake Pedal Position Sensor Replacement  
Causal Part Number

Job Card Date: 02/10/2012

Job Card Number: 530472

Repair Service Agent: 115098  
JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading 24,463 MI  
Authorization Code

Process Date  
02/13/2012  
Transaction Type  
ZREG---Regular Vehicle  
Transaction  
Transaction Expense Category  
Warranty  
Customer Complaint Code  
0321-Engine/Fuel/Exhaust - "Check  
Engine" Light

Job Card Line #: 1                      Transaction Adjustment                      Cause Code 6581-Module/Component -  
Registers Incorrectly

Labour Op J7825-Alcohol Content Reset & Reprogram  
Causal Part Number

•See other Parts and/or Not Items





Customer Complaint Code  
0490-Exterior - Other Issues  
Job Card Line #: 6      Transaction Adjustment      Cause Code 7083-Wiring/Electrical/Sensors - Poor Contact

Labour Op N1730-Engine Wiring Harness Junction Block Replacement  
Causal Part Number 00000000020822695-BLOCKASM-ENGWRGHARNJUNC  
-See other Parts and/or Net Items

---

Job Card Date: 12/19/2011      Job Card Number: 527505  
Repair Service Agent 115098      Odometer Reading 21,517 MI  
JOE LUNGHAMER CHEVROLET, INC.      Authorization Code  
475 SUMMIT DR  
WATERFORD MI 48320-3368  
2486837100

---

Process Date:  
12/21/2011  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Warranty  
Customer Complaint Code  
0490-Exterior - Other Issues  
Job Card Line #: 5      Transaction Adjustment      Cause Code: 6017-Module/Component - Broken  
Labour Op N0440-Headlamp Bulb Replacement  
Causal Part Number 00000000092095787-BULB,HDLP(LOWBEAM)  
-See other Parts and/or Net Items

---

Job Card Date: 12/19/2011      Job Card Number: 527505  
Repair Service Agent 115098      Odometer Reading: 21,517 MI  
JOE LUNGHAMER CHEVROLET, INC.      Authorization Code  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

---

Process Date:  
12/21/2011  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Warranty  
Customer Complaint Code  
0126-Drivability - Noise  
Job Card Line #: 3      Transaction Adjustment      Cause Code: 6025-Module/Component - Loose  
Labour Op E3530-Arm Assembly, Front Control - Lower - Right - Replace  
Causal Part Number

---

Job Card Date: 12/19/2011      Job Card Number: 527505  
Repair Service Agent 115098      Odometer Reading 21,517 MI  
JOE LUNGHAMER CHEVROLET, INC.      Authorization Code  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

---

Process Date:  
12/21/2011  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Warranty



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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July 25, 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.

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 No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

#### Invoice Information

Invoicing Service Agent: 115232 Invoice Date: 09/10/2009  
 RICHARDSON CHEVROLET BUICK, INC.  
 601 NORTH MAIN  
 STANDISH MI 48658-2521 9898464515

#### Ship to Information

Ship to Service Agent: 115232 Ship to Date: N/A  
 RICHARDSON CHEVROLET BUICK, INC.  
 501 NORTH MAIN  
 STANDISH MI 48658-2521 9898464515

#### Delivery Information

Delivery Service Agent: 115098 Delivery Date: 12/31/2009  
 JOE LUNGHAMER CHEVROLET, INC. Delivery Type: 032---RETAIL LEASE\* - EMPLOYEE STOCK  
 475 SUMMIT DR (GMS)  
 WATERFORD MI 48328-3368 Delivery Odometer: 121  
 2486837100

#### 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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RQ13-001

GM

4/17/2013

Q 03

34791

## Field Performance Report

### GM Aftersales

<b>FPR Case No:</b>	34791	<b>Status:</b> Saved
		<b>Transfer:</b>
<b>Type:</b>	GMNA Passenger Car	<b>Country:</b> United States of America
<b>VIN:</b>	1G2ZF58B174 [REDACTED]	<b>Vehicle Status:</b>
<b>Make:</b>	Pontiac	
<b>Model:</b>	G6	
<b>Model Year:</b>	2007	
<b>Part Name:</b>	Pins	
<b>Location:</b>	Circuit 315/3159	
<b>Complaint:</b>	Intermittent Brake Lights On	
<b>Origination Point:</b>	<input checked="" type="radio"/> Dealer <input type="radio"/> GM Internal	
<b>Dealer Code</b>		
<b>GM Rep ID No</b>		

#### - Affected Vehicles -

Mileage (Miles)	Build Date
-----------------	------------

838	
-----	--

No of Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer Case:</b>
----------------	----------------------	--------------	-----------------------

#### - Functional Group -

<b>Level 1:</b> 80 Electrical Function	<b>Level 2:</b>	<b>Level 3:</b>	<b>Level 4:</b>
---	-----------------	-----------------	-----------------

<b>Trouble Category:</b> Z - Not assignable	<b>Trouble:</b> Not Assignable (Add new Code)
--	--

**Symptoms / Complaints:**  
4th time in for this vehicle. Intermittent brake light staying on.

**Probable Cause:**  
It had three prior replacements of the BCM. Found three female connectors at the C2 for circuit 3158 3159. Female and they did not pass the pin test. Found by manipulating the harness by the BCM and when this was done the shift interlock would start working with the key on and the foot off the brake. It was losing power the same time as the dash lights would flicker.

**Correction:**  
Replaced three pins

<b>Sample Parts Available:</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Part No:</b>
---	-----------------

**Remark/ Location of Parts:**

**Attachments:**

Name	Type
------	------

**Document Information**

<b>Document Author:</b>	<b>Created by:</b> TZLY80	<b>Date of creation:</b> 04/10/2007 10:19:30 AM	<b>Server of Creation:</b> USABHDB03/A/GMSERV ER/GMC
<b>Last Modified by:</b>	<b>Last modified by:</b> TZLY80	<b>Date of modification:</b>	<b>Server of Modification:</b>
<b>Last Accessed on:</b>		<b>Date last accessed :</b> 03/14/2013 08:10:06 AM	

RQ13-001

GM




4/17/2013

Q 03

49958



**Issue Number:** 1063694    **Issue Age:** 108 days    **Severity:** 4    **Associated Issues:** 0    **State:** Closed    **Actions:** --Available Issue Actions--  
**Issue Year/Country:** 2008 - US - United States    **Engineering Source:** GMNA Passenger Car    **Vehicle Line:** Aura    **Add-on Count:** 0  
**Part-Location:** BRAKE LIGHTS - Rear Of Vehicle  
**Complaint:** Brake lights stuck on cruise control does not work  
**Issue Type:** Product Report    **Product Line:** 3Z    **Project No:** Aura    **Primary Metric/Score:** 0.0  
**Issue Events:** 11-Dec-2008 -Approved [Open]

**Issue Steps:** Product Report (Closed)     **Tasks:** 0     **Attachments:** 0  
 **Memos:** 0

**Report** ▼    **Sent** ▼    **Add. Info Needed** ▼    **Open** ▼    **Solution Feedback** ▼

Main

Issue Definition

Affected Vehicles

VIN Information

Problem Description

Name	Department	Phone	History
General Motors Corporation *** General Motors *** GM North America *** NA Vehicle Sales, Service & Marketing *** SPO Executive Staff *** GM Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Car Brand Quality Mid-size Car		+1 586 863 7296	

Affected Parts

Labor Information

Dealer and Field Information

**Step Dates**




Step Start Date	Submit Dates		Close Dates	
	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
24-Sep-2008		24-Sep-2008		24-Sep-2008

**Step Actions**

Action	Date	Name	Department	Phone
Originated	24-Sep-2008	Eric Kenar	Program Quality	+1 586 863 7296
Approved	24-Sep-2008	Shannon Moore	Data Analysts	586-947-7304

\* indicates fields required prior to save, submission, or approval.

**Issue Number:** 1063694    **Issue Age:** 108 days    **Severity:** 4    **Associated Issues:** 0    **State:** Closed    **Actions:** --Available Issue Actions--  
**Issue Year/Country:** 2008 - US - United States    **Engineering Source:** GMNA Passenger Car    **Vehicle Line:** Aura    **Add-on Count:** 0  
**Part-Location:** BRAKE LIGHTS - Rear Of Vehicle  
**Complaint:** Brake lights stuck on cruise control does not work  
**Issue Type:** Product Report    **Product Line:** 3Z    **Project No:** Aura    **Primary Metric/Score:** 0.0  
**Issue Events:** 11-Dec-2008 --Approved [Open]

**Issue Steps:** Product Report (Closed)     **Tasks:** 0     **Attachments:** 0  
 **Memos:** 0

[Report](#)    [Sent](#)    [Add. Info Needed](#)    [Open](#)    [Solution Feedback](#)

**Solution Feedback -> Develop Solution**    [Previous](#)    [Next](#)    [Edit](#)

**General Answer/Comment**

Eric Kenar on 30-Sep-2008: [Edited by Eric Kenar on 10-Dec-2008]

Inspected vehicle at Saturn of Warren vin - 7F193740 miles 15,524 built 11/14/06. Condition was occurring with key on engine off. Tech 2 readings on sensor. Learned home - 213 BPPS Ratio 126 BPPS .6 volts Reference 4.9v Status valid Command on Calculated 90 counts. We removed the center console cover for the BCM and condition cleared up. BPPS now reading 1 volt. Inspected connector, terminals and harness found no issues. Re-assembled the vehicle and could not duplicate concern.

9/30/08 - sent another e-mail to local retailers requesting a vehicle that has not been worked on. Ray Romeo also looking into situation on G6.

10/1/08 - Inspected vehicle 7F185437 at Saturn of Warren. Eric Buddrius and Gary Smits also inspected vehicle. We could not duplicated condition. We were instructed by Alex Ballios to install a new BCM and terminals for the BPPS. Connector C2 terminals 18,59,31.

10/3/08 - obtained parts from vin 7F185437. Provided parts to Chuck Bongiorno. Chuck believes the condition is being caused by fretting on the terminals.

11/12/08 - Bulletin written by Ray Romeo and in process.

Bulletin 08-05-22-009 released on 12/4/08. Closing case.

**Short Description**

**Field Service Information**

PI Number :  
 Bulletin Number:  
 GM Messenger Date:

**Field Remedy**

**Production Remedy**

Solution Result:

Last Updated By:    Last Update Date:

[Previous](#)    [Next](#)    [Edit](#)

Issue Number: 1063694 Issue Age: 108 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0

Part-Location: BRAKE LIGHTS - Rear Of Vehicle

Complaint: Brake lights stuck on cruise control does not work

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed) Tasks: 0 Attachments: 0 Memos: 0

Report Sent Add. Info Needed Open Solution Feedback

Sent -> Main Next Save Reset

**User Role Assignments**

Role	Assignment Date	Name	Department	Phone	History
Champion	24-Sep-2008	Eric Kenar	General Motors Corporation *** General Motors *** GM North America *** NA Vehicle Sales, Service & Marketing *** SPO Executive Staff *** GM Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Car Brand Quality Mid-size Car	+1 586 863 7296	<a href="#">View</a>
Originator (Read Only)	24-Sep-2008	Eric Kenar	General Motors Corporation *** General Motors *** GM North America *** NA Vehicle Sales, Service & Marketing *** SPO Executive Staff *** GM Service Operations *** Product Problem Resolution *** Brand Quality Car Group *** Car Brand Quality Mid-size Car	+1 586 863 7296	<a href="#">View</a>

**Step Dates**

Submit Dates			Close Dates	
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
24-Sep-2008	29-Sep-2008	26-Sep-2008	26-Sep-2008	26-Sep-2008
<a href="#">Target History</a>				

**Step Actions**

Action	Date	Name	Department	Phone
Approved	26-Sep-2008	Eric Kenar	Program Quality	+1 586 863 7296

\* indicates fields required prior to save, submission, or approval. Next Save Reset

Issue Number: 1063694 Issue Age: 108 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0

Part-Location: BRAKE LIGHTS - Rear Of Vehicle

Complaint: Brake lights stuck on cruise control does not work

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0 Memos: 0

Report Sent Add. Info Needed Open Solution Feedback

Report -> Problem Description Previous Next Edit

**Symptoms/Complaints**

Eric Kenar on 24-Sep-2008:  
Cruise control will not engage, brake light intermittently stuck on.

**Probable Cause**

Eric Kenar on 24-Sep-2008:  
Electrical wiring issue

**Corrective Action**

Eric Kenar on 24-Sep-2008:  
Under root cause

Driving Conditions:

Environmental Conditions:

Road Surface:

Action Requested: Field Remedy

Success of Corrective Action:  
Trouble Codes Affected:

**Remarks**

Last Updated By: Last Update Date:

Previous Next Edit

Issue Number: 1063694 Issue Age: 108 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0

Part-Location: BRAKE LIGHTS - Rear Of Vehicle

Complaint: Brake lights stuck on cruise control does not work

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0 Memos: 0

Report ▼ Sent ▼ Add. Info Needed ▼ Open ▼ Solution Feedback ▼

**Report -> VIN Information** Previous Next Edit

---

**Cases**

Recorded Date	No. of Cases	Recorded By/Originator
24-Sep-2008	1	Eric Kenar

Total cases for this country: 1  
Total cases of all countries (including Add-Ons): 1

---

**VIN Information**

Primary VIN	VIN	Build Date	Engine No.	Odometer Reading	Odometer Unit	Transm. No.
Yes	1G8ZV57717F [REDACTED]	14-Nov-2006		15524	Miles	

Last Updated By: Last Update Date:

Previous Next Edit

Issue Number: 1063694 Issue Age: 108 days Severity: 4 Associated Issues: 0 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0

Part-Location: BRAKE LIGHTS - Rear Of Vehicle

Complaint: Brake lights stuck on cruise control does not work

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0

Issue Events: 11-Dec-2008 -Approved [Open]

Issue Steps:  
Product Report (Closed)

Tasks: 0

Attachments: 0  
Memos: 0

Report Sent Add. Info Needed Open Solution Feedback

Report -> Issue Definition

Previous Next Edit

Issue Type: Product Report  
Vehicle Line: Aura  
Engineering Source: GMNA Passenger Car  
Country: US - United States

Issue Title

Part Name: BRAKE LIGHTS  
Part Location: Rear Of Vehicle  
Complaint: Brake lights stuck on cruise control does not work

Severity: 4  
Restricted Issue:  Yes  No  
Template Issue:  Yes  No Template Name:

Last Updated By: Last Update Date:

Previous Next Edit

**Field Performance Report**  
**GM Aftersales**

<b>FPR Case No:</b>	49958	<b>Status:</b> Moved To Find
		<b>Transfer:</b> 3. transfer to GIMS complete
<b>Type:</b>	GMNA Passenger Car	<b>Country:</b> United States of America
<b>VIN:</b>	1G8ZV57717F [REDACTED]	<b>Vehicle Status:</b> Current Production
<b>Make:</b>	Saturn	
<b>Model:</b>	Aura	
<b>Model Year:</b>	2007	
<b>Part Name:</b>	Brake lights	
<b>Location:</b>	Rear of vehicle	
<b>Complaint:</b>	Brake lights stuck on cruise control does not work	
<b>Origination Point:</b>	<input checked="" type="radio"/> Dealer <input type="radio"/> GM Internal	
<b>Dealer Code</b>	121736	
<b>GM Rep ID No</b>		

**- Affected Vehicles -**

<b>Mileage (Miles)</b>	<b>Build Date</b>
15524	11/14/2006

**No of Vehicles:** 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer Case:</b>
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**- Functional Group -**

<b>Level 1:</b>	<b>Level 2:</b>	<b>Level 3:</b>	<b>Level 4:</b>
80 Electrical Function			

<b>Trouble Category:</b> Z - Not assignable	<b>Trouble:</b> Not Assignable (Add new Code)
--	--

**Symptoms / Complaints:**

Cruise control will not engage, brake light intermittently stuck on.

**Probable Cause:**

Electrical wiring issue

**Correction:**

Under root cause

<b>Sample Parts Available:</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Part No:</b>
---	-----------------

**Remark/ Location of Parts:**

**Attachments:**

**Document Information**

<b>Document Author:</b>	<b>Created by:</b> VZ0B45	<b>Date of creation:</b> 09/24/2008 07:44:52 AM	<b>Server of Creation:</b> USABHDB03/A/GMSERV ER/GMC
<b>Last Modified by:</b>	<b>Last modified by:</b> VZ0B45	<b>Date of modification:</b>	<b>Server of Modification:</b> USABHDB03/A/GMSERV ER/GMC
<b>Last Accessed on:</b>		<b>Date last accessed :</b> 03/14/2013 08:17:12 AM	



**Field Performance Report**  
**GM Aftersales**

<b>FPR Case No:</b>	50024	<b>Status:</b> Moved To Find
		<b>Transfer:</b> 3. transfer to GIMS complete
<b>Type:</b>	GMNA Passenger Car	<b>Country:</b> United States of America
<b>VIN:</b>	1G2ZG57N674 [REDACTED]	<b>Vehicle Status:</b> Current Production
<b>Make:</b>	Pontiac	
<b>Model:</b>	G6	
<b>Model Year:</b>	2007	
<b>Part Name:</b>	BCM	
<b>Location:</b>	Interior	
<b>Complaint:</b>	Intermittent brake light issue	
<b>Origination Point:</b>	<input checked="" type="radio"/> Dealer <input type="radio"/> GM Internal	
<b>Dealer Code</b>		
<b>GM Rep ID No</b>		

**- Affected Vehicles -**

<b>Mileage (Miles)</b>	<b>Build Date</b>
32358	09/28/2006

**No of Vehicles:** 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer Case:</b>
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**- Functional Group -**

<b>Level 1:</b> 80 Electrical Function	<b>Level 2:</b> 03 Body Interior & Exterior	<b>Level 3:</b>	<b>Level 4:</b>
---	--	-----------------	-----------------

<b>Trouble Category:</b> Z - Not assignable	<b>Trouble:</b> Not Assignable (Add new Code)
--	--

**Symptoms / Complaints:**

Intermittent brake light issue

**Probable Cause:**

Dealer recal, rpld sensor issue still present/come back

**Correction:**

Replaced BCM w/new and pedal depressed 1.1v

<b>Sample Parts Available:</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	<b>Part No:</b> BCM part to DRE
---	------------------------------------

<b>Remark/ Location of Parts:</b> BCM part to DRE for testing
--

**Attachments:**

**Document Information**

<b>Document Author:</b>	<b>Created by:</b> CZXGMJ	<b>Date of creation:</b> 09/30/2008 10:59:08 AM	<b>Server of Creation:</b> USABHDB03/A/GMSERV ER/GMC
<b>Last Modified by:</b>	<b>Last modified by:</b> CZXGMJ	<b>Date of modification:</b>	<b>Server of Modification:</b> USABHDB03/A/GMSERV ER/GMC
<b>Last Accessed on:</b>		<b>Date last accessed :</b> 03/14/2013 08:21:11 AM	


RQ13-001

GM

4/17/2013

Q 03

50503



Issue Number: 1070006 Issue Age: 151 days Severity: 4 Associated Issues: 1  State: Closed Actions: --Available Issue Actions--


Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0



Part-Location: Fuse Block Assembly - Trunk


Complaint: 24hr No Brake Lights

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0

Issue Events: 10-Apr-2009 -Closed [Solution Feedback]  

Issue Steps: Product Report (Closed) 

 Tasks: 0  Attachments: 0

 Memos: 3

Report  Sent  Add. Info Needed  Open  Solution Feedback 

Report -> Main   

**User Role Assignments**



Role	Assignment Date	Name	Department	Phone History
Originator	10-Nov-2008	Kobie Glenn	General Motors Corporation *** General Motors *** GM North America *** NA Vehicle Sales, Service & Marketing *** SPO Executive Staff *** GM Service Operations *** Product Problem Resolution *** SMT's	

**Step Dates**

Step Start Date	Submit Dates		Close Dates	
	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
10-Nov-2008		10-Nov-2008		10-Nov-2008
				

**Step Actions**

Action	Date	Name	Department	Phone
Originated	10-Nov-2008	Kobie Glenn	UNKNOWN ORG	
Approved	10-Nov-2008	Melissa Clifford	UNKNOWN ORG	+1 586 947 3475 No V

\* indicates fields required prior to save, submission, or approval.   

**Issue Memos -> Memo Detail**

Close

Issue Number: 1070006 Subject: 2008-US - United States, Fuse Block Assembly, Trunk - 24hr No Brake Lights

From: Kobie Glenn kobie.w.glenn@gm.com

**Send To:**

Include: dan.fernandez@gm.com  
To... lori.thomas@gm.com  
cc...

**Memo:**

Subject: PRTS+ 1070006: 2008-US - United States, Fuse Block Assembly, Trunk - No Brake Lights

**Text:**

Fuse block is being forwarded to you by BQM Dan Fernandez for review. Please advise when this case can be processed as a 24HR case. Thank you.

**Attachments:**

**Attachments**

Attachment Title	File Size (MB)
------------------	----------------

Last Updated By: Kobie Glenn Last Update Date: 10-Nov-2008

\* indicates fields required prior to save, submission, or approval.

Close

## 24hr CDP Hand-Off Cover Letter

Included in this FIND21 case is information regarding an emerging issue that has been identified by the 24hr CDP team. You have been identified as the Natural Owner to root cause and resolve this concern. The 24hr CDP Tracking Sheet is updated daily and posted to the website by approximately 3:00 p.m. The website address is: ([http://quality.gm.com/product\\_dev\\_qlty/24hr/index.html#top](http://quality.gm.com/product_dev_qlty/24hr/index.html#top)).

The following items must be provided for closure:

1. You are required to update the 24hr CDP Team at your scheduled call-in time. The teleconference phone number is 866-297-2155 or International 214-765-0496, access code 7976422#.
2. On the conference call you are required to report the root cause, containment / resolution plan, and the assembly plant containment / resolution breakpoint date. The 17 digit VIN is optional.
3. Information regarding the containment / resolution plan must be included in the PRTS+ case. 24hr CDP information is updated in the Root Cause Tab in the Root Cause Analysis area. A description of the 24hr CDP containment / resolution plan is to be documented in this area by placing root cause information, containment plans and assembly plant containment date. (If case is SQ responsible, document SPO stock purged along with Asm. Plant pipeline.)
4. It is also your responsibility to move the PRTS+ case to the Feedback status.
5. The cut-off time for the current hand-off (identification) date is 2:00 pm. Any cases received after the 2:00 pm cut-off time will be considered handed-off the next business day.

<b>Case Originator:</b>	<b>Kobie Glenn</b>
<b>Phone No:</b>	<b>586 947 8882</b>
<b>Fax No:</b>	<b>586 492 1500</b>
<b>VME Node:</b>	<b>58633 78882</b>

## **Champion Completing Root Cause Phase in PRTS+ for 24hr CDP Case**

**NOTE:** In PRTS+ all fields/areas with a red asterisk are required fields by PRTS+ to be completed

- Go to the Root Cause Tab in the PRTS+ case.  
To make entries in each section, click the edit button and a white box will appear.
- In the Root Cause Analysis section:
  - **Required by Champion:** Enter Root Cause, Containment plans and assembly plant containment date in this section. If case is Supplier Quality responsible, document if SPO stock has been purged. Attachments are to be placed in the designated Attachment area of PRTS+.
- In the Custom Fields section:  
There are two fields, Meeting Date and Containment Implementation Forecast
  - **Required by Champion:** Enter the Containment Date into the field titled Containment Implementation Forecast (Use date format dd-mmm-yyyy. ex.: 31-Dec-1900. Month in English)
  - **Not Required by Champion:** The field titled Meeting Date is used by the 24hr CDP Data Experts to record the initial report out date
- In the Summary section:  
The 24hr CDP Data Expert records the conference call comments. There is no need for the Champion to add additional comments in this area.
- **Required by Champion:** The Champion is to move the case into Feedback and assign Kathy Macko (Data Expert) as Feedback Champion.

Issue Memos -> Memo Detail

Close

Issue Number: 1070006 Subject: 2008-US - United States, Fuse Block Assembly, Trunk - 24hr No Brake Lights

From: Kobie Glenn kobie.w.glenn@gm.com

Send To:

Include: dan.fernandez@gm.com  
 To... dave.g.robinson@gm.com, kelly.stuart@gm.com  
 cc... yvonne.cummings@gm.com, gregory.schneider@gm.com, kathy.macko@gm.com, pat.radecki@gm.com

Memo:

Subject: PRTS+ 1070006: 2008-US - United States, Fuse Block Assembly, Trunk - 24 hr No Brake Lights

Text:

The report out is scheduled for Monday Nov. 24, 2008 at 7:40 AM. The contact information is attached.

Attachments:

Attachments

Attachment Title	File Size (MB)
<a href="#">24hr CDP Handoff Coversheet2.doc</a>	0.0

Last Updated By: Kobie Glenn Last Update Date: 21-Nov-2008

\* indicates fields required prior to save, submission, or approval.

Close



Issue Number: 1070006 Issue Age: 151 days Severity: 4 Associated Issues: 1 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0

Part-Location: Fuse Block Assembly - Trunk

Complaint: 24hr No Brake Lights

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0

Issue Events: 10-Apr-2009 -Closed [Solution Feedback]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0

Memos: 3

Report Sent Add. Info Needed Open Solution Feedback

Solution Feedback -> Develop Solution Previous Next Edit

**General Answer/Comment**

Kobie Glenn on 01-Dec-2008:

Person Responsible: W. McCluney/Ferrell/Prettejohn  
 What Where When Who Predicted Results  
 Verified Standard work  
 Monitor Mode – Audible Alarm & Light 17-06-140L 11/18/2008 McCluney/Portell Std work followed  
 Error Proofing  
 Line Stop Mode 17-06-140L 11/18/2008  
 McCluney/Portell Error Proof Working  
 Secondary Check  
 90 Conveyor 70.50.561L, 600L 11/18/2008 PUDER STD Work followed

**Short Description**

**Field Service Information**

PI Number :  
 Bulletin Number:  
 GM Messenger Date:


**Field Remedy**

**Production Remedy**

Solution Result:

Last Updated By: Last Update Date:

Previous Next Edit



Issue Number: 1070006 Issue Age: 151 days Severity: 4 Associated Issues: 1  State: Closed Actions: --Available Issue Actions--


Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0



Part-Location: Fuse Block Assembly - Trunk


Complaint: 24hr No Brake Lights

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0




Issue Events: 10-Apr-2009 -Closed [Solution Feedback]  

Issue Steps: Product Report (Closed) 

 Tasks: 0  Attachments: 0

 Memos: 3

Report  Sent  Add. Info Needed  Open  Solution Feedback 

Report -> Affected Parts   

**VPPS**

1st Level (VPPS): 2nd Level (VPPS): 3rd Level (VPPS): 4th Level (VPPS):

80 Electrical Function 06 Power & Signal Distribution 03 Power & Ground Distribution 02 Electrical Center (Electronics with relays and fuses)

**Part**

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number
No		25892086				

**Sample Part Information**

Sample Parts Available?:  Yes  No

**Shipping Details**

Kobie Glenn on 18-Nov-2008:

James Turner from plant sent the part out for analysis, overnighted it to the supplier 11/18/2008.


**Location of Parts**




Kobie Glenn on 10-Nov-2008:





RO # 276246

**Remarks**

Last Updated By: Last Update Date:

**Issue Number:** 1070006    **Issue Age:** 151 days    **Severity:** 4    **Associated Issues:** 1     **State:** Closed    **Actions:** --Available Issue Actions--  
**Issue Year/Country:** 2008 - US - United States    **Engineering Source:** GMNA Passenger Car    **Vehicle Line:** Aura    **Add-on Count:** 0  
**Part-Location:** Fuse Block Assembly - Trunk  
**Complaint:** 24hr No Brake Lights  
**Issue Type:** Product Report    **Product Line:** 3Z    **Project No:** Aura    **Primary Metric/Score:** 0.0  
**Issue Events:** 10-Apr-2009 -Closed [Solution Feedback]  

**Issue Steps:** Product Report (Closed)      **Tasks:** 0     **Attachments:** 0  
 **Memos:** 3

**Report** ▾    **Sent** ▾    **Add. Info Needed** ▾    **Open** ▾    **Solution Feedback** ▾

**Report -> Affected Parts** 
       

**VPPS**  
 1st Level (VPPS): 80 Electrical Function    2nd Level (VPPS): 06 Power & Signal Distribution    3rd Level (VPPS): 03 Power & Ground Distribution    4th Level (VPPS): 02 Electrical Center (Electronics with relays and fuses)

**Part**

Primary Part	Part Name	Part Number	Supplier Name	Catalog Number	Deck Code	Serial/Casting Number
No		25892086				

**Sample Part Information**

Sample Parts Available?:  Yes  No

**Shipping Details**

Kobie Glenn on 18-Nov-2008: James Turner from plant sent the part out for analysis, overnighted it to the supplier 11/18/2008.

**Location of Parts**

Kobie Glenn on 10-Nov-2008: RO # 276246

**Remarks**

Last Updated By:    Last Update Date:

Issue Number: 1070006 Issue Age: 151 days Severity: 4 Associated Issues: 1 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0

Part-Location: Fuse Block Assembly - Trunk

Complaint: 24hr No Brake Lights

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0

Issue Events: 10-Apr-2009 -Closed [Solution Feedback]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0

Memos: 3

Report Sent Add. Info Needed Open Solution Feedback

Report -> Problem Description Previous Next Edit

**Symptoms/Complaints**

Kobie Glenn on 10-Nov-2008:

No brake lights (CHMSL did work)

**Probable Cause**

Kobie Glenn on 10-Nov-2008:

Followed wiring schematic, had power into junction block but no power output to rear brake lamps.

**Corrective Action**

Kobie Glenn on 10-Nov-2008:

Replaced junction bock located in trunk

Driving Conditions: Environmental Conditions:

Road Surface: Action Requested: Field Remedy

Success of Corrective Action:  
Trouble Codes Affected:

**Remarks**

Last Updated By: Last Update Date:

Previous Next Edit

Issue Number: 1070006 Issue Age: 151 days Severity: 4 Associated Issues: 1 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0

Part-Location: Fuse Block Assembly - Trunk

Complaint: 24hr No Brake Lights

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0

Issue Events: 10-Apr-2009 -Closed [Solution Feedback]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0

Memos: 3

Report Sent Add. Info Needed Open Solution Feedback

Report -> Affected Vehicles Previous Next Edit

Model Year(s): 2009

Engine:

Axles:

Transfer Case:

Relevant Options:  
Steering Type: LHD - Left Hand Drive

Other Potentially Affected Vehicle Lines: Aura - Saturn Mid Size Car

Bodystyle: 4 Door

Transmission:

Local Component PR:  Yes  No

Last Updated By: Kobie Glenn Last Update Date: 21-Nov-2008

Previous Next Edit

Issue Number: 1070006 Issue Age: 151 days Severity: 4 Associated Issues: 1 State: Closed Actions: --Available Issue Actions--

Issue Year/Country: 2008 - US - United States Engineering Source: GMNA Passenger Car Vehicle Line: Aura Add-on Count: 0

Part-Location: Fuse Block Assembly - Trunk

Complaint: 24hr No Brake Lights

Issue Type: Product Report Product Line: 3Z Project No: Aura Primary Metric/Score: 0.0

Issue Events: 10-Apr-2009 -Closed [Solution Feedback]

Issue Steps: Product Report (Closed)

Tasks: 0 Attachments: 0

Memos: 3

- Report
- Sent
- Add. Info Needed
- Open
- Solution Feedback

Report -> Issue Definition Previous Next Edit

Issue Type: Product Report  
 Vehicle Line: Aura  
 Engineering Source: GMNA Passenger Car  
 Country: US - United States

**Issue Title**

Part Name: Fuse Block Assembly  
 Part Location: Trunk  
 Complaint: 24hr No Brake Lights

Severity: 4  
 Restricted Issue:  Yes  No  
 Template Issue:  Yes  No Template Name:

Last Updated By: Gregory Schneider Last Update Date: 18-Feb-2009

Previous Next Edit

**Field Performance Report**  
**GM Aftersales**

<b>FPR Case No:</b>	50503	<b>Status:</b> Moved To Find
		<b>Transfer:</b> 3. transfer to GIMS complete
<b>Type:</b>	GMNA Passenger Car	<b>Country:</b> United States of America
<b>VIN:</b>	1G8ZV57BX9F [REDACTED]	<b>Vehicle Status:</b> Current Production
<b>Make:</b>	Saturn	
<b>Model:</b>	Aura	
<b>Model Year:</b>	2009	
<b>Part Name:</b>	Fuse Block Assembly	
<b>Location:</b>	Trunk	
<b>Complaint:</b>	No Brake Lights	
<b>Origination Point:</b>	<input checked="" type="radio"/> Dealer <input type="radio"/> GM Internal	
<b>Dealer Code</b>	121946	
<b>GM Rep ID No</b>		

**- Affected Vehicles -**

<b>Mileage (Miles)</b>	<b>Build Date</b>
10	09/11/2008

**No of Vehicles:** 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer Case:</b>
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**- Functional Group -**

<b>Level 1:</b> 80 Electrical Function	<b>Level 2:</b> 06 Power & Signal Distribution	<b>Level 3:</b> 03 Power & Ground Distribution	<b>Level 4:</b> 02 Electrical Center (Electronics with relays and fuses)
---	--	--	---

<b>Trouble Category:</b> Z - Not assignable	<b>Trouble:</b> Not Assignable (Add new Code)
--	--

**Symptoms / Complaints:**

No brake lights (CHMSL did work)

**Probable Cause:**

Followed wiring schematic, had power into junction block but no power output to rear brake lamps.

**Correction:**

Replaced junction bock located in trunk

<b>Sample Parts Available:</b> <input checked="" type="radio"/> Yes <input type="radio"/> No	<b>Part No:</b> 25892086
<b>Remark/ Location of Parts:</b> RO # 276246	

**Attachments:**

**Document Information**

<b>Document Author:</b>	<b>Created by:</b> HZNVK5	<b>Date of creation:</b> 11/10/2008 10:27:36 AM	<b>Server of Creation:</b> USABHDB03/A/GMSERV ER/GMC
<b>Last Modified by:</b>	<b>Last modified by:</b> HZNVK5	<b>Date of modification:</b>	<b>Server of Modification:</b> USABHDB03/A/GMSERV ER/GMC
<b>Last Accessed on:</b>		<b>Date last accessed :</b> 03/14/2013 08:23:50 AM	



RQ13-001

GM

4/17/2013

Q 03

56318

## Field Performance Report GM Aftersales

<b>FPR Case No:</b>	56318	<b>Status:</b> Saved
		<b>Transfer:</b>
<b>Type:</b>	GMNA Passenger Car	<b>Country:</b> United States of America
<b>VIN:</b>	1G8ZS57N27F [REDACTED]	<b>Vehicle Status:</b>
<b>Make:</b>	Saturn	
<b>Model:</b>	Aura	
<b>Model Year:</b>	2007	
<b>Part Name:</b>	Switch	
<b>Location:</b>	Brake	
<b>Complaint:</b>	Brake Lights Come On	
<b>Origination Point:</b>	<input type="radio"/> Dealer <input checked="" type="radio"/> GM Internal	
<b>Dealer Code</b>		
<b>GM Rep ID No</b>	ZZCBJ3	

### - Affected Vehicles -

Mileage (Miles)	Build Date
-----------------	------------

33734	
-------	--

No of Vehicles: 1

<b>Engine:</b>	<b>Transmission:</b>	<b>Axle:</b>	<b>Transfer Case:</b>
----------------	----------------------	--------------	-----------------------

### - Functional Group -

<b>Level 1:</b> 80 Electrical Function	<b>Level 2:</b> 06 Power & Signal Distribution	<b>Level 3:</b> 02 Connector/Terminal	<b>Level 4:</b>
---	--	--	-----------------

<b>Trouble Category:</b> Z - Not assignable	<b>Trouble:</b> Not Assignable (Add new Code)
--	--

**Symptoms / Complaints:**  
Brake lights come on and cruise control disengages.

**Probable Cause:**  
Connector warped / loose inside brake switch.

**Correction:**  
Replace brake switch and connector (3 wire pigtail).

<b>Sample Parts Available:</b> <input type="radio"/> Yes <input checked="" type="radio"/> No	<b>Part No:</b>
---	-----------------

**Remark/ Location of Parts:**  
BAC 133046 RO#: 246427

**Attachments:**  
Name

Type

[View Attachments](#)

Presentation1.pptx

Photo

**Document Information**

<b>Document Author:</b>	<b>Created by:</b> RZ2CZ2	<b>Date of creation:</b> 01/27/2010 06:27:44 AM	<b>Server of Creation:</b> USABHEM0DB10/A/GMS ERVER/GMC
<b>Last Modified by:</b>	<b>Last modified by:</b> RZ2CZ2	<b>Date of modification:</b>	<b>Server of Modification:</b> USABHEM0DB10/A/GMS ERVER/GMC
<b>Last Accessed on:</b>		<b>Date last accessed :</b> 03/14/2013 08:28:49 AM	

RQ13-001

GM

4/17/2013

Q 03

745492

## Service Request Detail

SR No.	71-1088272794	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 #	UCG	Electrical - General	Sub-Area	ESIS Escalation
Address		City	Waterford	Involved Dir	Safety	Yes
State	MI ZipCd	Con Acct		Source	Phone	Updated 7/24/2012 11:53:51 AM
Serial #/VIN	1G1ZB5E84A	Model Year	2010	Priority	Esc to T2 - License #	CHEVROL Owner RANGELD
Make	Chevrolet	Warr. Start	12/31/2009	Status	Open	Oponed 7/20/2012 05:38:08 PM
Model	Malibu	Mileage	31335	Sub-Status	Dissatisfied	Closed

Abstract (es) Faulty Wiring System Electrical - General  
 Customer This is a BRC PAR file. Do not assume file.  
 Description Forward any Inquiries to Dalla x 11350

### Pre-PAR

PAR Notif. #	71182012043536	Incident Date/Time	7/18/2012 04:35:36 PM	Injuries #	N	Other Veh #	0	People in Veh	1	Road Surface	Asphalt	Road Cond	Dry	Fire Report	n/a	Police Report	n/a
Driver Last Name		Driver First Name		DOB	6/22/1975	Disabilities	unknown	Insurance Agency	unknown								
Incident Loc	no exact address avail		Incident Desc	back in Dec the headlamp started going off and on Intermittently, I took the veh to the drshp and they checked the wiring since it was Intermittent they did not know what the problem was so I took it back and the replaced the fuse box. Last wk the brake light switch was not waorking and I													
Component	light harness		Damage Desc	unknown													
Vehicle Loc	cust has veh		Add Info	cust not very cooperative. Wants to get out of the veh													
Emgcy Svc Names	n/a		Main Loc	unknown													

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none		
Vehicle Speed			Weather Condition	clear			Prop Owner	n/a	Property Type	n/a
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est Repair Cost	\$0.00
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a		
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed	Inspection Date/Time	
Veh Damage Description	unknown		Explain Other	escalate to esis						

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:43:39 AM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been pl/ by esis

Contact Last Name	Contact First Name	Account	BAC Code

Comments

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:42:25 AM	RANGELD	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		thermal event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust alleges thermal event to wiring harness

thermal event

Dalla Rangol/par/fax

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:38:40 AM	RANGELD	RANGELD	BRC PAR	Business Case	Done	7/24/2012 10:37:46 AM	case assessment

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust sts veh had thermal event to wiring harness.  
Cra escalated file to esis due to thermal event

Dalla Rangol/par/fax

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:31:36 AM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	7/24/2012 10:35:17 AM	e-mail to dma Jay Townsend

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
A product allegation claim has been made in your region. The customer is alleging thermal event in engine. This case is being escalated to ESIS because of thermal event.

Walker  
2010 Chevrolet Malibu  
1G1ZB5E04A  
Joe Lunghamer Chevrolet, Inc., Pontiac, MI (115098)  
Pete Salich, Svc Mgr

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

Best wishes,  
Dalia Rangel | CRS

Aditya Dhirja Minacs | Inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-790-5600 ext. 11350 Fax: 866-480-3628 www.minacs.adityadhirja.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:21:16 AM	RANGELD	RANGELD	Inbound Call Customer	Voice Mail Received	Done	7/24/2012 10:23:16 AM	called in

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Customer  
it

Dalia Rangel/pat/ax

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 09:41:58 AM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	7/24/2012 09:41:58 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code
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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 05:08:40 PM	RANGELD	RANGELD	Outbound Call Customer	Left Message	Done	7/23/2012 05:09:05 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code
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Cust requested vm w/contact info

Date Rangelpar/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 04:58:35 PM	RANGELD	RANGELD	Outbound Call Customer	Made Contact	Done	7/23/2012 05:08:37 PM	Called

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

Comments

Crs spoke w/TL. File will be escalated to Es/s  
Crs called cust back.  
Crs read statement  
Crs advsd  
I will need to get your file to our Central Claims dept. Someone will contact you 7-10 business days.

Date Rangelpar/atx

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 03:21:21 PM	KINZERTH	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	7/23/2012 03:21:30 PM	PAR VM

Contact Last Name	Contact First Name	Account	BAC Code

71-1089272794 customer Mr. Walker 2010 Chevrolet Malibu claims thermal event in vehicle  
Jul 23 8:36am

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:26:16 PM	MERCADTO	RANGELD	Ownership Changed		Done	7/23/2012 02:28:16 PM	Service Request Ownership has changed FROM: NURSEAN TO: RANGELD

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:20:03 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	7/24/2012 10:31:26 AM	e-mail to dma Jay Townsend

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:53 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact-Dealer	Done	7/24/2012 10:30:19 AM	Called Svc Mgr Pete Salich @ Joe Lunghamer Chevrolet, Inc. (248) 683-7100
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
Crs advsd calling on cust veh. Cust advsd veh had thermal event to wires. Crs spoke w/Svc Mgr Pete Salich Dir sts veh is here now. The wires were overheated and melted. Cust brought veh back because he was having a concern w/headlamp and signal lights. I told him we had to get in touch w/the brand team on this. Veh has not been diag. Crs advsd I will be sending file to our Central Claims dept for further review. They will be handing the file. Crs advsd dir of contact info.

Dalla Rangel/parfax  
Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:40 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact-Phone	Done	7/23/2012 05:07:07 PM	Called [REDACTED]
Contact Last Name	Contact First Name	Account	BAC Code				

Comments  
Cust sts back in Dec the headlamp started going off and on intermittently. I took the veh to the drshp and they checked the wiring since it was intermittent they did not know what the problem was so I took it back and replaced the fuse box. Last wk the brake light switch was not working and I took the veh back to the drshp and the wrote on the ro that they found burned connectors. I am currently driving the veh but I am taking it back. I did not see flames but if the connectors burned that would indicate some kind of flames. Cust did not want to give add personal info or insurance info. No injuries or 3rd party property damage. Veh is lease veh. Cust had to hang up and asked crm to call him back in 5min.

Dalla Rangel/parfax  
Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:31 PM	MERCADTO	RANGELD	BRC PAR	Acknowledgement	Done	7/23/2012 04:32:43 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Cre advsd: This is Delia calling from the GM Product Allegation dept. I have rec'd your file and do require add info. Do you have a moment to speak w/you?

Cust sts: yos

Continued In Initial

Delia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:21 PM	MERCADTO	RANGELD	Research		Done	7/23/2012 04:01:32 PM	1G1ZB5E84A

Contact Last Name	Contact First Name	Account	BAC Code

no prev sr #'s associated w/cust name or vin

#### recalls

Customer Satisfaction Program N100085 10085 AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE  
05/13/2010 Closed

#### prev repairs related to allegation

12/19/2011 827605 ZREG—Regular Vehicle Transaction N1730 - Engine Wiring Harness Junction Block Replacement 21,517 MI

02/10/2012 530472 ZREG—Regular Vehicle Transaction J7826 - Alcohol Content Reset & Reprogram 24,463 MI

07/16/2012 638774 ZREG—Regular Vehicle Transaction N6654 - Connector Reconnection 31,248 MI

07/17/2012 538929 ZREG—Regular Vehicle Transaction N0054 - Connector Reconnection 31,333 MI

Delia Rangel/par/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:13 PM	MERCADTO	RANGELD	Notify CRM		Done	7/23/2012 03:55:30 PM	file assigned

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:24:52 PM	MERCADTO	RANGELD	BRG PAR	Case Assigned	Done	7/23/2012 03:54:59 PM	Assigned to Dalla x11350

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:24:33 PM	MERCADTO	NURSEAN	SR Opened		Done	7/23/2012 02:24:33 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
7/23/2012 02:24:31 PM	MERCADTO	NURSEAN	SR Closed - Dissatisfied		Done	7/23/2012 02:24:32 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
7/23/2012 10:52:29 AM	KINZERTH	KINZERTH	Notify CRM		Done	7/23/2012 02:24:29 PM	PAR - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

DO NOT CLOSE ACTIVITY  
File will be assigned in order received

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 08:31:04 AM	NURSEAN	NURSEAN	Research		Done	7/23/2012 02:24:14 PM	Research activity

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Customer's Current Concern:

1. Repair:
- a) VIN scan complete
2. First occurred under warranty?
3. Dealer Confirmed/Duplicated?
4. Last time at dealership for

This concern:

5. Vehicle < 10 years old:
6. Current vehicle location:
7. FOM contacted:
8. Eligible for TAC Escalation?

Vehicle History Summary --

specific to current concern  
System - Component

Date/Mileage/DOS

CUV/CPO:

GMPP/Other:

Previous GVW:

Total Vehicle # Repairs:

Total Vehicle Days Out:

TSB:

Recall:

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 08:30:42 AM	NURSEAN	NURSEAN	Other		Done	7/23/2012 02:24:12 PM	CAP

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Assistance customer is seeking: <Document what the customer would like>

DS supports: <What you will be pursuing>

Reasons for (Select all that apply, delete those that do not apply)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	Dealer Notification	Action Required	Done	7/20/2012 06:05:19 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	Ownership Changed		Done	7/20/2012 06:05:19 PM	Service Request Ownership has changed FROM: ANDERSAL TO: NURSEAN

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
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	T2 Initial Acknowledgement		Done	7/23/2012 08:30:27 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
7/20/2012 08:01:57 PM	ANDERSAL	ANDERSAL	Other	Reason for Escalation	Done	7/20/2012 06:05:13 PM	Resolution Plan

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

##### Resolution Plan

Description= Assistance customer is seeking vehicle to be purchased back

##### Business Case

\*Vehicle has had the same issue happen several times

\*Vehicle in warranty

\*Service manager needs to be involved

Final Decision: Business Case Does/Does Not Support Assistance

Alesha Anderson/ATX/CAC/T1/L0

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 05:54:19 PM	ANDERSAL	ANDERSAL	Outbound Call Dealer		Done	7/20/2012 05:59:25 PM	Joe Linghamer 248-683-7100

Contact Last Name	Contact First Name	Account	BAC Code
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Serv Rep stls you only have five minutes to talk to me because im about to go home

Cre stls ok I just wanted to know what exactly going on with his repairs on his vehicle

Serv Rep stls n order to get deeper into this call mo back on Monday because we are about to close

Cre stls ok

Alesha Anderson CAC/T1/ATX/LV0

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 05:44:07 PM	ANDERSAL	ANDERSAL	Inbound Call Customer	Complex Request	Done	7/20/2012 05:54:09 PM	Faulty Wiring

Contact Last Name	Contact First Name	Account	BAC Code

Cust sts I have had my vehicle in the dealership for over five times this year dealing with the same issue

Crs when was the last time its been to get a diagnosis

Cust the begining of this week and the serv adv sts that it duo to a Internal fire

Crs adv that I do I have to get in touch with dealer to get there end of the story to verify the repair work

Cust sts thats fine but just so we are clear I want out of this vehicle

Alesha Anderson CAC/T1/ATX/Lv10

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General





[Logout](#)

July 25, 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 1G1ZB5EB4A [REDACTED] Model: 1ZG80-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

**Required Field Actions**

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
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 (877.439.9677 Canada) and in the USA: 800-556-3600.

OnStar Equipped Y OnStar Status Inactive  
 XM Equipped Y XM Radio ID NKPU328B XM Status Active  
 OnStar Vehicle Diagnostics N OMN Enabled N

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	09/28/2011	12/31/2009	121 MI	12/31/2015	100,121 MI
	Emission Select Component Ltd Wty	09/28/2011	12/31/2009	121 MI	12/31/2017	80,121 MI
	Powertrain Limited Warranty	09/28/2011	12/31/2009	121 MI	12/31/2014	100,121 MI

Bumper to Bumper Limited Warranty 09/28/2011 12/31/2009 121 MI 12/31/2012 36,121 MI

### Service Contract

Vehicle has no current record of service contracts.

### Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/17/2012	538920	ZREG—Regular Vehicle Transaction		N6654 - Connector Reconnection	31,333 MI
07/17/2012	538929	ZREG—Regular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	31,333 MI
07/16/2012	538774	ZREG—Regular Vehicle Transaction		N6654 - Connector Reconnection	31,248 MI
07/16/2012	538774	ZREG—Regular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	31,248 MI
02/10/2012	530472	ZREG—Regular Vehicle Transaction		J7825 - Alcohol Content Reset & Reprogram	24,403 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction	Add Credit	N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction	Full Debit - Reversal	N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N0440 - Headlamp Bulb Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		E3530 - Arm Assembly, Front Control - Lower - Right - Replace	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N9595 - BCM G2 Connector Repair	21,517 MI
12/19/2011	527505	ZFAT—Field Action Recall		V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req'd)	21,517 MI
09/14/2009	163882	ZPDI—Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
08/10/2009	A27362	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

Global Warranty Management Site Map

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July 25, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN	1G1ZB5ED4A	Model	1ZG69-2010 MALIBU LS SEDAN
Service Contract No		Branded Title No	
Warranty Block No		PDI Status	Yes
Order Type	70 - RETAIL - STOCK		
Field Actions	<a href="#">Open</a>		

For this vehicle:

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

Vehicle Build

Model	1ZG69-2010 MALIBU LS SEDAN	Order Number	NNDBC5
Gross Vehicle Weight	1,889	Build Date	09/10/2009
		Build Plant	A

Option Codes

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

- |  |  |
|--|--|
| 1LS - 1LS PACKAGE  | 1S2 - OPTION PACKAGE DISCOUNT  |
| 37U - IMPERIAL BLUE METALLIC                               | 6AL - FRONT SPRING   |
| 7AL - FRONT SPRING   | 83B - TITANIUM   |
| 83I - INTERIOR TRIM  | 8AB - REAR SPRING  |
| 9AB - REAR SPRING  | AL0 - SENSOR INDICATOR   |
| AP8 - REMOTE KEYLESS ENTRY, EXTENDED RANGE                 | ASS - SEAT, FRONT BKT  |
| AT8 - RESTRAINT, CHILD RR SEAT                             | AXJ - VEHICLE TYPE PASSENGER CAR   |
| AY0 - SIDE IMPACT AIRBAGS, DRIVER AND FRONT PASSENGER      | B37 - FLOOR MATS   |
| 886 - BODY COLOR BODYSIDE MOLDINGS                         | 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                       | 1BB - INTERIOR TRIM  |
| JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL     | KG7 - GENERATOR 125 AMPS   |
| LE5 - ENGINE, 2.4L DOHC MFI                                | MN5 - 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  |
| SLM - STOCK ORDERS   | U2K - XM SATELLITE RADIO - SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUS/XM AFTER 90 DAYS                                 |
| U77 - ANTENNA RR WINDOW                                    | 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   |
| XL7 - FREQUENCIES RATING 315MHZ                            | ZFH - COMPACT SPARE TIRE AND JACK ASSEMBLY INFLATOR KIT)   |

**Added Option Codes**

---

Vehicle has no current record of SAIO codes.

---

Global Warranty Management: Site Map

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Logout

July 25, 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 1G1ZB5EB4A [REDACTED] Model 1ZG69-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block: No PDI Status: Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 909032261
Source Plant -	Part / Number Broadcast:
Date Scanned 09/09/2009	Time Scanned: 18:44:00 Scan Station 04
Component Code 61-TRANSMISSION	Traceability ATTH
Source Plant -	Part / Number Broadcast
Date Scanned 09/09/2009	Time Scanned: 19:32:00 Scan Station 04
Component Code 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability 24193039
Source Plant 1-	Part / Number Broadcast 9990
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code 75-GAS TANK	Traceability 503837372
Source Plant 6-	Part / Number Broadcast 3619
Date Scanned 09/09/2009	Time Scanned: 21:00:00 Scan Station 04
Component Code 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability 1921600E5
Source Plant 2-	Part / Number Broadcast AAKL
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code 87-BODY CONTROL MODULE	Traceability A92450132
Source Plant R-	Part / Number Broadcast 6605
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 2237G0156
Source Plant 9-	Part / Number Broadcast 0708
Date Scanned 09/10/2009	Time Scanned 00:23:00 Scan Station 03
Component Code AH-IR-SENSOR ASM-LEFT	Traceability 002C1689A
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AJ-IR-SENSOR ASM-RIGHT	Traceability 00FF4DE9D
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 1A2A8
Source Plant 2-	Part / Number Broadcast 1090
Date Scanned 09/10/2009	Time Scanned: 06:17:00 Scan Station 15
Component Code BK-INTERNATIONAL TRANS. CONTROL MODULE	Traceability 092390135

Source Plant: K-	Part / Number Broadcast: AAF6	
Date Scanned: 09/10/2009	Time Scanned: 06:17:00	Scan Station: 15
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0200386	
Source Plant: -	Part / Number Broadcast: 1ZZ	
Date Scanned: 08/28/2009	Time Scanned: 03:48:00	Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2965777	
Source Plant: -	Part / Number Broadcast: 1PP	
Date Scanned: 09/09/2009	Time Scanned: 08:49:00	Scan Station:
Component Code: DF---	Traceability: 28UFABPM	
Source Plant: M-	Part / Number Broadcast: 8131	
Date Scanned: 09/09/2009	Time Scanned: 13:17:00	Scan Station: 03
Component Code: DG---	Traceability: 28LFABEO	
Source Plant: M-	Part / Number Broadcast: 8130	
Date Scanned: 09/09/2009	Time Scanned: 13:17:00	Scan Station: 03

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

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July 25, 2012

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

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 1G1ZB5EB4A [REDACTED] Model 1ZG09-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

Job Card Date: 07/17/2012

Job Card Number: 538929

Repair Service Agent: 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2486837100

Odometer Reading 31,333 MI  
 Authorization Code: ER

Process Date  
07/20/2012

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

Customer Complaint Code  
0621-Features/Controls/Displays -  
Gauges/Warning Lights

Job Card Line # 2      Transaction Adjustment Cause Code 7073-Wiring/Electrical/Sensors -  
No/incorrect Communication

Labour Op N6654-Connector Reconnection  
 Causal Part Number

Job Card Date: 07/17/2012

Job Card Number: 538929

Repair Service Agent: 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2486837100

Odometer Reading 31,333 MI  
 Authorization Code: R

Process Date  
07/24/2012

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

Customer Complaint Code  
0124-Drivability - Brakes

Job Card Line # 1      Transaction Adjustment Cause Code 6581-Module/Component - Registers  
Incorrectly

Labour Op H2642-Brake Pedal Position Sensor Replacement  
 Causal Part Number 00000000022686955-SENSORKIT,BRKPEDPOSN  
 •See other Parts and/or Net Items

Job Card Date: 07/16/2012

Job Card Number: 538774







Customer Complaint Code  
0490-Exterior - Other Issues

Job Card Line # 6

Transaction Adjustment Cause Code 7083-Wiring/Electrical/Sensors - Poor Contact

Labour Op N1730-Engine Wiring Harness Junction Block Replacement

Causal Part Number 00000000020822695-BLOCKASM-ENGWRGHARNJUNC

See other Parts and/or Nat Items

Job Card Date: 12/19/2011

Job Card Number: 527505

Repair Service Agent 115098  
JOE LUNGHAMER CHEVROLET, INC.  
476 SUMMIT DR  
WATERFORD MI 48320-3368  
2486837100

Odometer Reading 21,517 MI  
Authorization Code

Process Date:  
12/21/2011

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category  
Warranty

Customer Complaint Code  
0490-Exterior - Other Issues

Job Card Line # 5

Transaction Adjustment Cause Code: 6017-Module/Component - Broken

Labour Op N0440-Headlamp Bulb Replacement

Causal Part Number 00000000092095787-BULB,HDLP(LOWBEAM)

See other Parts and/or Nat Items

Job Card Date: 12/19/2011

Job Card Number: 527505

Repair Service Agent 115098  
JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading 21,517 MI  
Authorization Code

Process Date:  
12/21/2011

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category  
Warranty

Customer Complaint Code  
0126-Drivability - Noise

Job Card Line # 3

Transaction Adjustment Cause Code: 6026-Module/Component - Loose

Labour Op E3530-Arm Assembly, Front Control - Lower - Right - Replace

Causal Part Number

Job Card Date: 12/19/2011

Job Card Number: 527505

Repair Service Agent 115098  
JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading 21,517 MI  
Authorization Code

Process Date:  
12/21/2011

Transaction Type  
ZREG---Regular Vehicle Transaction

Transaction Expense Category  
Warranty

Customer Complaint Code:  
0621-Features/Controls/Displays -  
Gauges/Warning Lights

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 7083-  
Wiring/Electrical/Sensors - Poor Contact

Labour Op N9595-BCM C2 Connector Repair

Causal Part Number

Job Card Date: 12/19/2011

Job Card Number: 527505

Repair Service Agent: 115098  
JOE LUNGHAMER CHEVROLET, INC.  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading: 21,517 MI  
Authorization Code:

Process Date:  
12/21/2011

Transaction Type:  
ZFAT—Field Action Recall

Transaction Expense Category:  
Field Action Recall

Customer Complaint Code:

Job Card Line #: 1

Transaction Adjustment:

Cause Code -

Labour Op V2252-10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req'd)

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 09/14/2009

Job Card Number: 103882

Repair Service Agent: 115232  
RICHARDSON CHEVROLET BUICK, INC.  
501 NORTH MAIN  
STANDISH MI 48858-2521  
9898464515

Odometer Reading: 3 MI  
Authorization Code:

Process Date:  
09/16/2009

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 Z6999-PDI Related Fluid Adds

Causal Part Number

-See other Parts and/or Net Items

Job Card Date: 09/10/2009

Job Card Number: A27362

Repair Service Agent: 115232  
RICHARDSON CHEVROLET BUICK, INC.  
501 NORTH MAIN  
STANDISH MI 48858-2521  
9898464515

Odometer Reading: 0 MI  
Authorization Code:

Process Date:  
09/15/2009

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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July 25, 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 1G1ZB5E84A	Model: 1ZG69-2010 MALIBU LS SEDAN
Service Contract No	Branded Title No
Order Type: 70 - RETAIL - STOCK	Warranty Block: No
Field Actions: <a href="#">Open</a>	PDI Status: Yes

#### Invoice Information

Invoicing Service Agent 115232	Invoice Date: 09/10/2009
RICHARDSON CHEVROLET BUICK, INC.	
501 NORTH MAIN	
STANDISH MI 48658-2521 9098464515	

#### Ship to Information

Ship to Service Agent 115232	Ship to Date: N/A
RICHARDSON CHEVROLET BUICK, INC.	
501 NORTH MAIN	
STANDISH MI 48658-2521 9898464615	

#### Delivery Information

Delivery Service Agent 115098	Delivery Date: 12/31/2009
JOE LUNGHAMER CHEVROLET, INC.	Delivery Type: 032--RETAIL LEASE* - EMPLOYEE STOCK (GMS)
475 SUMMIT DR	Delivery Odometer: 121
WATERFORD MI 48328-3368	
2486837100	

#### 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](#)



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

July 26, 2012

[REDACTED]  
Waterford, MI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: [REDACTED]  
Our Client: General Motors LLC  
Date/Event: 7/18/12  
Subject vehicle: 2010 Chevrolet Impala  
VIN: 1G1ZB5EB4A [REDACTED]

Dear Mr. [REDACTED]:

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file. *Please note that we attempted contacting you via telephone on 7/26/12, without success.*

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.



**esis**

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

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

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

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator

## Service Request Detail

SR No.	71-1089272784	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	BRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical - General	Sub-Area	ESIS Escalation
Address		City	Involved Dir	Joe Lunghamer Chevrolet, Inc.	Safety	Yes
State	MI ZipCd	Con Acct	Source	Phone	Updated	7/24/2012 11:53:51 AM
Serial #/VIN	1G1ZB5E84A	Model Year	Priority	Esc to T2 - License # CHEVROL	Owner	RANGELD
Make	Chevrolet	Warr. Start	Status	Open	Opened	7/20/2012 06:38:08 PM
Model	Malibu	Mileage	Sub-Status	Disablsfied	Closed	
Abstract	(ea)Faulty Wiring System Electrical - General					
Customer Description	This is a BRC PAR file. Do not assume file. Forward any inquiries to Dalla x 11350					

### Pre-PAR

PAR Notified	Incident Date/Time	Injuries	Other Veh #	People In Veh	Road Surface	Road Cond	Fire Report	Police Report
Owner	7/19/2012 04:35:36 PM	N	0	1	Asphalt	Dry	n/a	n/a

Name	Height	DOB	Disabilities
	unknown	6/22/1975	unknown

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency
n/a	n/a		unknown

Incident Loc	no exact address avail	Incident Desc	back in Dec the headlamp started going off and on intermitently. I took the veh to the dlrshp and they checked the wiring since it was intermitten they did not know what the pproblem was so I took it back and the replaced the fuse box. Last wk the brake light switch was not wworking and I
Component	light harness	Damage Desc	unknown
Vehicle Loc	cust has veh	Addl Info	cust not very cooperative. Wants to get out of the veh
Emgcy Svc Names	n/a	Main Loc	unknown

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	none
Vehicle Speed			Weather Condition	clear			Prop Owner	n/a
Last Service Date			Loc Last Service				Property Locallion	n/a
Veh Est Repair Cost			Spec Equip Installer	n/a			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	unknown						Explain Other	escalate to esls
							Inspection Date/Time	
							Prop Est Repair Cost	\$0.00



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:43:38 AM	RANGELD	RANGELD	Scheduled Follow-up		Scheduled Alarm		check if file has been pl/u by esls

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

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

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:42:25 AM	RANGELD	ESISBIQU	Escalation	ESIS- Thermal Event	In Progress		thermal event

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Cust alleges thermal event to wiring harness

thermal event

Dalla Rangeld/par/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:38:40 AM	RANGELD	RANGELD	BRC PAR	Business Case	Done	7/24/2012 10:37:48 AM	case assessment

Contact Last Name      Contact First Name      Account      BAC Code

Cust sts veh had thermal event to wiring harness.

Crs escalated file to esls due to thermal event

Dalla Rangeld/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:31:38 AM	RANGELD	RANGELD	Outbound Email	DVM/CAM/Field	Done	7/24/2012 10:35:17 AM	e-mail to dma Jay Townsend

Contact Last Name	Contact First Name	Account	BAC Code

A product allegation claim has been made in your region. The customer is alleging thermal event in engine. This case is being escalated to ESIS because of thermal event.

2010 Chevrolet Malibu  
1G1ZB5E04A  
Joe Linghamer Chevrolet, Inc., Pontiac, MI (115098)  
Pete Solich, Svc Mgr

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

Best wishes,  
Dalia Rangel | CRS

Aditya Birla Minacs | Inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone: 866-780-5800 ext. 11350 Fax: 866-480-3628 www.minacs.adityabirla.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 10:21:16 AM	RANGELD	RANGELD	Inbound Call Customer	Voice Mail Received	Done	7/24/2012 10:23:16 AM	ailed in

Contact Last Name	Contact First Name	Account	BAC Code

Customer

It's

Dalia Rangel/par/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/24/2012 09:41:58 AM	RANGELD	RANGELD	Ownership Changed	Ownership Escalated to BRC	Done	7/24/2012 09:41:58 AM	Ownership Escalated to BRC

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 05:08:40 PM	RANGELD	RANGELD	Outbound Call Customer	Left Message	Done	7/23/2012 05:08:05 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Cust requested vm w/contact info

Dalia RangelVpa/atx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 04:58:35 PM	RANGELD	RANGELD	Outbound Call Customer	Made Contact	Done	7/23/2012 05:08:37 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Crs spoke w/TL. File will be escalated to Ests

Crs called cust back.

Crs read statement

Crs advsd

I will need to get your file to our Central Claims dept. Someone will contact you 7-10 business days.

Dalia RangelVpa/atx

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 03:21:21 PM	KINZERTH	KINZERTH	Inbound Call Third Party	Voice Mail Received	Done	7/23/2012 03:21:30 PM	PAR V/M
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

71-1089272794 customer Mr. Walker 2010 Chevrolet Malibu claims thermal event in vehicle  
Jul 23 8:36am

Thaddeus Kinzer/PAR/ATX

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:26:18 PM	MERCADTO	RANGELD	Ownership Changed		Done	7/23/2012 02:26:16 PM	Service Request Ownership has changed FROM: NURSEAN 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
7/23/2012 02:26:03 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact - Field	Done	7/24/2012 10:31:26 AM	e-mail to dma Jay Townsend
Contact Last Name	Contact First Name	Account	BAC Code				

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:53 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Dealer	Done	7/24/2012 10:30:19 AM	Called Svc Mgr Pete Satich @ Joe Lunghamer Chevrolet, Inc. (246) 683-7100
Contact Last Name	Contact First Name	Account	BAC Code				

Crs advsd calling on cust veh. Cust advsd veh had thermal event to w/res. Crs spok w/Svc Mgr Pete Satich  
 Dlr sts veh is here now. The w/res were overheated and melted. Cust brought veh back because he was having a concern w/headlamp and signal lights. I told him we had to get in touch w/the brand team on this. Veh has not been diag.  
 Crs advsd I will be sending file to our Central Claims dept for further review. They will be handling the file.  
 Crs advsd dlr of contact info.

Dalia Rangelparlatx  
 Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:26:40 PM	MERCADTO	RANGELD	BRC PAR	Initial Contact- Phone	Done	7/23/2012 05:07:07 PM	Called
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sts back in Dec the headlamp started going off and on intermitently. I took the veh to the drshp and they checked the wiring since it was intermiten they did not know what the problem was so I took it back and replaced the fuse box. Last wk the brake light switch was not waorking and I took the veh back to the drshp and the w/res on the ro that they found burned connectors. I am currently driving the veh but I am taking it back. I did not see flames but if the connectors burned that would indicate some kind of flames.  
 Cust did not want to give add personal info or insurance info.No injuries or 3rd party property damage. Veh is lease veh.  
 Cust had to hang up and asked crm to call him back in 5min.

Dalia Rangelparlatx  
 Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:31 PM	MERCADTO	RANGELD	BRC PAR	Acknowledgement	Done	7/23/2012 04:32:43 PM	Called

Contact Last Name      Contact First Name      Account      BAC Code

Cre advcd: This is Dafia calling from the GM Product Allegation dept. I have rec'd your file and do require add info. Do you have a moment to speak w/you?

Cust sle: yes

Continued In Initial

Dafia Rangel/pa/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:21 PM	MERCADTO	RANGELD	Research		Done	7/23/2012 04:01:32 PM	1G1ZB5E84A

Contact Last Name      Contact First Name      Account      BAC Code

Comments

no provsr #'s associated w/cust name or vin

recalls

Customer Satisfaction Program N100085 10085 AIRBAG READINESS LIGHT/SERVICE AIRBAG MESSAGE - REROUTE WIREHARNES/REPLACE  
05/13/2010 Closed

prev repairs related to allegation

12/19/2011 527505 ZREG—Regular Vehicle Transaction N1730 - Engine Wiring Harness Junction Block Replacement 21,517 MI  
02/10/2012 530472 ZREG—Regular Vehicle Transaction J7825 - Alcohol Content Reset & Reprogram 24,463 MI  
07/16/2012 538774 ZREG—Regular Vehicle Transaction N6654 - Connector Reconnection 31,248 MI  
07/17/2012 538929 ZREG—Regular Vehicle Transaction N6654 - Connector Reconnection 31,333 MI

Dafia Rangel/pa/abx

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 02:25:13 PM	MERCADTO	RANGELD	Notify CRM		Done	7/23/2012 03:55:30 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
7/23/2012 02:24:52 PM	MERCADTO	RANGELD	BRC PAR	Case Assigned	Done	7/23/2012 03:54:59 PM	Assigned to Della x11050

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
7/23/2012 02:24:33 PM	MERCADTO	NURSEAN	SR Opened		Done	7/23/2012 02:24:33 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
7/23/2012 02:24:31 PM	MERCADTO	NURSEAN	SR Closed - Dissatisfied		Done	7/23/2012 02:24:31 PM	Service Request has been Closed Dissatisfied.

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 10:52:29 AM	KINZERTH	KINZERTH	Notify CRM		Done	7/23/2012 02:24:29 PM	PAR - Thermal Event

Contact Last Name	Contact First Name	Account	BAC Code

Comments

DO NOT CLOSE ACTIVITY  
File will be assigned in order received

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 08:31:04 AM	NURSEAN	NURSEAN	Research		Done	7/23/2012 02:24:14 PM	Research activity

Contact Last Name	Contact First Name	Account	OAC Code
-------------------	--------------------	---------	----------

### Comments

Customer's Current Concern:

1. Repeat:

a) VIN scan complete

2. First occurred under warranty?

3. Dealer Confirmed/Duplicated?

4. Last time at dealership for

this concern:

5. Vehicle < 10 years old:

6. Current vehicle location:

7. FOM contacted:

8. Eligible for TAG Escalation?

Vehicle History Summary --

specific to current concern

System - Component

Date/Mileage/DOS

CUV/CPO:

GMPP/Other:

Previous GW:

Total Vehicle # Repairs:

Total Vehicle Days Out:

TSB:

Recall:

Confidential Comments



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/23/2012 08:30:42 AM	NURSEAN	NURSEAN	Other		Done	7/23/2012 02:24:12 PM	CAP

Contact Last Name	Contact First Name	Account	BAC Code

Comments  
Assistance customer is seeking: <Document what the customer would like>

DS supports: <What you will be pursuing>

Reasons for (Select all that apply, delete those that do not apply)

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	Dealer Notification	Action Required	Done	7/20/2012 06:05:19 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

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:05:19 PM	ANDERSAL	NURSEAN	Ownership Changed		Done	7/20/2012 06:05:19 PM	Service Request Ownership has changed FROM: ANDERSAL TO: NURSEAN

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
7/20/2012 08:05:19 PM	ANDERSAL	NURSEAN	T2 Initial Acknowledgement		Done	7/23/2012 08:30:27 AM	Initial Customer Contact after escalation

Contact Last Name	Contact First Name	Account	BAC Code

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 06:01:57 PM	ANDERSAL	ANDERSAL	Other	Reason for Escalation	Done	7/20/2012 08:05:13 PM	Resolution Plan

Contact Last Name	Contact First Name	Account	BAC Code

Resolution Plan

Description: Assistance customer is seeking vehicle to be purchased back

Business Case

\*Vehicle has had the same issue happen several times

\*Vehicle in warranty

\*Service manager needs to be involved

Final Decision: Business Case Does/Does Not Support Assistance

Alesha Anderson/ATX/CAC/T1/L0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 05:54:19 PM	ANDERSAL	ANDERSAL	Outbound Call Dealer		Done	7/20/2012 05:59:25 PM	Joe Linghamer 248-683-7100

Contact Last Name	Contact First Name	Account	BAC Code

Comments

Serv Rep sts you only have five minutes to talk to me because im about to go home

Crs sts ok I just wanted to know what exactly going on with his repairs on his vehicle

Serv Rep sts n order to get deeper into this call me back on Monday because we are about to close

Crs sts ok

Alesha Anderson CAC/T1/ATX/L0

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
7/20/2012 05:44:07 PM	ANDERSAL	ANDERSAL	Inbound Call Customer	Complex Request	Done	7/20/2012 05:54:09 PM	Faulty Wiring
Contact Last Name	Contact First Name	Account	BAC Code				

Cust sts I have had my vehicle in the dealership for over five times this year dealing with the same issue

Crs when was the last time its been to gal a diagnosis

Cust the begining of this week and the serv adv sts that it due to a Intomal fire

Crs adv that I do I have to get in touch with dealer to get there end of the story to verify the repair work

Cust sts thats fine but just so we are clear I want out of this vehicle

Alesha Anderson CAC/T1/ATX/LV0

Confidential Comments

### UCC Information

UCC Code	Symptom	Description
N01	Thermal Event	Electrical - General

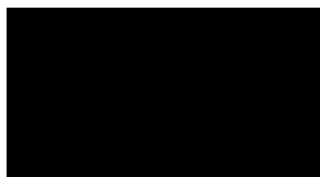


**Repair history**  
Kris.Walker to: bryan.schwartz

07/26/2012 12:48 PM

From: <Kris.Walker@amgeneral.com>  
To: <bryan.schwartz@gm.com>

Bryan attached history.



ce\_History.pdf

CUSTOMER #: 131753

538929

# LUNGHAMER.COM

## JOE LUNGHAMER CHEVROLET

WORKORDER

475 Summit Drive  
Waterford, MI 48328

Mailing Address:

P.O. Box 430090

(248) 683-7100 Fax: (248) 683-6472

Pontiac, MI 48343

WATERFORD, MI

PAGE 2

SERVICE ADVISOR: 55 BROWN, LISA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31333/	T1465	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC09 DD			17:00 18JUL12			CASH	
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER					
17JUL2012 17:12							

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A MSS W CUSTOMER STATES BRK LIGHT STAYING ON. TRACTION LIGHT AND SERVICE TRACTION LIGHT. SEE RO #527505 |CC:

*#7617* checked the operation plan \* 3x repeat complaint

# B MSS W CUSTOMER STATES RT FT TURN SIGNAL INOP INTERM |CC:

*N 204* Techs CCP OVCR.

*N 6654* \* CHANGE OIL MESSAGE on

*1/4* CK3 #359 (B2) under hood Face black

*CO161 00*  
*2564932*  
*08-05-22-009*  
*See Pete, Rental, Chris. (2) 494-2826*

Disclaimer of Warranties

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PRELIMINARY ESTIMATE \$

JUL 18 AM 7:58

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SHOP MATERIAL: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, zero spray, plastic, solvent, rags, carburetor cleaner, towels, battery cleaner, wire, etc.

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's fee is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

Repairs Properly Completed & Checked By: X

JUL 18 AM 10:17

X

CUSTOMER SIGNATURE

# LUNGHAMER.COM

## JOE LUNGHAMER CHEVROLET

CUSTOMER #: 131753

538929

\*WARRANTY\*

476 Summit Drive  
Waterford, MI 48328

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

(248) 683-7100 Fax: (248) 683-8472

DUPLICATE 1  
PAGE 1

WATERFORD, MI

HOME

BUS:

SERVICE ADVISOR: 55 LISA BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31333/31335	T1465
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31DEC09 DD			17:00 18JUL12			CASH
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER				
17:12 17JUL12	09:42 20JUL12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES BRK LIGHT STAYING ON. TRACTION LIGHT AND SERVICE TRACTION LIGHT. SEE RO #527505

CAUSE: REPAIRED REAR BRAKE LAMPS  
CONCERN CODE: 0124

N2642 BRAKE PEDAL POSITION SENSOR REPLACEMENT						60.65	60.65
9 WYATM217405, MATTHEW R LIC#: M217405							
W 0.60							
1 22666955 SENSOR KIT					24.80	17.36	17.36
FC: 6581							
PART#: 22666955							
COUNT: 1			1240				1736 TPARTS
CLAIM TYPE: ZREG							
AUTH CODE:							

SUBL LUNGHAMER RENTAL INV 516803 2 1G1PC5SH7C7272863						76.00	76.00
--	--	--	--	--	--	-------	-------

31333 CHECKED THE OPERATION OF THE BRAKE LAMPS AND RELATED CONTROLS, THE TECH DUPLICATED THE CUSTOMER COMPLAINT, AND FOUND INTERMITTENT PROBLEM WITH THE BRAKE PEDAL POSITION SENSOR LOSING ITS CALIBRATION. THE TECH REPLACED THE SENSOR, ROAD TESTED TO VERIFY REPAIR. ALTERNATE TRANSPORTATION FOR ONE DAY DUE TO BEING A SAFETY RELATED CONCERN AND CUSTOMER SATISFACTION PER PETE SALICH SERVICE MGR

B CUSTOMER STATES RT FT TURN SIGNAL INOP INTERM  
CAUSE: REPAIRED TURN SIGNAL

CONCERN CODE: 0621

N6654 CONNECTOR RECONNECTION						141.51	141.51
9 WYATM217405, MATTHEW R LIC#: M217405							
W 1.40							
FC: 7073							
PART#: 12450182							
COUNT: 0							
CLAIM TYPE: ZREG							
AUTH CODE:							

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The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item. The seller hereby expressly declines all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller shall assume no responsibility for any person to assume for it any liability in connection with the sale of this item.

NPN (No Part Number) parts may not be supplied, marketed or warranted by Signa Motors.

\*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item. The Seller Hereby Expressly Declines 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.\*

SHOP MATERIAL - A TOKEN CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

F100389

Customer Signature:  
Services rendered as satisfactory.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE & DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

# LUNGHAMER.COM

CUSTOMER #: 131753

538929

JOE LUNGHAMER CHEVROLET

\*WARRANTY\*

475 Summit Drive  
Waterford, MI 48328

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

(248) 683-7100 Fax: (248) 683-6472

DUPLICATE 1  
PAGE 2

WATERFORD, MI  
HOME  
BUS:

SERVICE ADVISOR: 55 LISA BROWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A		31333/31335	T1465	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
31DEC09 DD			17:00 18JUL12			CASH	20JUL12
R/O OPENED	READY	OPTIONS: ENG:2.4 LITER					
17:12 17JUL12	09:42 20JUL12						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

31333 CHECKED THE OPERATION OF THE RIGHT FRONT TURN SIGNAL, THE TECH FOUND THE TURN SIGNAL WILL WORK INTERMITTENTLY. THE PERFORMED WIGGLE TEST ON HEAD LAMP HARNESS AND FOUND CIRCUIT LOST POWER, THE TECH CONTINUED TO INSPECT AND BACK PROBE WIRING AND FOUND A BURNT TERMINAL IN THE UNDER HOOD JUNCTION BLOCK CONNECT X3 CIRCUIT 359 CAVITY B2 PURPLE WIRE, THE TECH REPAIRED THE TERMINAL AND VERIFIED WIRING REPAIR, ADDITIONAL TIME FOR DIAGNOSTIC

Repairs Properly Completed & Checked by:

COST, SALE, & COMP TOTALS 14240 29552 0

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

F100389

Customer Signature: \_\_\_\_\_  
Services rendered as satisfactory.

DESCRIPTION	TOTALS
LABOR AMOUNT	202.16
PARTS AMOUNT	17.36
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	76.00
MISC. CHARGES	0.00
TOTAL CHARGES	295.52
LESS INSURANCE & DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	295.52

LUNGHAMER.COM

JOE LUNGHAMER CHEVROLET

CUSTOMER #: 131753

539284

WORKORDER

475 Summit Drive

Mailing Address:

Waterford, MI 48328

P.O. Box 430090

PAGE 2

(248) 683-7100 Fax: (248) 683-6472

Pontiac, MI 48343

WATERFORD, MI

SERVICE ADVISOR: 48 WINKLER, STEVE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31642/	T3825	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC09 DD			17:00 24JUL12			CASH	
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER					
23JUL2012 17:04							

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MSS		W	CUST STATES THAT THE RIGHT FRT HEADLAMP IS INOP (RUNNING LAMP)   CC: <i>#14 TRACE INT CON TO UNDER HOOD JUNCTION Block. Rep. Block. Poor int con FOUND CONNECTOR BLOCK FOR FORWARD LAMP HARNESS NOT MAKING PROPERLY WITH FUSE/JUNCTION BLOCK</i>
# B	MSS		W	CUST STATES THAT THE LEFT FRT SIGNAL IS INOPERATIVE INTERMITTENT   CC: <i>AFFECTING CIRCUITS See Line A 13/15 IN CON X2</i>
# C	MSS		W	CUST STATES THAT THE RIGHT FRT SIGNAL IS INOPERATIVE INTERMITTENTLY   CC: <i>see Line A</i>



# LOF 600  
OK at H for electrical  
P 7-26-12

W?  
13 #14 V.O.F 600

4942826 =

needs  
AIR FILTER  
FR. Brakes

Disclaimer of Warranties

PRELIMINARY ESTIMATE \$

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SHOP MATERIAL: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, aero spray, shelec. solvent, rags, carburetor cleaner, towels, battery cleaner, wire, etc.

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An agreed on above vehicle to secure the amount of repairs thereto. from freezing due to lack of antifreeze.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

Repairs Properly Completed & Checked By: X

CUSTOMER SIGNATURE

TECHNICIAN COPY



# LUNGHAMER.COM

CUSTOMER #: 131753

539284

## JOE LUNGHAMER CHEVROLET

\*WARRANTY\*

475 Summit Drive  
Waterford, MI 48328

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

(248) 683-7100 Fax: (248) 683-6472

DUPLICATE 3  
PAGE 1

WATERFORD, MI

SERVICE ADVISOR: 48 STEVE WINKLER

C	KEY/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
IMPERIAL-B 10	CHEVROLET MALIBU	1G1ZB5EB4A4		31642/31648	T3825
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE
31DEC09 DD			17:00 24JUL12		
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER		PAYMENT	INV. DATE
				CASH	30JUL12

17:04 23JUL12	08:47 30JUL12	LIST	NET	TOTAL
---------------	---------------	------	-----	-------

A CUST STATES THAT THE RIGHT FRT HEADLAMP IS INOP (RUNNING LAMP)  
 CAUSE: POOR CONNECTION  
 CONCERN CODE: 0523

N1730 ENGINE WIRING HARNESS JUNCTION BLOCK  
 REPLACEMENT

14 WULKE M178520 AET, DAVID LIC#: M178520

W 1.50	151.62	151.62
1 20822695 BLOCK	182.85	145.92
1 FRT FRIEGHT FEE	17.70	17.70

FC: 7083 PART#: COUNT: 6362 TPARTS  
 CLAIM TYPE: ZREG  
 AUTH CODE:

DEALER AUTHORIZATION  
 Code 90  
 Date 7/30/12  
 5162 TLABOR

SUBL LUNGHAMER RENTAL INV 516814 3 1G1PE5SC5C7306046 114.00 114.00

31642 CHECKED THE OPERATION OF THE TURN SIGNAL AND RIGHT FRONT HEAD LAMP, INOP, INSPECTED WIRING HARNESS FROM THE RIGHT FRONT HEAD LAMP TO LEFT FRONT HEAD LAMP AND UP TO UNDER HOOD JUNCTION BLOCK, THE TECH PERFORMED VISUAL INSPECTION AND WRIGGLE TEST ON ALL UHJB CONNECTORS, THE TECH FOUND THE CONNECTION WAS EFFECTING TURN SIGNALS & RIGHT FRONT HEAD LAMP. THE INSPECTED FURTHER AND FOUND A CONNECTOR WOULD NOT COMPLETELY SEAT ON THE UHJB. REPLACED THE JUNCTION BLOCK TO CORRECT ROAD TESTED AND WIGGLED CONNECTION IN ATTEMPT TO RECREATE FAILURE COULD NOT. ALTERNATE TRANSPORTATION FOR THREE DAYS DUE TO REPEAT REPAIR ATTEMPTS & CUSTOMER SATISFACTION PER PETE SALICH SERVICE MGR, ADDITIONAL OLH FOR ELECTRICAL DIAGNOSTIC

D\*\* LUBE, OIL AND FILTER. CHECK UNDERHOOD FLUID LEVELS. UP TO 5 QTS OF OIL 25.95

CAUSE: GOODWILL MAINTENANCE  
 CONCERN CODE: 0021

Z7410 GOODWILL GESTURE

14 WULKE M178520 AET, DAVID LIC#: M178520  
 W 0.30

9.78	9.78
------	------

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

F100389

Customer Signature:  
 Services rendered as satisfactory.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE & DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

# LUNGHAMER.COM

CUSTOMER #: 131753

539284

JOE LUNGHAMER CHEVROLET

\*WARRANTY\*

475 Summit Drive  
Waterford, MI 48328

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

DUPLICATE 3  
PAGE 2

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WATEREORD, MI

HOME

BUS:

SERVICE ADVISOR: 48 STEVE WINKLER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31642/31648	T3825	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
31DEC09 DD			17:00 24JUL12			CASH	30JUL12
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER					
17:04 23JUL12	08:47 30JUL12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	12605566	FILTER			6.47	6.47	6.47
5	89021593	OIL			2.55	2.55	12.75
FC: 9094							
PART#: 12605566							
COUNT: 1 1372 1922 TPARTS							
CLAIM TYPE: ZREG							
AUTH CODE:							

31642 GOODWILL MAINTENANCE 27410 30.00 GOODWILL MAINTENANCE PER  
 PETE SALICH FOR CUSTOMER SATISFACTION.

Repairs Properly Completed & Checked by:

COST, SALE, & COMP TOTALS 29825 45824 0

When in need of a new or used vehicle contact: [www.Lunghamer.com](http://www.Lunghamer.com)

The manufacturer's warranty constitutes all of the warranties with respect to the sale of this item/area. 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/area.

NP (No Part Number) parts may not be supplied, marketed or warranted by General Motors.

\*The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Area. 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/Area.\*

SHOP MATERIAL - A TOKEN CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

F100389

Customer Signature: \_\_\_\_\_  
Services rendered as satisfactory.

DESCRIPTION	TOTALS
LABOR AMOUNT	161.40
PARTS AMOUNT	182.84
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	114.00
MISC. CHARGES	0.00
TOTAL CHARGES	458.24
LESS INSURANCE & DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	458.24

# LUNGHAMER.COM

## JOE LUNGHAMER CHEVROLET

CUSTOMER #: 131753

538774

WORKORDER  
REPRINT  
PAGE 2

475 Summit Drive  
Waterford, MI 48328  
(248) 683-7100 Fax: (248) 683-6472

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

WATERFORD, MI

SERVICE ADVISOR: 44 VISNISKI, STAN

VEHICLE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
IMPERIAL-B	10	CHEVROLET MALIBU	1G1ZB5EB4A		31248/	T4963
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31DEC09 DD			17:00 16JUL12			CASH
R.O. OPENED	READY	OPTIONS: ENG:2.4_LITER				

16JUL2012 07:14

LINE OF CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A MSS W REPAIR BRAKE LIGHT STAY ON WHILE DRIVING GO OFF WHEN BRAKES PEDAL IS APPLIED | CC: 0490

*H2642*

*20*

*RECALL BRAKE BRAKE PEDAL POSITION LIGHT*

# B MSS W REPAIR ESC LIGHT COMES ON AT TIMES | CC: 0621

*CO131 - LINA A.*

# C MSS W REPAIR RT FT DOOR INSIDE HANDLE CHROME PEELING | CC: 0921

*AND HANDLE*

# D MSS W REPAIR RT TURN TO OPERATE PROPERLY | CC: 0523

*M6654*

*20*

*REPAIR ROOR LOCKER 100 AT*

# E GMINSP C GM INSPECTION | CC: 2358479 F14

### Disclaimer of Warranties

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaim 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 said products. Any limitation contained herein does not apply where prohibited by law.

PRELIMINARY ESTIMATE \$

### ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SHOP MATERIAL: A token charge is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, 15pt. pins, auto spray, sheetroc, solvent, rags, carburetor cleaner, towels, battery cleaner, wax, etc.

I hereby authorize the repair work herein set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs therefor. The dealership is not responsible for damages from freezing due to lack of antifreeze.

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

X  
CUSTOMER SIGNATURE

TECHNICIAN

CUSTOMER #: 131753

538774

# LUNGHAMER.COM

## JOE LUNGHAMER CHEVROLET

\*WARRANTY\*

475 Summit Drive  
Waterford, MI 48328  
(248) 683-7100 Fax: (248) 683-6472

Mailing Address:  
P.O. Box 430090  
Pontiac, MI 48343

PAGE 1

SERVICE ADVISOR: 44 STAN VISNISKI

COLOUR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	CHEVROLET MALIBU	1G1ZB5EB4A4		31248/31248	T4963
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
31DEC09 DD			17:00 16JUL12			CASH
R.O. OPENED	READY	OPTIONS: ENG:2.4 LITER				
07:14 16JUL12	17:00 16JUL12					


LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A REPAIR BRAKE LIGHT STAY ON WHILE DRIVING GO OFF WHEN BRAKES PEDAL IS APPLIED  
 CAUSE: LOSS OF CALIBRATION  
 CONCERN CODE: 0490  
 H2642 SENSOR, BRAKE PEDAL POSITION - REPLACE  
 20 TAEPKE M170615 AET, GREGORY LIC#: M170615  
 W 0.30 30.32 30.32  
 FC: 7073 PART#: COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZREG  
 AUTH CODE:

31248 LOSS OF CALIBRATION H2642 30.00 DIAGNOSED AND RE-CALIBRATED  
 BRAKE PEDAL POSITION SWITCH TESTED OK AT THIS TIME.  
 \*\*\*\*\*

D REPAIR RT TURN TO OPERATE PROPERLY  
 CAUSE: POOR CONNECTION X110  
 CONCERN CODE: 0523  
 N6654 CONNECTOR RECONNECTION  
 20 TAEPKE M170615 AET, GREGORY LIC#: M170615  
 W 0.50 50.54 50.54  
 FC: 7083  
 PART#: 9441840  
 COUNT: 0 0 TPARTS  
 CLAIM TYPE: ZREG  
 AUTH CODE:

31248 POOR CONNECTION X110 N6654 50.00 INSPECTED AND DIAGNOSED  
 REPAIRED POOR CONNECTION AT THE X110 TERMINAL. PER DOC. ID. 2358479  
 \*\*\*\*\*

Repairs Properly Completed & Checked by:  


COST, SALE, & COMP TOTALS 2240 8086 0

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SHOP MATERIAL - A TOKEN CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

F100389

Customer Signature:  
 Services rendered as satisfactory.

DESCRIPTION	TOTALS
LABOR AMOUNT	80.86
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	80.86
LESS INSURANCE & DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	80.86



**esis**

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

800.888.0164 *tel*  
313.665.0911 *fax*

**Bryan Schwartz**  
Claims Administrator

July 26, 2012

[REDACTED]  
Waterford, MI [REDACTED]

RE: Claimant: [REDACTED]  
Our File No.: 745492  
Our Client: General Motors LLC  
Date/Event: 7/18/12  
Subject vehicle: 2010 Chevrolet Impala  
VIN: 1G1ZB5EB4A4 [REDACTED]

Dear Mr. [REDACTED]:

We are the third-party administrators on behalf of General Motors LLC (GM) for matters involving allegations of product liability. I am the Claims Administrator assigned to this file. *Please note that we attempted contacting you via telephone on 7/26/12, without success.*

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.



**esis**

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

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

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

Sincerely,

*Bryan Schwartz*

Bryan Schwartz  
Claims Administrator



[Logout](#)

July 25, 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 1G1ZB5EB4A [REDACTED] Model: 1ZG89-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [0 Open](#)

#### 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 (877.438.9677 Canada) and in the USA:800-556-3800.

OnStar Equipped Y OnStar Status Inactive  
 XM Equipped Y XM Radio ID NKPU328B XM Status Active  
 OnStar Vehicle Diagnostics N OMN Enabled N

#### Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Comosion Limited Warranty	09/28/2011	12/31/2009	121 MI	12/31/2015	100,121 MI
	Emission Select Component Ltd Wty	09/28/2011	12/31/2009	121 MI	12/31/2017	80,121 MI
	Powertrain Limited Warranty	09/28/2011	12/31/2009	121 MI	12/31/2014	100,121 MI

Bumper to Bumper Limited Warranty    09/28/2011    12/31/2009    121 MI    12/31/2012    30,121 MI

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
07/17/2012	538929	ZREG—Regular Vehicle Transaction		N6654 - Connector Reconnection	31,333 MI
07/17/2012	538929	ZREG—Regular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	31,333 MI
07/16/2012	538774	ZREG—Regular Vehicle Transaction		N6654 - Connector Reconnection	31,248 MI
07/16/2012	538774	ZREG—Regular Vehicle Transaction		H2642 - Brake Pedal Position Sensor Replacement	31,248 MI
02/10/2012	530472	ZREG—Regular Vehicle Transaction		J7625 - Alcohol Content Reset & Reprogram	24,463 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction	Add Credit	N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction	Full Debit - Reversal	N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/10/2011	527505	ZREG—Regular Vehicle Transaction		N1730 - Engine Wiring Harness Junction Block Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N0440 - Headlamp Bulb Replacement	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		E3530 - Arm Assembly, Front Control - Lower - Right - Replace	21,517 MI
12/19/2011	527505	ZREG—Regular Vehicle Transaction		N9595 - BCM C2 Connector Repair	21,517 MI
12/19/2011	527505	ZFAT—Field Action Recall		V2252 - 10085 - Replace Airbag Connectors and Secure Harness with Tie Strap (inc. checking DTCs, if Req'd)	21,517 MI
09/14/2009	163882	ZPDI—Pre-Delivery Inspection		Z6999 - PDI Related Fluid Adds	3 MI
09/10/2009	A27362	ZPDI—Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	0 MI

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July 25, 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)

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 1G1ZB5E84A [REDACTED] Model 1ZG69-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

Vehicle Build

Model 1ZG69-2010 MALIBU LS SEDAN Order Number: NNDBC5  
 Gross Vehicle Weight 1,880 Build Date 09/10/2009  
 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  |
| 37U - IMPERIAL BLUE METALLIC                               | 6AL - FRONT SPRING   |
| 7AL - FRONT SPRING   | 83B - TITANIUM   |
| 83I - INTERIOR TRIM  | 8AB - REAR SPRING  |
| 9AB - REAR SPRING  | 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      | B37 - FLOOR MATS   |
| B86 - BODY COLOR BODYSIDE MOLDINGS                         | 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 PROPULSION NOT INSTALLED                      | IBB - INTERIOR TRIM  |
| JL9 - 4-WHEEL ANTI-LOCK DISC BRAKES W/TRACTION CONTROL     | KG7 - GENERATOR 125 AMPS   |
| LE5 - ENGINE, 2.4L DOHC MFI                                | MN5 - 4-SPEED AUTO TRANSMISSION  |
| N46 - STEERING WHEEL                                       | NT7 - EMISSION SYSTEM FEDERAL, TIER 2  |
| ORN - ORION  | P22 - 17" WHEELS, FASCIA SPOKE   |
| OGG - TIRE   | R9N - PROCESSING CODE  |
| SLM - STOCK ORDERS   | U2K - XM SATELLITE RADIO - SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUS/XM AFTER 90 DAYS                                 |
| U77 - ANTENNA RR WINDOW                                    | 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  |
| UWS - 6-SPEAKER SOUND SYSTEM                               | V8D - VEHICLE STATEMENT US   |
| XL7 - FREQUENCIES RATING 315MHZ                            | ZFH - COMPACT SPARE TIRE AND JACK ASSEMBLY INFLATOR KIT  |

**Added Option Codes**

---

Vehicle has no current record of SAIO codes.

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July 25, 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 1G1ZB5EB4M [REDACTED] Model 1ZG69-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#)

#### Vehicle Component

Component Code 10-ENGINE ASSEMBLY	Traceability 909032261
Source Plant -	Part / Number Broadcast:
Date Scanned 09/09/2009	Time Scanned 18:44:00 Scan Station 04
Component Code 61-TRANSMISSION	Traceability ATTH
Source Plant -	Part / Number Broadcast
Date Scanned 09/09/2009	Time Scanned 19:32:00 Scan Station 04
Component Code 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability 24193039
Source Plant 1-	Part / Number Broadcast 9990
Date Scanned 09/10/2009	Time Scanned 08:17:00 Scan Station 15
Component Code 78-GAS TANK	Traceability 503637372
Source Plant 6-	Part / Number Broadcast 3619
Date Scanned 09/09/2009	Time Scanned 21:00:00 Scan Station 04
Component Code 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability 1921500E5
Source Plant 2-	Part / Number Broadcast AAKL
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code 87-BODY CONTROL MODULE	Traceability A92450132
Source Plant R-	Part / Number Broadcast 6605
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AB-IR-MODULE ASM-INFLATOR	Traceability 2237G0166
Source Plant 9-	Part / Number Broadcast 0709
Date Scanned 09/10/2009	Time Scanned 00:23:00 Scan Station 03
Component Code AH-IR-SENSOR ASM-LEFT	Traceability 002C1669A
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AJ-IR-SENSOR ASM-RIGHT	Traceability 00FF4DE9D
Source Plant R-SIEMENS	Part / Number Broadcast 1097
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 1A2A6
Source Plant 2-	Part / Number Broadcast 1096
Date Scanned 09/10/2009	Time Scanned 06:17:00 Scan Station 15
Component Code BK-INTERNATIONAL TRANS. CONTROL MODULE	Traceability 092390135

Source Plant: K-	Part / Number Broadcast: AAF5
Date Scanned: 09/10/2009	Time Scanned: 08:17:00 Scan Station: 16
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 0200385
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 09/28/2009	Time Scanned: 03:46:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 2065777
Source Plant: -	Part / Number Broadcast: 1PP
Date Scanned: 09/09/2009	Time Scanned: 08:49:00 Scan Station:
Component Code: DF---	Traceability: 28UFABPM
Source Plant: M-	Part / Number Broadcast: 8131
Date Scanned: 09/09/2009	Time Scanned: 13:17:00 Scan Station: 03
Component Code: DG---	Traceability: 28LFABEO
Source Plant: M-	Part / Number Broadcast: 8130
Date Scanned: 09/09/2009	Time Scanned: 13:17:00 Scan Station: 03

**Service Agent Installed Component**

Vehicle has no current record of vehicle component.

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July 25, 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 1G1ZB5E84A [REDACTED] Model 1ZG69-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [0 Open](#) [REDACTED]

For this vehicle:

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

Job Card Date: 07/17/2012

Job Card Number: 538929

Repair Service Agent: 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2488837100

Odometer Reading 31,333 MI  
 Authorization Code: ER

Process Date  
 07/20/2012  
 Transaction Type  
 ZREG---Regular Vehicle Transaction  
 Transaction Expense Category  
 Warranty

Customer Complaint Code  
 0621-Features/Controls/Displays -  
 Gauges/Warning Lights

Job Card Line #: 2

Transaction Adjustment Cause Code 7073-Wiring/Electrical/Sensors -  
 No/Incorrect Communication

Labour Op N8654-Connector Reconnection  
 Causal Part Number

Job Card Date: 07/17/2012

Job Card Number: 538929

Repair Service Agent: 115098  
 JOE LUNGHAMER CHEVROLET, INC.  
 475 SUMMIT DR  
 WATERFORD MI 48328-3368  
 2488837100

Odometer Reading 31,333 MI  
 Authorization Code: R

Process Date  
 07/24/2012  
 Transaction Type  
 ZREG---Regular Vehicle  
 Transaction  
 Transaction Expense Category  
 Warranty

Customer Complaint Code  
 0124-Drivability - Brakes

Job Card Line #: 1

Transaction Adjustment Cause Code 6581-Module/Component - Registers  
 Incorrectly

Labour Op H2642-Brake Pedal Position Sensor Replacement  
 Causal Part Number 00000000022686955-SENSORKIT,BRKPEDOSN

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

Job Card Date: 07/16/2012

Job Card Number: 538774

Repair Service Agent: 115098  
JOE LUNGHAMER CHEVROLET, INC.  
476 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading: 31,248 MI  
Authorization Code

Process Date  
07/17/2012  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Warranty  
Customer Complaint Code  
0523-Features/Controls/Displays -  
Lights

Job Card Line #: 4                      Transaction Adjustment                      Cause Code 7083-Wiring/Electrical/Sensors -  
Poor Contact

Labour Op N6654-Connector Reconnection  
Causal Part Number

Job Card Date: 07/16/2012

Job Card Number: 538774

Repair Service Agent: 115098  
JOE LUNGHAMER CHEVROLET, INC.  
476 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading 31,248 MI  
Authorization Code

Process Date  
07/17/2012  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Warranty  
Customer Complaint Code  
0180-Drivability - Other  
Issues

Job Card Line #: 1                      Transaction Adjustment                      Cause Code 7073-Wiring/Electrical/Sensors -  
No/Incorrect Communication

Labour Op H2642-Brake Pedal Position Sensor Replacement  
Causal Part Number

Job Card Date: 02/10/2012

Job Card Number: 530472

Repair Service Agent: 115098  
JOE LUNGHAMER CHEVROLET, INC.  
476 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

Odometer Reading 24,463 MI  
Authorization Code

Process Date  
02/13/2012  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Warranty  
Customer Complaint Code  
0321-Engine/Fuel/Exhaust - "Check  
Engine" Light

Job Card Line #: 1                      Transaction Adjustment                      Cause Code 6581-Module/Component -  
Registers Incorrectly

Labour Op J7825-Alcohol Content Reset & Reprogram  
Causal Part Number

•See other Parts and/or Not Items



Customer Complaint Code  
0490-Exterior - Other Issues  
Job Card Line #: 6      Transaction Adjustment      Cause Code 7083-Wiring/Electrical/Sensors - Poor Contact

Labour Op N1730-Engine Wiring Harness Junction Block Replacement  
Causal Part Number 00000000020822695-BLOCKASM-ENGWRGHARNJUNC  
-See other Parts and/or Net Items

---

Job Card Date: 12/19/2011      Job Card Number: 527505  
Repair Service Agent 115098      Odometer Reading 21,517 MI  
JOE LUNGHAMER CHEVROLET, INC.      Authorization Code  
475 SUMMIT DR  
WATERFORD MI 48320-3368  
2486837100

---

Process Date:  
12/21/2011  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Warranty  
Customer Complaint Code  
0490-Exterior - Other Issues  
Job Card Line #: 5      Transaction Adjustment      Cause Code: 6017-Module/Component - Broken  
Labour Op N0440-Headlamp Bulb Replacement  
Causal Part Number 00000000092095787-BULB,HDLP(LOWBEAM)  
-See other Parts and/or Net Items

---

Job Card Date: 12/19/2011      Job Card Number: 527505  
Repair Service Agent 115098      Odometer Reading: 21,517 MI  
JOE LUNGHAMER CHEVROLET, INC.      Authorization Code  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

---

Process Date:  
12/21/2011  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Warranty  
Customer Complaint Code  
0126-Drivability - Noise  
Job Card Line #: 3      Transaction Adjustment      Cause Code: 6025-Module/Component - Loose  
Labour Op E3530-Arm Assembly, Front Control - Lower - Right - Replace  
Causal Part Number

---

Job Card Date: 12/19/2011      Job Card Number: 527505  
Repair Service Agent 115098      Odometer Reading 21,517 MI  
JOE LUNGHAMER CHEVROLET, INC.      Authorization Code  
475 SUMMIT DR  
WATERFORD MI 48328-3368  
2486837100

---

Process Date:  
12/21/2011  
Transaction Type  
ZREG---Regular Vehicle Transaction  
Transaction Expense Category  
Warranty





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

.....

Global Warranty Management: Site Map

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July 25, 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.

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 1G1ZB5E84A [REDACTED] Model: 1ZG69-2010 MALIBU LS SEDAN  
 Service Contract No [REDACTED] Branded Title No [REDACTED] Warranty Block No [REDACTED] PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

#### Invoice Information

Invoicing Service Agent: 115232 Invoice Date: 09/10/2009  
 RICHARDSON CHEVROLET BUICK, INC.  
 601 NORTH MAIN  
 STANDISH MI 48658-2521 9898464515

#### Ship to Information

Ship to Service Agent: 115232 Ship to Date: N/A  
 RICHARDSON CHEVROLET BUICK, INC.  
 501 NORTH MAIN  
 STANDISH MI 48658-2521 9898464515

#### Delivery Information

Delivery Service Agent: 115098 Delivery Date: 12/31/2009  
 JOE LUNGHAMER CHEVROLET, INC. Delivery Type: 032--RETAIL LEASE\* - EMPLOYEE STOCK (GMS)  
 475 SUMMIT DR Delivery Odometer: 121  
 WATERFORD MI 48328-3368  
 2486837100

#### 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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RQ13-001

GM

4/17/2013

Q 03

AND

Q 08 PAGE 200

RQ13-001

GM

4/17/2013

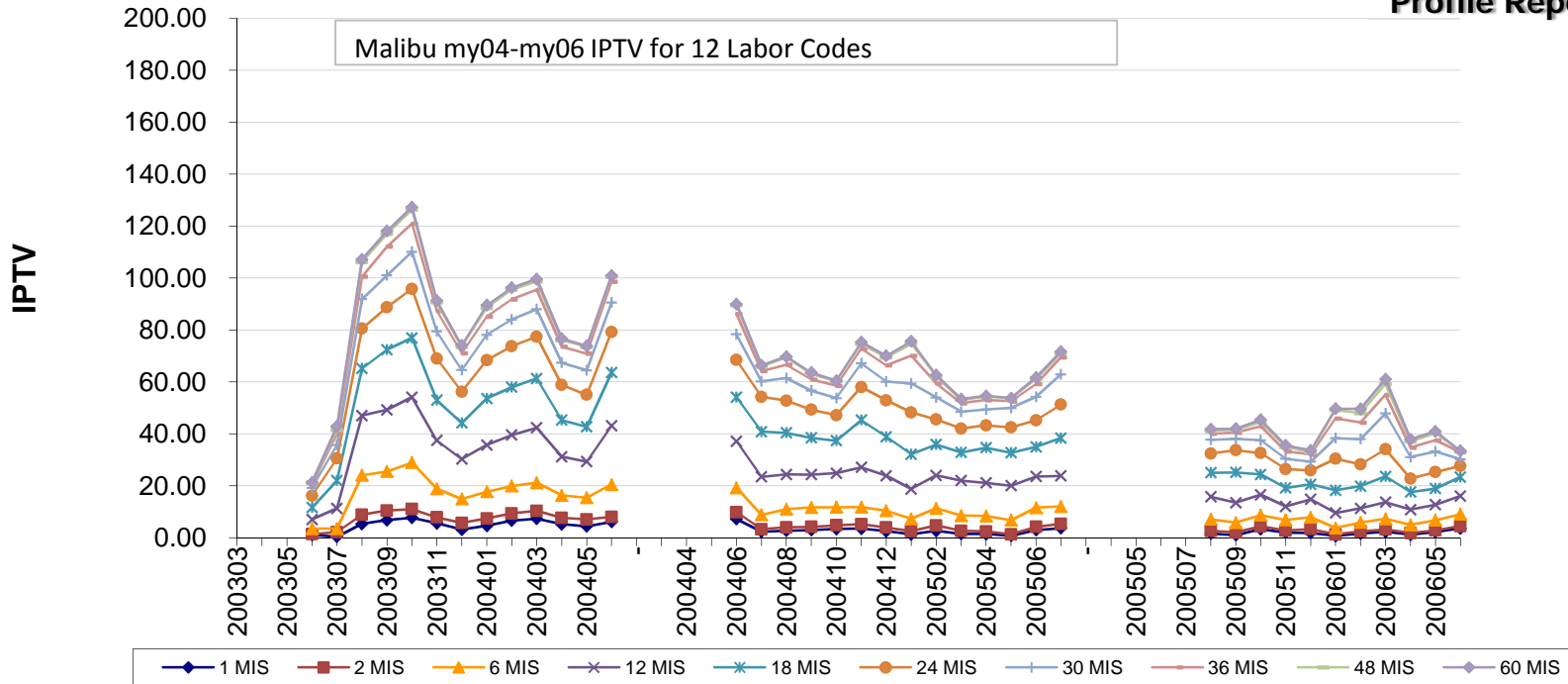
Q 08 A

graphs IPTV 12LC Brakelights

Aura G6 Malibu 02-20-13

**GM** **Trend Chart -Incidents per Thousand Vehicles**

**Profile Report**



Analysis Date:02/19/2013

MY:2006,2005,2004 | Exposure : MYTD(2903 AVG DAYS)

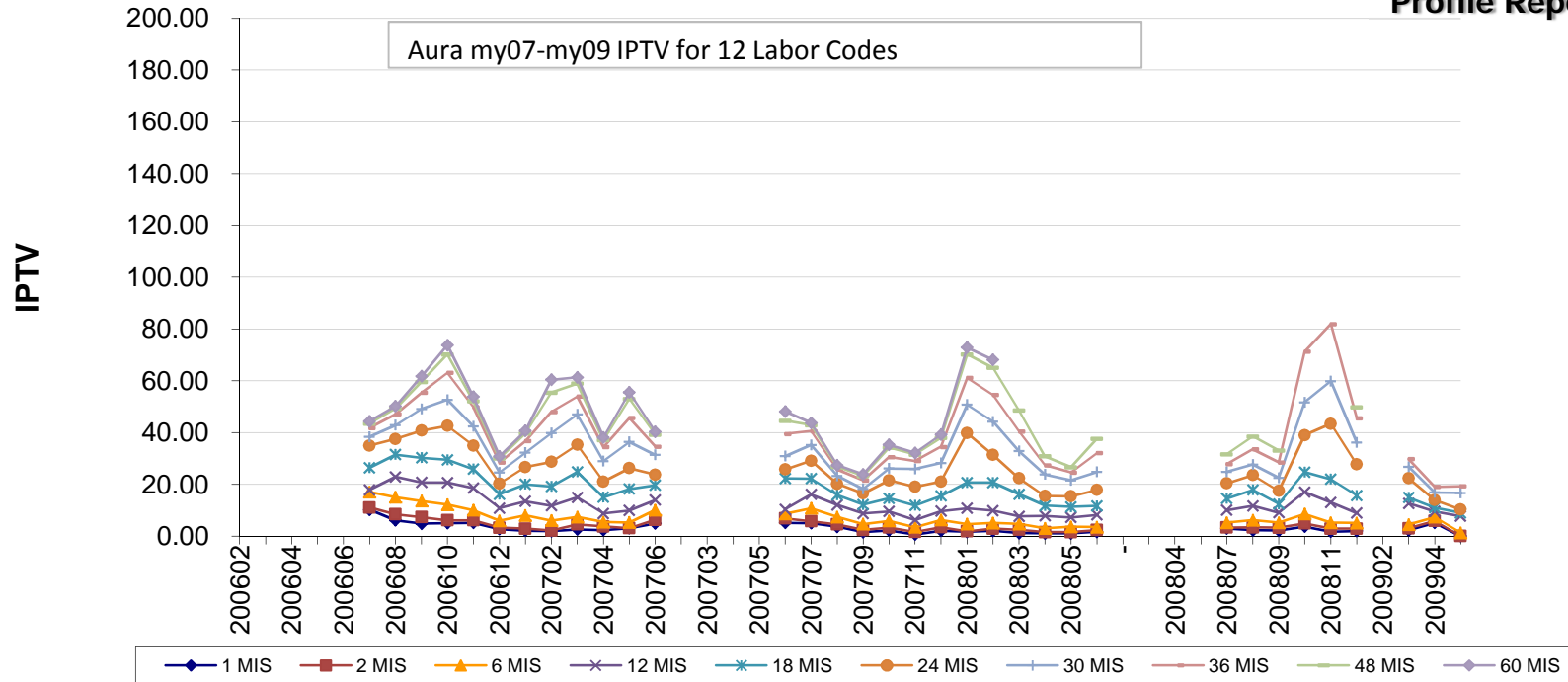
Build Region:N/A  
 Plant:N/A  
 Prod Filter:Malibu my04-06  
 Claim Filter:12 LC  
 Trace Filter:N/A  
 RPO Filter:N/A

Sales Region:GMNA  
 Rep Region:N/A

Sales  
 Country:AG,AW,BS,BB,BZ,BM,VG,CA,KY,CR,CU,DM,DO,  
 SV,GD,GP,GT,HT,HN,JM,MQ,MX,MS,AN,NI,PA,PR,KN,LC  
 ,VC,PM,TT,TC,US,VI,U1  
 Rep Country:N/A  
 Beg. MOB:N/A To End MOB:N/A  
 Last Data Update:02/18/2013  
 User:Mark Klein(ZZH XKH)

**GM** **Trend Chart -Incidents per Thousand Vehicles**

**Profile Report**



Analysis Date:02/20/2013

MY:2009,2008,2007 | Exposure : MYTD(1859 AVG DAYS)

Build Region:N/A  
 Plant:N/A  
 Prod Filter:Aura my07-09  
 Claim Filter:12 LC  
 Trace Filter:N/A  
 RPO Filter:N/A

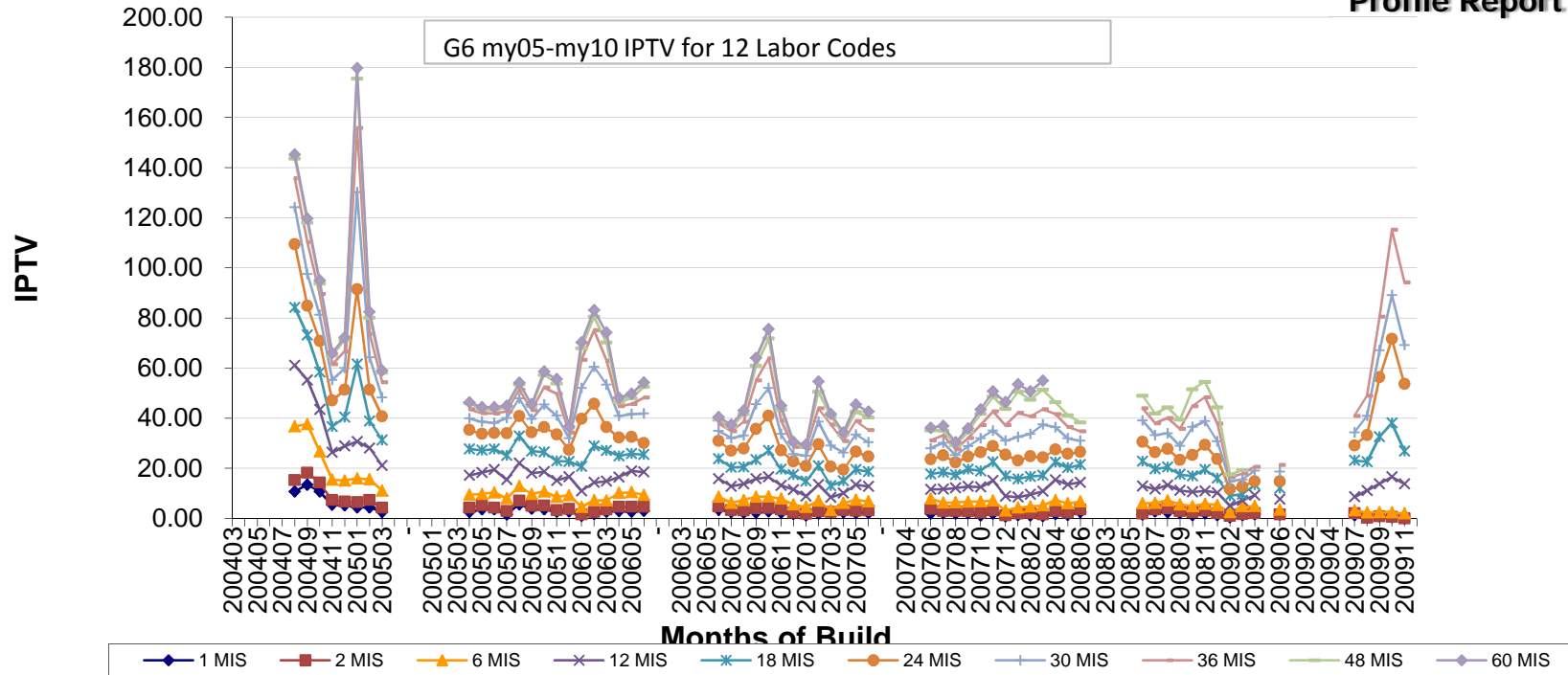
Sales Region:GMNA  
 Rep Region:N/A

Sales  
 Country:AG,AW,BS,BB,BZ,BM,VG,CA,KY,CR,CU,DM,DO,  
 SV,GD,GP,GT,HT,HN,JM,MQ,MX,MS,AN,NI,PA,PR,KN,LC  
 ,VC,PM,TT,TC,US,VI,U1  
 Rep Country:N/A

Beg. MOB:N/A To End MOB:N/A  
 Last Data Update:02/19/2013  
 User:Mark Klein(ZZHXKH)

**GM** **Trend Chart -Incidents per Thousand Vehicles**

**Profile Report**



Analysis Date:02/20/2013

MY:2010,2009,2008,2007,2006,2005 | Exposure : MYTD(2142 AVG DAYS)

Sales  
 Country:AG,AW,BS,BB,BZ,BM,VG,CA,KY,CR,CU,DM,DO,  
 SV,GD,GP,GT,HT,HN,JM,MQ,MX,MS,AN,NI,PA,PR,KN,LC  
 ,VC,PM,TT,TC,US,VI,U1  
 Rep Country:N/A

Build Region:N/A  
 Plant:N/A  
 Prod Filter:G6 my05-10  
 Claim Filter:12 LC  
 Trace Filter:N/A  
 RPO Filter:N/A

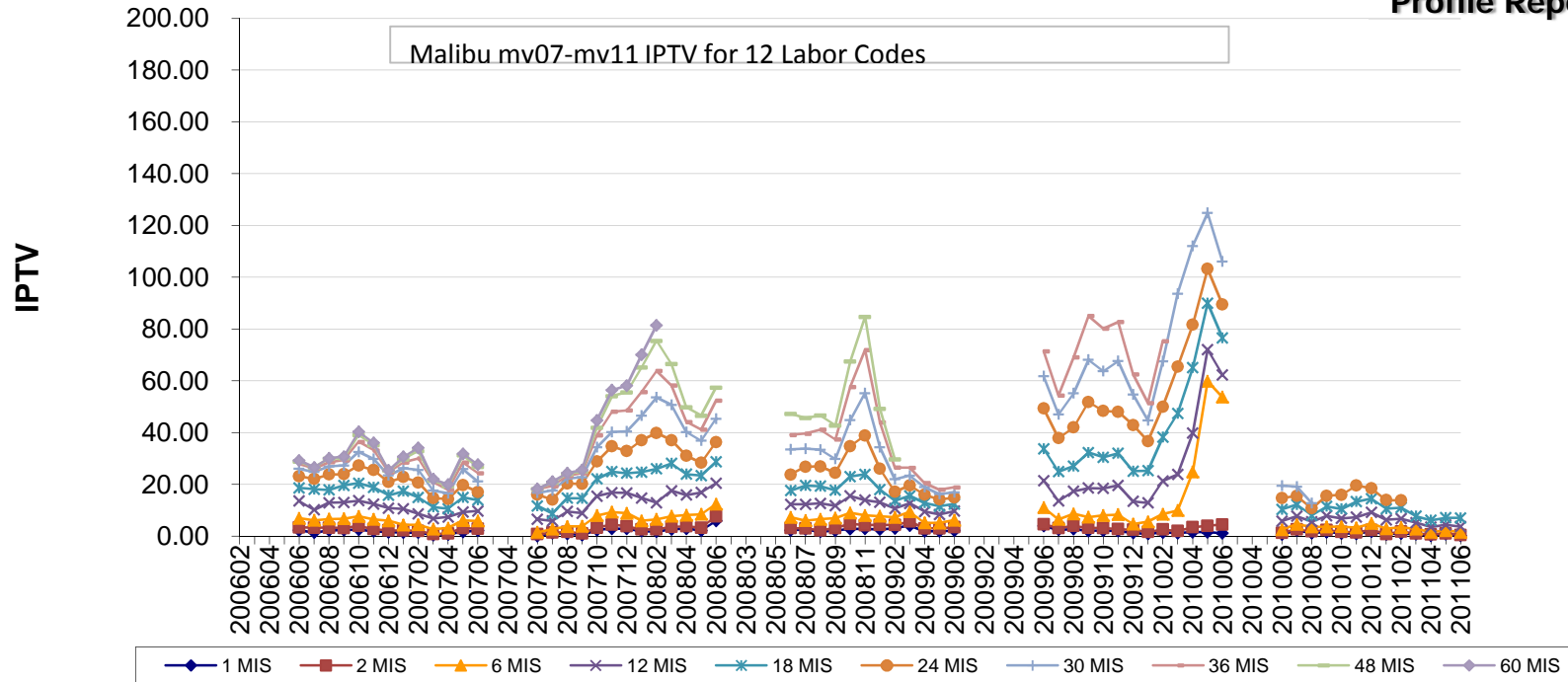
Sales Region:GMNA  
 Rep Region:N/A

Beg. MOB:N/A To End MOB:N/A  
 Last Data Update:02/19/2013  
 User:Mark Klein(ZZH XKH)



**GM** **Trend Chart -Incidents per Thousand Vehicles**

**Profile Report**



Analysis Date:02/20/2013

MY:2011,2010,2009,2008,2007 | Exposure : MYTD(1380 AVG DAYS)

Build Region:N/A  
 Plant:N/A  
 Prod Filter:Malibu my07-11  
 Claim Filter:12 LC  
 Trace Filter:N/A  
 RPO Filter:N/A

Sales Region:GMNA  
 Rep Region:N/A

Sales  
 Country:AG,AW,BS,BB,BZ,BM,VG,CA,KY,CR,CU,DM,DO,  
 SV,GD,GP,GT,HT,HN,JM,MQ,MX,MS,AN,NI,PA,PR,KN,LC  
 ,VC,PM,TT,TC,US,VI,U1  
 Rep Country:N/A  
 Beg. MOB:N/A To End MOB:N/A  
 Last Data Update:02/19/2013  
 User:Mark Klein(ZZH XKH)

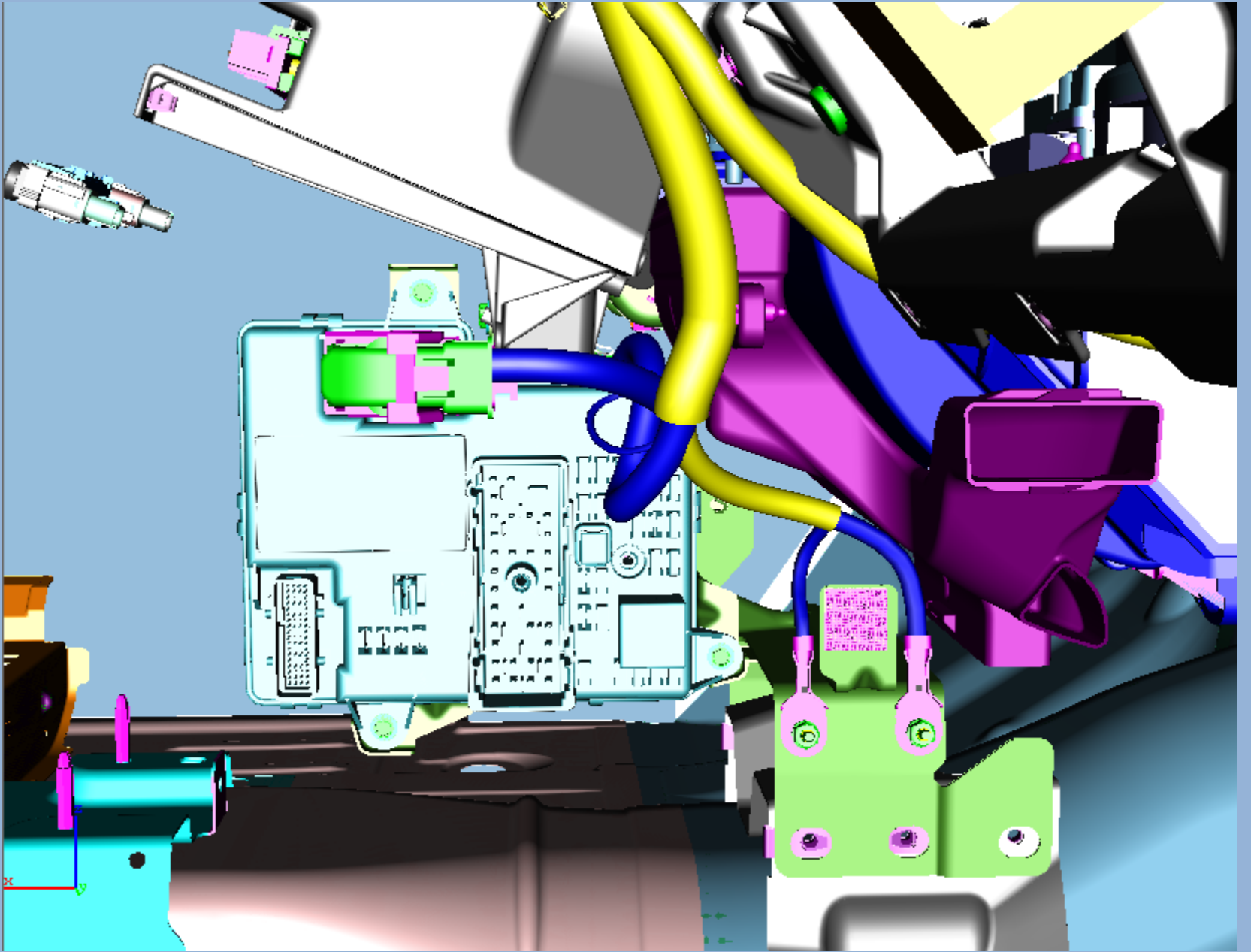
RQ13-001

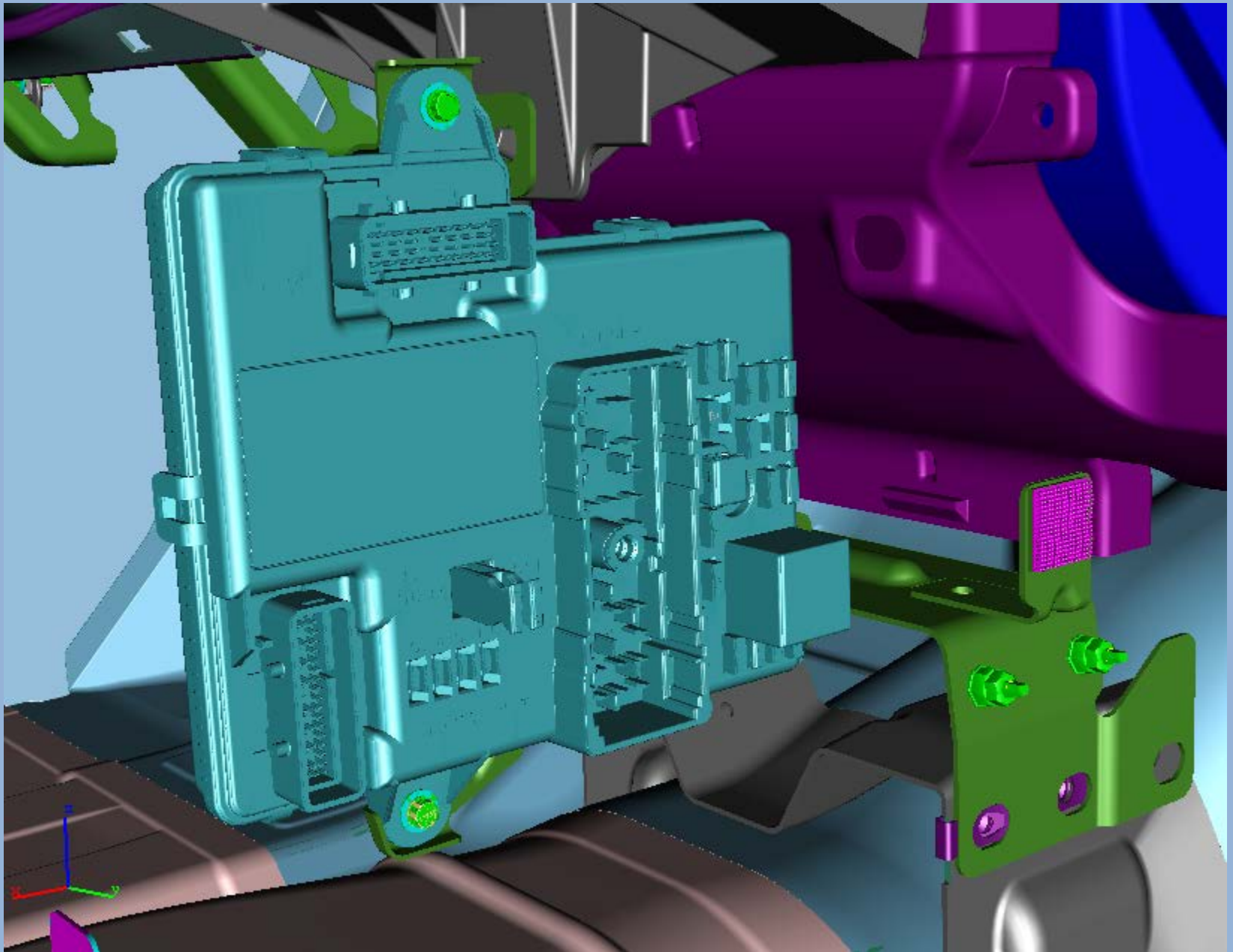
GM

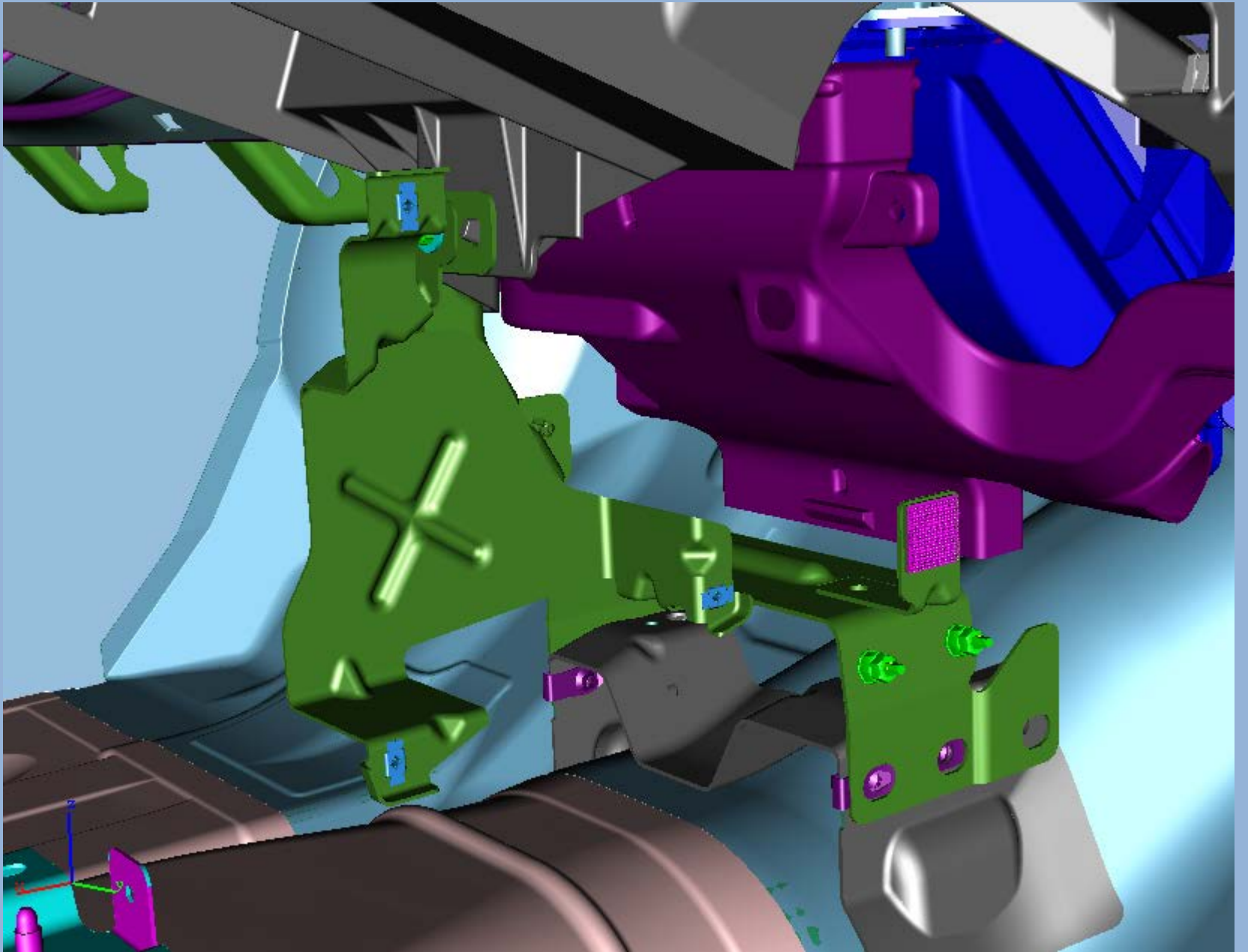
4/17/2013

Q 08 A

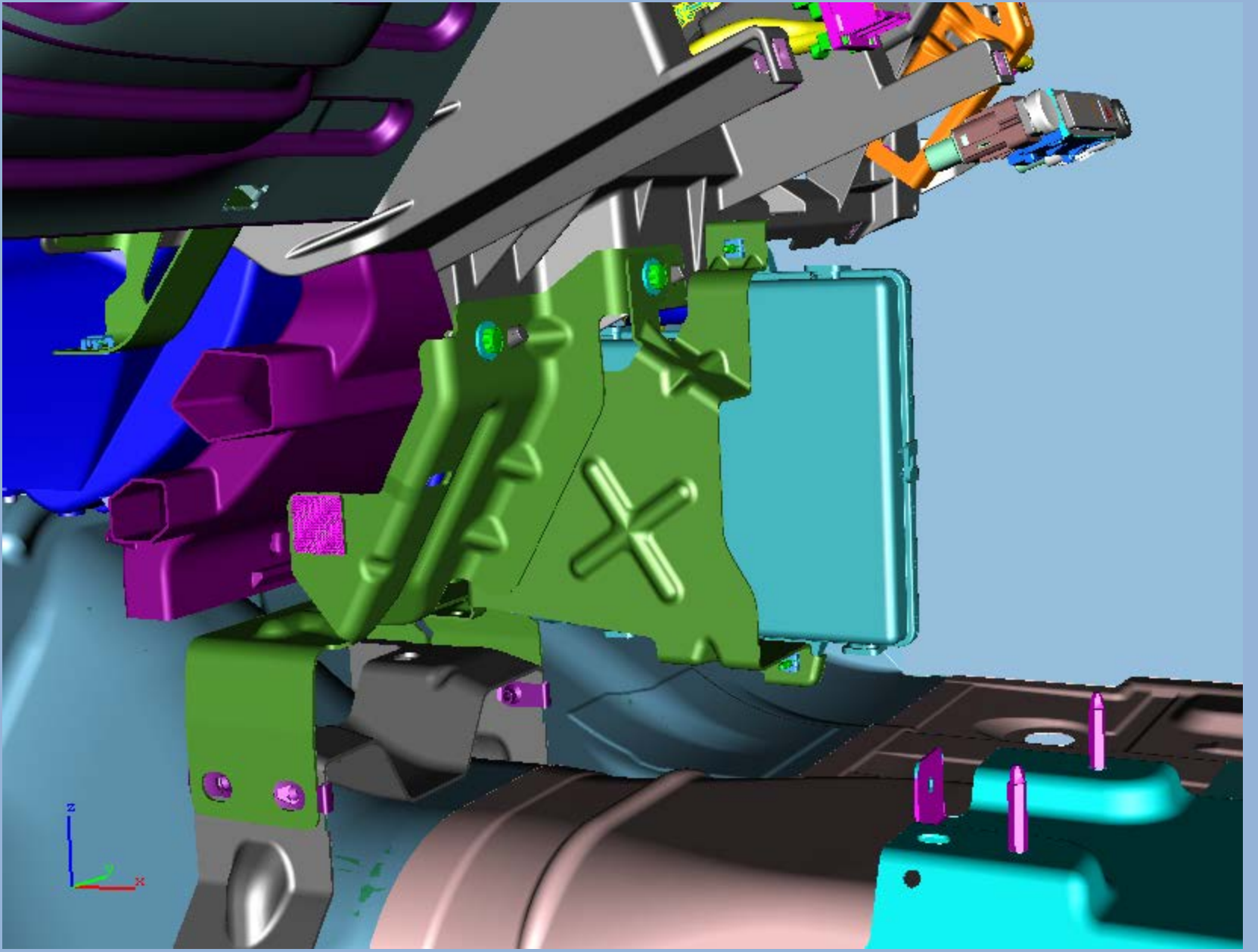
Mounting Bracket Detail

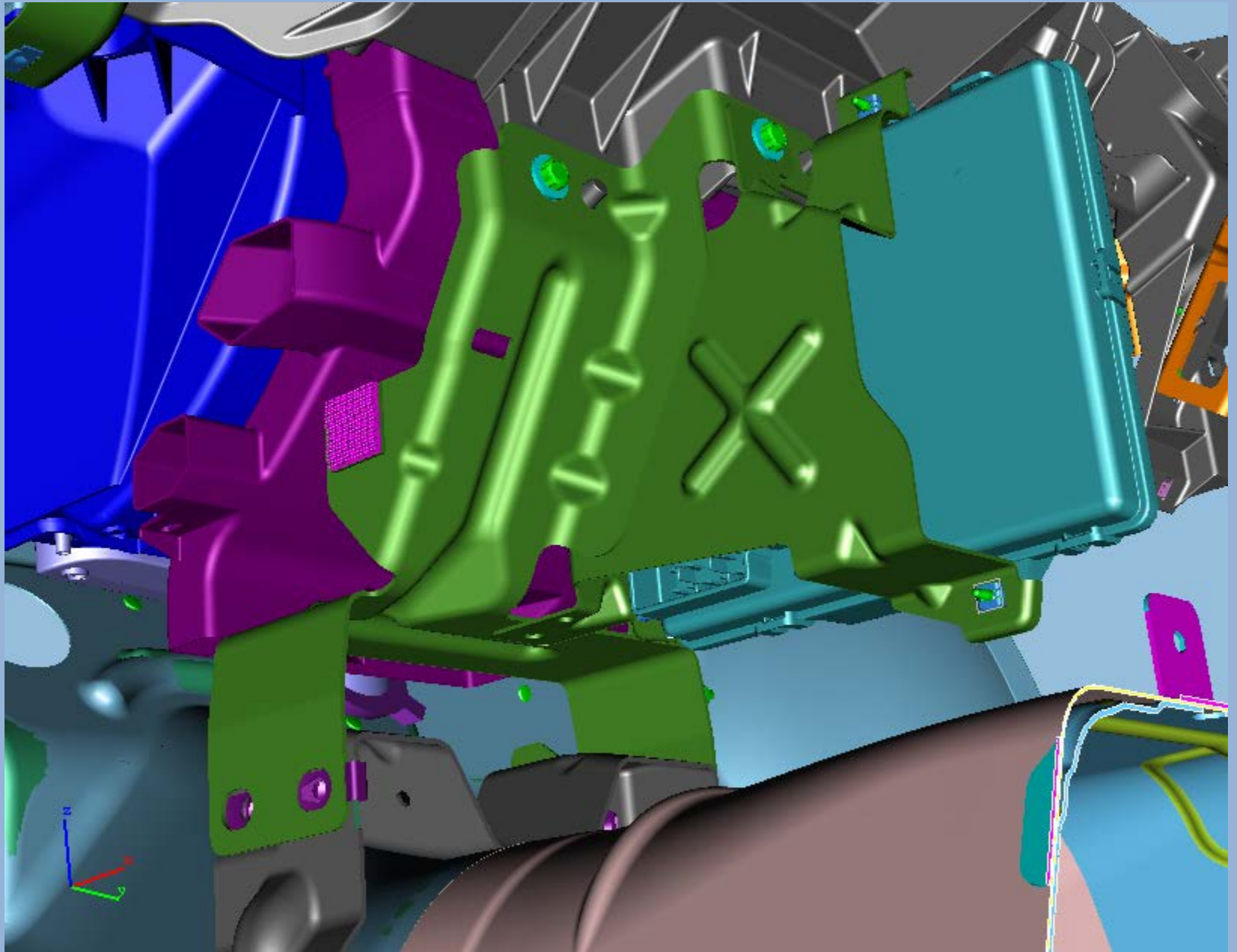












RQ13-001

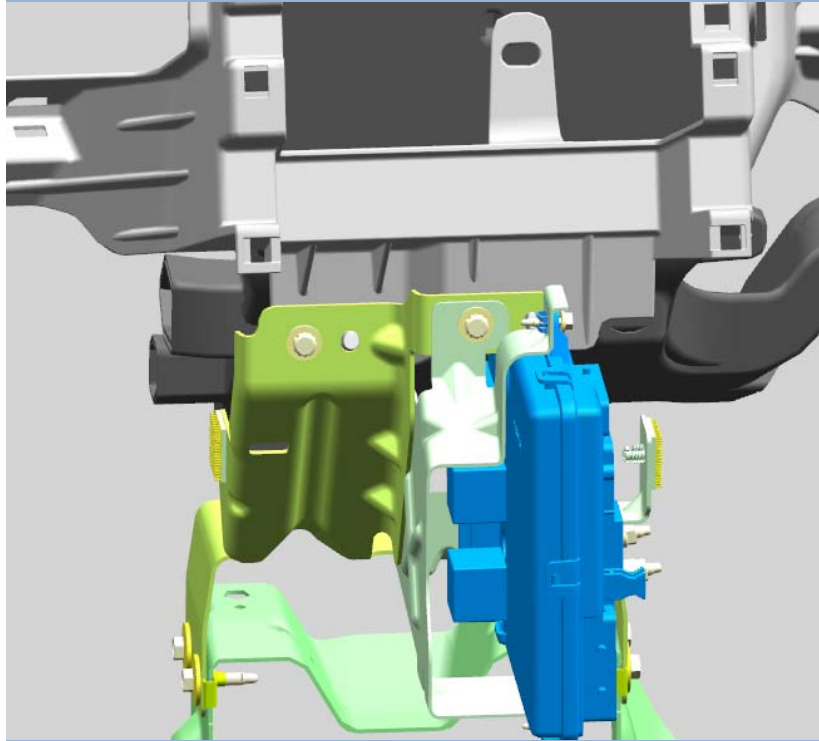
GM

4/17/2013

Q 08 A

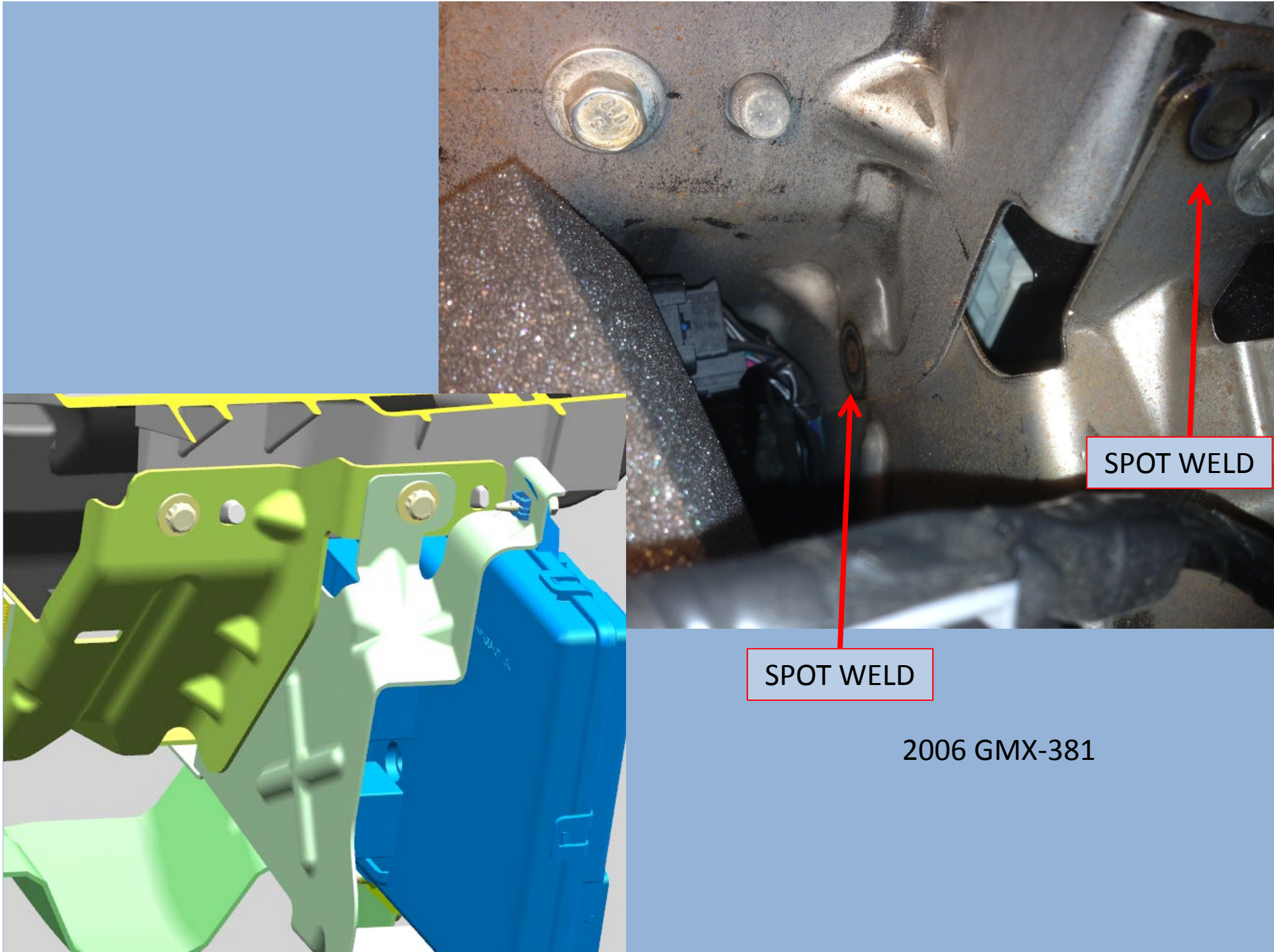
Mounting Bracket Welds





SPOT WELD

2006 GMX-381



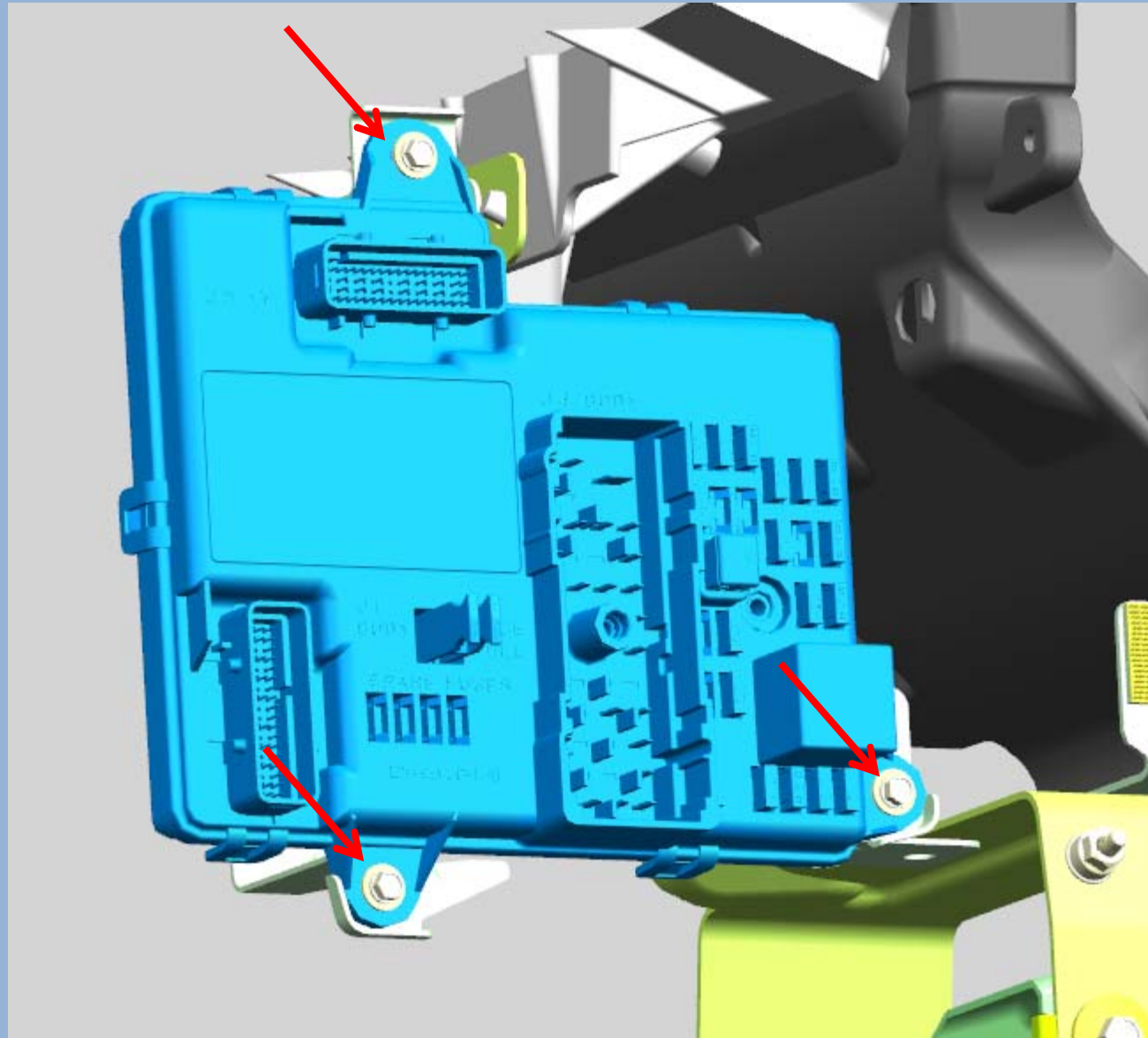
SPOT WELD

SPOT WELD

2006 GMX-381



## BCM FASTENERS (3 PLACES)



RQ13-001

GM

4/17/2013

Q 08 A

Q\_08\_G6 Stop Lamp ISR

28AUG12 915 am

## Intermittently Brake Lamps Do Not Function Correctly



**2005-2009MY Pontiac G6**

**Est. Population: 620,000 (27MAY04 – 23DEC08 wo Campaign pop)**

**Est. Cost: \$TBD**

**Condition:** Fretting corrosion in the Body Control Module connector (C2 or X2) causes an increase in resistance that results in a reduction of Brake Apply Sensing (BAS) signal voltage to the BCM. Brake pedal status information affects the operation of brake lamps, cruise control, brake shifter interlock, and stability control systems.

**Effect of the Condition:** This results in erratic brake pedal status information. A driver in a following vehicle may not be able to discern the braking status of the vehicle in front of them. Operators whose vehicles have this condition may notice that the cruise control will not engage and the brake pedal requires additional travel to remove the gear shift mechanism from PARK. Additionally, the transmission converter clutch will not engage.

### **Technical Root Cause:**

Three conditions for fretting corrosion to occur: (1) Low normal terminal retention force. (2) Low energy circuit (i.e. low voltage and current) (3) Relative movement between the female and male terminals.

**Potential Field Action Category:** TBD

**Discovery** On September 15, 2008, NHTSA ODI opened PE investigation with 9 VOQs. On January 28, 2009, GM notified NHTSA that GM is conducting safety campaign for 8,012 vehicles built in January 2005 for 2005MY and 2006MY.

## **Intermittently Brake Lamps Do Not Function Correctly**

**Potential Field Remedy:** Apply dielectric lubricant (clear gel) on all the BCM C2 connector pins. Apply with a one-inch nylon bristle brush. (this will treat the pins against fretting corrosion).

### **Frequency:**

Month of Build January 2005 36 MIS = 34.8 IPTV Campaigned.

Other Months of Build for the subject population at 36 MIS = 5- 24 IPTV

See updated IPTV vs. MOB graph for non-campaigned vehicles.

### **Immediate Improvement /Containment**

Technical Service Bulletin 08-05-22-009 was issued to apply the lubricant on the BCM terminal as of 12/4/2008.

Dielectric lubricant is applied by Cockpit supplier Inteva for G6 as of 11/18/2008.

There are three EWOs that started to implement the Nye Gel for production. The start date for these EWOs are 23MAR09 for Malibu and G6 and 24MAR09 for Aura. To expedite the EWOs, TWOs were issued starting 28JAN09.

TWO	Plant	Platform	Initiate Date	ECS Date	WO Action	MY
1050553	Fairfax	Malibu Aura	22OCT08	28JAN09	Apply Nye Gel to the IBCM J-2 connector pins.	2009
1050104	Orion	G6 Malibu	21OCT08	28JAN09	Apply Nye Gel to the IBCM J-2 connector pins.	2009
1075387	Orion&Fairfax	G6 Malibu Aura	12JAN09	25FEB09	Continue Nye Gel application to 2010MY	2009-2010

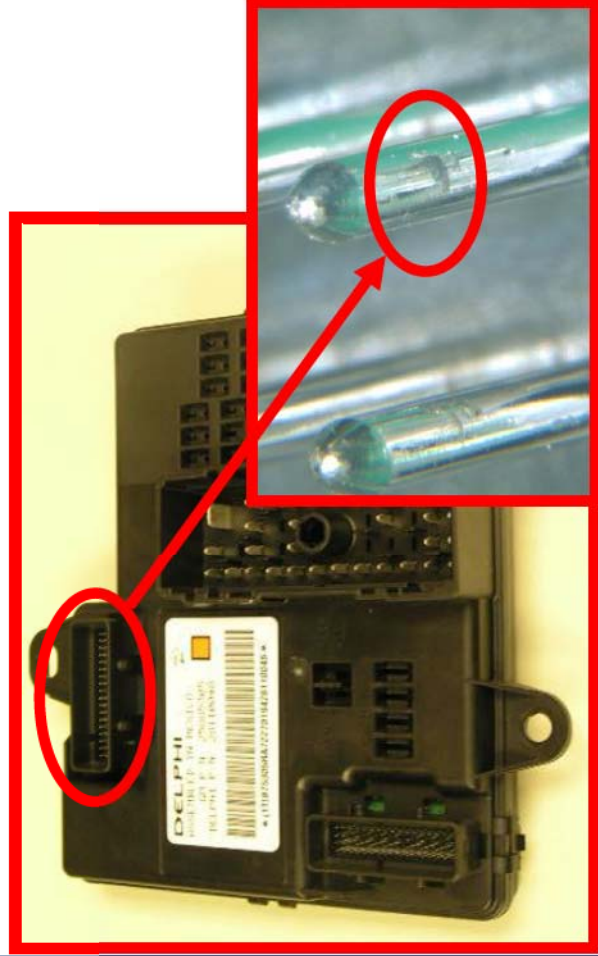
### **Responsibility**

GM and Delphi Engineering



## Intermittently Brake Lamps Do Not Function Correctly

**Condition:** Certain fretting corrosion in the Body Control Module connector causes an increase in resistance that results in a lower BAS signal voltage to the BCM.

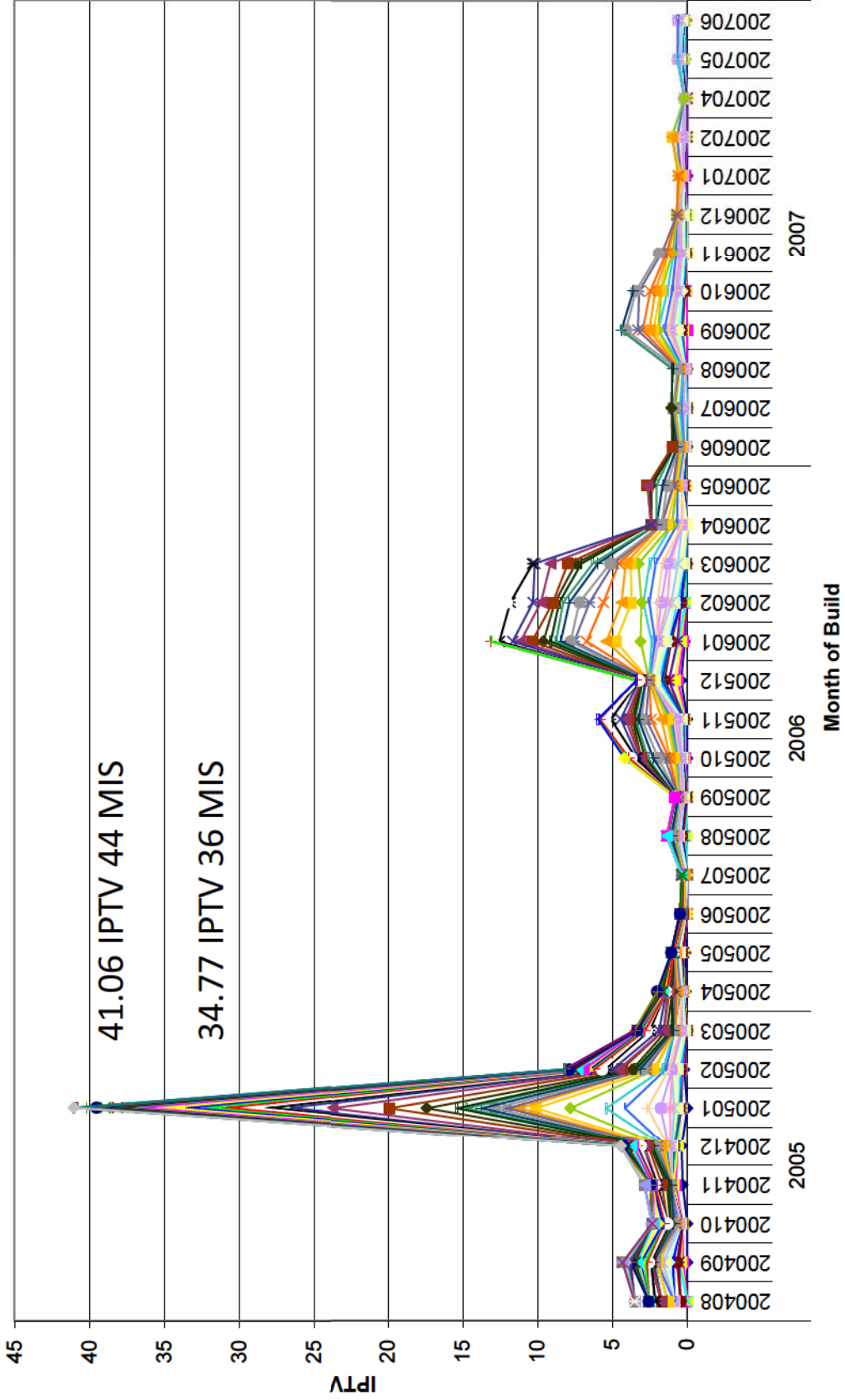


**Potential Field Action:** Apply dielectric lubricant (clear gel) on all the BCM C2 connector pins. Apply with a one-inch nylon bristle brush. (this will treat the pins against fretting corrosion).



# Intermittently Brake Lamps Do Not Function Correctly

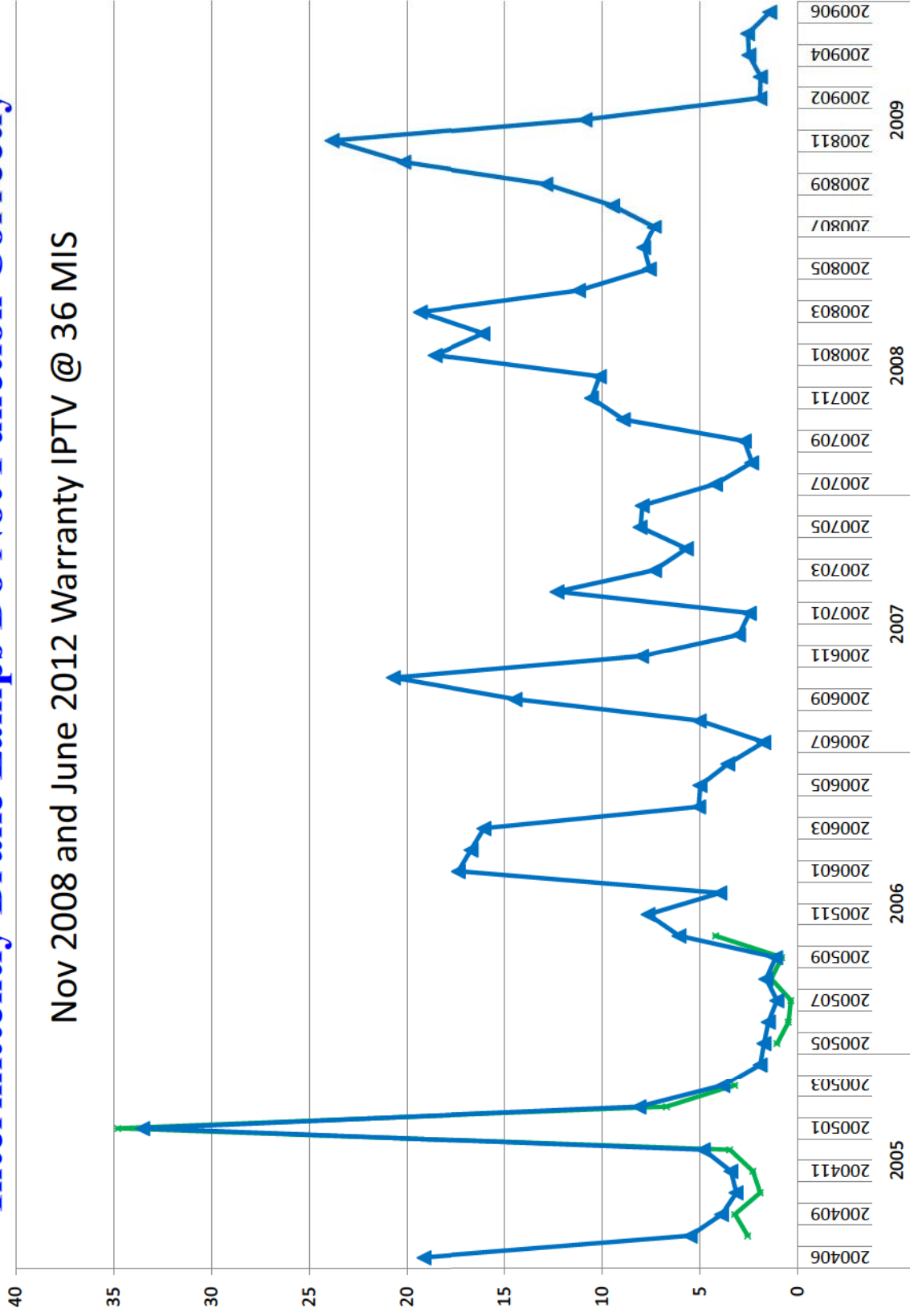
2005 – 2007MY G6 Intermittent Stop Lamp Warranty  
This was reviewed in November 2008





# Intermittently Brake Lamps Do Not Function Correctly

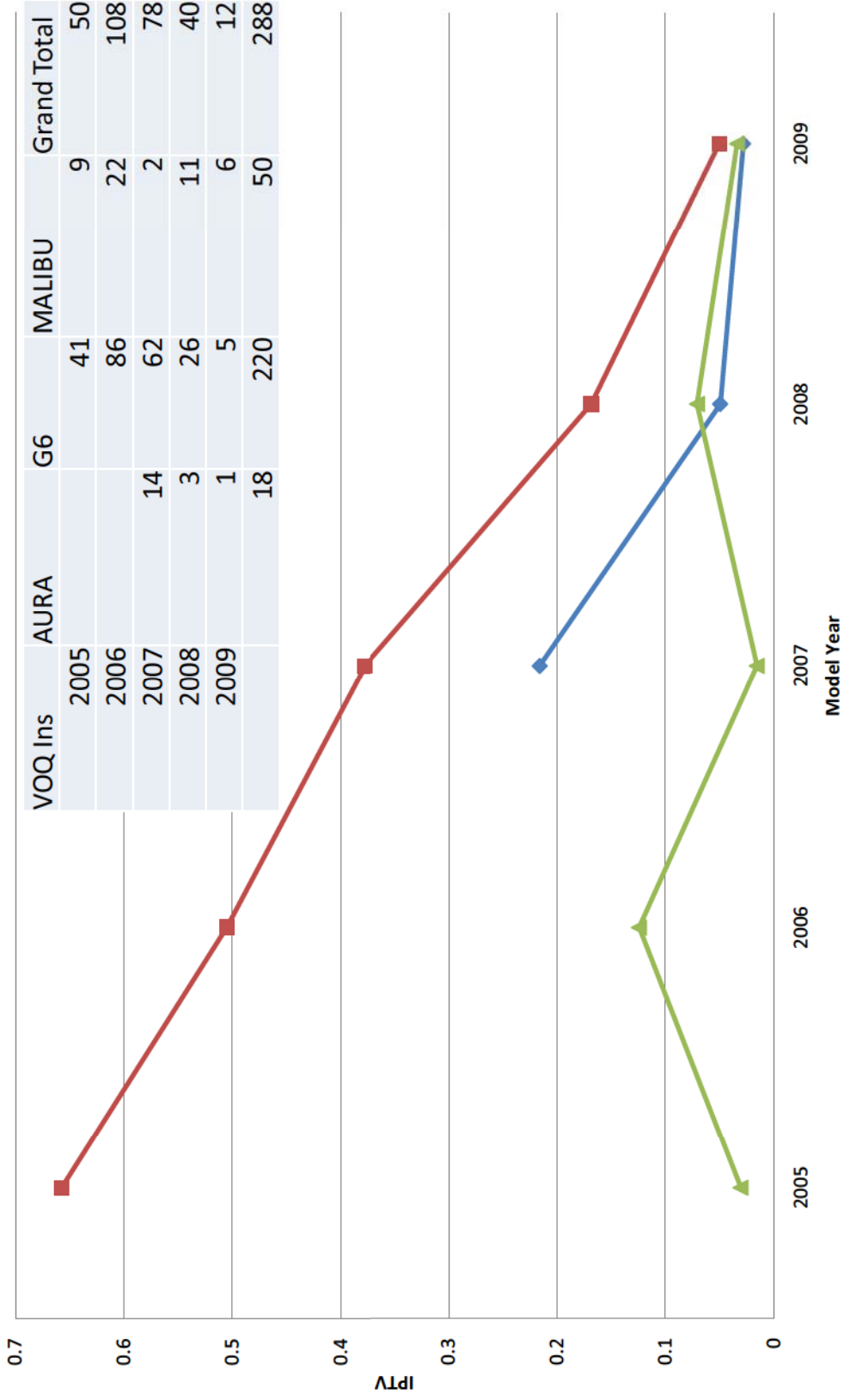
Nov 2008 and June 2012 Warranty IPTV @ 36 MIS



# Intermittently Brake Lamps Do Not Function Correctly

2005-09MY G6, Malibu and 2007-09MY Aura

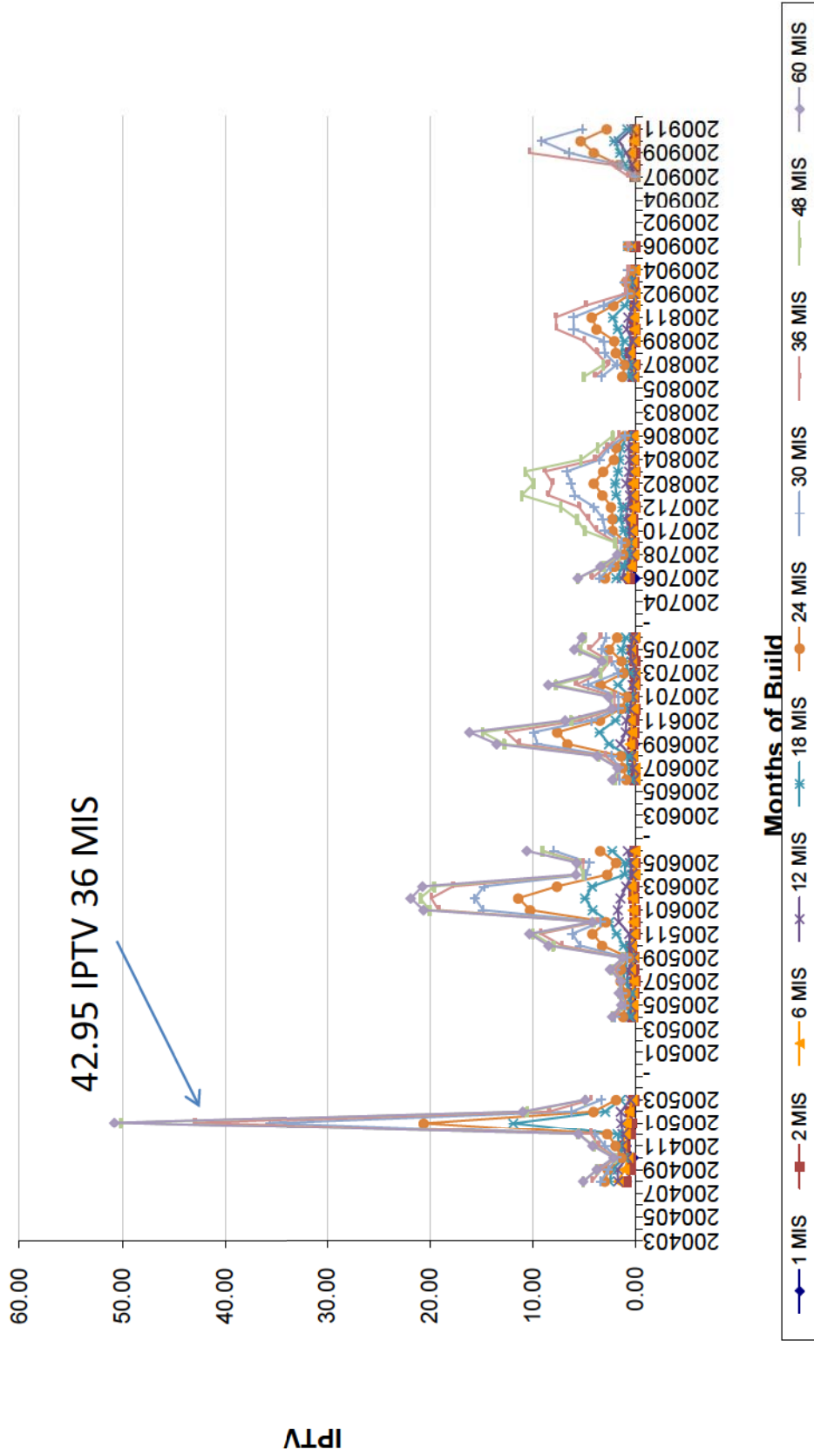
Stop Lamp VOQ IPTV for US only



# Intermittently Brake Lamps Do Not Function Correctly

2005-2009MY Pontiac G6 Stop Lamp

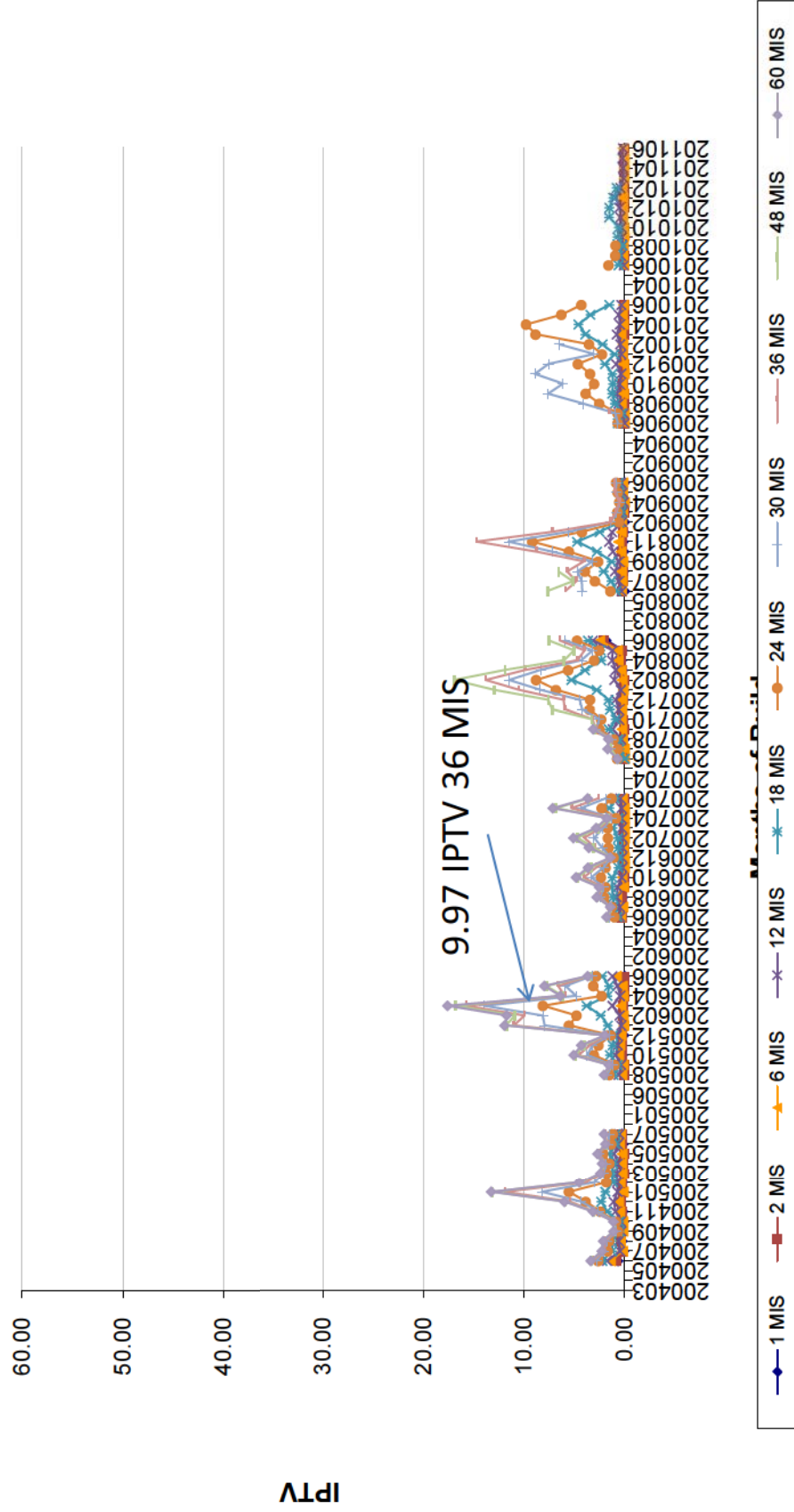
H2642 Brake Pedal Position Sensor Replacement Warranty IPTV in Month of Build



# Intermittently Brake Lamps Do Not Function Correctly

2005-2011MY Chevrolet Malibu Stop Lamp

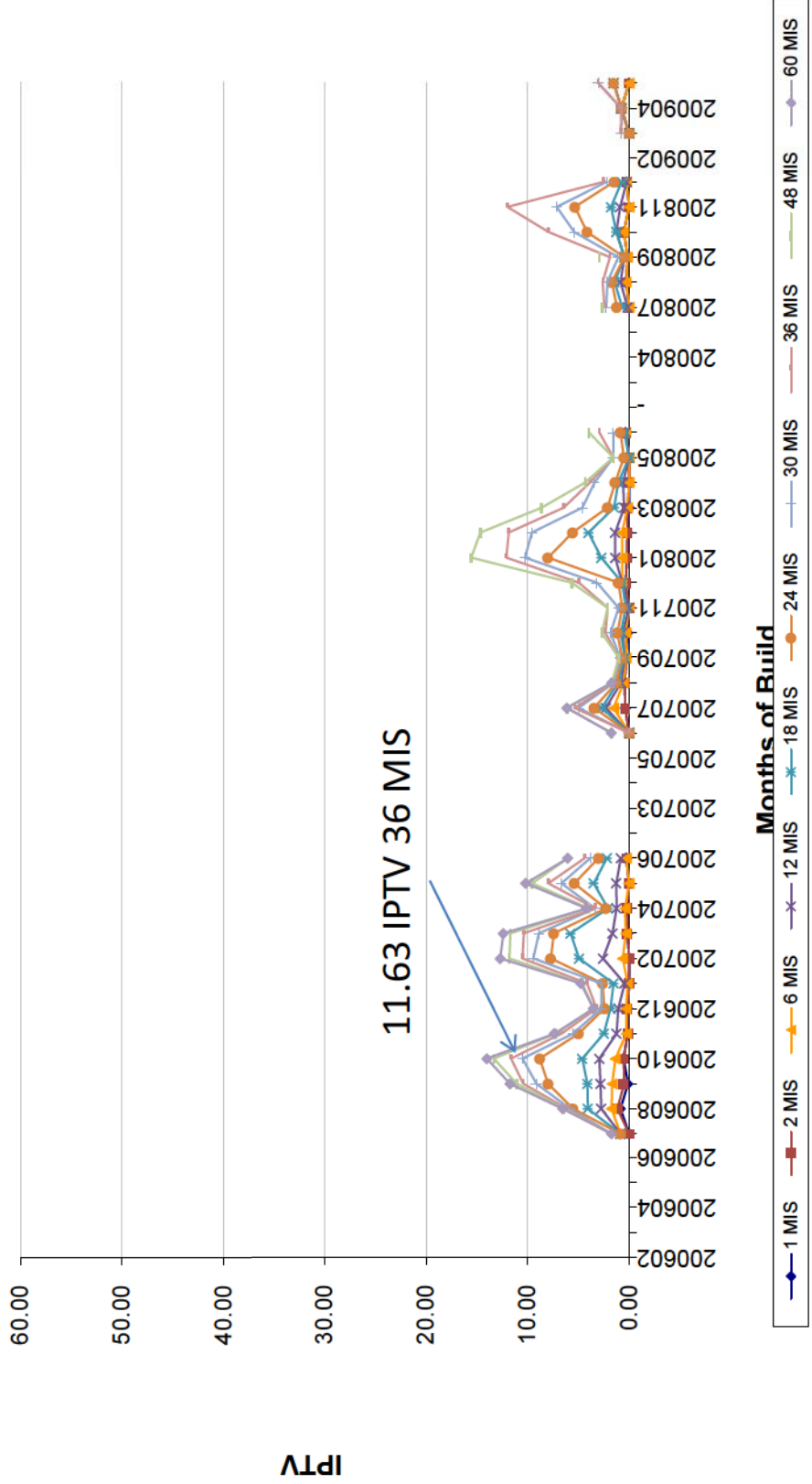
H2642 Brake Pedal Position Sensor Replacement Warranty IPTV in Month of Build



# Intermittently Brake Lamps Do Not Function Correctly

2007-2009MY Saturn Aura Stop Lamp

H2642 Brake Pedal Position Sensor Replacement Warranty IPTV in Month of Build



# Back-up

# *Brake Lamp Activation vs BAS Signal Voltage*

## BAS Signal Voltage

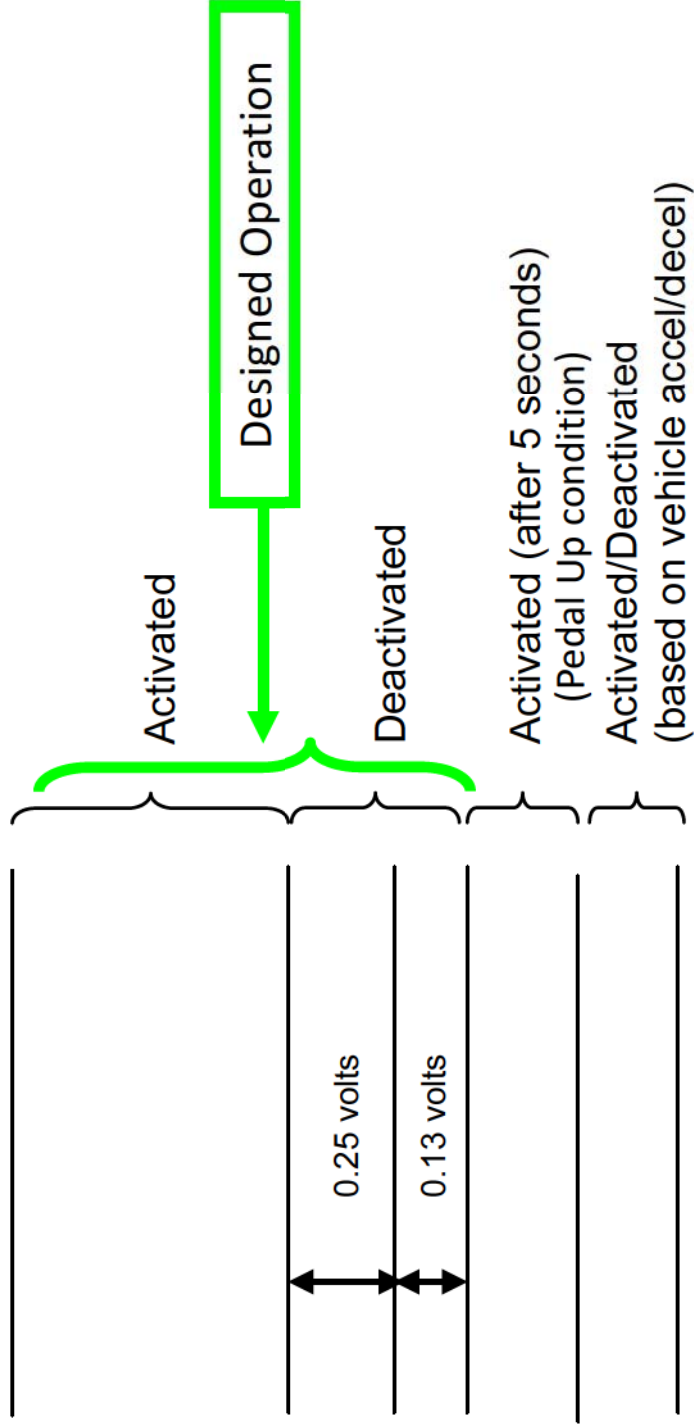
5.0 volts

Learned Home Position

0.49 volts

0 volts

## Brake Lamps

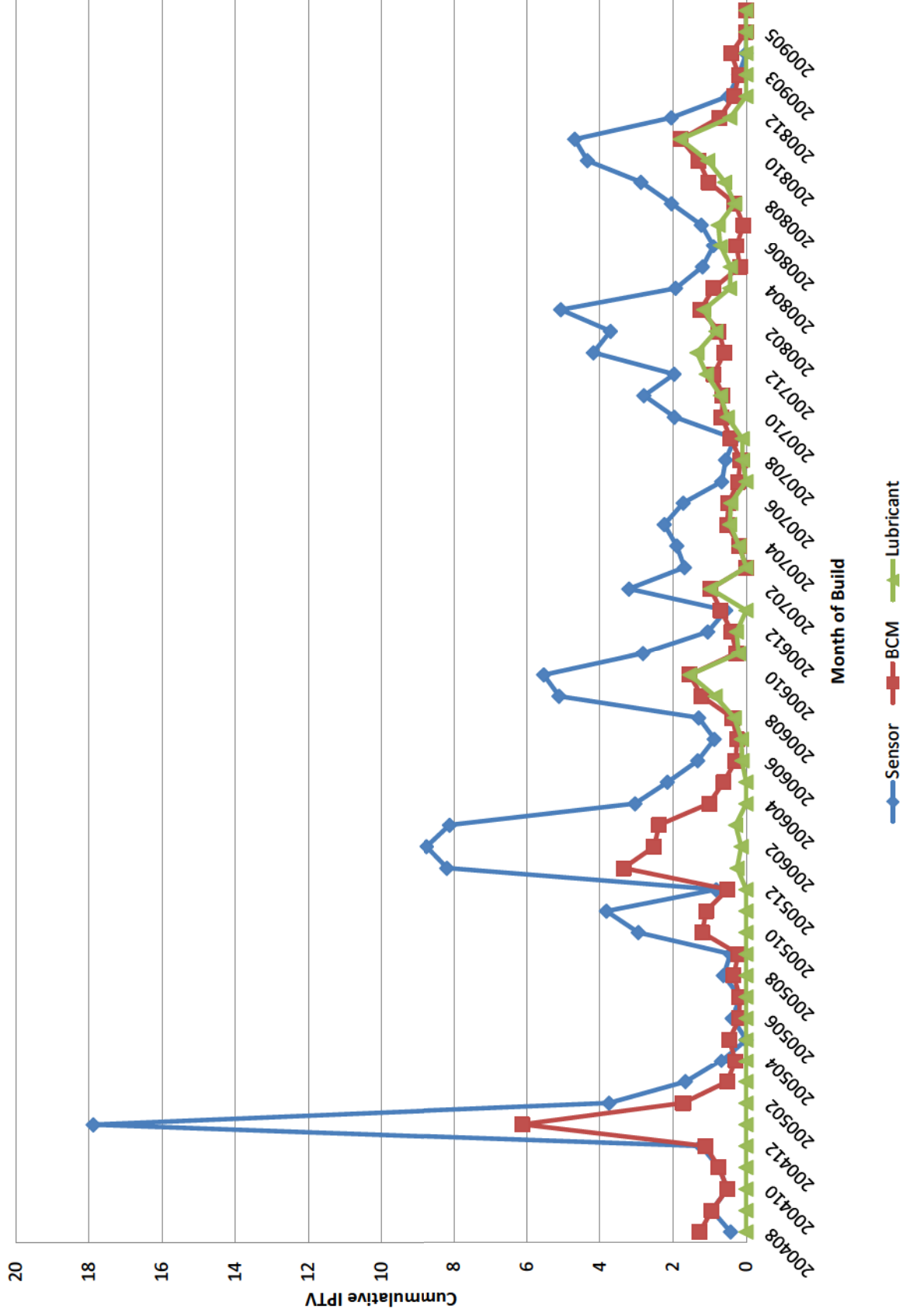


Designed Operation of Brake Sensor, BCM, and Brake Lamps





# G6 claims by part number in 36 MIS



# Intermittently Brake Lamps Do Not Function Correctly Population

2005 – 2009MY Pontiac G6: 619,000

Excluding campaign population (Jan 2005) and vehicles built after February 2009 (grease applied).

2005	54,443
2006	170,255
2007	164,260
2008	154,323
2009	75,484
Grand Total	618,765

2005 – 2009MY Epsilon: 1.7M

Population	Aura	G6	Malibu	Grand Total
2005		62,360	294,833	357,193
2006		170,338	176,916	347,254
2007	64,847	164,260	127,660	356,767
2008	60,717	154,323	155,225	370,265
2009	35,472	99,216	176,689	311,377
	161,036	650,497	931,323	1,742,856

# Intermittently Brake Lamps Do Not Function Correctly

## Chronology

- 9/15/2008 NHTSA ODI opened PE investigation with 9 VOQs
- 11/12/2008 GM responded and stated it is continuing its investigation
- 1/28/2009 GM notified NHTSA that GM is conducting safety campaign for 8,012 vehicles built in January 2005 for 2005MY and 2006MY.
- 1/30/2009 NHTSA closed the investigation stating that ODI's review of complaint rate for the January 2005 built month is 20 times greater than the remainder of the subject vehicle population and warranty rate is 11 times greater than the remainder of the subject vehicle population.
- June 2012 NHTSA requested GM to provide 2005-09MY G6 Brake Lamp Malfunction, Outside Recall information.



Closing Resume

## Intermittently Brake Lamps Do Not Function Correctly

### Systematic Root Causes

- 1) The connector used on this module is a legacy design with low terminal retention.
- 2) The BAS circuit operates at 5 volts and several milliamps of current.
- 3) The instrument panel harness branch that connects to the BCM is mounted ridged to the magnesium beam allowing relative movement between the BCM and the connector (under high vibration conditions).

{\* }

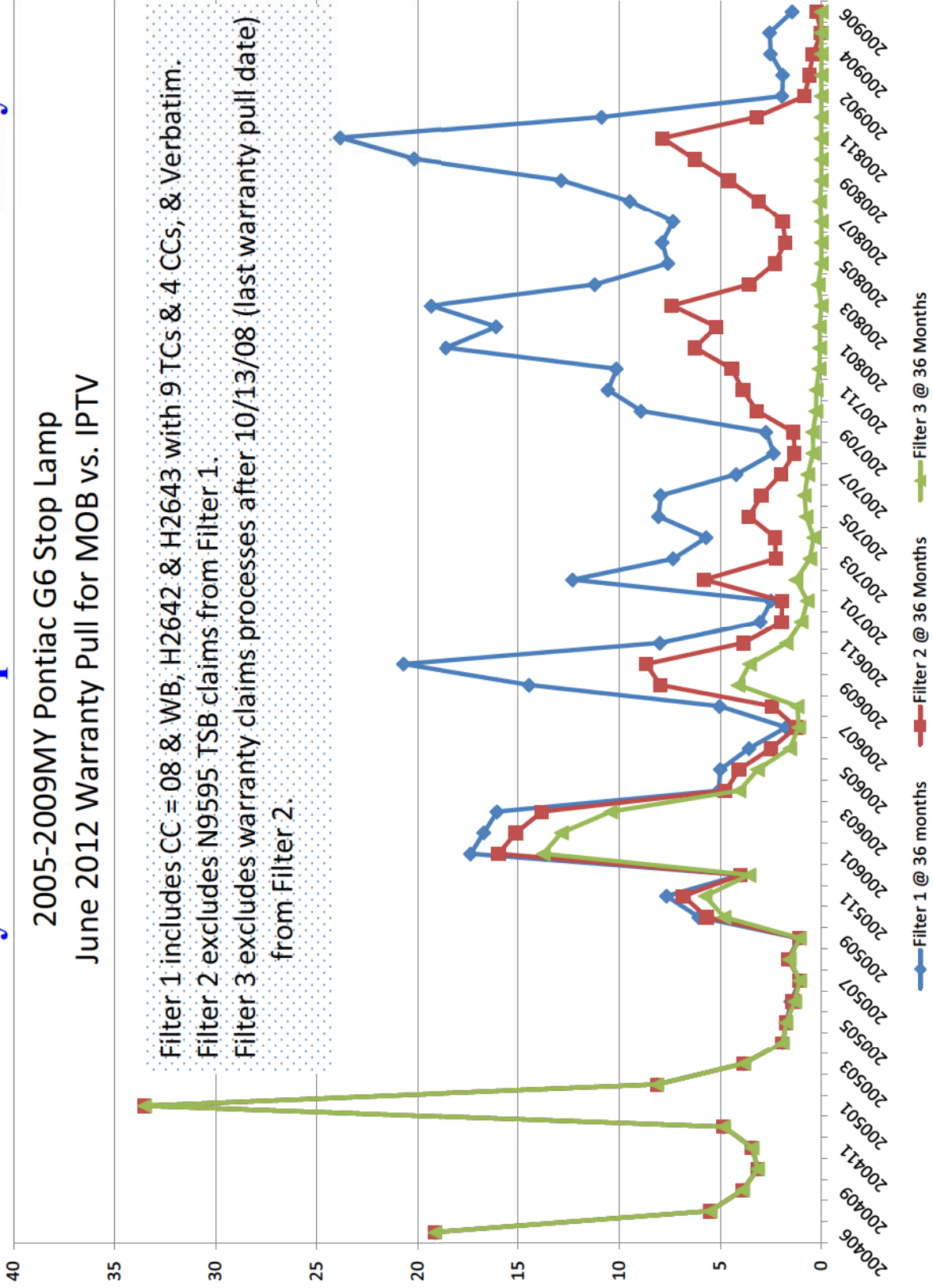
{\* }

{\* }

# Intermittently Brake Lamps Do Not Function Correctly

2005-2009MY Pontiac G6 Stop Lamp  
 June 2012 Warranty Pull for MOB vs. IPTV

Filter 1 includes CC = 08 & WB, H2642 & H2643 with 9 TCs & 4 CCs, & Verbatim.  
 Filter 2 excludes N9595 TSB claims from Filter 1.  
 Filter 3 excludes warranty claims processes after 10/13/08 (last warranty pull date) from Filter 2.

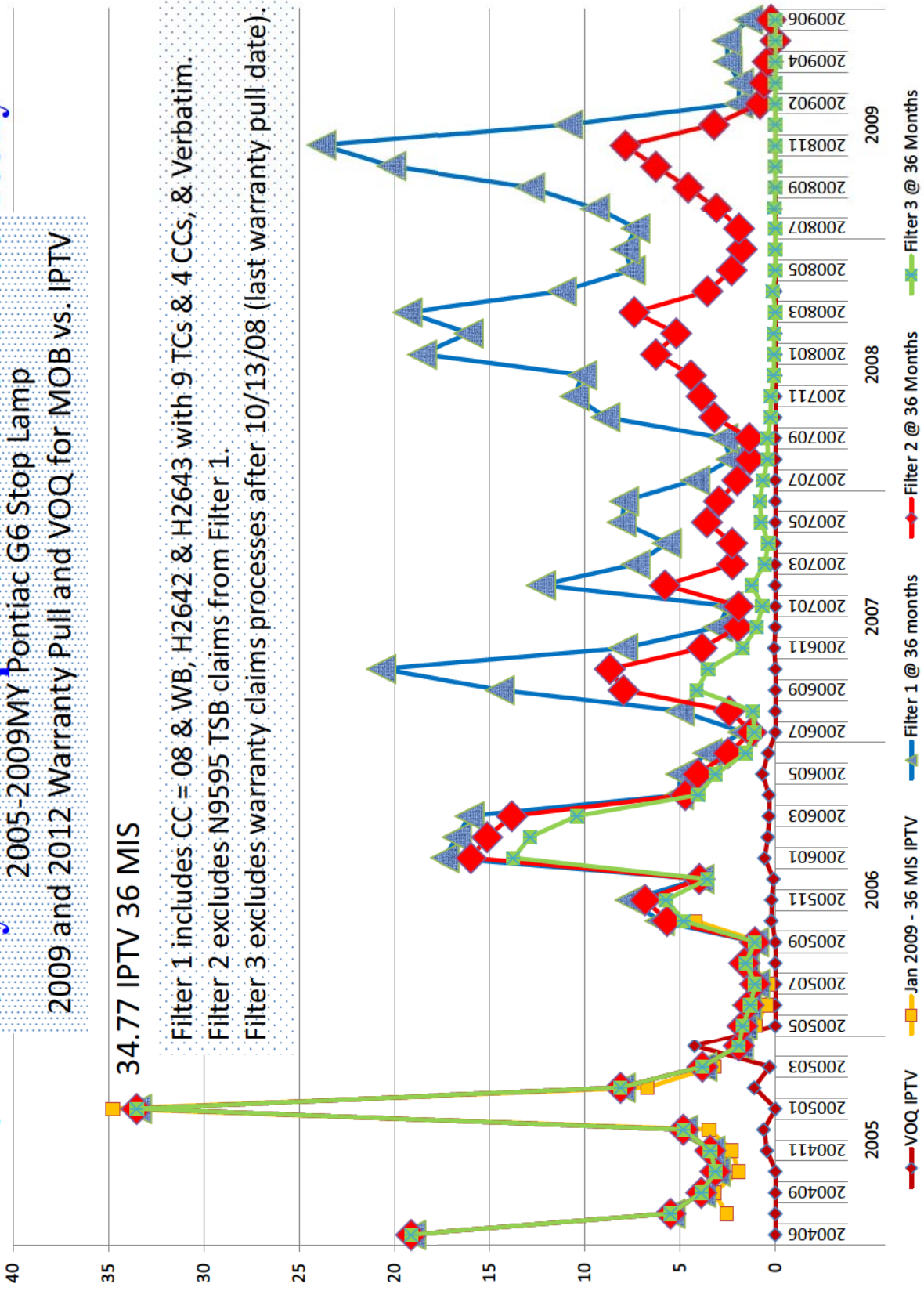


# Intermittently Brake Lamps Do Not Function Correctly

2005-2009MY Pontiac G6 Stop Lamp  
 2009 and 2012 Warranty Pull and VOQ for MOB vs. IPTV

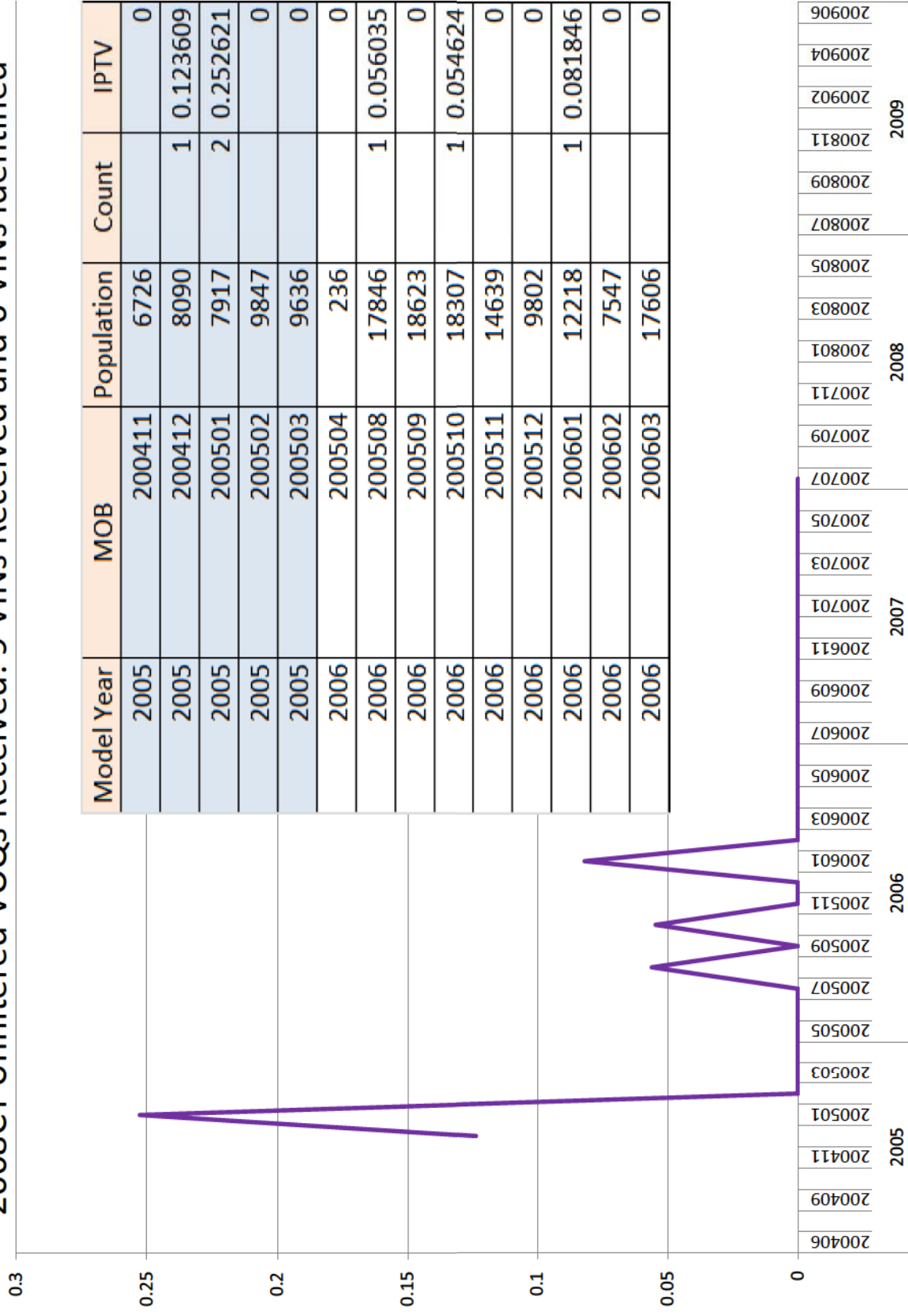
34.77 IPTV 36 MIS

- Filter 1 includes CC = 08 & WB, H2642 & H2643 with 9 TCs & 4 CCs, & Verbatim.
- Filter 2 excludes N9595 TSB claims from Filter 1.
- Filter 3 excludes warranty claims processes after 10/13/08 (last warranty pull date).





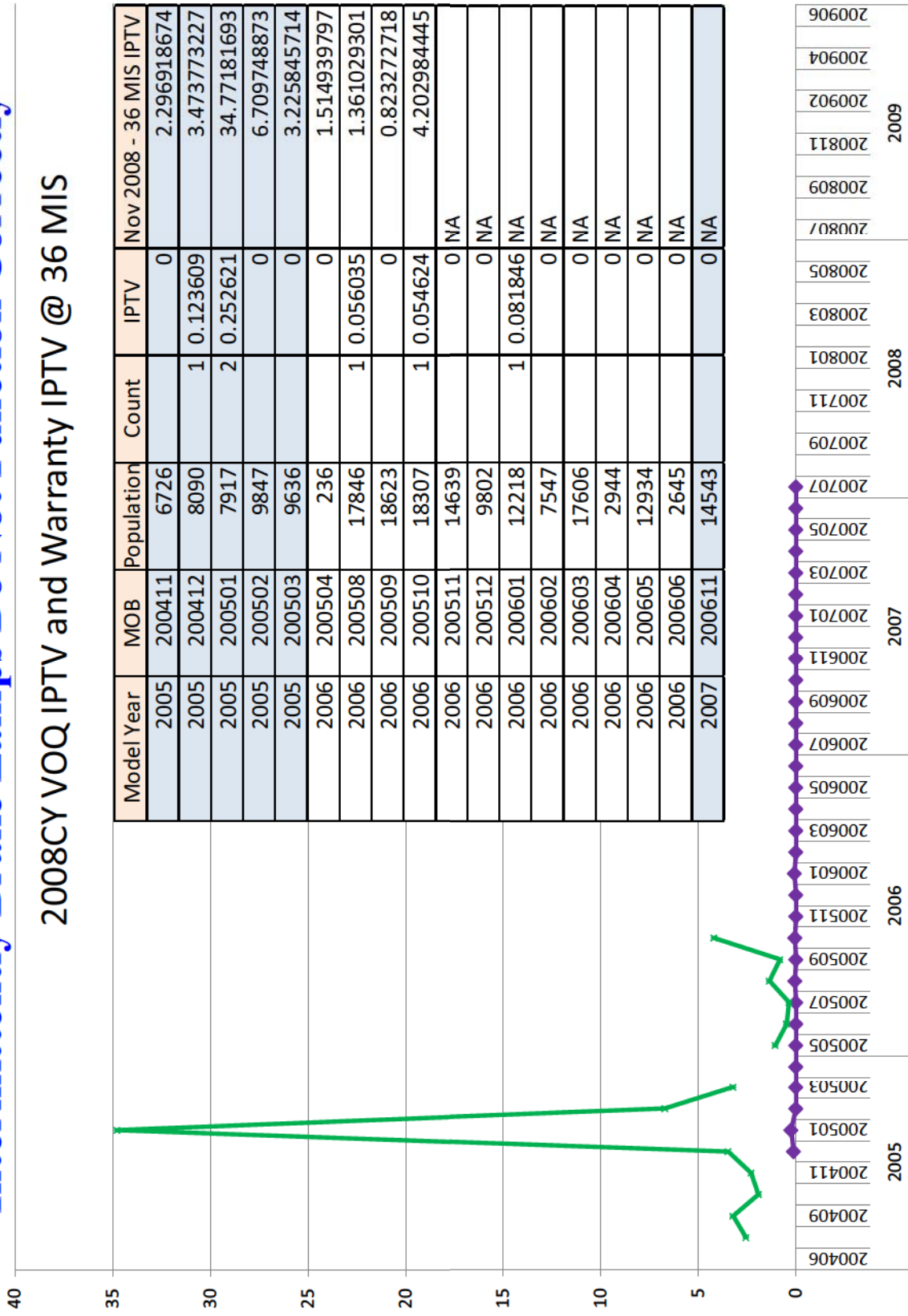
## 2008CY Unfiltered VOQs Received: 9 VINs Received and 6 VINs Identified



— Sep 2008 IPTV VOQ

# Intermittently Brake Lamps Do Not Function Correctly

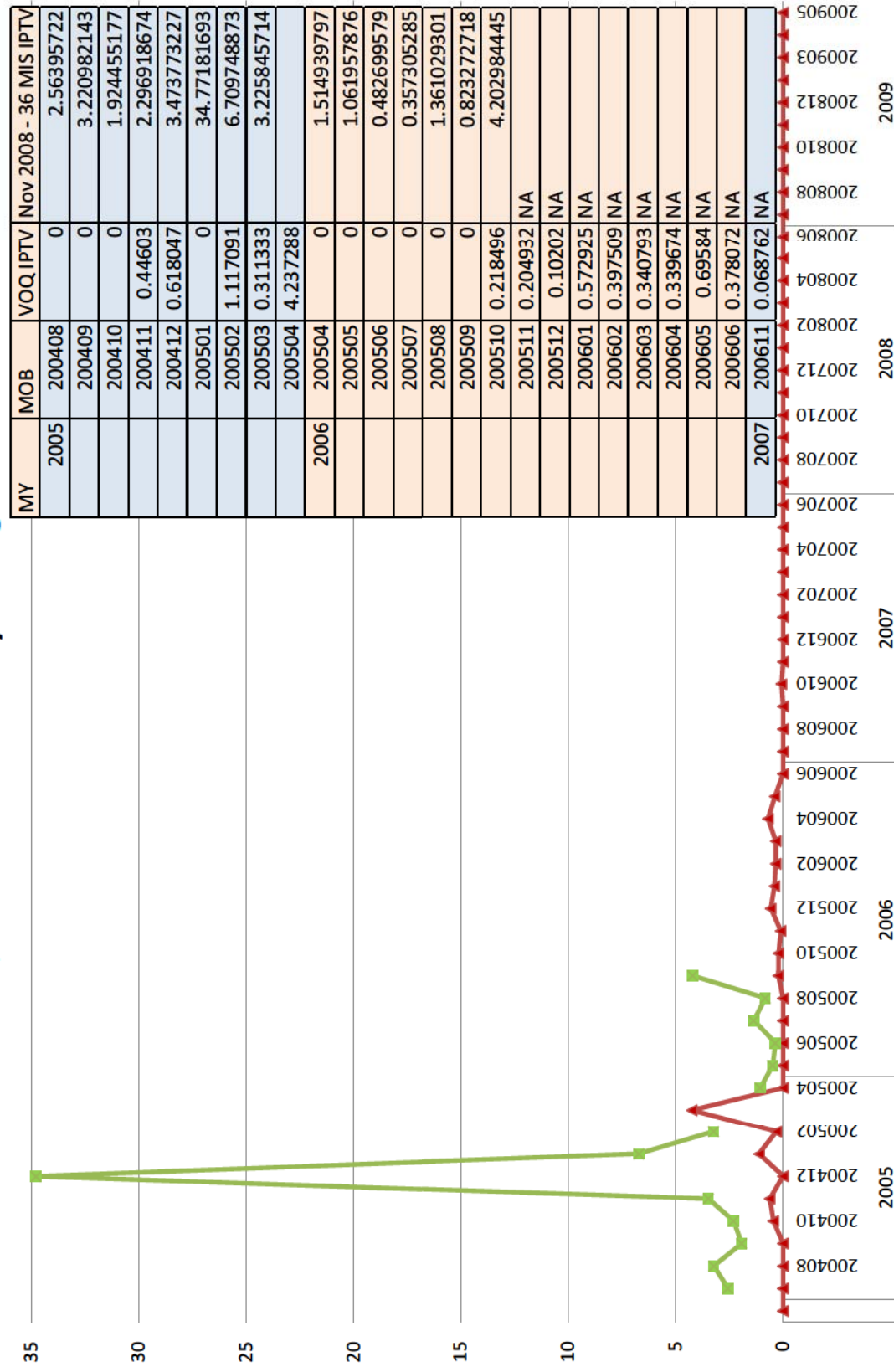
## 2008CY VOQ IPTV and Warranty IPTV @ 36 MIS



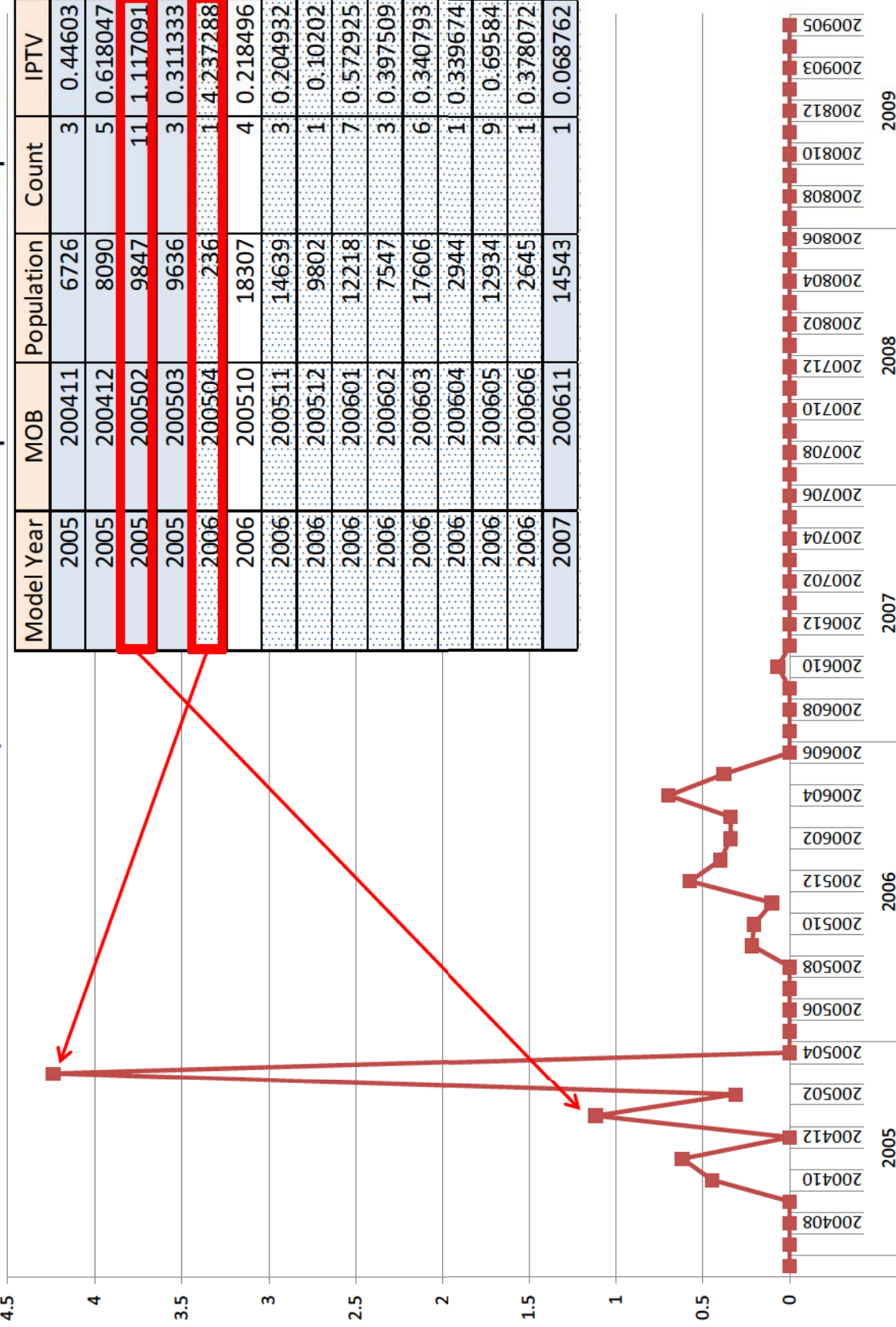


# Intermittently Brake Lamps Do Not Function Correctly

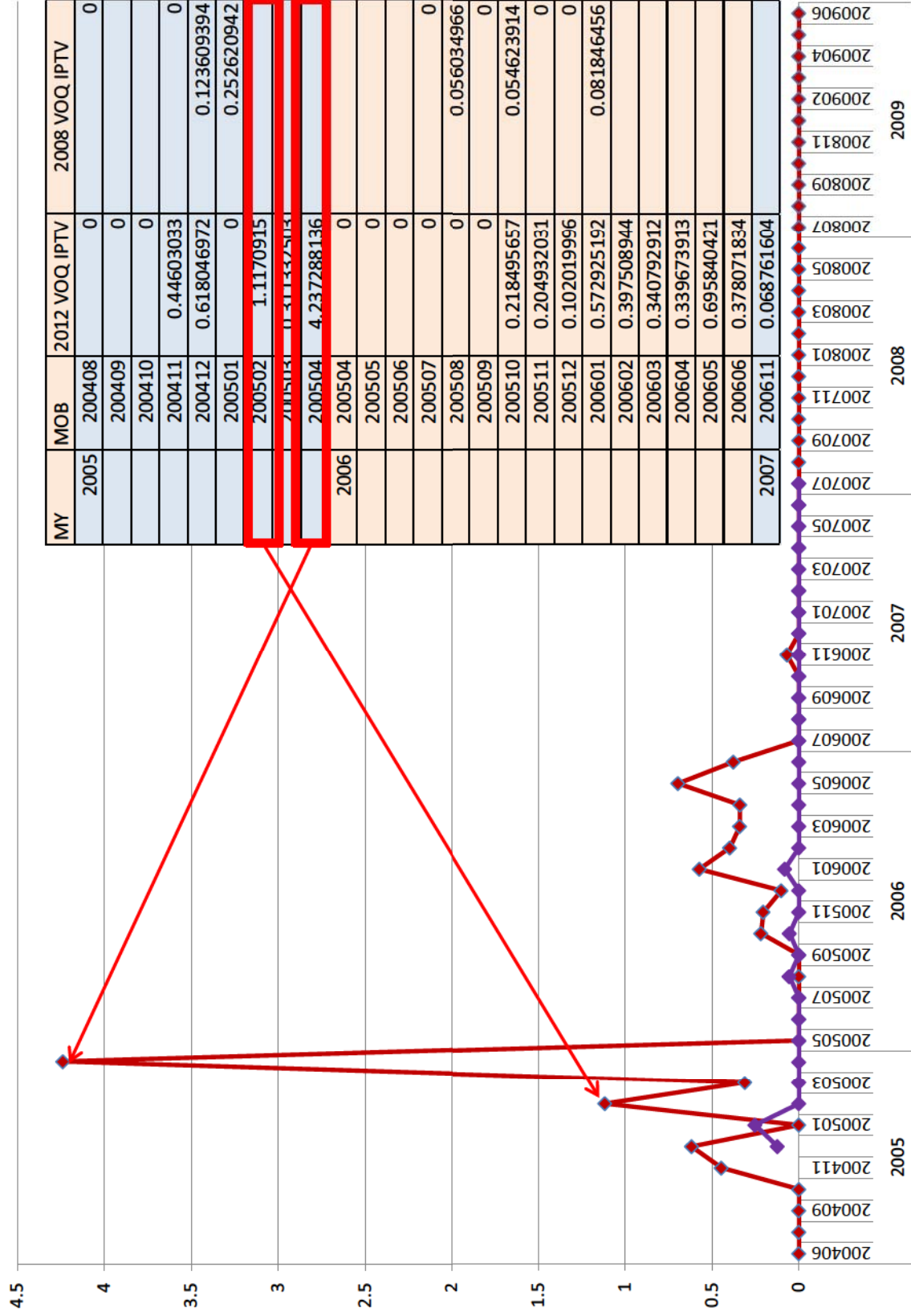
2012 VOQ and Nov 08 Warranty IPTV @ 36MIS Trend line



# 2012CY Unfiltered VOQs Received: 59 unique VINs and 1 duplicate

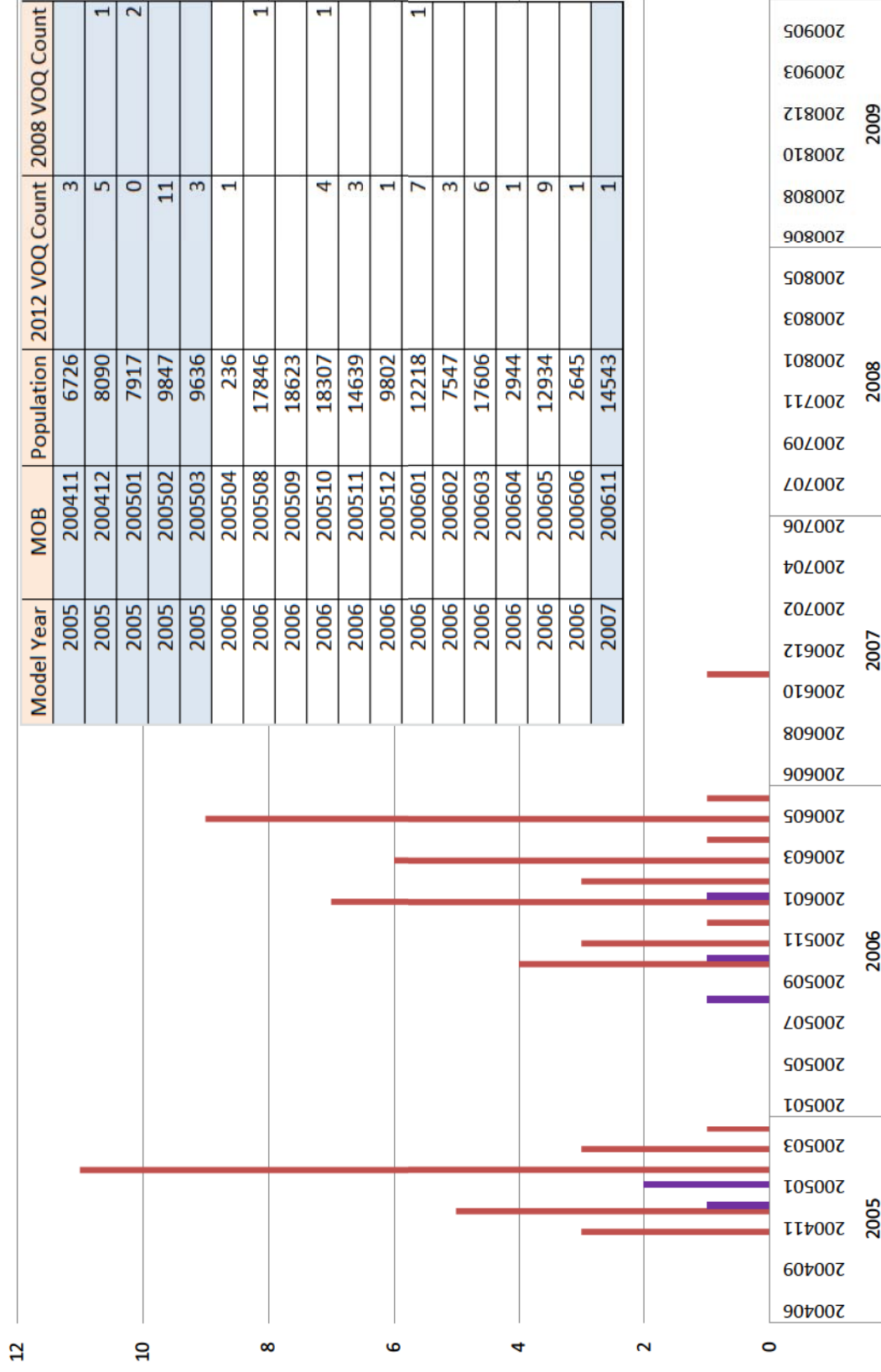


# Nov 2008 and June 2012 VOQ IPTV



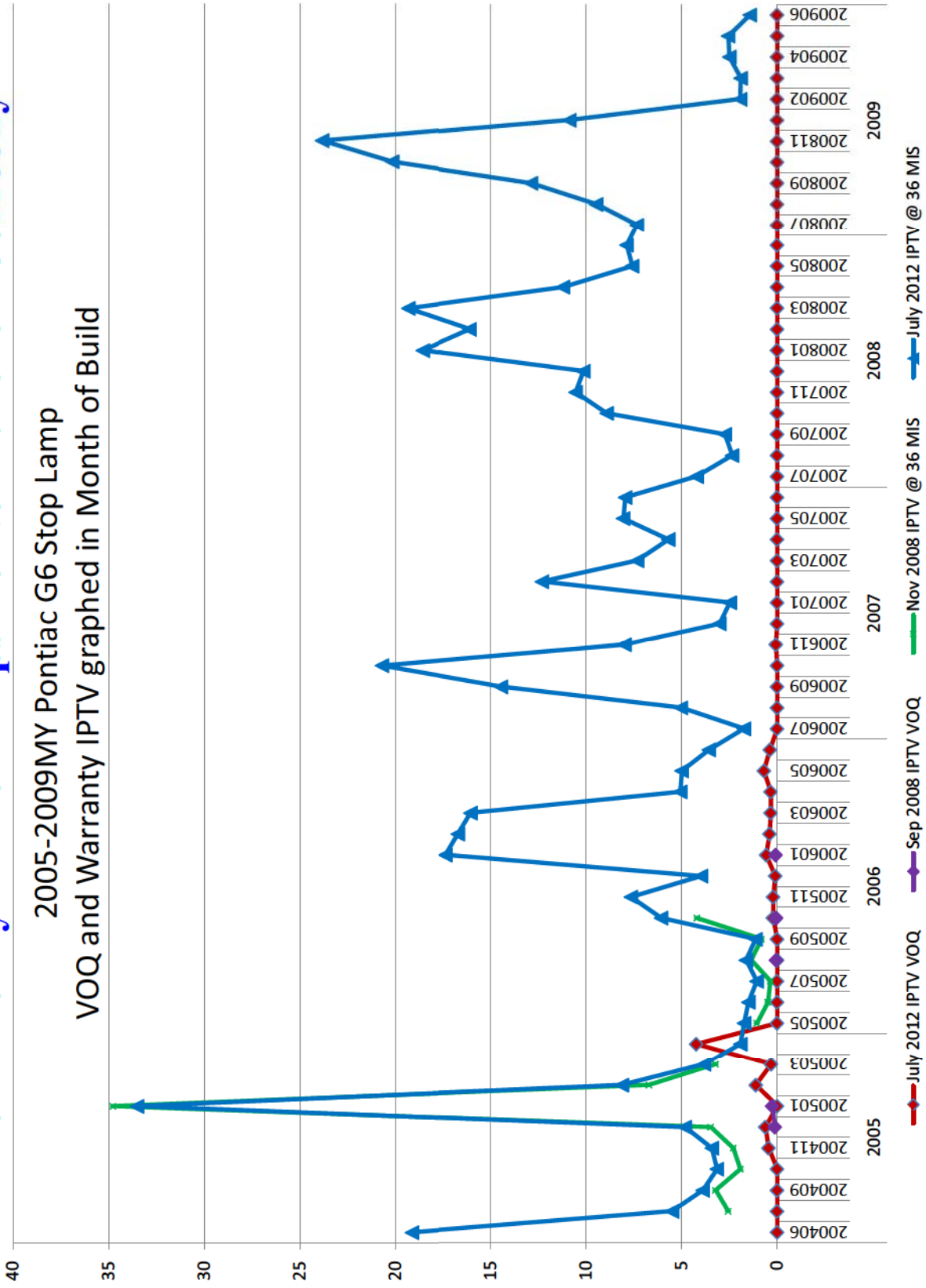
# Intermittently Brake Lamps Do Not Function Correctly

VOQ Count Comparison: 2008 (6) vs 2012 (59)



■ July 2012 VOQ Count ■ Nov 2008 VOQ Count

# Intermittently Brake Lamps Do Not Function Correctly



# 2012CY Update of G6 Stop Lamp Warranty Claims



# 2012CY Warranty Methodology

Started with 27,821	11,852 had correction-verbatim (42.6%)	
<u>Labor Code</u>	<u>Started (%)</u>	<u>Filtered (%)</u>
N4800 BCM	10,316 (37.1)	363 (20.7)
H2642 Sensor, Brake Pedal	4,643 (16.7)	1,203 (68.6)
H2643 Sensor, Brake & Accel	420 (1.5)	144 (8.2)
H2640 Pedal / Bushing	418(1.5)	7 (0.4)
H9991 Cust Concern NTF	8,531(30.7)	36 (2.1)
N9595 TSB	3,493 (12.6)	0
Total	27,821	1,753 (6.3)

# 2012CY Warranty Methodology

27,821 including 243 same day repair duplicates

- A. All claims with labor code N9595 were determined to be responsive to the alleged condition. 3,490
- B. All claims with customer codes 08 (Operation: Won't Turn Off) and WB (Warning Lights-Brake Lights) were determined to be responsive to the alleged condition unless the verbatim text indicated that the claim was unrelated. 20,167
- C. Warranty under labor codes H2642 (Sensor, Brake Pedal Position – Replace) and H2643 (Brake and Accelerator Pedal Adjuster Switch Replacement) with the trouble codes in Table 2.7 and customer codes in Table 2.8 were determined to be responsive unless the verbatim indicated that the claim was unrelated to the alleged condition.
- D. The verbatim of the remaining claims were then read and a claim was determined to be responsive if the verbatim related to loss/malfunction of the brake/stop lamps.
- E. The vehicle claims processed after 10/13/08 are excluded to compare with the original data. 2,168
- F. All claims for vehicles covered by General Motors recall 08317 were excluded. 6/25/12 Status Affected: 8,012 Completed: 5,707 % Completion: 71.2% 1,753



# 2009CY Update Methodology

Started with 8,978

2,362 had verbatim (26.3%)

<u>Labor Code</u>	<u>Started (%)</u>	<u>Filtered (%)</u>
N4800 BCM	6,758 (75.3)	274 (17.5)
H2642 Sensor, Brake Pedal	1,984 (22.1)	1,157 (74)
H2643 Sensor, Brake & Accel	227 (2.5)	125 (8)
H2640 Pedal / Bushing	6 (0)	6 (0.4)
H9991 Cust Concern NTF	3 (0)	3 (0.2)
Total	8,978	1,565 (17.4)

# 2009CY Update Methodology

For the subject vehicles, the regular warranty, goodwill warranty, and MIC service contract claims with stop lamp malfunction are summarized by model and model year in Table 5-1. For the subject vehicles the UWC service contract claims with indication of stop lamp malfunction are summarized by model and model year in Table 5-2. A summary of the warranty claims, including the information requested in 5(a-k), is provided on the ATT\_1\_GM disk; folder labeled "Q\_05:" refer to the Microsoft Access 2000 file labeled "Q\_05\_WARRANTY DATA." A list of the labor codes, customer complaint codes and trouble codes used to collect the warranty data is provided in response to item No. 6.

MAKE/MODEL	Type	2005 MY	2006 MY	2007 MY	TOTAL
Pontiac G6	Regular	579	754	232	1,565
Pontiac G6	MIC	43	25	2	70

TABLE 5-1: REGULAR WARRANTY AND MIC SERVICE CONTRACT CLAIMS WITH STOP LAMP MALFUNCTION

MAKE/MODEL	Type	2005 MY	2006 MY	2007 MY	TOTAL
Pontiac G6	UWC	0	3	0	3

TABLE 5-2: UWC SERVICE CONTRACT CLAIMS

SOURCE SYSTEM	LAST DATE GATHERED
GART - regular warranty	13 Oct 08
MIC - service contract claims	14 Oct 08
UWC - service contract claims	23 Sept 08

TABLE 5-3: DATES PULLED

# 2009CY Update Methodology

8,969

The GM Global Analysis and Reporting Tool (GART-regular warranty) regular warranty database and the Motors Insurance Corp (MIC) service contract claims database were searched using the labor codes that may be related to the alleged defect, listed in Table 6-1. Universal Warranty Corporation (UWC) does not use labor codes or trouble codes.

The following process was used to sort these claims:

- 544 All claims with customer codes shown in Table 6-2 were determined to be responsive unless the verbatim indicated that the claim was unrelated.
- 6,800 Warranty under labor codes H2642 (Sensor, Brake Pedal Position – Replace) and H2643 (Brake and Accelerator Pedal Adjuster Switch Replacement) with the trouble codes in Table 6-3 and customer codes in Table 6-4 were determined to be responsive unless the verbatim indicated that the claim was unrelated.
- 60 The verbatims of the remaining claims were then read and the claim was determined to be responsive if the verbatim related to the alleged defect.

1,565

# 2009CY Update Methodology

LABOR CODE	DESCRIPTION:
H2642	Sensor, Brake Pedal Position - Replace
H2643	Brake and Accelerator Pedal Adjuster Switch Replacement
N4800	Body Control Module Replacement
H2640	Pedal And/Or Bushing, Brake - R&R Or Replace
H9991	Customer Concern Not Duplicated
N2700	Switch, Stop Lamp - Adjust
Z1241	Personal Property Damage
Z1242	RPR/Reimbursement-Product Allegation
Z1243	Inspection-Product Allegation Resolution

TABLE 6-1 LABOR CODES USED IN WARRANTY AND MIC SEARCH

CUSTOMER CODE	DESCRIPTION:
O8	OPERATION: WON'T TURN OFF
WB	WARNING LIGHTS: BRAKE LIGHT

TABLE 6-2 CUSTOMER CODES USED IN WARRANTY AND MIC SORTING

TROUBLE CODE	DESCRIPTION:
1D	BROKEN
6C	COMPONENT-INOPERATIVE
6D	COMPONENT -INTERMITTENT
6F	COMPONENT -OPEN
3A	MISADJUSTED
9Z	NO TROUBLE FOUND
3L	OUT OF CALIBRATION
3X	REGISTERS INCORRECTLY
6N	CONNECTOR - PARTIAL CONNECTED

TABLE 6-3 TROUBLE CODES USED IN LABOR CODE H2642 AND H2643 WARRANTY AND MIC SORTING

CUSTOMER CODE	DESCRIPTION:
OG	OPERATION: EXCESS EFF (EXCESS PLAY)
OJ	OPERATION: INOPERATIVE (HARSH)
OF	OPERATION: ENGAGE/DIS(EXCESS EFF)
O7	OPERATION: NO MAINTAIN ADJ

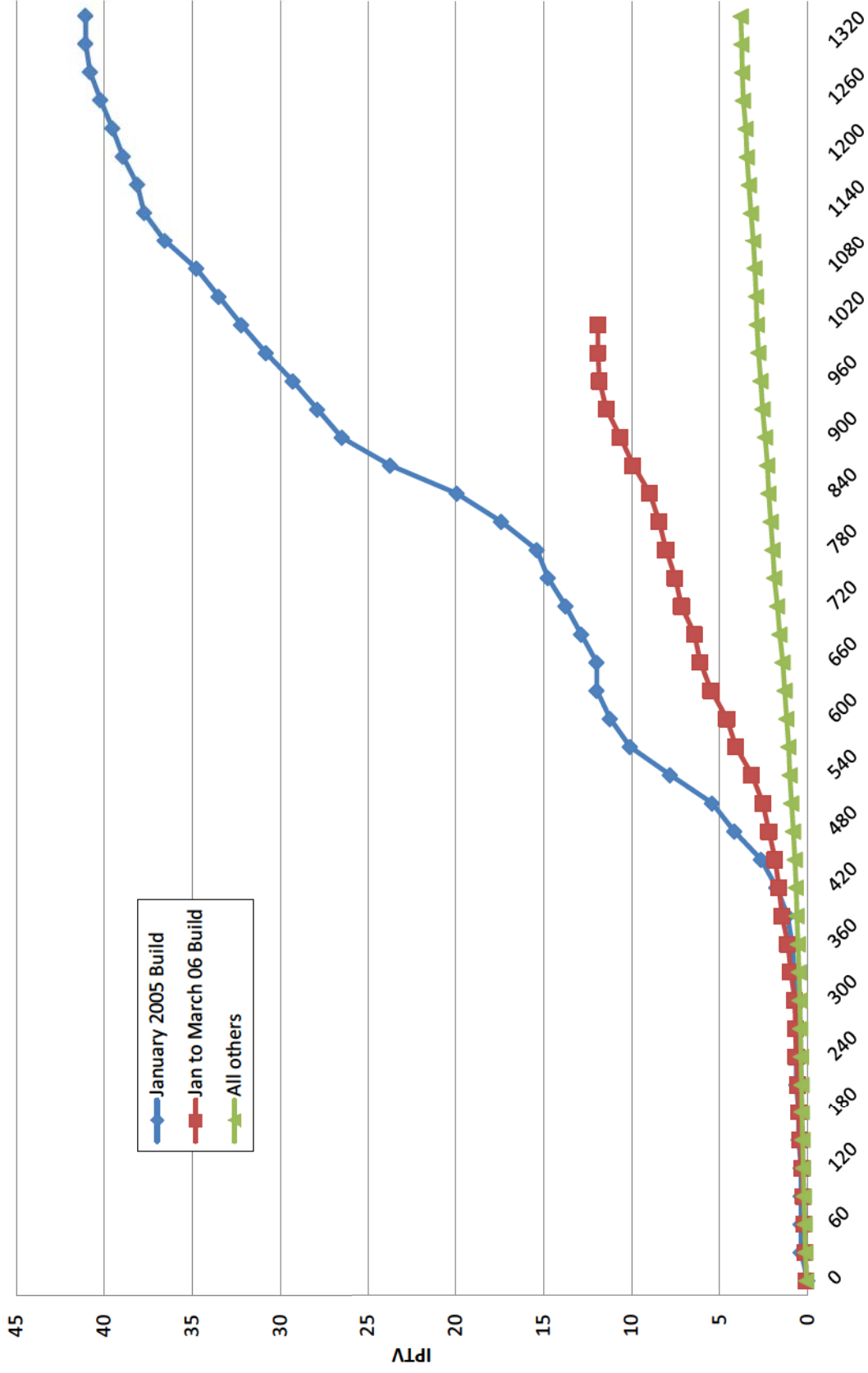
TABLE 6-4 CUSTOMER CODES USED IN LABOR CODE H2642 AND H2643 WARRANTY AND MIC SORTING

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# Rationale for 2009 Decision

# Intermittently Brake Lamps Do Not Function Correctly

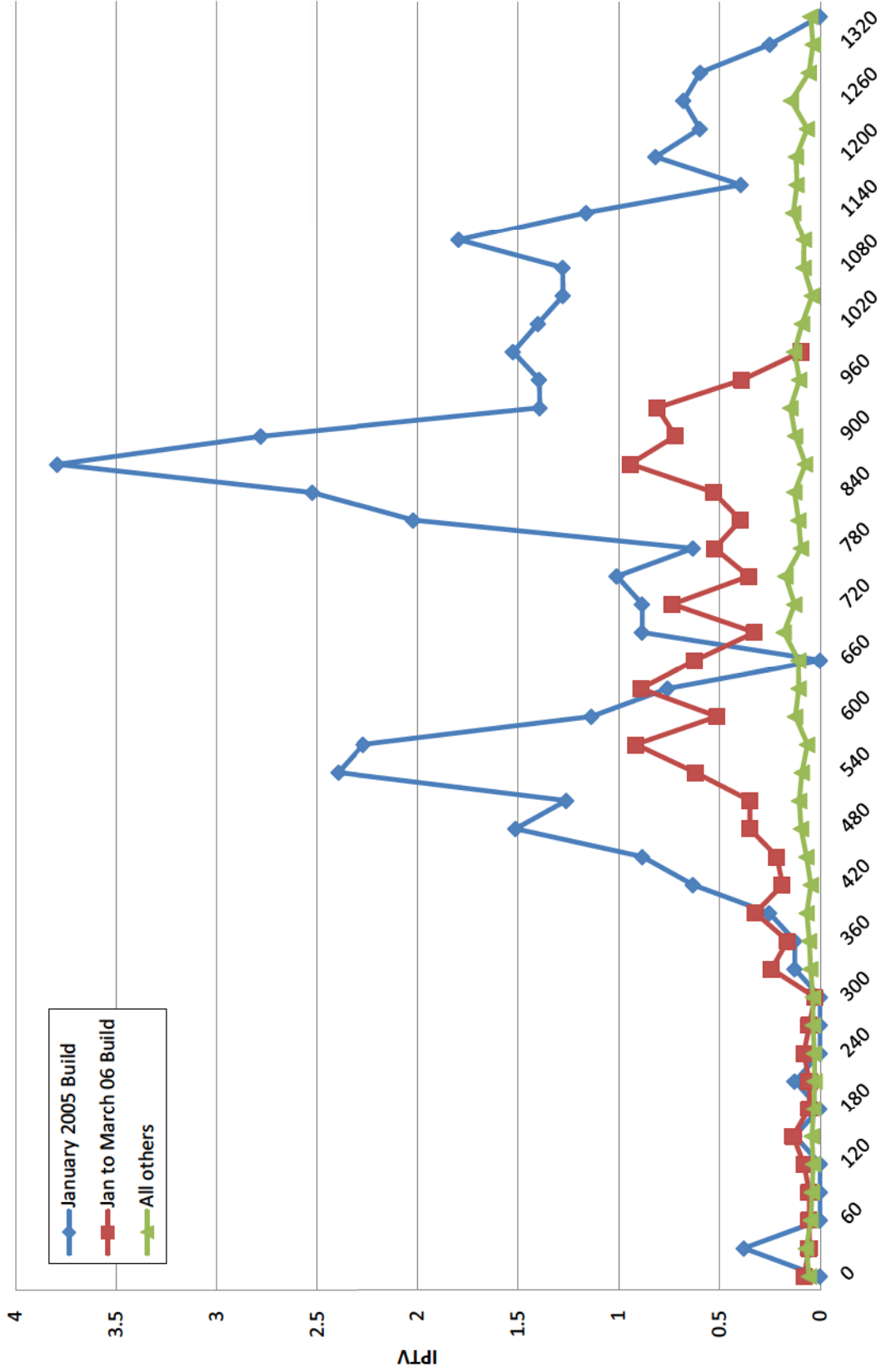
## G6 Stop Lamp Warranty - Comparison of Select Months of Build





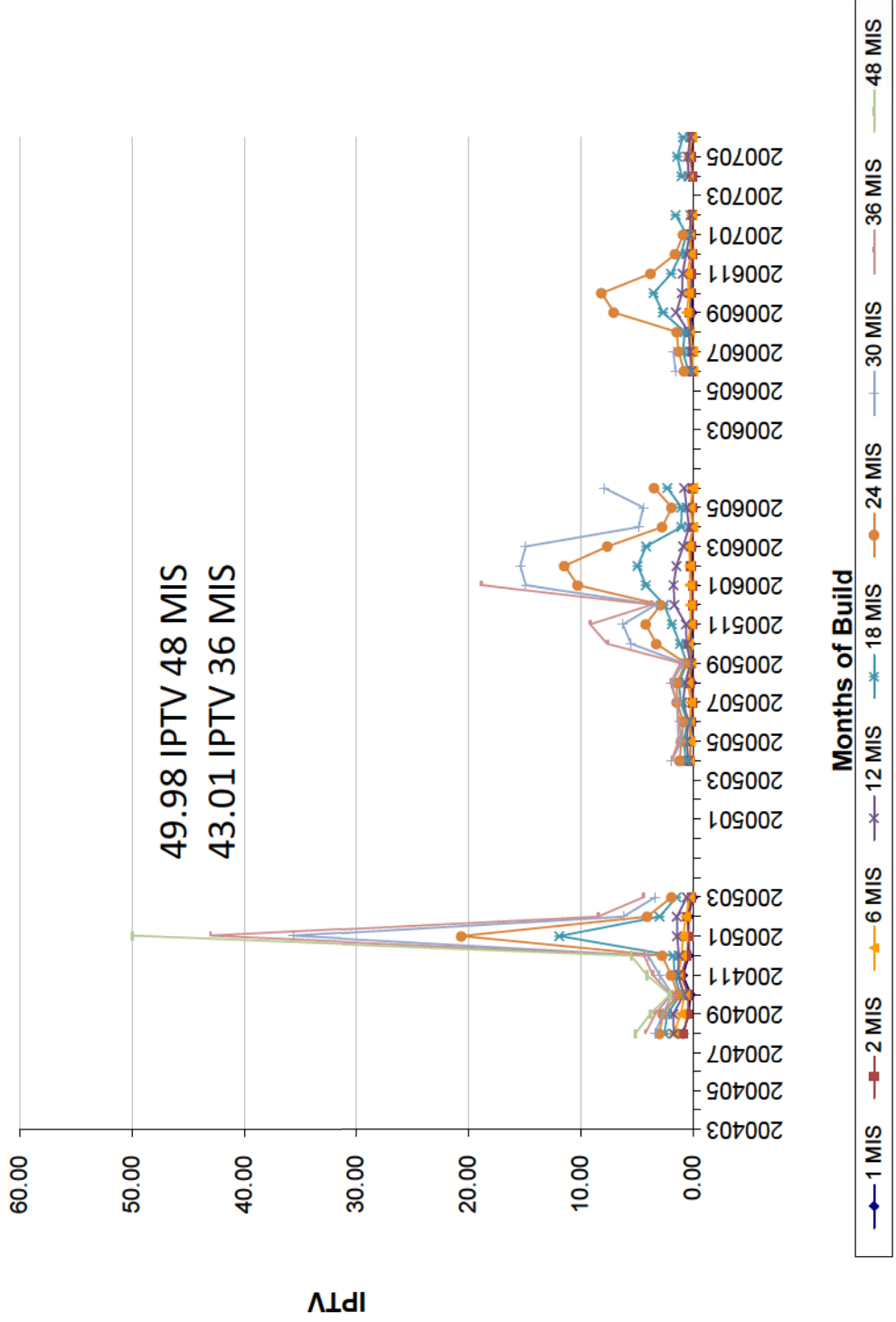
# Intermittently Brake Lamps Do Not Function Correctly

## 05 to 07 G6 Stop Lamp - Month-to-Month IPTV for Select Build Periods



# Intermittently Brake Lamps Do Not Function Correctly

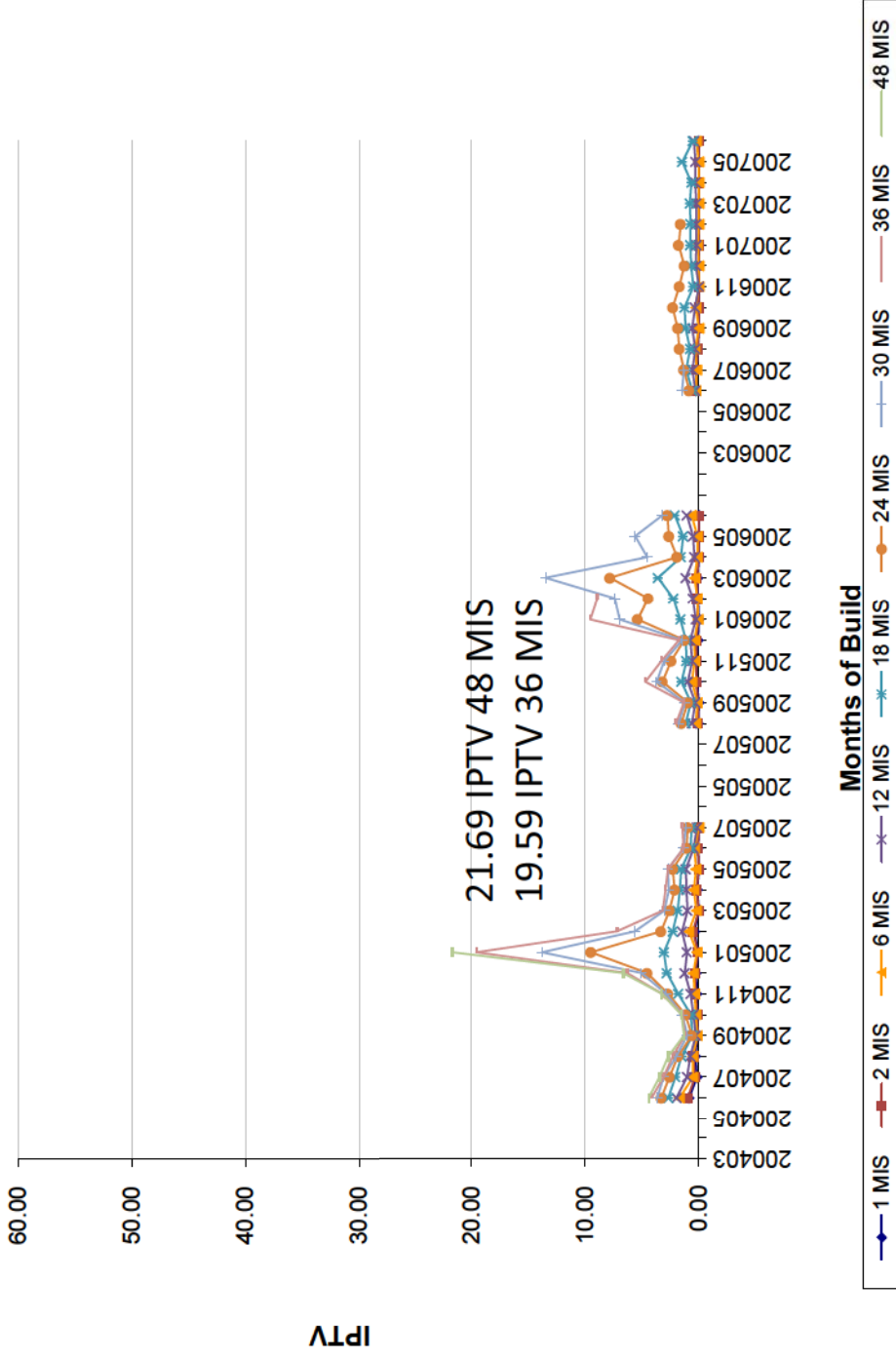
Pontiac G6 Stop Lamp Warranty with Labor Op H2642 Brake Switch Only





# Intermittently Brake Lamps Do Not Function Correctly

Chevrolet Malibu Stop Lamp Warranty with Labor Op H2642 Brake Switch Only



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# Intermittently Brake Lamps Do Not Function Correctly

## Service Bulletin Chronology

Document SI#	08-05-22-009 41891	08-05-22-009A 4225	08-05-22-009B 42571	08-05-22-009C 43040	NA 43509
	Intermittently Brake Lights (Stop Lamp) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise	Intermittently Brake Lights (Stop Lamps) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTCs C0161/C0277 Set	Intermittently Brake Lights (Stop Lamps) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTCs C0131, C0161 or C0277 Set	Intermittently Brake Lights (Stop Lamps) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTCs C0131, C0161 or C0277 Set	Intermittently Brake Lights (Stop Lamps) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTCs C0131, C0161 or C0277 Set
Title					
Reason for Supplement	NA	This bulletin is being revised to shorten the required procedure and revise the Warranty Information. Please discard Corporate Bulletin Number 08-05-22-009 (Section 05 – Brakes).	This bulletin is being revised to add DTC 0131 to the possible conditions list. Please discard Corporate Bulletin Number 08-05-22-009A (Section 05 – Brakes).	This bulletin is being revised to update the models. Please discard Corporate Bulletin Number 08-05-22-009B (Section 05 – Brakes).	This bulletin is being revised to add the 2012 model year to the Malibu. Please discard Corporate Bulletin Number 08-05-22-009C (Section 05 – Brakes).
Models	2004-2007 Chevrolet Malibu, Malibu Maxx 2008 Chevrolet Malibu Classic 2005-2009 Pontiac G6 2007-2009 Saturn AURA	2004-2007 Chevrolet Malibu, Malibu Maxx 2008 Chevrolet Malibu Classic 2005-2009 Pontiac G6 2007-2009 Saturn AURA	2004-2007 Chevrolet Malibu, Malibu Maxx 2008 Chevrolet Malibu Classic 2005-2009 Pontiac G6 2007-2009 Saturn AURA	2004-2008 Chevrolet Malibu, Malibu Maxx 2008 Chevrolet Malibu Classic 2008-2011 Chevrolet Malibu 2005-2010 Pontiac G6 2007-2009 Saturn AURA	2004-2008 Chevrolet Malibu, Malibu Maxx 2008 Chevrolet Malibu Classic 2008-2012 Chevrolet Malibu 2005-2010 Pontiac G6 2007-2009 Saturn AURA
Approved date	12/1/2008	Not reviewed by Product Investigations 12/7/2009 GM Confidential	Not reviewed by Product Investigations	Not reviewed by Product Investigations	Reviewed and not approved by Product Investigations. Document was demoted in the BTS system on 8/8/2011

{ \* }

## **Intermittently Brake Lamps Do Not Function Correctly**

The Body Control Module with different electrical harness architecture is used for the following platforms:

2004MY	Malibu, XLR	
2005MY	G6, Cobalt, Corvette	
2006MY	HHR, Solstice	
2007MY	Sky, Opel GT, Aura	- NEW MICROPROCESSOR
2008MY	New Malibu	

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# **Intermittently Brake Lamps Do Not Function Correctly**

## **Technical Service Bulletin**

#08-05-22-009: Intermittently Brake Lights (Stop Lamp) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTC C0161/C0277 Set (Perform Repair as Outlined) - (Dec 4, 2008)

**Subject: Intermittently Brake Lights (Stop Lamp) Do Not Function Correctly, Extended Travel to Shift Out of Park, Cruise Control Inoperative, DTCs C0161/C0277 Set (Perform Repair as Outlined)**

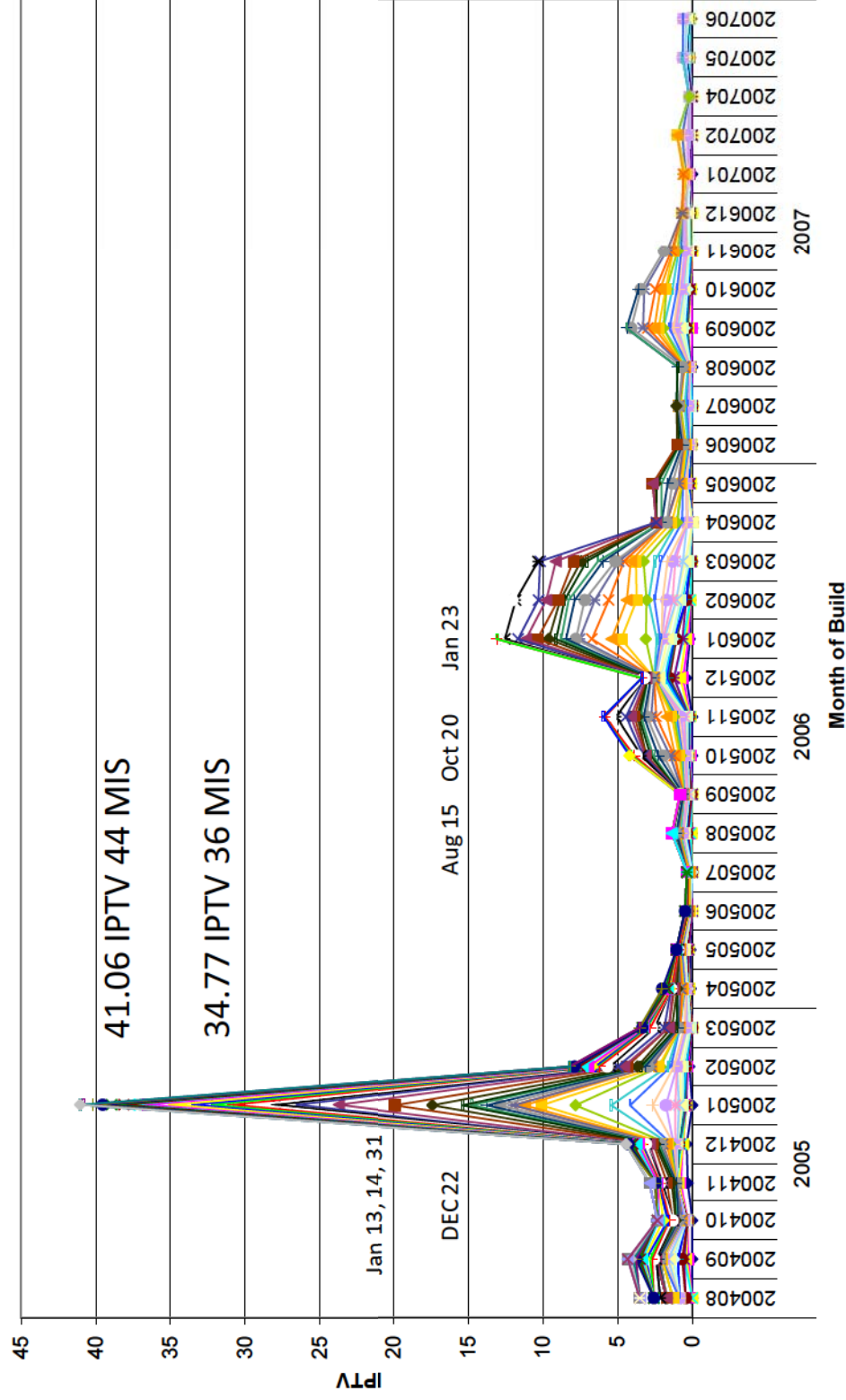


Apply dielectric lubricant (clear gel) GM P/N 12377900 (In Canada, use P/N 10953529) on the BCM C2 pins (apply with a one-inch nylon bristle brush) on all the C2 connector pins (this will treat the pins against fretting corrosion).

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# Intermittently Brake Lamps Do Not Function Correctly

2005 - 2007 G6 Intermittent Stop Lamp Warranty



9 VOQs 2005MY: 4

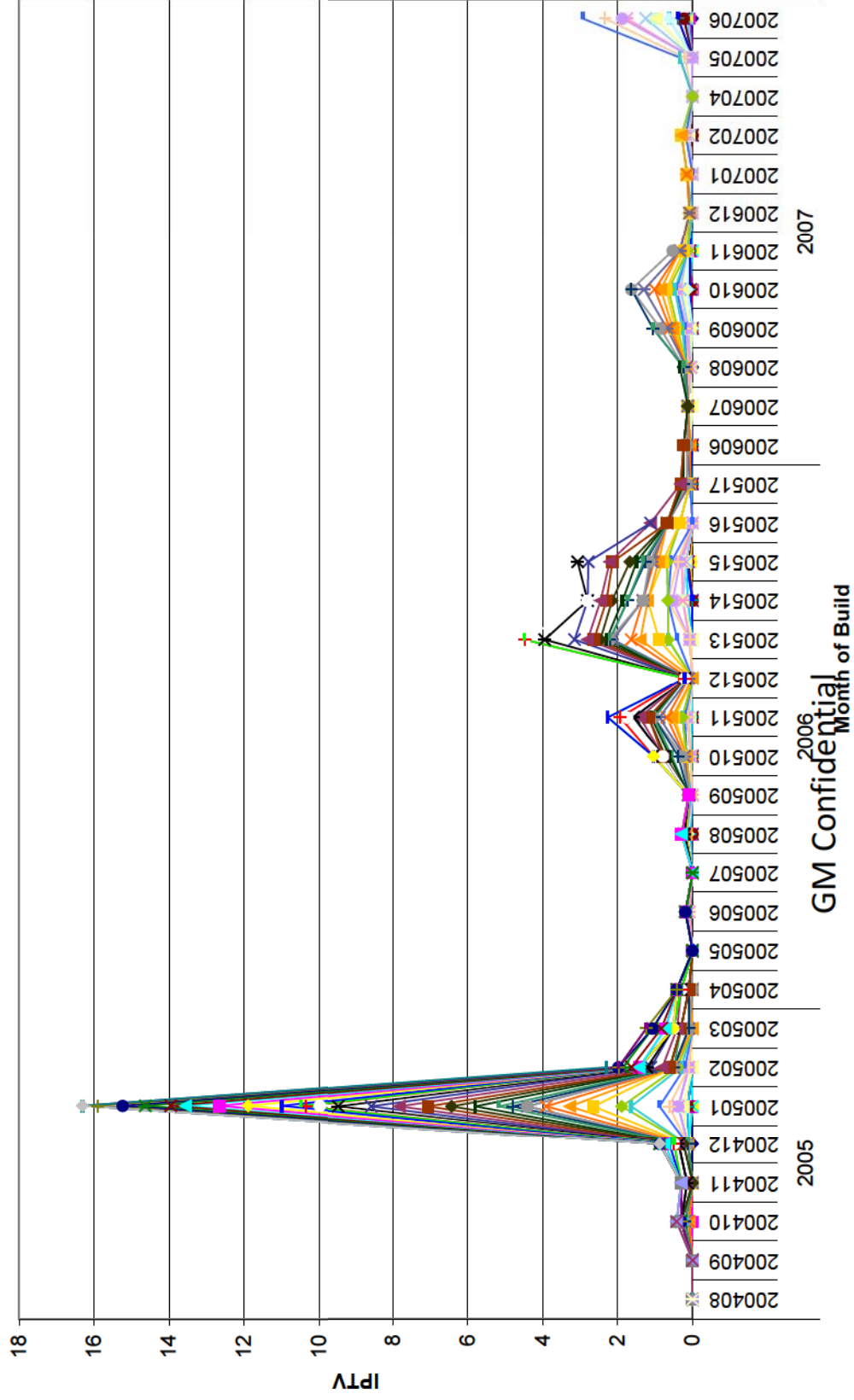
2006MY: 4  
GM Confidential

2007MY: 1



# 2005 - 2007 G6 BASS - TAC and CAC only

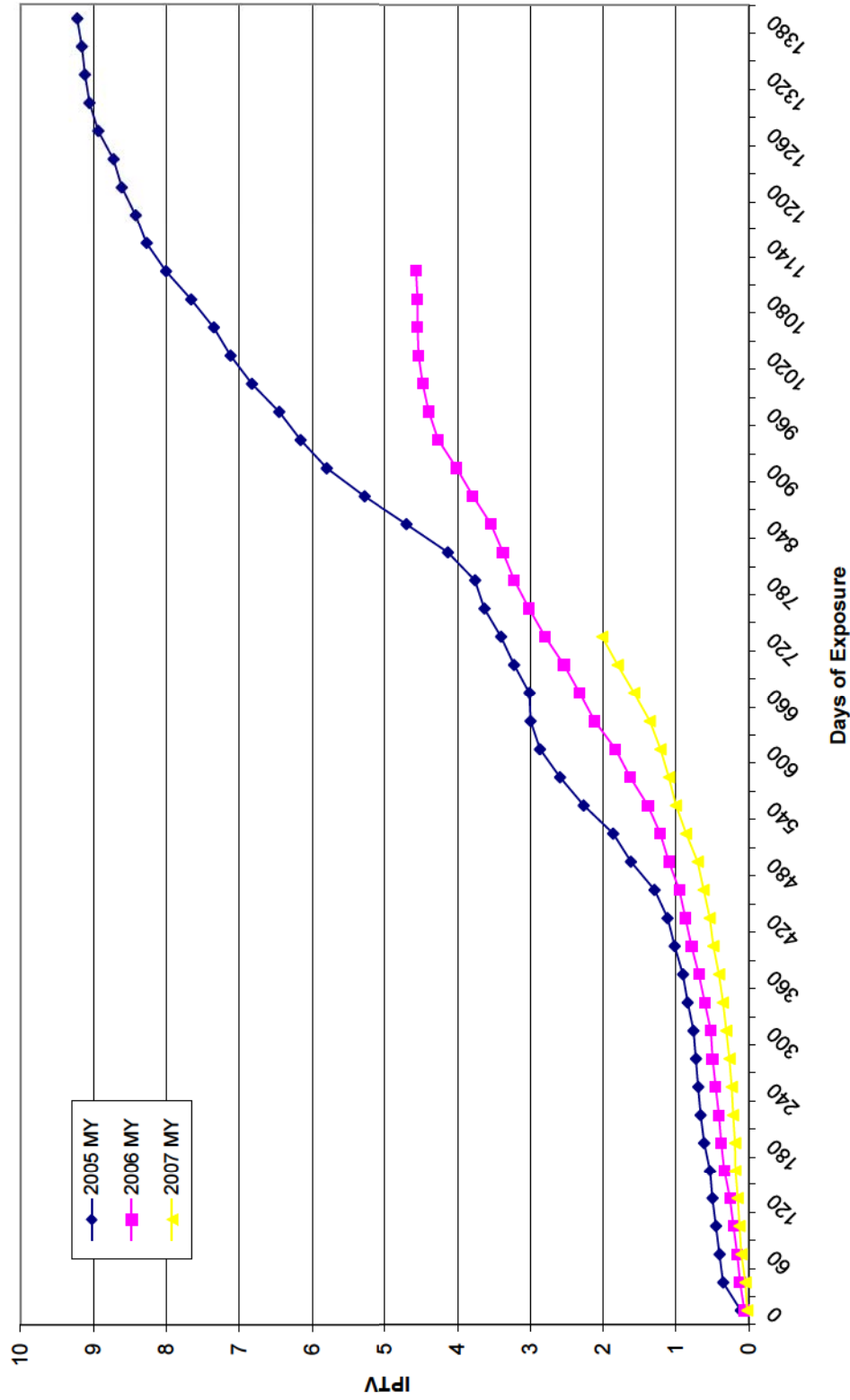
2005 to 2007 G6 Filtered Stop Lamp Field Reports Data Only





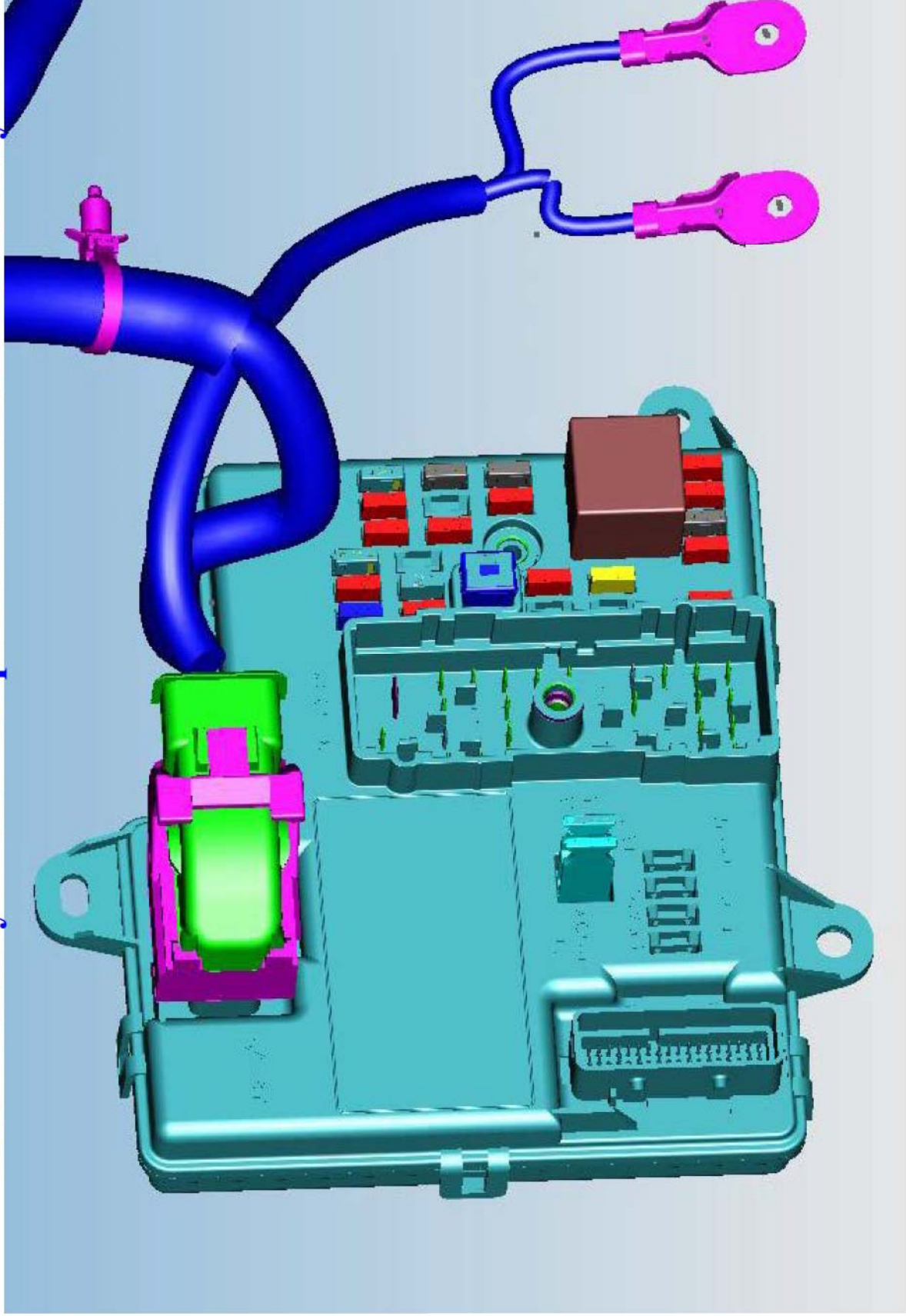
# Intermittently Brake Lamps Do Not Function Correctly

2005 - 2007 G6 Intermittent Stop Lamp Warranty



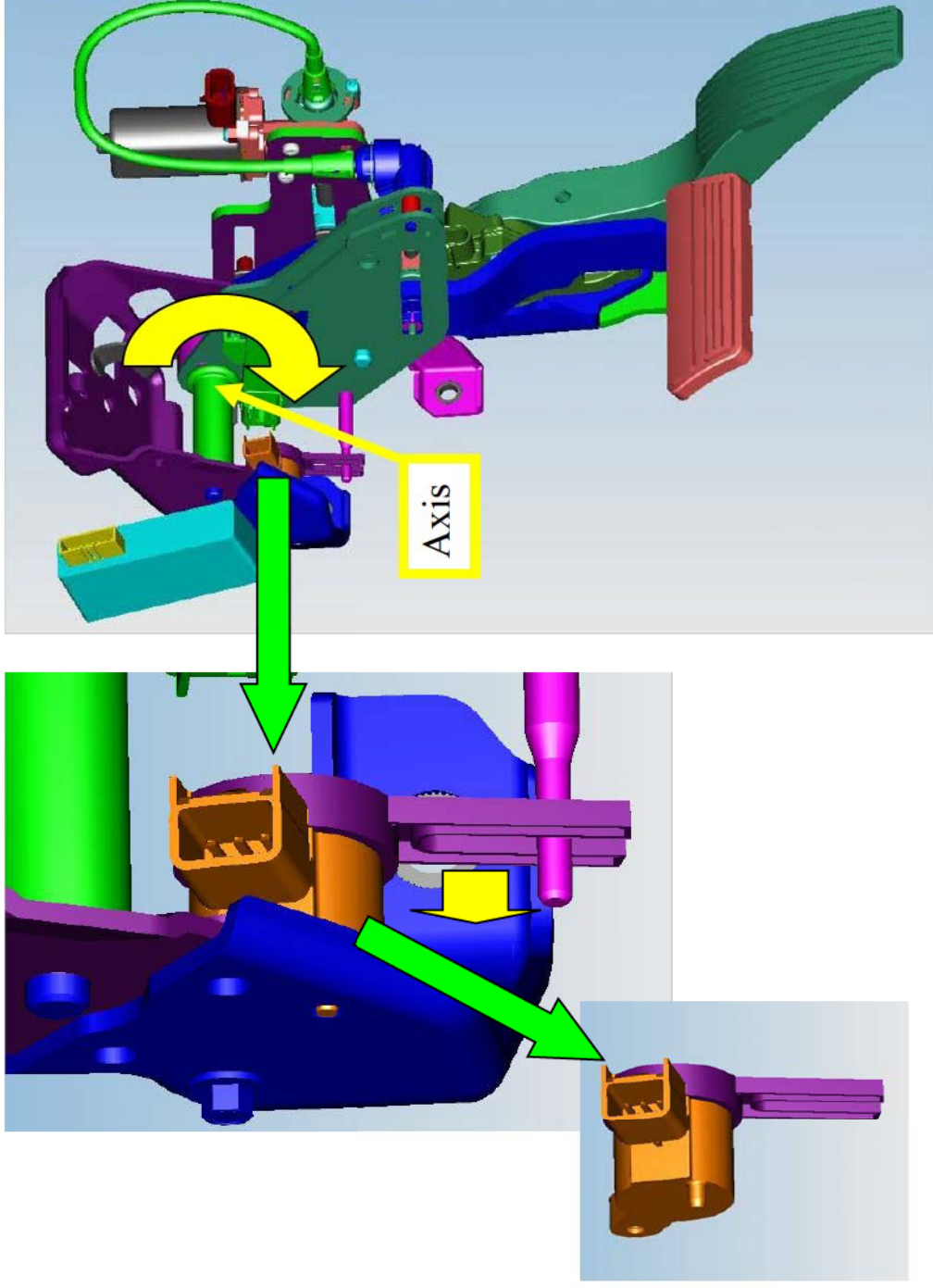
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# Intermittently Brake Lamps Do Not Function Correctly



# 2005 - 2007 G6 Brake Apply Sensing System

## Pedal/Sensor Movement



RQ13-001

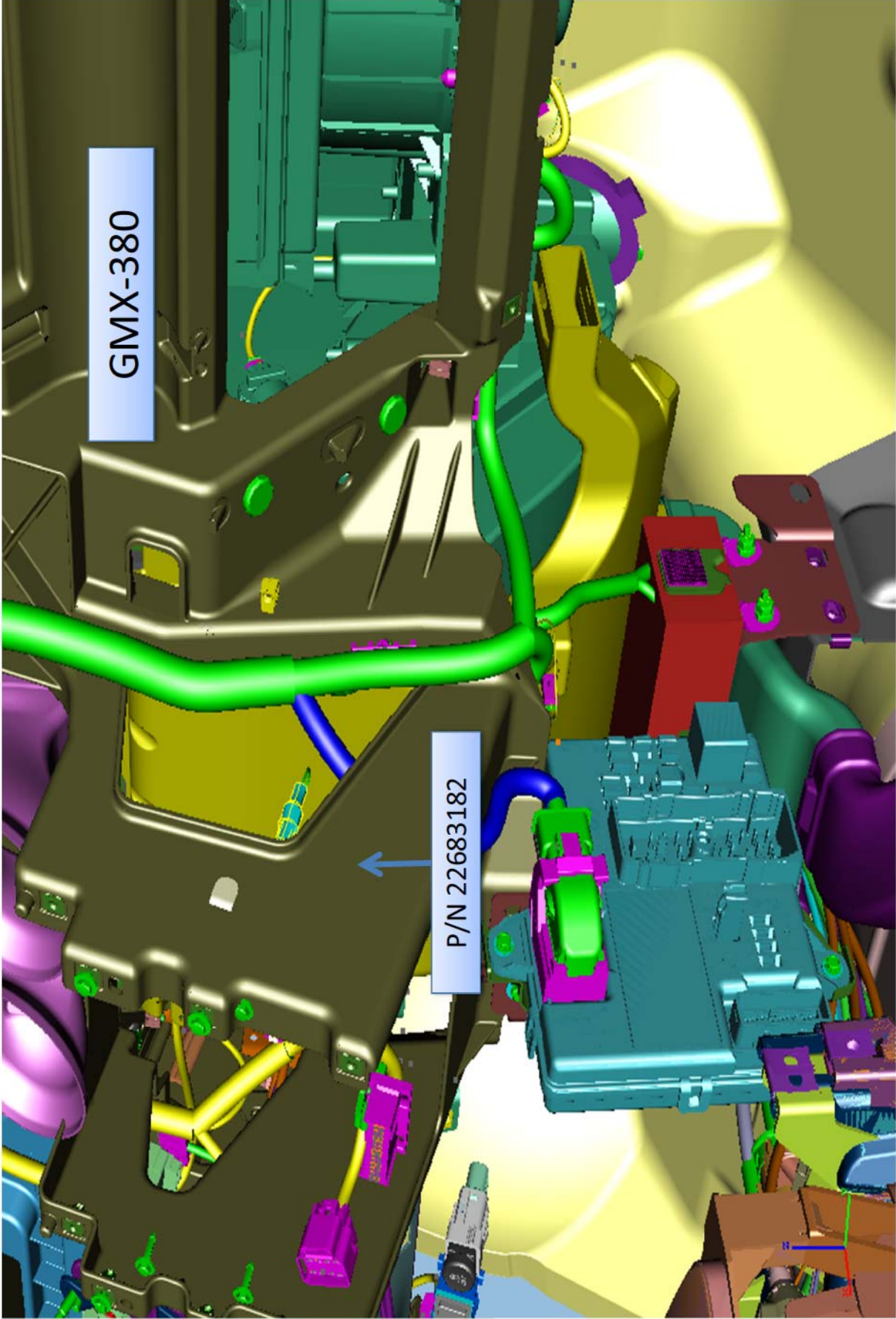
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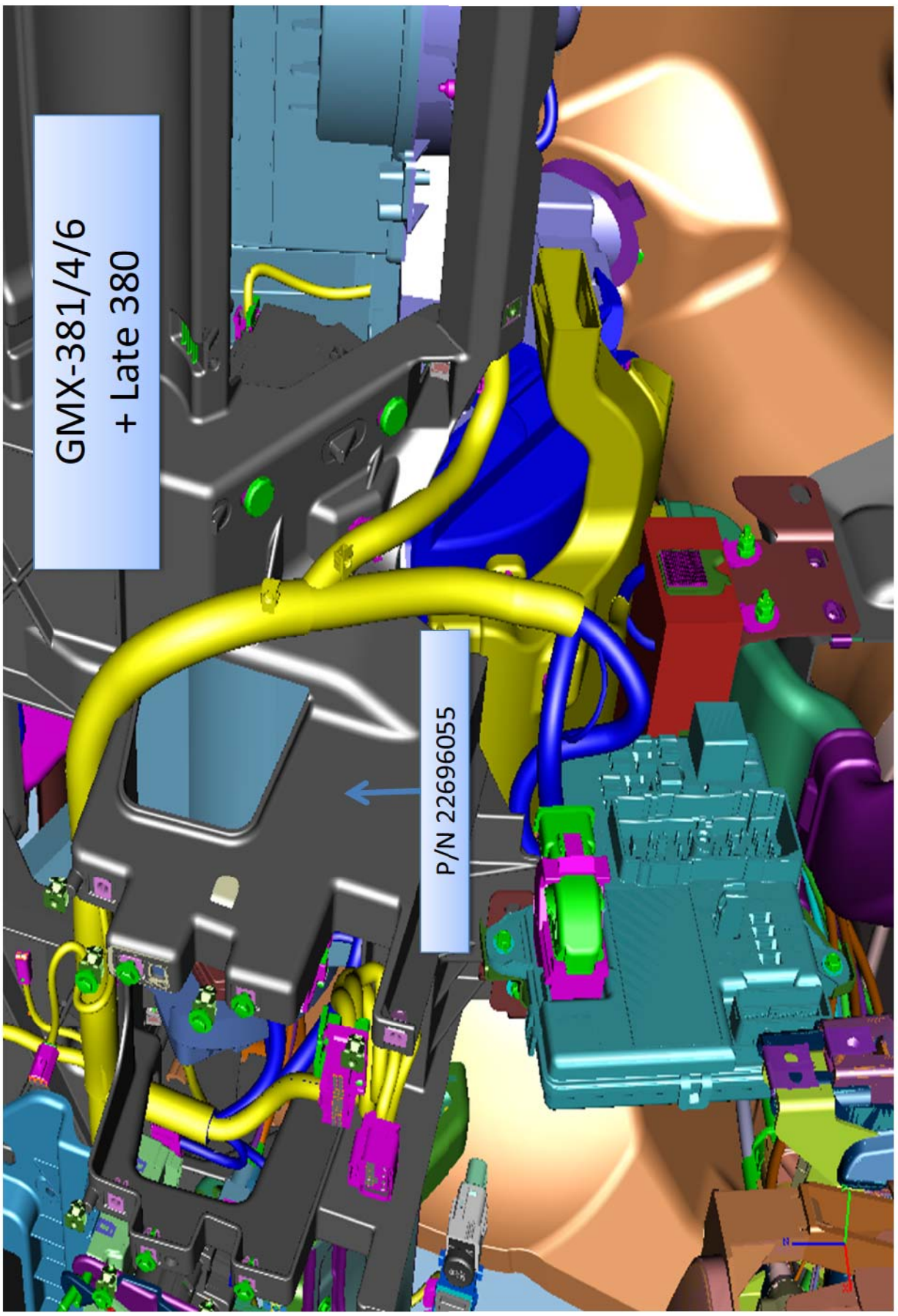
Q\_08\_IBCM Environment





GMX-380

P/N 22683182

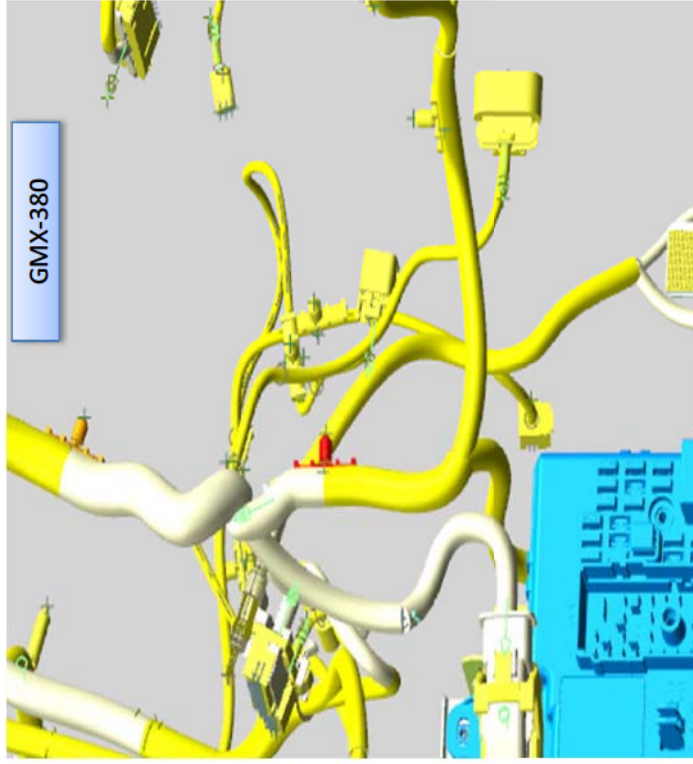


GMX-381/4/6  
+ Late 380

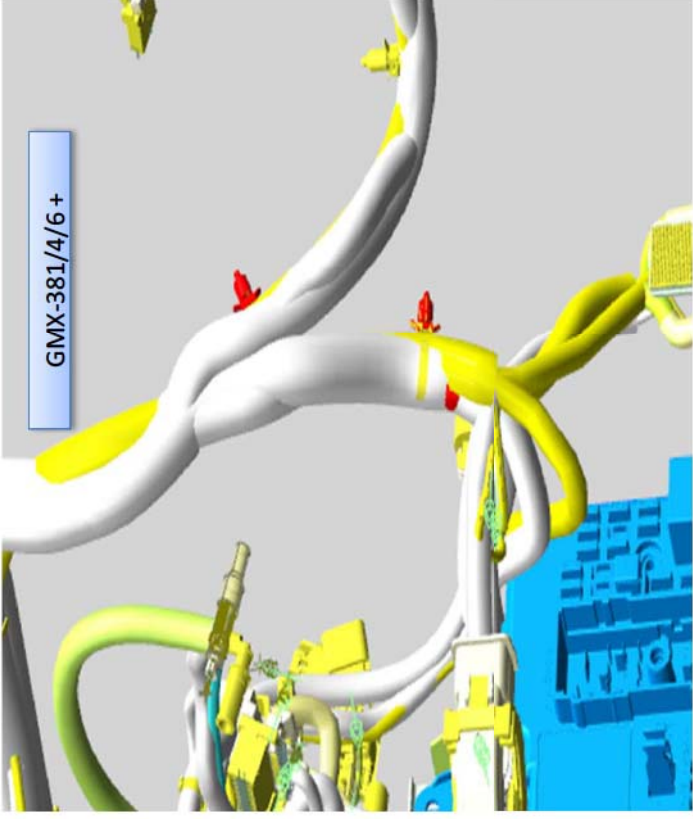
P/N 22696055







{ \* }



{ \* }





Figure 1

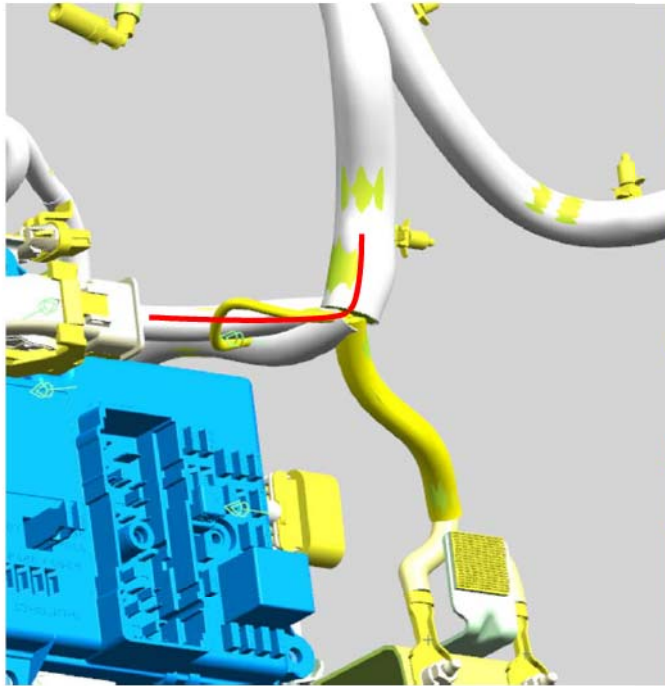
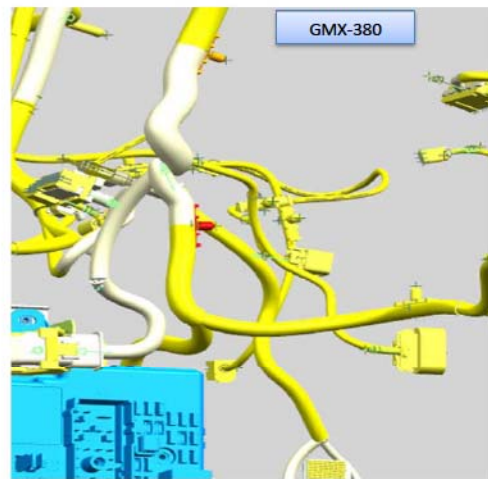
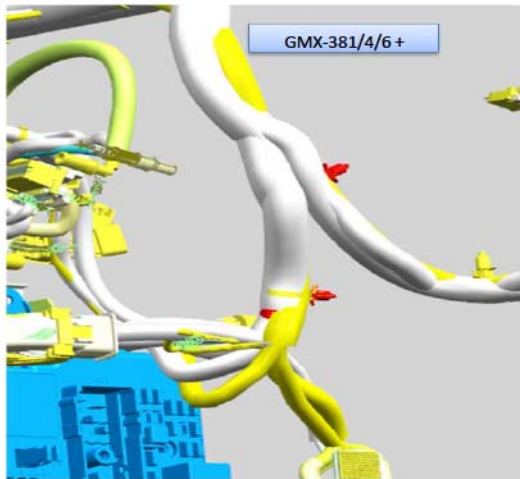
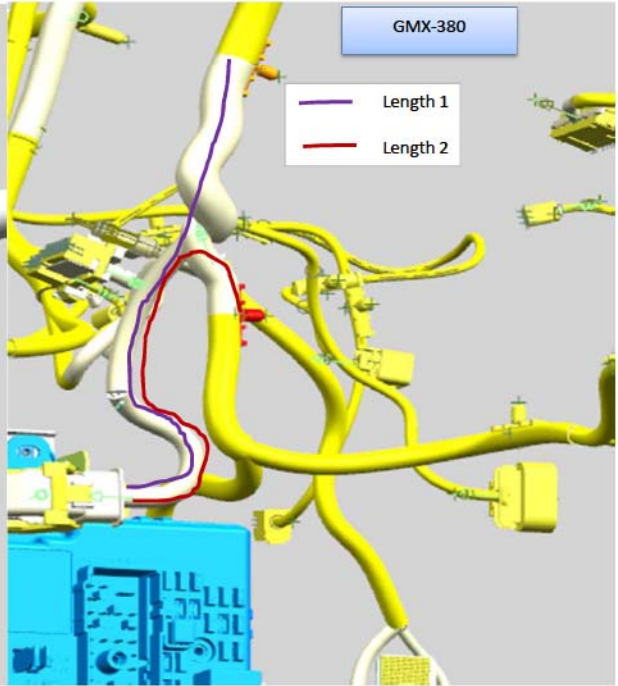


Figure 2



RQ13-001

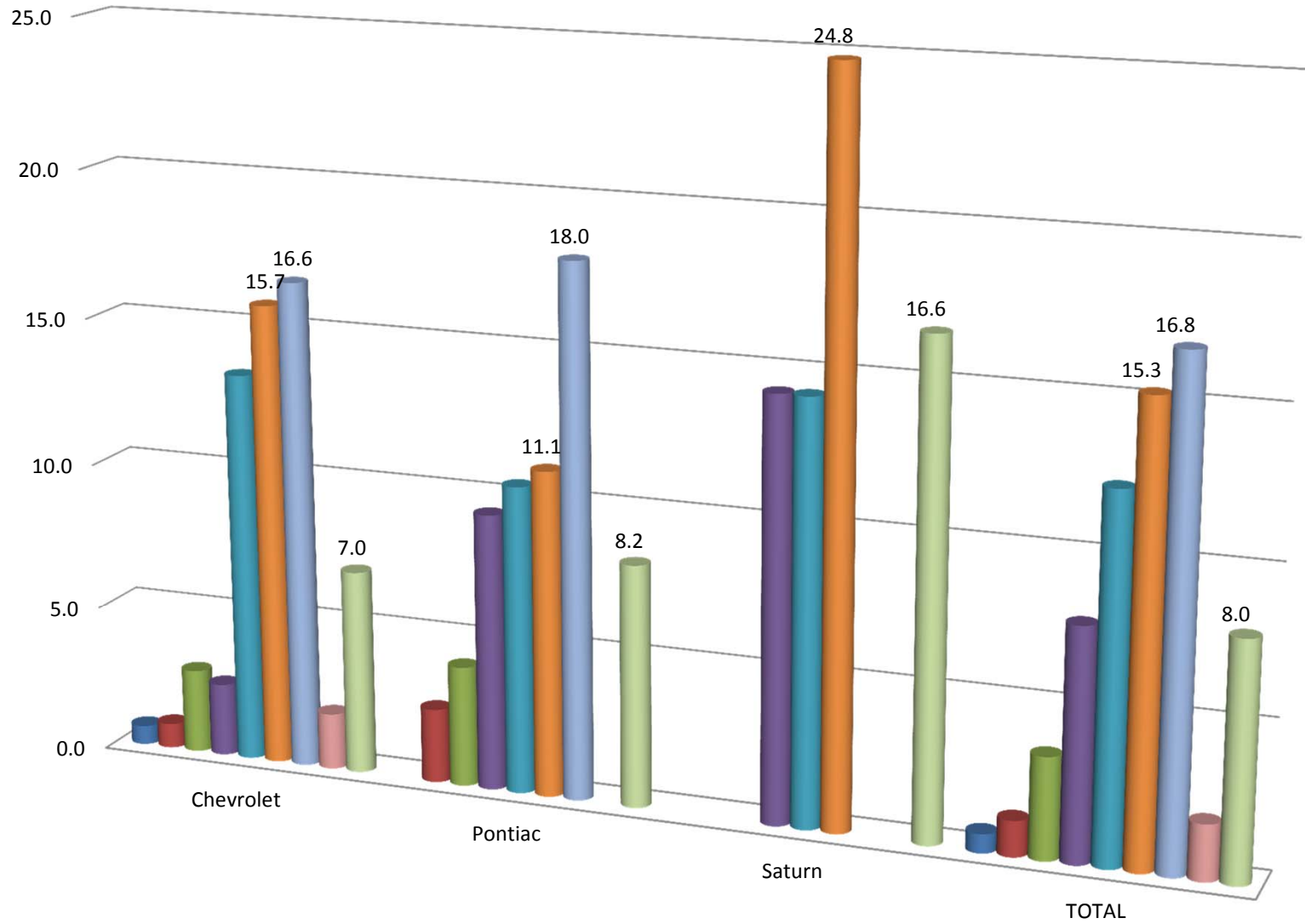
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Warranty IPTV

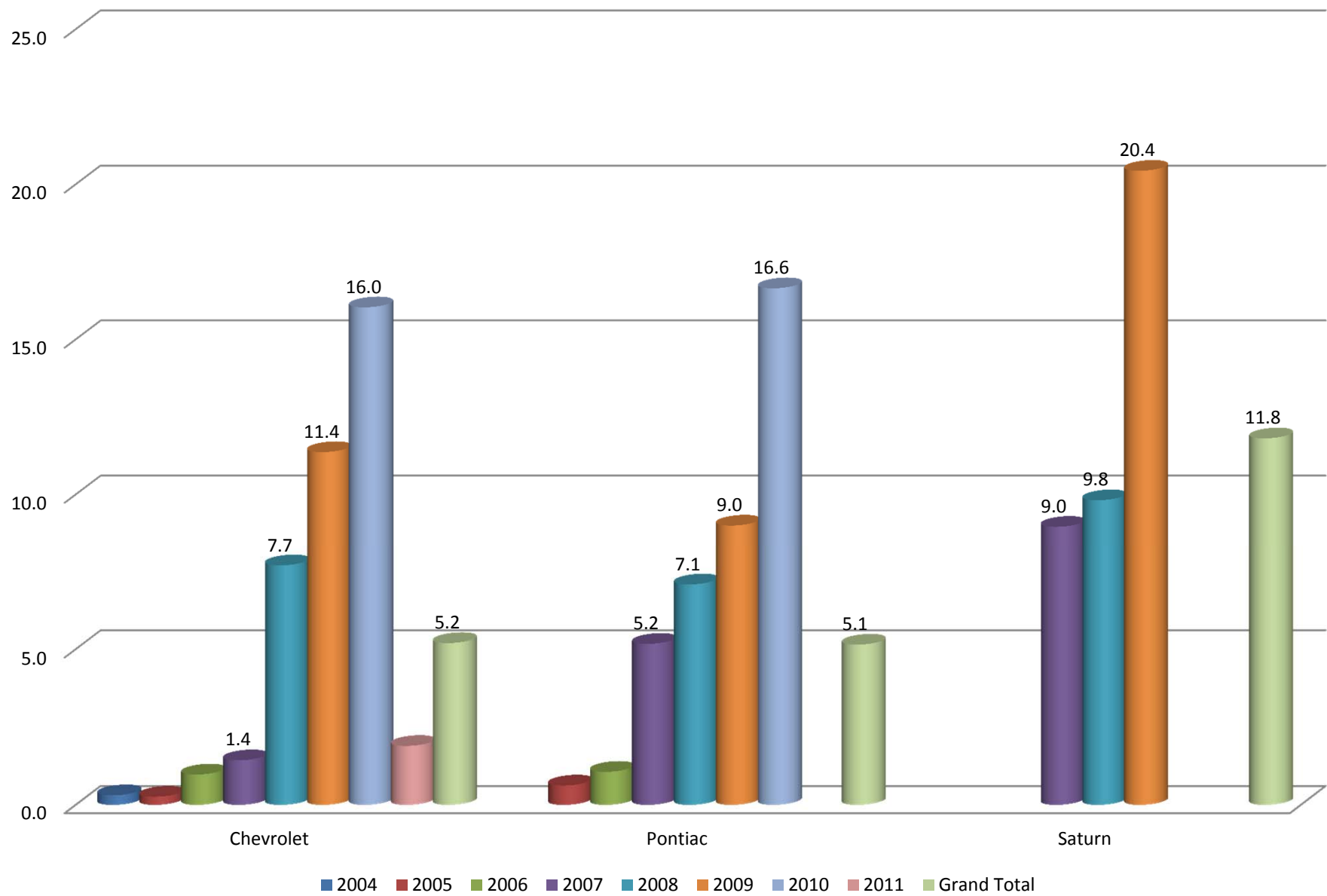
## Epsilon Model Year IPTV Comparison



■ 2004 ■ 2005 ■ 2006 ■ 2007 ■ 2008 ■ 2009 ■ 2010 ■ 2011 ■ Grand Total

36 MIS Onl	2004	2005	2006	2007	2008	2009	2010	2011	Grand Total
Chevrolet	41	56	173	183	1196	2010	2947	400	7006
Pontiac		39	181	850	1093	893	426		3482
Saturn				581	596	725			1902
Grand Total	41	95	354	1614	2885	3628	3373	400	12390
Population	2004	2005	2006	2007	2008	2009	2010	2011	Grand Total
Chevrolet	132353	212400	177262	127718	155433	176815	183783	211055	1347594
Pontiac		62481	170386	164302	154337	99226	25586		676318
Saturn				64847	60717	35472			161036
TOTAL	132353	274881	347648	356867	370487	311513	209369	211055	2214173
IPTV	2004	2005	2006	2007	2008	2009	2010	2011	Grand Total
Chevrolet	0.3	0.3	1.0	1.4	7.7	11.4	16.0	1.9	5.2
Pontiac		0.6	1.1	5.2	7.1	9.0	16.6		5.1
Saturn				9.0	9.8	20.4			11.8
TOTAL	0.3	0.3	1.0	4.5	7.8	11.6	16.1	1.9	5.6

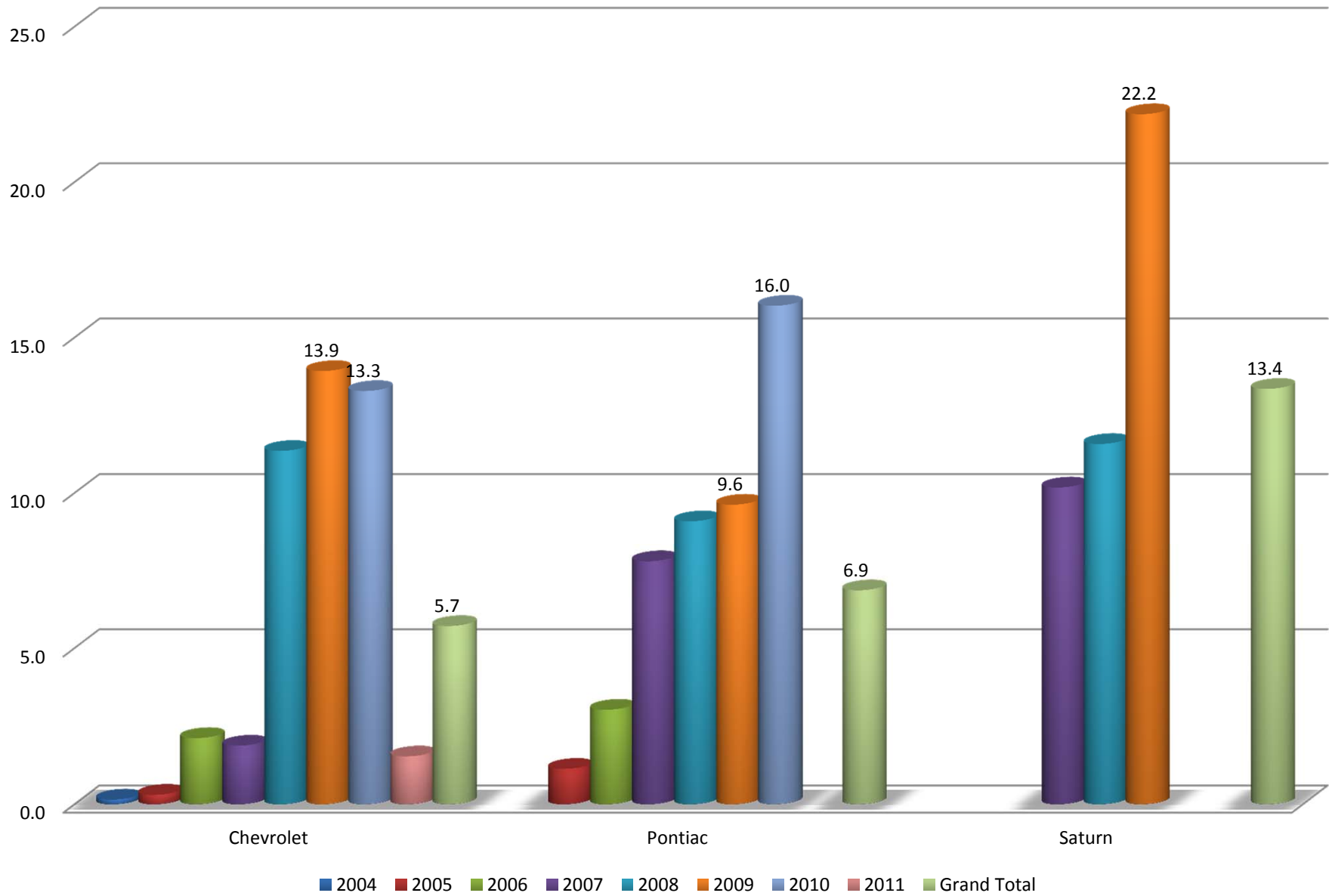
## Epsilon Model Year IPTV Comparison for 36MIS



Row Labels	2004	2005	2006	2007	2008	2009	2010	2011	Grand Total
Chevrolet	20	65	376	240	1765	2462	2441	324	7693
Pontiac		71	516	1279	1403	955	410		4634
Saturn				660	703	787			2150
Grand Total	20	136	892	2179	3871	4204	2851	324	14477

Population	2004	2005	2006	2007	2008	2009	2010	2011	Grand Total
Chevrolet	132,353	212,400	177,262	127,718	155,433	176,815	183,783	211,055	1,347,594
Pontiac		62,481	170,386	164,302	154,337	99,226	25,586		676,318
Saturn				64,847	60,717	35,472			161,036
TOTAL	132,353	274,881	347,648	356,867	370,487	311,513	209,369	211,055	2,214,173
IPTV	2004	2005	2006	2007	2008	2009	2010	2011	Grand Total
Chevrolet	0.2	0.3	2.1	1.9	11.4	13.9	13.3	1.5	5.7
Pontiac		1.1	3.0	7.8	9.1	9.6	16.0		6.9
Saturn				10.2	11.6	22.2			13.4
TOTAL	0.2	0.5	2.6	6.1	10.4	13.5	13.6	1.5	6.5

## Epsilon Model Year IPTV Comparison N9595 and N9613 Only





<b>Warranty</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>Grand Total</b>
Chevrolet	85	177	503	315	2068	2781	3046	401	9376
Pontiac		157	696	1544	1612	1097	461		5567
Saturn				927	868	880			2675
Grand Total	85	334	1199	2786	4548	4758	3507	401	17618
<b>Population</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>Grand Total</b>
Chevrolet	132,353	212,400	177,262	127,718	155,433	176,815	183,783	211,055	1,347,594
Pontiac		62,481	170,386	164,302	154,337	99,226	25,586		676,318
Saturn				64,847	60,717	35,472			161,036
TOTAL	132,353	274,881	347,648	356,867	370,487	311,513	209,369	211,055	2,214,173
<b>IPTV</b>	<b>2004</b>	<b>2005</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>	<b>2011</b>	<b>Grand Total</b>
Chevrolet	0.6	0.8	2.8	2.5	13.3	15.7	16.6	1.9	7.0
Pontiac		2.5	4.1	9.4	10.4	11.1	18.0		8.2
Saturn				14.3	14.3	24.8			16.6
TOTAL	0.6	1.2	3.4	7.8	12.3	15.3	16.8	1.9	8.0

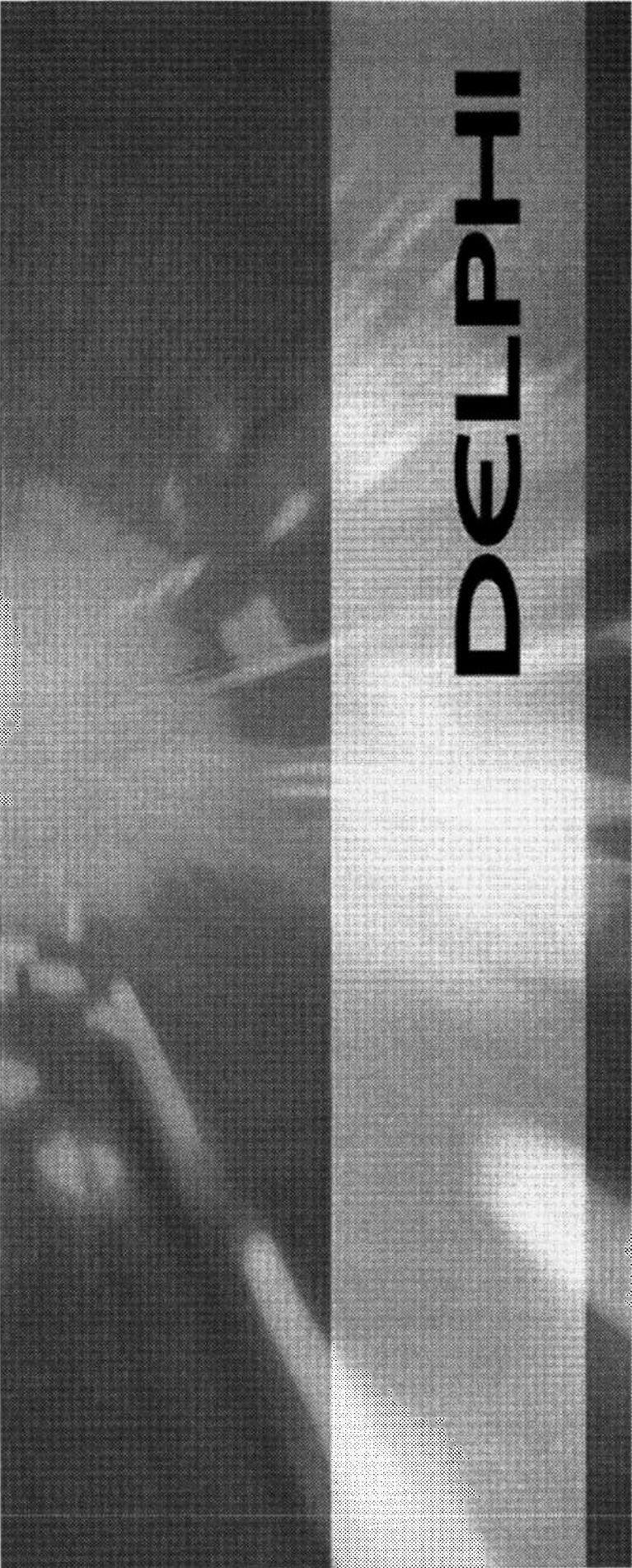
RQ13-001

GM

4/17/2013

Q 08 B

CL13-003-014 PUBLIC  
VERSION



**DELPHI**

## Epsilon Brake Lamp Issue 06-02-09 Review

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CL13-003-014

## Chronology

- Sep 2008 - NHTSA opens investigation
- Nov 2008 - Determined application of Nyogel grease as corrective action
- Jan 2009 - NHTSA ODI Resume closed
- Feb 2009 - Delphi completes engineering analysis
- Mar 2009 - GM issues PAL on connection system
- Apr 2009 - GM requests Delphi to issue PAL

**DELPHI**



Backup

**DELPHI**

# References

1. Steinberg: "The failure mode (connector terminal fretting) appears to follow the previously defined exponential fatigue laws in Chapter 7 (Eq. 7.3). Except the fatigue exponent  $b$  ( $m$ ) appears to have a value of about 4.0." (Vibration Analysis for Electronic Equipment, Dave Steinberg, John Wiley & Sons, 1988, p 241)
2. GMW3172 Page 54 August 2004, recommends, "  $m= 4$  for Connector Fretting."
3. Vibration Thresholds for Fretting Corrosion in Electrical Connectors, George T. Flowers et.al. , 2002 IEEE (Holms' Conference Proceedings 0-7803-7433-9/02/\$17.00), p. 135 Figure 5a.

**DELPHI**

RQ13-001

GM

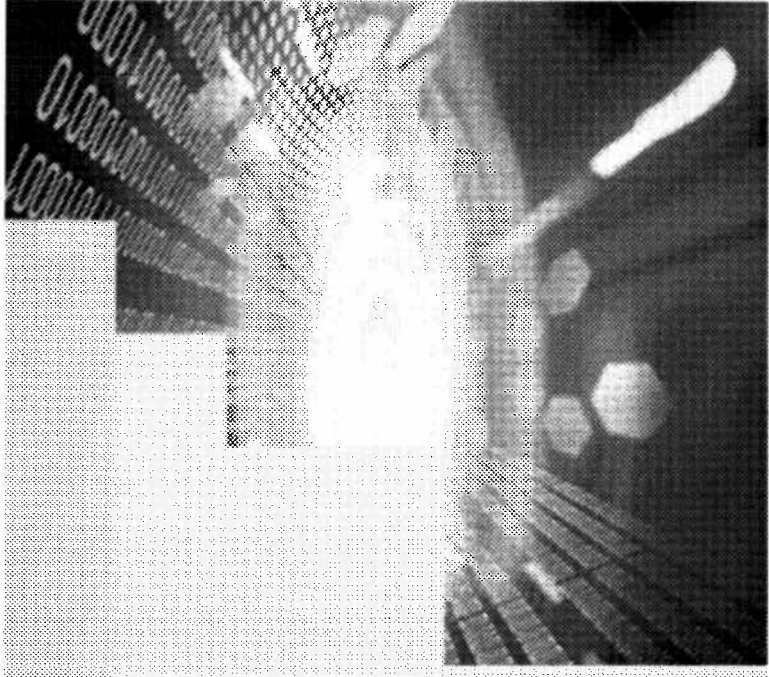
4/17/2013

Q 08 B

CL13-003-034 PUBLIC  
VERSION



**DELPHI**



# Intermittent Stop Lamp Issue Epsilon 1 Vehicles

10Nov11

**DELPHI**

Confidential

CL13-003-034



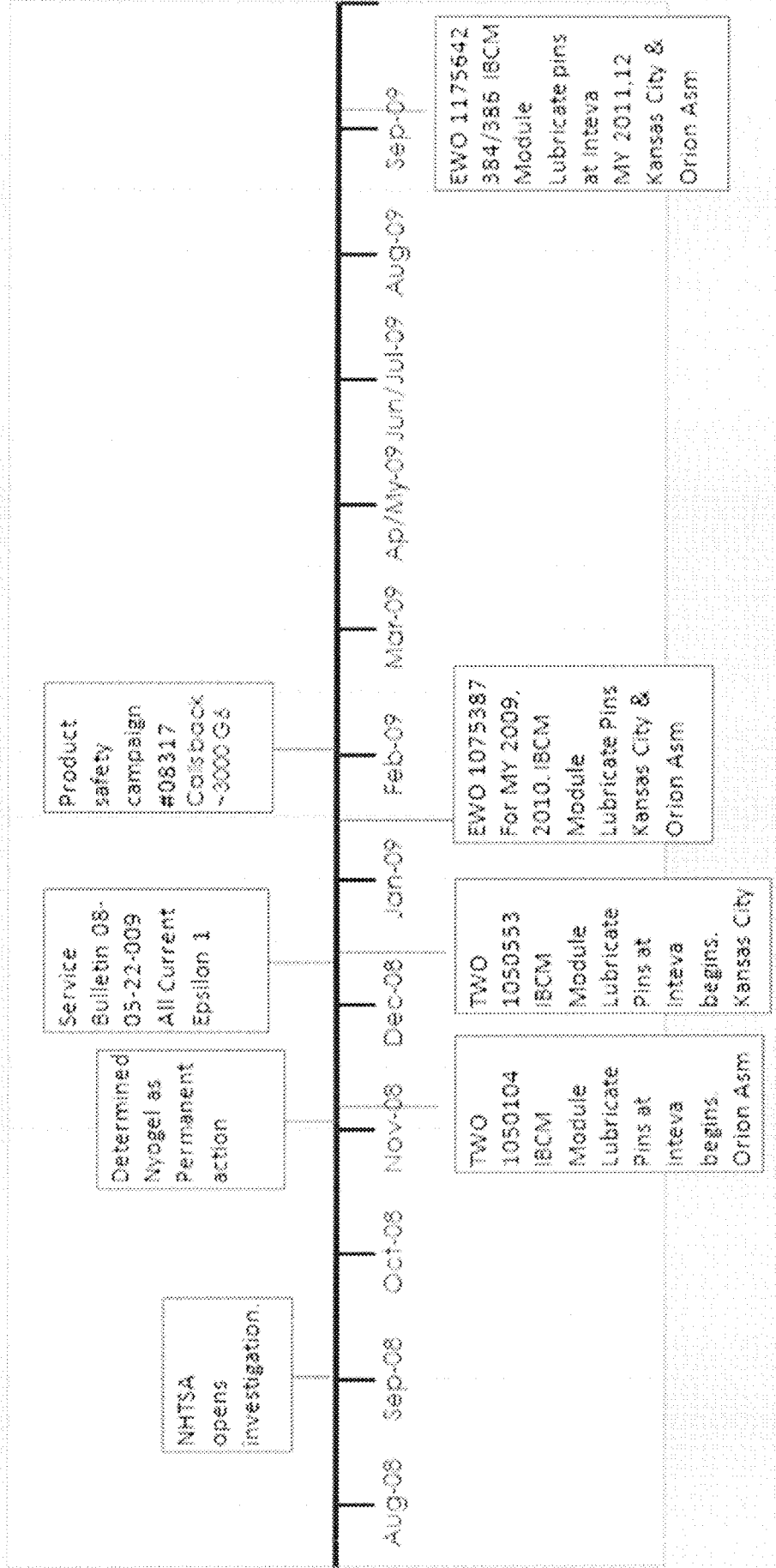
## Field Actions Summary to Date

- ◆ **Service Bulletin 08-05-22-009 – December 2008**
  - MY 2004- 2009 Epsilon 1 Vehicles
- ◆ **Product safety campaign #08317 – February 10, 2009**
  - MY 2005-2006 Pontiac G6's (~3000 vehicles)
- ◆ **Service Bulletin 08-05-22-009 (A-C) June 2009 – October 2009**
  - Same affected MY's & Vehicles as original
  - Adds additional DTC code affected
  - Adds 2010-2011 MY's, same affected Vehicles
- ◆ **Service Bulletin 08-05-22-009C (Revision 2) (Revised Latest Version) Sept 26, 2011**
  - MY 2004-2009 Epsilon 1 Vehicles (removes MY 2010 & 2011)

No further bulletins issued to date to cover beyond 2009 MY due to production fix in place (Nyogel application to IBCM)

# Timeline of Release/Authorization

## IBC M Nyogel Time-line



# NHTSA Letter to GM Sept 19, 2008



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1400 New Jersey Avenue SE  
Washington, DC 20090

SEP 19 2008

**CERTIFIED MAIL  
RETURN RECEIPT REQUESTED**

Gay P. Kent, Director  
Product Investigations  
General Motors Corporation  
Mail Code 480 210-G11  
30001 Van Dyke  
Warren, MI 48090-9610

NYS 212am  
PEPR-0354

Dear Ms. Kent:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Preliminary Evaluation (PEAS-054) to investigate allegations of stop lamp malfunction in MY 2005-2007 Pontiac G6 vehicles manufactured by General Motors Corporation (GM), and to request certain information.

This office has received 9 reports of stop lamp malfunction in MY 2005-2007 Pontiac G6 vehicles. Complainants state that the stop lamps illuminate without depressing the brake pedal and some also allege that the stop lamps turn off when the brake pedal is depressed. A copy of each report has been emailed to your office and the identification number for each report is listed at the end of this letter.

**NHTSA Office of Defects Investigates allegations of  
Stop Lamp Malfunctions on 2005-07 Pontiac G6.  
Subject component was Brake Pedal Position Sensor**

and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of GM (including all business units and persons previously referred to), who are or, in or after 2008, were involved in any way with any of the following related to the alleged defect in the subject vehicles:



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CL13-003-038

# IBCM Packaging View in Center Console

