

## PRTS Dynamics - Complete Report

<b>Issue Number:</b> 1288982	<b>Issue Age:</b> 103	<b>Issue (Aftersales) Product Type:</b> Report	<b>Issue Status:</b> Closed
		<b>Current Step:</b> Solution Feedback	<b>Current Step Status:</b> Complete
<b>Current Step 07-Target:</b> NOV-2012			
<b>Project:</b> US-United States			
<b>Program:</b> LaCrosse Global / GMNA Passenger Car			
<b>Subject:</b> Cooling Fan,Hybrid battery pack - Check Engine Light On, Stall			
<b>Product Line:</b> 0G-Global Epsilon Mid and Large FWD Car			
<b>Project Number:</b> LaCrosse (USA)			
<b>Associated Issues:</b> 1	<b>Tasks:</b>	<b>Attachments:</b>	<b>Memos:</b>

### REPORT

<b>Main</b>					
<b>User Role Assignments</b>					
Role	Assignment Date	Name	Department	Phone	
Originator	27-JUL-2012	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Brand Quality Team *** Service Learning Center *** Field Product Reporting Support	+1 586 947 7236	
<b>Step Dates</b>					
<b>Step Start Date</b>	<b>Target Submit Date</b>	<b>Actual Submit Date</b>	<b>Target Close Date</b>	<b>Actual Close Date</b>	
27-JUL-2012		27-JUL-2012		27-JUL-2012	
<b>Step Actions</b>					
Action	Date	Name	Department	Phone	Comment
Approved	27-JUL-2012	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Brand Quality Team *** Service Learning Center *** Field Product Reporting Support	+1 586 947 7236	
Originated	27-JUL-2012	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Brand Quality Team *** Service Learning Center *** Field Product Reporting Support	+1 586 947 7236	

### Issue Definition

<p>Vehicle Line/Engineering Source: LaCrosse Global / GMNA Passenger Car</p> <p>Product Line: 0G-Global Epsilon Mid and Large FWD Car</p> <p>Project Number: LaCrosse (USA)</p> <p>Country: US-United States</p> <p><b>Issue Title</b></p> <p>Part Name: Cooling Fan</p> <p>Part Location: Hybrid battery pack</p> <p>Complaint: Check Engine Light On, Stall</p> <p>Severity: 1-Possible Safety / Regulatory Compliance / Walk Home / No Build</p>
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# PRTS Dynamics - Complete Report

Restricted Issue: No

## Affected Vehicles

Model Year(s): 2012	Other Potentially Affected Vehicle Lines:
Steering Type:	Engine(s):
Body Style(s):	Transmission(s):
Axles:	Transfer Case:
Relavent Options:	Local Component PR: No

## VIN Information

### Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Wendy Olivier	27-JUL-2012

### VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G4GC5ER0CF348498	08-MAY-2012		459	Miles	

## Problem Description

### Symptoms/Complaints:

CHECK ENGINE LIGHT ON, EXCESSIVE REDUCED BATTERY LIGHT ON THUMP NOISE, CAR STALLED , BATTERY {12 VOLT} SLOW TO START ENGINE

### Probable Cause:

INTERNAL HYBRID BATTERY PACK WITH INOP FAULTY COOLING FAN. FOUND BLACK SOOT ON THE METAL CASE NEAR THE HEAVY CABLES AND UNDER THE MAIN COVER

### Corrective Action:

REPLACE HYBRID BATTERY PACK AND COOLING FAN. SET UP AND PROGRAMMING

Driving Conditions:	Environmental Conditions:
Road Surface:	Action Requested: <input type="text" value="Field Remedy"/>
Success of Corrective Action:	
Trouble Codes Affected:	

### Remarks:

## Affected Parts

### VPPS

1st Level (VPPS): 80-Electrical Function  
 2nd Level (VPPS): 80.04-Charging & Energy Storage  
 3rd Level (VPPS): 80.04.02-Battery  
 4th Level (VPPS):

### Parts

## PRTS Dynamics - Complete Report

Primary Part	Part Name	Part Number	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial/Casting Number
Suspect Parts Available? No								
<b>Shipping Details:</b>								
<b>Location of Parts:</b>								
BAC 186713 RO 450182 TAC Case 71-1090512056								
<b>Remarks:</b>								

<b>Labor Information</b>	
<b>Labor Codes Information</b>	
Primary	Labor Code

<b>Dealer and Field Contact Information</b>
<b>Dealer</b>
Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:
<b>Field Representative</b>
Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

<b>Impact Info -&gt; Impacted Product Lines</b>				
<b>Impacted Product Lines</b>				
Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
0G	LaCrosse (USA)	N		

<b>External Systems</b>	
<b>System References</b>	
External System Name	External System Issue ID
FPRD	68252

<b>Issue Status</b>
<b>Issue Status</b>

<b>Next Step</b>
<b>Next Step Role Assignments</b>

## *PRTS Dynamics - Complete Report*

Role Name	Assignment Date	Name	Department	Phone
Champion	27-JUL-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598
<b>Next Step Target Dates</b>				
Next Step Target Submit Date: 01-AUG-2012			Next Step Target Approve/Close Date: 18-SEP-2012	

## PRTS Dynamics - Complete Report

**SENT**

### Main

#### User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	27-JUL-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598

#### Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
27-JUL-2012	01-AUG-2012	18-SEP-2012	18-SEP-2012	18-SEP-2012

#### Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	18-SEP-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598	

### Supporting Processes

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

*Issue Status:*

### Next Step

#### Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	18-SEP-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598

#### Next Step Target Dates

Next Step Target Submit Date: 02-OCT-2012

Next Step Target Approve/Close Date: 18-SEP-2012

## PRTS Dynamics - Complete Report

### ADD. INFO NEEDED

<b>Main</b>					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
Champion	18-SEP-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
18-SEP-2012	02-OCT-2012	18-SEP-2012	18-SEP-2012	18-SEP-2012	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment
Approved	18-SEP-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598	

<b>24 Hour Information</b>
24 Hour: No
Source of Information:
<i>24 Hour CDP Group Information</i>
Natural owner of problem:
Name of Natural owner of problem:

<b>Affected Vehicles</b>	
Model Year(s): <input type="text" value="2012"/>	Other Potentially Affected
Steering Type:	Vehicle Lines:
Body Style(s):	Engine(s):
Axles:	Transmission(s):
Relavent Options:	Transfer Case:
	Local Component PR: No

<b>VIN Information</b>						
<i>Cases</i>						
No of Cases	Recorded by/Originator			Recorded Date		
1	Wendy Olivier			27-JUL-2012		
<i>VIN Information</i>						
Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
Y	1G4GC5ER0CF348498	08-MAY-2012	459	Miles		

<b>Problem Description</b>
<i>Symptoms/Complaints:</i>

## PRTS Dynamics - Complete Report

CHECK ENGINE LIGHT ON, EXCESSIVE REDUCED BATTERY LIGHT ON THUMP NOISE, CAR STALLED , BATTERY {12 VOLT} SLOW TO START ENGINE	
<b>Probable Cause:</b>	
INTERNAL HYBRID BATTERY PACK WITH INOP FAULTY COOLING FAN. FOUND BLACK SOOT ON THE METAL CASE NEAR THE HEAVY CABLES AND UNDER THE MAIN COVER	
<b>Corrective Action:</b>	
REPLACE HYBRID BATTERY PACK AND COOLING FAN. SET UP AND PROGRAMMING	
Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested: <input type="text" value="Field Remedy"/>
<b>Remarks:</b>	

<b>Develop Solution</b>		
<b>Last Break Point</b>		
Date	VIN/Part Number	Comment
<b>General Answer/Comment:</b>		
Production software change was made on April 23rd, 2012 to correct issue BPIM Software released for service mid-April (2012) Published PIP4992B to instruct dealers to reprogram the Generator Control Module and replace the cooling fan if required on all vehicles built between December 15th and April 23rd that have a low voltage concern. See PRTS 1250225 for additional detail.  Change made to the circuit board design of the BPIM within the Powerpack to prevent board to board short. Assembly plant breakpoint 8/20/12. See PRTS 1280148 for battery pack issue.		
<b>Short Description:</b>		
<b>Field Service Information</b>		
PI Number: Bulletin Number: GM Messenger Date:		
<b>Field Remedy:</b>		
<b>Production Remedy:</b>		

<b>Affected Parts</b>
<b>VPPS</b> 1st Level (VPPS): 80-Electrical Function 2nd Level (VPPS): 80.04-Charging & Energy Storage 3rd Level (VPPS): 80.04.02-Battery

## PRTS Dynamics - Complete Report

4th Level (VPPS):

**Part**

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

**Shipping Details:**

**Location of Parts:**

BAC 186713 RO 450182 TAC Case 71-1090512056

**Remarks:**

**Labor Information**

**Labor Codes Information**

Primary	Labor Code
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**Dealer and Field Contact Information**

**Dealer**

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

**Field Representative**

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

**Supporting Processes**

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

**Impacted Product Lines**

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
OG	LaCrosse (USA)	N		

**Impact Info -> Aftersales**

**Aftersales Comments:**

**Aftersales Impact Metrics Information**

Metric	Number of Cases
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## PRTS Dynamics - Complete Report

<b>Customer Satisfaction</b>												
<i>Customer Satisfaction Question</i>												
Product Line			Project Number						Available Data			
OG			LaCrosse (USA)						No			
<i>Customer Survey Information</i>												
Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year
Report Date:												
<i>Customer Survey Comments</i>												

<b>Warranty</b>														
<i>Warranty Question</i>														
Product Line				Project Number							Available Data			
OG				LaCrosse (USA)							No			
<i>Labor Codes Information</i>														
Primary					Labor Code									
<i>Warranty Measure Information</i>														
Product Line	Project Number	Impact Category	Warranty Measure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Currency Type	Report Date
<i>Solution Effectiveness (%) Information</i>														
Product Line			Project Number					Solution Effectiveness (%)						
Report Date:														
<i>Warranty Comment</i>														

<b>Issue Status</b>														
<i>Issue Status</i>														

<b>Next Step</b>														
<i>Next Step Role Assignments</i>														
Role Name	Assignment Date	Name	Department										Phone	
Champion	18-SEP-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition										+1 586 243 2598	
<i>Next Step Target Dates</i>														
Next Step Target Submit Date: 07-DEC-2012							Next Step Target Approve/Close Date: 23-SEP-2012							

## PRTS Dynamics - Complete Report

### OPEN

#### Main

##### User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	18-SEP-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598

##### Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
18-SEP-2012	07-DEC-2012	18-SEP-2012	23-SEP-2012	08-OCT-2012

##### Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	18-SEP-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598	
Approved	08-OCT-2012	Melissa Clifford	General Motors *** Global Quality *** Global Product Development Quality *** Program Quality *** Process Integration	+1 586-947-3475	

#### 24 Hour Information

24 Hour: No

Source of Information:

##### 24 Hour CDP Group Information

Natural owner of problem:

Name of Natural owner of problem:

#### Affected Vehicles

Model Year(s):

Steering Type:

Body Style(s):

Axles:

Relevant Options:

Other Potentially Affected

Vehicle Lines:

Engine(s):

Transmission(s):

Transfer Case:

Local Component PR: No

#### VIN Information

##### Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Wendy Olivier	27-JUL-2012

##### VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G4GC5ER0CF348498	08-MAY-2012		459	Miles	

## PRTS Dynamics - Complete Report

<b>Problem Description</b>	
<b>Symptoms/Complaints:</b>	
CHECK ENGINE LIGHT ON, EXCESSIVE REDUCED BATTERY LIGHT ON THUMP NOISE, CAR STALLED , BATTERY {12 VOLT} SLOW TO START ENGINE	
<b>Probable Cause:</b>	
INTERNAL HYBRID BATTERY PACK WITH INOP FAULTY COOLING FAN. FOUND BLACK SOOT ON THE METAL CASE NEAR THE HEAVY CABLES AND UNDER THE MAIN COVER	
<b>Corrective Action:</b>	
REPLACE HYBRID BATTERY PACK AND COOLING FAN. SET UP AND PROGRAMMING	
Driving Conditions:	Environmental Conditions:
Road Surface:	Action Requested: <input type="text" value="Field Remedy"/>
Success of Corrective Action:	
Trouble Codes Affected:	
<b>Remarks:</b>	

<b>Develop Solution</b>		
<b>Last Break Point</b>		
Date	VIN/Part Number	Comment
<b>General Answer/Comment:</b>		
Production software change was made on April 23rd, 2012 to correct issue BPIM Software released for service mid-April (2012) Published PIP4992B to instruct dealers to reprogram the Generator Control Module and replace the cooling fan if required on all vehicles built between December 15th and April 23rd that have a low voltage concern. See PRTS 1250225 for additional detail.		
Change made to the circuit board design of the BPIM within the Powerpack to prevent board to board short. Assembly plant breakpoint 8/20/12. See PRTS 1280148 for battery pack issue.		
<b>Short Description:</b>		
<b>Field Service Information</b>		
PI Number:		
Bulletin Number:		
GM Messenger Date:		
<b>Field Remedy:</b>		
<b>Production Remedy:</b>		

<b>Affected Parts</b>
VPPS

## PRTS Dynamics - Complete Report

1st Level (VPPS): 80-Electrical Function  
 2nd Level (VPPS): 80.04-Charging & Energy Storage  
 3rd Level (VPPS): 80.04.02-Battery  
 4th Level (VPPS):

**Part**

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

**Shipping Details:**

**Location of Parts:**

BAC 186713 RO 450182 TAC Case 71-1090512056

**Remarks:**

**Labor Information**

**Labor Codes Information**

Primary	Labor Code
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**Dealer and Field Contact Information**

**Dealer**

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

**Field Representative**

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

**Supporting Process**

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

**Impacted Product Lines**

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
OG	LaCrosse (USA)	N		

**Impact Info -> Aftersales**

**Aftersales Comments:**

## PRTS Dynamics - Complete Report

### Aftersales Impact Metrics Information

Metric	Number of Cases

### Customer Satisfaction

#### Customer Satisfaction Question

Product Line	Project Number	Available Data
OG	LaCrosse (USA)	No

#### Customer Survey Information

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

#### Customer Survey Comments

### Warranty

#### Warranty Question

Product Line	Project Number	Available Data
OG	LaCrosse (USA)	No

#### Labor Codes Information

Primary	Labor Code

#### Warranty Measure Information

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

#### Solution Effectiveness (%) Information

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

#### Warranty Comment

### Issue Status

#### Issue Status

### Next Step

#### Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
Champion	08-OCT-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598

#### Next Step Target Dates

Next Step Target Submit Date: 07-NOV-2012

Next Step Target Approve/Close Date:

## PRTS Dynamics - Complete Report

### SOLUTION FEEDBACK

<b>Main</b>					
<i>User Role Assignments</i>					
Role	Assignment Date	Name	Department	Phone	
Champion	08-OCT-2012	Carrie Harvey	General Motors *** GM North America *** Customer Care and Aftersales *** Aftersales Engineering and Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition	+1 586 243 2598	
<i>Step Dates</i>					
Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date	
08-OCT-2012	07-NOV-2012			07-NOV-2012	
<i>Step Actions</i>					
Action	Date	Name	Department	Phone	Comment
Closed	07-NOV-2012	Batch			

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

<b>Develop Solution</b>
<i>General Answer/Comment:</i>
<p>Production software change was made on April 23rd, 2012 to correct issue          BPIM Software released for service mid-April (2012)          Published PIP4992B to instruct dealers to reprogram the Generator Control Module and replace the cooling fan if required on all vehicles built between December 15th and April 23rd that have a low voltage concern.          See PRTS 1250225 for additional detail.</p> <p>Change made to the circuit board design of the BPIM within the Powerpack to prevent board to board short. Assembly plant breakpoint 8/20/12. See PRTS 1280148 for battery pack issue.</p>
<i>Short Description:</i>
<i>Field Service Information</i>
PI Number: Bulletin Number: GM Messenger Date:
<i>Field Remedy:</i>
<i>Production Remedy:</i>
Solution Result:

<b>Summary</b>
<i>Summary</i>

## *PRTS Dynamics - Complete Report*

Production software change was made on April 23rd, 2012 to correct issue  
BPIM Software released for service mid-April (2012)  
Published PIP4992B to instruct dealers to reprogram the Generator Control Module and replace the cooling fan if required on all vehicles built between  
December 15th and April 23rd that have a low voltage concern.  
See PRTS 1250225 and attachment for additional detail.

### **Supporting Process**

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

### **Issue Status**

*Issue Status*

## PRTS Dynamics - Complete Report

<b>Issue Number:</b> 68252	<b>Issue Age:</b>	<b>Issue Type:</b> (Aftersales) Field Performance Report	<b>Issue Status:</b> Closed	
		<b>Current Step:</b> Field Performance Report	<b>Current Step Status:</b> Complete	<b>Current Step Target:</b>
<b>Project:</b> US-United States				
<b>Program:</b> LaCrosse Global / GMNA Passenger Car				
<b>Subject:</b> LaCrosse Global - Cooling Fan - Hybrid Battery Pack - Check Engine Light On, Stall				
<b>Product Line:</b>				
<b>Project Number:</b>				
<b>Associated Issues:</b> 1	<b>Tasks:</b>	<b>Attachments:</b>	<b>Memos:</b>	

### REPORT

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

<b>Issue Definition</b>	
Vehicle Line/Engineering Source:	LaCrosse Global / GMNA Passenger Car
Product Line:	
Project Number:	
Country:	US-United States
<i>Issue Title</i>	
Part Name:	Cooling Fan
Part Location:	Hybrid Battery Pack
Complaint:	Check Engine Light On, Stall
Severity:	
Restricted Issue:	

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

<b>VIN Information</b>
<i>Cases</i>



## PRTS Dynamics - Complete Report

No of Cases	Recorded by/Originator	Recorded Date
1	Wendy Olivier	

### VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G4GC5ER0CF348498	08-MAY-2012		459	Miles	

### Problem Description

#### Symptoms/Complaints:

CHECK ENGINE LIGHT ON, EXCESSIVE REDUCED BATTERY LIGHT ON THUMP NOISE, CAR STALLED , BATTERY {12 VOLT} SLOW TO START ENGINE

#### Probable Cause:

INTERNAL HYBRID BATTERY PACK WITH INOP FAULTY COOLING FAN. FOUND BLACK SOOT ON THE METAL CASE NEAR THE HEAVY CABLES AND UNDER THE MAIN COVER

#### Corrective Action:

REPLACE HYBRID BATTERY PACK AND COOLING FAN. SET UP AND PROGRAMMING

Driving Conditions: Road Surface: Success of Corrective Action: Trouble Codes Affected:	Environmental Conditions: Action Requested:
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#### Remarks:

### Affected Parts

#### VPPS

- 1st Level (VPPS): 80-Electrical Function
- 2nd Level (VPPS): 80.04-Charging & Energy Storage
- 3rd Level (VPPS): 80.04.02-Battery
- 4th Level (VPPS):

#### Parts

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

#### Shipping Details:

#### Location of Parts:

BAC 186713 ; RO 450182 ; TAC Case 71-1090512056

#### Remarks:

### Labor Information

#### Labor Codes Information

Primary	Labor Code
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## PRTS Dynamics - Complete Report

<b>Dealer and Field Contact Information</b>
<p><b>Dealer</b>          Dealer Number:          Dealer Name:          Dealer Phone:          Dealer Contact:          Dealer Email Address:</p> <p><b>Field Representative</b>          Field Rep Contact Name:          Field Rep Number:          Field Rep Phone:          Field Rep Email Address:</p>

<b>Impact Info -&gt; Impacted Product Lines</b>				
<b>Impacted Product Lines</b>				
Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value

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

<b>Issue Status</b>
<b>Issue Status</b>

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

## PRTS Dynamics - Complete Report

### SENT

#### Main

##### User Role Assignments

Role	Assignment Date	Name	Department	Phone
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##### Step Dates

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

##### Step Actions

Action	Date	Name	Department	Phone	Comment
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#### Supporting Processes

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

#### Issue Status

*Issue Status:*

#### Next Step

##### Next Step Role Assignments

Role Name	Assignment Date	Name	Department	Phone
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##### Next Step Target Dates

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

## PRTS Dynamics - Complete Report

### ADD. INFO NEEDED

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

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

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

<b>VIN Information</b>						
<i>Cases</i>						
No of Cases	Recorded by/Originator			Recorded Date		
1	Wendy Olivier					
<i>VIN Information</i>						
Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No
Y	1G4GC5ER0CF348498	08-MAY-2012	459	Miles		

<b>Problem Description</b>	
<i>Symptoms/Complaints:</i>	
CHECK ENGINE LIGHT ON, EXCESSIVE REDUCED BATTERY LIGHT ON THUMP NOISE, CAR STALLED , BATTERY {12 VOLT} SLOW TO START ENGINE	
<i>Probable Cause:</i>	
INTERNAL HYBRID BATTERY PACK WITH INOP FAULTY COOLING FAN. FOUND BLACK SOOT ON THE METAL CASE NEAR THE HEAVY CABLES AND UNDER THE MAIN COVER	
<i>Corrective Action:</i>	
REPLACE HYBRID BATTERY PACK AND COOLING FAN. SET UP AND PROGRAMMING	
Driving Conditions:	Environmental Conditions:

## PRTS Dynamics - Complete Report

Road Surface: Success of Corrective Action: Trouble Codes Affected:	Action Requested:
<b>Remarks:</b>	

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

<b>Affected Parts</b>									
<i>VPPS</i>									
1st Level (VPPS): 80-Electrical Function 2nd Level (VPPS): 80.04-Charging & Energy Storage 3rd Level (VPPS): 80.04.02-Battery 4th Level (VPPS):									
<i>Part</i>									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	
Suspect Parts Available? No									
<i>Shipping Details:</i>									
<i>Location of Parts:</i>									
BAC 186713 ; RO 450182 ; TAC Case 71-1090512056									
<b>Remarks:</b>									

<b>Labor Information</b>	
<i>Labor Codes Information</i>	
Primary	Labor Code

<b>Dealer and Field Contact Information</b>
<i>Dealer</i>

## PRTS Dynamics - Complete Report

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

### Supporting Processes

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

### Impact Info -> Impacted Product Lines

#### Impacted Product Lines

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

### Impact Info -> Aftersales

#### Aftersales Comments:

#### Aftersales Impact Metrics Information

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

### Customer Satisfaction

#### Customer Satisfaction Question

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

#### Customer Survey Information

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

Report Date:

#### Customer Survey Comments

### Warranty

#### Warranty Question

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

#### Labor Codes Information

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

#### Warranty Measure Information

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

#### Solution Effectiveness (%) Information

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

Report Date:

## PRTS Dynamics - Complete Report

**Warranty Comment**

**Issue Status**

**Issue Status**

**Next Step**

**Next Step Role Assignments**

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

**Next Step Target Dates**

Next Step Target Submit Date:

Next Step Target Approve/Close Date:

## PRTS Dynamics - Complete Report

### OPEN

#### Main

##### User Role Assignments

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

##### Step Dates

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

##### Step Actions

Action	Date	Name	Department	Phone	Comment
--------	------	------	------------	-------	---------

#### 24 Hour Information

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

#### Affected Vehicles

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

#### VIN Information

##### Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Wendy Olivier	

##### VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1G4GC5ER0CF348498	08-MAY-2012		459	Miles	

#### Problem Description

##### Symptoms/Complaints:

CHECK ENGINE LIGHT ON, EXCESSIVE REDUCED BATTERY LIGHT ON THUMP NOISE, CAR STALLED , BATTERY {12 VOLT} SLOW TO START ENGINE

##### Probable Cause:

INTERNAL HYBRID BATTERY PACK WITH INOP FAULTY COOLING FAN. FOUND BLACK SOOT ON THE METAL CASE NEAR THE HEAVY CABLES AND UNDER THE MAIN COVER

##### Corrective Action:

REPLACE HYBRID BATTERY PACK AND COOLING FAN. SET UP AND PROGRAMMING

Driving Conditions:

Environmental Conditions:



## PRTS Dynamics - Complete Report

Road Surface: Success of Corrective Action: Trouble Codes Affected:	Action Requested:
<b>Remarks:</b>	

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

<b>Affected Parts</b>									
<b>VPPS</b>									
1st Level (VPPS): 80-Electrical Function 2nd Level (VPPS): 80.04-Charging & Energy Storage 3rd Level (VPPS): 80.04.02-Battery 4th Level (VPPS):									
<b>Part</b>									
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number	
Suspect Parts Available? No									
<b>Shipping Details:</b>									
<b>Location of Parts:</b>									
BAC 186713 ; RO 450182 ; TAC Case 71-1090512056									
<b>Remarks:</b>									

<b>Labor Information</b>	
<b>Labor Codes Information</b>	
Primary	Labor Code

<b>Dealer and Field Contact Information</b>
<b>Dealer</b>

## PRTS Dynamics - Complete Report

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

**Supporting Process**

Trigger Question:  
Step when issue is flagged:  
Flagged by:

Trigger Answer:  
Date when issue was flagged:

**Impact Info -> Impacted Product Lines**

*Impacted Product Lines*

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

**Impact Info -> Aftersales**

*Aftersales Comments:*

*Aftersales Impact Metrics Information*

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

**Customer Satisfaction**

*Customer Satisfaction Question*

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

*Customer Survey Information*

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

Report Date:

*Customer Survey Comments*

**Warranty**

*Warranty Question*

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

*Labor Codes Information*

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

*Warranty Measure Information*

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

*Solution Effectiveness (%) Information*

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

Report Date:

## PRTS Dynamics - Complete Report

**Warranty Comment**

**Issue Status**

**Issue Status**

**Next Step**

**Next Step Role Assignments**

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

**Next Step Target Dates**

Next Step Target Submit Date:

Next Step Target Approve/Close Date:

## PRTS Dynamics - Complete Report

### SOLUTION FEEDBACK

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

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

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

<b>Summary</b>
<i>Summary</i>

<b>Supporting Process</b>	
Trigger Question: Step when issue is flagged: Flagged by:	Trigger Answer: Date when issue was flagged:

<b>Issue Status</b>
<i>Issue Status</i>

MAROONE CHEVROLET OF  
MIAMI, FORMERLY ABRAHAM  
CHEVROLET - SERVICE  
DEPARTMENT

PHONE 305-443-9000  
FAX 305-443-1799  
MON-FRI. 7AM-7PM  
SAT 8AM-3PM

4181 S.W. 8<sup>TH</sup>. ST.  
MIAMI, FL.33134

DATE: 7/11/12

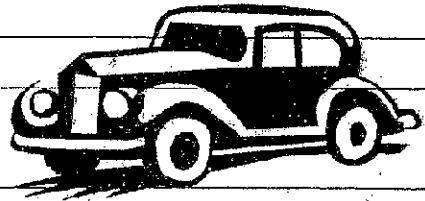
NUMBER OF PAGES 5

TO: Stephanie

ADDRESS: \_\_\_\_\_

PHONE: \_\_\_\_\_

FAX: 1 866 597 4483



DESCRIPTION \_\_\_\_\_

Invoice on Customer [REDACTED]  
2013 Malibu

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STOMER #: 5110279

# Maroone Chevrolet

Formerly Abraham Chevrolet

646143

SERVICE  
4181 SW 8 ST. MIAMI, FL 33134-2699  
DADE 305-443-9000  
WATS 1-888-674-9516 FAX 305-443-1799

INVOICE

DUPLICATE 3  
PAGE 1

Goodman's Quick Lube Plus The Filter means better. Goodwin's Quick Lube Plus  
STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP  
REGISTRATION #MY-26741  
DADE COUNTY REGISTRATION #MYR-00105601  
www.maroone.com

MIAMI, FL  
HOME  
BUS: CELL:

SERVICE ADVISOR: 3493 JESUS CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE DIAM	13	CHEVROLET MALIBU	1G11F5RR6D		300/300	T3180	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
11MAY12 DD			09:24 13JUN12			CASH	10JUL12
R/O OPENED	READY	OPTIONS: STK:DF109401 ENG:2.4 LITER DOHC ECOTEC					
12:08 11JUN12	18:56 15JUN12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	ENG	LIGHT ON				
CAUSE: REPROGRAM GENERATOR CONTROL MODULE PER DOC#2596076 CLAIM CODE S2159 CLOSEST LABOR OP, CONTACTED DBC. N5875 GENERATOR CONTROL MODULE REPLACEMENT 6354 MORALES, RAUL LIC#: C05027279							
						37.98	37.98
FC: 6573 PART#: COUNT: CLAIM TYPE: ZREG AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 300 REPROGRAMMED GENERATOR CONTROL MODULE FOUND THAT THE VEHICLE WAS NOT CHARGING AND THE BATTERY LIGHT AND CHECK ENGINE LIGHT WERE ON. FOUND CODE P0CA2 STORED IN THE HPCM. FOLLOWED DOC ID 2596076. IT WAS NECESSARY TO REPROGRAM THE GENERATOR CONTROL MODULE TO CORRECT CONCERN. VEHICLE OK AFTER REPAIRS. CODE: S2159

B CUST STATES SERVICE BATTERY LIGHT ON  
 SOL SEE REPAIR(S) ON OTHER LINE(S)  
 6354 MORALES, RAUL LIC#: C05027279  
 CCCR 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 300 SEE LINE A

C MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)  
 GTIRE MPVI: TIRE TREAD GREEN (NOTATION ONLY - NO WORK NEEDED)  
 6354 MORALES, RAUL LIC#: C05027279  
 CCCR 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)  
 GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.  
 If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

\*SHOP SUPPLY COSTS: We have added a charge equal to 93.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead acid battery sold in the state (s.403.7185).  
 ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2008 AOP (04/11) SERVICE INVOICE TYPE 2 - SIZC - AUTONA11ION - LIMITED WARRANTY 06/04/2008



STOMER #: 5110279

647339

# Maroone Chevrolet

Formerly Abraham Chevrolet

SERVICE  
4181 SW 8 ST. MIAMI, FL 33134-2699  
DADE 305-443-9000  
WATS 1-888-674-9515 FAX 305-443-1799

## INVOICE

PAGE 1

SERVICE ADVISOR: 3493 JESUS CRUZ

MIAMI, FL  
HOME  
BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE DIAM	13	CHEVROLET MALIBU	1G11F5RR6DF		410/415	T6211
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
11MAY12 DD			17:00 29JUN12			CASH
						10JUL12
R.O. OPENED		READY	OPTIONS: STK:DF109401 ENG:2.4 LITER DOHC ECOTEC			
14:27 29JUN12	16:40 10JUL12					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST VEHICLE TOWED IN W/ NO BATTERY POWER  
SOL SEE REPAIR(S) ON OTHER LINE(S)

6354 MORALES, RAUL LIC#: C05027279

CCCR

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

415 SEE LINE B

B CUST STATES VEHICLE BATTERY SAVE MODE WARNING CAME ON

CAUSE: MOTOR DRIVE MOTOR BATTERY MODULE INTERNALLY SHORTED REPL DRIVE

MOTORBATTERY TAC CASE#71-1083094575

N5866 GENERATOR CONTROL AND BATTERY MODULE

REPLACEMENT AND SHIPPING PREPARATION

6354 MORALES, RAUL LIC#: C05027279

WCC

322.83 322.83

PC: 6579 PART#: COUNT:

CLAIM TYPE: ZREG

AUTH CODE: E

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

415 DRIVE MOTOR BATTERY MODULE INTERNALLY SHORTED FOUND THAT THE VEHICLE HAD NO BATTERY POWER AND NEEDED TO BE JUMP STARTED. FOUND CODE P0563, P0562, AND P0C78 STORED IN THE HPCM. VEHICLE WAS NOT CHARGING THE 12 VOLT SYSTEM. CALLED TAC AND SPOKE WITH JOE ROBBINS, CASE# 71-1083094575. WAS TOLD TO REMOVE THE HIGH VOLTAGE BATTERY COVER AND MAKE VARIOUS MEASUREMENTS THAT ARE OUTLINED IN DOC ID# 2587766. ALSO REFERENCED DOC ID'S: 2728411 AND 2821067. WAS ON AND OFF OF THE PHONE SEVERAL TIMES WITH TAC WHILE PERFORMING VOLTAGE READINGS AND OHM TESTING VARIOUS CIRCUITS INSIDE THE HIGH VOLTAGE BATTERY. ALSO FOUND WHEN THE COVER WAS REMOVED THERE WERE SIGNS OF ARCING IN INSIDE THE CASE. ADVISED TAC OF FINDINGS AND THEY SENT OUT A NEW BATTERY PACK MODULE ASSEMBLY TO BE INSTALLED INTO THE VEHICLE. PROGRAMMED THE NEW STARTER GENERATOR MODULE. VEHICLE OK AFTER REPAIRS. CODE:S2159-----

OK 1.0 ST FOR TECH TO

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

If Payment is Made By Check When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. If processed as an EFT, funds may be withdrawn from your account as soon as today. You agree that you will not dispute us electronically debiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid for any reason, you authorize us or our agent to charge a service fee up to the maximum amount permitted by law.

\*SHOP SUPPLY COSTS: We have added a charge equal to 93.00 or 12% of the total cost of labor and parts, whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP ©2008 ADP (04/11) SERVICE INVOICE TYPE 2 - S12C - AUTONATION - LIMITED WARRANTY



STOMER #: 5110279

647339

# Maroone Chevrolet

Formerly Abraham Chevrolet

SERVICE  
4181 SW 8 ST. MIAMI, FL 33134-2899  
DADE 305-443-9000  
WATS 1-888-674-9515 FAX 305-443-1799

INVOICE

Goodwrench Quick Lube/Plus The *Plus* means better.  Goodwrench Quick Lube/Plus

STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP  
REGISTRATION #MY-36741  
DADE COUNTY REGISTRATION #MVA-00106801  
www.maroone.com

**PRO SHOP**

MIAMI, FL  
HOME  
BUS:

PAGE 2

SERVICE ADVISOR: 3493 JESUS CRUZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE DIAM	13	CHEVROLET MALIBU	1G11F5RR6DF		410/415	T6211	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
11MAY12 DD			17:00 29JUN12			CASH	10JUL12
R.O. OPENED	READY	OPTIONS: STK:DF109401 ENG:2.4 LITER DOHC ECOTEC					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PERFORM DIAGNOSTIC AND TESTING CIRCUITS AND CALLING TAC FOR THE HELP ON THIS CONCERN, AFTER PERFORMING DIAGNOSTIC AND CALLING TAC AND PERFORMING SEVERAL TESTING TAC PROCEEDED TO REPLACE DRIVE MOTOR BATTERY MODULE FOR BEING INTERNALLY SHORTED. 4:19PM RONMAR OBREGON							

C We apoligize for the inconvienciance of returning again for the same complaint. Every effort will be made to correct your concern.

CB We apoligize for the inconvienciance of returning again for the same complaint. Every effort will be made to correct your concern.

6354 MORALES, RAUL LIC#: C05027279

CCCC	0.00					0.00	0.00
SUBL ENTERPRISE RAC INV.D676628 PO.3836561							
ICHRP						46.74	46.74
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00						TOTAL LINE C:	0.00

D Customer is provided with goodwill rental (must be booked in sublet prior to closing ro) op code Z7850 fc95.

R Customer is provided with goodwill rental (must be booked in sublet prior to closing ro) op code Z7850 fc95.

6354 MORALES, RAUL LIC#: C05027279

CCCC	0.00					0.00	0.00
SUBL ENTERPRISE RAC INV.D676628 PO.							
WCC						190.00	190.00
SUBL ENTERPRISE RAC INV.D676628 PO.3836561							
ICERS						46.74	46.74
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00						TOTAL LINE D:	0.00

E MULTI POINT INSPECTION NOT COMPLETED THIS VISIT  
MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT

6354 MORALES, RAUL LIC#: C05027279

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

\*SHOP SUPPLY COSTS: We have added a charge equal to 25.00 or 12% of the total cost of labor and parts whichever is greater, to the Repair Order. This charge will not exceed \$59.95. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

DealerCAP © 2006 ADP (04/11) SERVICE INVOICE TYPE 2 - SIC - AUTONATION - LIMITED WARRANTY FOR FLORIDA 9698123



September 10, 2013

██████████  
██████████  
Seven Lakes, NC ██████████

Dear ██████████

Thank you for your support of Buick. As we agreed, the necessary paperwork has been completed and forwarded to OnStar. The Directions & Connections 1YR subscription for your 2012 Buick LaCrosse, Vehicle Identification Number 1G4GC5ER0CF██████████ has been added. If you already had an existing subscription, the additional time will commence upon the expiration of your current OnStar subscription. Please allow approximately three weeks for processing.

If OnStar is currently inactive on your vehicle, you will need to press the blue OnStar button to activate/reactivate the account. An OnStar advisor will then activate/reactivate your account. Please mention "Complimentary Customer Assistance Package" when referring to the subscription offered above. You will receive a 3-month complimentary subscription upon activating/reactivating the account. The 3-month subscription is separate from the subscription offered above.

Your complete satisfaction is very important to us. We hope this transaction demonstrates our appreciation of you as a valued Buick and OnStar customer.

At Buick, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Buick.com or call us at 1-800-521-7300.

Sincerely,

Buick Customer Assistance Center  
Service Request 71-1090520831

For more information regarding the maintenance and care of your vehicle, please visit [www.gmownercenter.com](http://www.gmownercenter.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Mira Ratcliff/Austin/GM1

08/15/2012 03:30 PM

To robert.dusek@gm.com

cc

bcc

Subject Chevrolet Notification of Escalation to BRC Early Response Team

Dear Robert Dusek,

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

Service Request: 71-1095732117

Customer Last Name: Ocampo

Involved Dealership: Sunrise Chevrolet BAC 159673, Glendale Heights, IL

Dealership Contact: Jeff Rubeck

VIN: 1G11D5RR6DF [REDACTED]

Automobile: 2013 Chevrolet Malibu

Vehicle History Overview: dealer replaced the battery, and it had a connector issue.

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

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

Sincerely,

General Motors



Thaddeus  
Kinzer/Austin/GM1  
10/22/2012 03:55 PM

To brian.c.greuel@gm.com  
cc  
bcc  
Subject (IN) 71-1119553686 PAR Case Sent to ESIS · No Action  
Required

A product allegation claim has been made in your region. The customer is alleging thermal event originating from the hybrid battery. This case is being escalated to ESIS because it is a thermal event.

Customer: Kane  
2013 Chevrolet Malibu  
1G11D5RR7DF [REDACTED]  
Dealership: Bradley Chevrolet, BAC 112911, Franklin IN  
Dealership Contact: Matt Todd, service manager

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

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



"Pat Burcham"  
<Pat.Burcham@minacs.adityabirla.com>

12/05/2012 11:02 AM

To <dalia\_rangel@gmexpert.com>

cc <tonie\_mercado@gmexpert.com>

bcc

Subject FW: Return to Par - Kane (749702); SR 71-1119553686

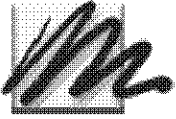
---

Please assign to the team for handling. ESIS will not be making a recommendation.

---

Thank You,

Pat Burcham | Team Lead  
Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone (512) 386-0535 | Fax 866-3004627 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)



Thaddeus  
Kinzer/Austin/GM1  
12/05/2012 02:42 PM

To brent.palmer@gm.com  
cc brian.c.greuel@gm.com  
bcc  
Subject (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required

A recent product allegation claim was made in your region. The customer alleged thermal event originating from hybrid battery and case was escalated to ESIS. ESIS investigated and repaired the vehicle, however the customer remains dissatisfied with the vehicle and wants it repurchased.

Customer: Kane  
2013 Chevrolet Malibu  
1G11D5RR7DF [REDACTED]  
Dealership: Bradley Chevrolet, BAC 112911, Franklin IN  
Dealership Contact: Matt Todd, service manager

PAR is recommending denial to resolve the customer's claim. Please respond with your agreement or other recommendation. Once we receive it, the decision will be relayed to the customer and the involved dealership.

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors



Thaddeus  
Kinzer/Austin/GM1  
12/10/2012 11:28 AM

To: brent.palmer@gm.com  
cc  
bcc  
Subject: Fw: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required

Resending, as I have not received your reply for what PAR's response to the customer will be,

Thank you,

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

----- Forwarded by Thaddeus Kinzer/Austin/GM1 on 12/10/2012 11:27 AM -----



Thaddeus  
Kinzer/Austin/GM1  
12/05/2012 02:42 PM

To: brent.palmer@gm.com  
cc: brian.c.greuel@gm.com  
Subject: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required

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Customer: Kane  
2013 Chevrolet Malibu  
1G11D5RR7DF [REDACTED]  
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Sincerely,

General Motors



brent.palmer@gm.com  
12/13/2012 12:35 PM

To thaddeus\_kinzer@gmexpert.com  
cc  
bcc  
Subject Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event

I spoke to the DMA, Brian Greuel, this morning. He is going to call Penske Chevrolet and will follow-up with me asap. If a denial is agreed to then we will have the PAR group provide the denial for repurchase. If the DMA, Dealer and myself agree to a repurchase, then we'll have the DMA and Dealer take over to handle the deal. I will have a decision to you by Friday this week.

Sorry for the delay.

Brent Palmer  
Business Resource Manager  
GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: thaddeus\_kinzer@gmexpert.com  
To: brent.palmer@gm.com  
Date: 12/13/2012 11:29 AM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event

---

Good afternoon,

I have not received a final reply yet, should I be contacting the customer with a denial or is the DMA stepping in to assist?

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

brent.palmer@gm.c  
om

12/10/2012 11:07  
PM

brian.c.greuel@chevrolet.com

thaddeus\_kinzer@gmexpert.com,  
rob.johnson@gm.com

To

cc

Subject

Re: (IN) 71-1119553686 PAR  
Recommended Denial · BRM Approval  
Required, Malibu Eco, Battery  
Thermal Event

Hi Brian,

Did you have a chance to review my original e-mail to you?

I'd like to respond to PAR on 12/11/12. If you and the selling/servicing dealer would like to do a DMA trade exchange for customer satisfaction then let me know. If not, then I'll let PAR provide the denial on the repurchase request since the vehicle is repaired.

Regards,

Brent Palmer  
Business Resource Manager  
GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: Brent Palmer/US/GM/GMC  
To: Brian C. Greuel/US/GM/GMC@GM  
Cc: thaddeus\_kinzer@gmexpert.com  
Date: 12/06/2012 06:51 AM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required

Brian,

We have a PAR case that is ready to be closed. The e-assist battery was replaced on the 2013 Malibu noted below. There doesn't appear to have been any thermal damage to the vehicle other than the defective battery that was replaced under warranty. Customer is seeking a repurchase. PAR is seeking to provide a denial on the repurchase request. Before I respond with the

approval for denial, I want to see if you are in agreement. Or, is this something that you would like to consider doing a DMA trade exchange on with your dealer for customer satisfaction. I believe the selling and servicing dealer is normally Penske, however, Bradley Chevrolet did the battery replacement. Call me and we can discuss.

Thanks,

Brent Palmer  
Business Resource Manager  
North Central Region  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: thaddeus\_kinzer@gmexpert.com  
To: brent.palmer@gm.com  
Cc: brian.c.greuel@gm.com  
Date: 12/05/2012 01:43 PM  
Subject: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required

A recent product allegation claim was made in your region. The customer alleged thermal event originating from hybrid battery and case was escalated to ESIS. ESIS investigated and repaired the vehicle, however the customer remains dissatisfied with the vehicle and wants it repurchased.

Customer: Kane  
2013 Chevrolet Malibu  
1G11D5RR7DF115763  
Dealership: Bradley Chevrolet, BAC 112911, Franklin IN  
Dealership Contact: Matt Todd, service manager

PAR is recommending denial to resolve the customer's claim. Please respond with your agreement or other recommendation. Once we receive it, the decision will be relayed to the customer and the involved dealership.

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Sincerely,

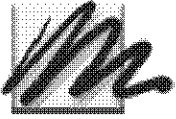
General Motors

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Thaddeus  
Kinzer/Austin/GM1  
12/13/2012 12:29 PM

To: brent.palmer@gm.com@SITEWCWEB  
cc  
bcc  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event

Good afternoon,

I have not received a final reply yet, should I be contacting the customer with a denial or is the DMA stepping in to assist?

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Sincerely,

General Motors

brent.palmer	brent.palmer@gm.com	12/10/2012 11:08:27 PM
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brent.palmer@gm.com  
12/10/2012 11:07 PM

To: brian.c.greuel@chevrolet.com  
cc: thaddeus\_kinzer@gmexpert.com, rob.johnson@gm.com  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event

Hi Brian,

Did you have a chance to review my original e-mail to you?

I'd like to respond to PAR on 12/11/12. If you and the selling/servicing dealer would like to do a DMA trade exchange for customer satisfaction then let me know. If not, then I'll let PAR provide the denial on the repurchase request since the vehicle is repaired.

Regards,

Brent Palmer  
Business Resource Manager  
GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: Brent Palmer/US/GM/GMC  
To: Brian C. Greuel/US/GM/GMC@GM  
Cc: thaddeus\_kinzer@gmexpert.com  
Date: 12/06/2012 06:51 AM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required

---

Brian,

We have a PAR case that is ready to be closed. The e-assist battery was replaced on the 2013 Malibu noted below. There doesn't appear to have been any thermal damage to the vehicle other than the defective battery that was replaced under warranty. Customer is seeking a repurchase. PAR is seeking to provide a denial on the repurchase request. Before I respond with the approval for denial, I want to see if you are in agreement. Or, is this something that you would like to consider doing a DMA trade exchange on with your dealer for customer satisfaction. I believe the selling and servicing dealer is normally Penske, however, Bradley Chevrolet did the battery replacement. Call me and we can discuss.

Thanks,

Brent Palmer  
Business Resource Manager  
North Central Region  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: thaddeus\_kinzer@gmexpert.com  
To: brent.palmer@gm.com  
Cc: brian.c.greuel@gm.com  
Date: 12/05/2012 01:43 PM  
Subject: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required

---

A recent product allegation claim was made in your region. The customer alleged thermal event originating from hybrid battery and case was escalated to ESIS. ESIS investigated and repaired the vehicle, however the customer remains dissatisfied with the vehicle and wants it repurchased.

Customer: Kane  
2013 Chevrolet Malibu  
1G11D5RR7DF115763  
Dealership: Bradley Chevrolet, BAC 112911, Franklin IN  
Dealership Contact: Matt Todd, service manager

PAR is recommending denial to resolve the customer's claim. Please respond with your agreement or other recommendation. Once we receive it, the decision will be relayed to the customer and the involved dealership.

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Sincerely,

General Motors

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brent.palmer@gm.com  
12/17/2012 08:52 AM

To brian.c.greuel@chevrolet.com  
cc thaddeus\_kinzer@gmexpert.com  
bcc  
Subject Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event

Hi Brian,

Thanks for looking into this customer request. You can do the trade exchange through the normal process by filling out the form on the repurchase website once the replacement vehicle has been located. We can instruct PAR to direct the customer to the designated dealership employee that will be handling the customer. The PAR case can then be closed. Just drop me an e-mail with the contact info for dealership so that it can be added to the PAR file.

Thanks,

Brent Palmer  
Business Resource Manager  
GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: Brian C. Greuel/US/GM/GMC  
To: Brent Palmer/US/GM/GMC@GM  
Date: 12/14/2012 03:15 PM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event

---

Brent,

Sorry it has been hectic with the move and everything but finally talked to Penske about this customer and I think we should help them out of the vehicle. They have already been looking at vehicles and want another malibu but a v6 this time. I think we can work something out but need to get a hold of the GM but I think it is the right thing to do.

Do we need to handle this any differently since it went to par or the normal exchange process works?

Let me know and have a great weekend.

Thanks

Brian Greuel  
District Manager After-Sales  
317 509 2404



From: Brent Palmer/US/GM/GMC  
To: Brian C. Greuel/US/GM/GMC@GM  
Cc: thaddeus\_kinzer@gmexpert.com, Rob Johnson/US/GM/GMC  
Date: 12/10/2012 11:07 PM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event

---

Hi Brian,

Did you have a chance to review my original e-mail to you?

I'd like to respond to PAR on 12/11/12. If you and the selling/servicing dealer would like to do a DMA trade exchange for customer satisfaction then let me know. If not, then I'll let PAR provide the denial on the repurchase request since the vehicle is repaired.

Regards,

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GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: Brent Palmer/US/GM/GMC  
To: Brian C. Greuel/US/GM/GMC@GM  
Cc: thaddeus\_kinzer@gmexpert.com  
Date: 12/06/2012 06:51 AM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required

---

Brian,

We have a PAR case that is ready to be closed. The e-assist battery was replaced on the 2013 Malibu noted below. There doesn't appear to have been any thermal damage to the vehicle other than the defective battery that was replaced under warranty. Customer is seeking a repurchase. PAR is seeking to provide a denial on the repurchase request. Before I respond with the approval for denial, I want to see if you are in agreement. Or, is this something that you would like to consider doing a DMA trade

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Thanks,

Brent Palmer  
Business Resource Manager  
North Central Region  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: thaddeus\_kinzer@gmexpert.com  
To: brent.palmer@gm.com  
Cc: brian.c.greuel@gm.com  
Date: 12/05/2012 01:43 PM  
Subject: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required

---

A recent product allegation claim was made in your region. The customer alleged thermal event originating from hybrid battery and case was escalated to ESIS. ESIS investigated and repaired the vehicle, however the customer remains dissatisfied with the vehicle and wants it repurchased.

Customer: Kane  
2013 Chevrolet Malibu  
1G11D5RR7DF [REDACTED]  
Dealership: Bradley Chevrolet, BAC 112911, Franklin IN  
Dealership Contact: Matt Todd, service manager

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Sincerely,

General Motors

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Thaddeus  
Kinzer/Austin/GM1  
12/18/2012 12:20 PM

To brent.palmer@gm.com@SITEWCWEB  
cc  
bcc  
Subject Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required, Malibu Eco, Battery Thermal Event

Just wanted to follow up, I am still waiting for final confirmation of where to direct the customer, thank you.

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

brent.palmer	brent.palmer@gm.com	12/17/2012 08:53:18 AM
--------------	---------------------	------------------------



brent.palmer@gm.com  
12/17/2012 08:52 AM

To brian.c.greuel@chevrolet.com  
cc thaddeus\_kinzer@gmexpert.com  
Subject Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required, Malibu Eco, Battery Thermal Event

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Brent Palmer  
Business Resource Manager  
GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: Brian C. Greuel/US/GM/GMC  
To: Brent Palmer/US/GM/GMC@GM  
Date: 12/14/2012 03:15 PM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event

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Brian Greuel  
District Manager After-Sales  
317 509 2404

 Certified Service

From: Brent Palmer/US/GM/GMC  
To: Brian C. Greuel/US/GM/GMC@GM  
Cc: thaddeus\_kinzer@gmexpert.com, Rob Johnson/US/GM/GMC  
Date: 12/10/2012 11:07 PM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event

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Brent Palmer

Business Resource Manager  
GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: Brent Palmer/US/GM/GMC  
To: Brian C. Greuel/US/GM/GMC@GM  
Cc: thaddeus\_kinzer@gmexpert.com  
Date: 12/06/2012 06:51 AM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required

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Brent Palmer  
Business Resource Manager  
North Central Region  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

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To: brent.palmer@gm.com  
Cc: brian.c.greuel@gm.com  
Date: 12/05/2012 01:43 PM  
Subject: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required

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General Motors

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brent.palmer@gm.com  
12/19/2012 02:47 PM

To thaddeus\_kinzer@gmexpert.com  
cc  
bcc  
Subject Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required, Malibu Eco, Battery Thermal Event  
[ATTACHMENT REMOVED]

I left the DMA, Brian Greuel, a voice mail requesting the dealership contact name and phone number. I hope to hear back today so that I can follow-up with you.

Regards,

Brent Palmer  
Business Resource Manager  
GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: thaddeus\_kinzer@gmexpert.com  
To: brent.palmer@gm.com  
Date: 12/18/2012 11:21 AM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event  
[ATTACHMENT REMOVED]

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If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

brent.palmer@gm.c  
om

To

12/17/2012 08:52  
AM

brian.c.greuel@chevrolet.com

cc

thaddeus\_kinzer@gmexpert.com

Subject

Re: (IN) 71-1119553686 PAR  
Recommended Denial · BRM Approval  
Required, Malibu Eco, Battery  
Thermal Event

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To: Brent Palmer/US/GM/GMC@GM  
Date: 12/14/2012 03:15 PM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
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317 509 2404

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Date: 12/06/2012 06:51 AM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
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Cc: brian.c.greuel@gm.com  
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1G11D5RR7DF115763  
Dealership: Bradley Chevrolet, BAC 112911, Franklin IN  
Dealership Contact: Matt Todd, service manager

PAR is recommending denial to resolve the customer's claim. Please respond with your agreement or other recommendation. Once we receive it, the decision will be relayed to the customer and the involved dealership.

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

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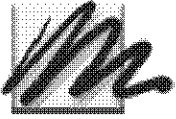
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Thaddeus  
Kinzer/Austin/GM1  
01/02/2013 12:19 PM

To: brent.palmer@gm.com@SITECLWEB  
cc  
bcc  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event [ATTACHMENT REMOVED]

I know most of GM has been on holiday shutdown, but I wanted to follow up on this to see if there is any more information yet, thank you.

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Cc: brian.c.greuel@gm.com  
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1G11D5RR7DF115763  
Dealership: Bradley Chevrolet, BAC 112911, Franklin IN  
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brent.palmer@GM.COM  
01/15/2013 09:17 AM

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cc  
bcc  
Subject Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required, Malibu Eco, Battery Thermal Event  
[ATTACHMENT REMOVED]

The customer has been working with the dealership, Penske Chevrolet 112923, and picked out a replacement vehicle. The DMA has completed the repurchase form and the RVDC has begun working the case. The contact person at the dealership is Bret Rozzi, 317-846-6666. There should not be any further follow-up needed by the BRC group. If you have any further questions, please feel free to contact me. Thanks.

Regards,

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Cc: brian.c.greuel@chevrolet.com  
Date: 01/15/2013 07:08 AM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval Required, Malibu Eco, Battery Thermal Event  
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12/19/2012 02:47  
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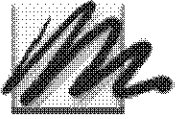
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Re: (IN) 71-1119553686 PAR  
Recommended Denial · BRM Approval  
Required, Malibu Eco, Battery  
Thermal Event

Hi Brian,

Thanks for looking into this customer request. You can do the trade exchange through the normal process by filling out the form on the repurchase website once the replacement vehicle has been located. We can instruct PAR to direct the customer to the designated dealership employee that will be handling the customer. The PAR case can then be closed. Just drop me an e-mail with the contact info for dealership so that it can be added to the PAR file.

Thanks,

Brent Palmer  
Business Resource Manager  
GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: Brian C. Greuel/US/GM/GMC  
To: Brent Palmer/US/GM/GMC@GM  
Date: 12/14/2012 03:15 PM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required, Malibu Eco, Battery Thermal Event

Brent,

Sorry it has been hectic with the move and everything but finally talked to Penske about this customer and I think we should help them out of the vehicle. They have already been looking at vehicles and want another malibu but a v6 this time. I think we can work something out but need to get a hold of the GM but I think it is the right thing to do.

Do we need to handle this any differently since it went to par or the normal exchange process works?

Let me know and have a great weekend.

Thanks

Brian Greuel  
District Manager After-Sales  
317 509 2404

(Embedded image moved to file: pic22741.gif)

From: Brent Palmer/US/GM/GMC  
To: Brian C. Greuel/US/GM/GMC@GM  
Cc: thaddeus\_kinzer@gmexpert.com, Rob Johnson/US/GM/GMC  
Date: 12/10/2012 11:07 PM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required, Malibu Eco, Battery Thermal Event

Hi Brian,

Did you have a chance to review my original e-mail to you?

I'd like to respond to PAR on 12/11/12. If you and the selling/servicing dealer would like to do a DMA trade exchange for customer satisfaction then let me know. If not, then I'll let PAR provide the denial on the

repurchase request since the vehicle is repaired.

Regards,

Brent Palmer  
Business Resource Manager  
GM, North Central Region  
Naperville, IL  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: Brent Palmer/US/GM/GMC  
To: Brian C. Greuel/US/GM/GMC@GM  
Cc: thaddeus\_kinzer@gmexpert.com  
Date: 12/06/2012 06:51 AM  
Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM  
Approval Required

Brian,

We have a PAR case that is ready to be closed. The e-assist battery was replaced on the 2013 Malibu noted below. There doesn't appear to have been any thermal damage to the vehicle other than the defective battery that was replaced under warranty. Customer is seeking a repurchase. PAR is seeking to provide a denial on the repurchase request. Before I respond with the approval for denial, I want to see if you are in agreement. Or, is this something that you would like to consider doing a DMA trade exchange on with your dealer for customer satisfaction. I believe the selling and servicing dealer is normally Penske, however, Bradley Chevrolet did the battery replacement. Call me and we can discuss.

Thanks,

Brent Palmer  
Business Resource Manager  
North Central Region  
mobile: 630-659-9932  
fax: 630-961-6809  
e-mail: brent.palmer@gm.com

From: thaddeus\_kinzer@gmexpert.com  
To: brent.palmer@gm.com  
Cc: brian.c.greuel@gm.com  
Date: 12/05/2012 01:43 PM  
Subject: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval  
Required

A recent product allegation claim was made in your region. The customer

alleged thermal event originating from hybrid battery and case was escalated to ESIS. ESIS investigated and repaired the vehicle, however the customer remains dissatisfied with the vehicle and wants it repurchased.

Customer: [REDACTED]  
2013 Chevrolet Malibu  
1G11D5RR7DF115763  
Dealership: Bradley Chevrolet, BAC 112911, Franklin IN  
Dealership Contact: Matt Todd, service manager

PAR is recommending denial to resolve the customer's claim. Please respond with your agreement or other recommendation. Once we receive it, the decision will be relayed to the customer and the involved dealership.

If you have further questions, please contact Customer Relationship Specialist Thaddeus at 866-790-5700 x41039, or by fax at 866-775-9477. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

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

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This attachment was removed from this location in this message.

Name: pic22741.gif  
Type: image/gif  
Size: 4096

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contact the sender and delete it from your computer.

HONOLULU HI 967

12 DEC 2012 PM 2 L

Happy  
Holidays

From



12-17-12P98901-ARNV

Chevrolet

P.O. BOX 33170

Detroit, MI 48232-5170

48232517070





12/12/12

[REDACTED]  
Honolulu, HI [REDACTED]  
[REDACTED]  
[REDACTED]

Chevrolet  
P.O. Box 33170  
Detroit, MI 48232-5170

ALCON (All Concerned) @ Chevrolet,

Due to a recent Lemon Law right serious nonconformity presumption, I am writing to notify you of the Lemon Law Rights on my recently purchased 2013 Chevy Malibu Eco Hybrid vehicle VIN: 1G11D5RR7D [REDACTED] and its repair that is taking place. I do not wish to remain the sole owner of a defective vehicle. It's unreliable, unsafe for me to drive to work or my child around in this vehicle. The battery that is located in the rear of the vehicle popped and the lithium-ion battery fumes immediately filled the front compartment of the vehicle from the trunk, to where I was unable to stand the fumes/smell, I had to exit the vehicle immediately and I had to let the fumes vent out of the vehicle over night, I had to wait 12 hours for a tow truck to pick it up from my place of employment and I had to wait another 3 days for it to be received into the service department which is understandable because this all happened while operating it on the freeway on a Friday afternoon as I was on my way to a 1700 formation in Barbers Point, Kapolei, Hawai'i. May I suggest that you have a 24/7 tow service available to your Chevy owners that may need assistance in the future. Waiting 12 hours on 11/30/12-12/1/12 for a tow truck is in my book is unacceptable. I expected quality customer service especially coming from Chevrolet. Our family has been a loyal GMC/Chevrolet customer for about 6 years personally and over 20 for my father-in-law.

I am disappointed and I would like to purchase another vehicle that is not a hybrid, I do not wish to experience this situation again. I was late to my formation and this has caused me unnecessary hardship on my college studies and an interruption to my employer DOD (State of Hawai'i). I cannot be late for a military formation and this is totally unacceptable especially from a vehicle that was just purchased a couple of months ago. This situation was very embarrassing as well. My entire unit is aware of my situation. That's over 1,000 people. Quite a few fellow soldiers and friends of mine have recently purchased Chevy vehicles from Cutter Chevy Honolulu and I would like to remain a loyal customer but at this point, I would rather own a non-hybrid vehicle. I am looking forward to a follow up from the dealership and manufacturer to work something out with replacing this defective 2013 Chevy Malibu. The vehicle has been in for service for one week now and the service department is not sure when they're going to receive the battery replacement from the mainland US, they're estimating another week or longer since they do not quite know if it's just the battery or the CPU/brain of the engine, etc. It's 12/12/12 and the battery has been replaced. Now they have to replace a fuse. It's on back order and Cutter Chevy has extended my rental car and will call me when they receive the fuse/part next week.

Sincerely,

[REDACTED]

September 10, 2013

[REDACTED]  
Honolulu, HI [REDACTED]

Dear [REDACTED]

Thank you for your support of Chevrolet. As we agreed, the necessary paperwork has been completed and forwarded to General Motors Protection Plan (GMPP) for the Smart Care plan on your 2013 Chevrolet Malibu, Vehicle Identification Number 1G11D5RR7DF[REDACTED]. The processing time will take approximately eight weeks.

You will be notified by GMPP once the plan has been processed and you will receive complete details on your plan's coverage at that time. This letter will serve as your policy until you receive your plan confirmation. Should you require service prior to receiving your plan confirmation from GMPP, simply bring this letter to your local Chevrolet Dealership. Your complete satisfaction is very important to us at Chevrolet. We hope the issuance of this GMPP demonstrates our appreciation of you as a valued customer.

At Chevrolet, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center  
Service Request: 71-1136771057

For more information regarding the maintenance and care of your vehicle, please visit [www.mygmink.com](http://www.mygmink.com). This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

**Roger  
Edmonds/Austin/GM1**  
12/19/2012 05:33 PM

To dwight.roberts@gm.com  
cc  
bcc  
Subject Notification of White Mail Escalation to ER

Re: Heffner  
Service Request: 71-1136771057

Vehicle Identification No: 1G11D5RR7DF [REDACTED]  
Warranty Start Date: 9/4/2012  
Mileage: 4,136  
Customer Relationship Specialist: Roger Edmonds  
Telephone: 866-790-5600 Ext. 11109

Dear, Dwight

This email is being sent to notify you of a case escalation from White Mail to ER. This is a courtesy communication. A White Mail case has already been created.

Dealership: Rainbow Chevrolet, Inc.  
Dealership Contact: Service Manager and Service Advisor  
Vehicle History Overview: Concern:electrical type odor in the trunk and no start. Received a white letter from the customer detailing the vehicle concern. Customer is requesting a repurchase. will need to reach out to the dealer and the customer to review the file. Will provide more information once available. I have included notes from the TAC 71-1132881046 case

Tech called and the vehicle had concern of electrical type odor in the trunk and no start. Alex since he checked the vehicle it would not start until the key was held on for a few seconds, then set codes U0293 and U1817 and the 12v battery needed to be charged for an hour and did pass testing. Alex states has no signs of arching outside the battery assembly and has only the felt covers off the battery assembly.

Advise dealer that I would authorize the replacement of the eAssist PowerPack per PIC5520E, part number 24259770 can be ordered by the parts department by contact the dealers local ESC and requesting the battery overnight.

Advise dealer to install the battery assembly, program the BECM and the GCM and then command the battery pack fan on and replace if inoperative, drive the vehicle through at least three drive cycles to make sure the vehicle is charging.

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

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

**Roger Edmonds**  
Early Response Specialist  
An employee of Aditya Birla Minacs  
Phone: 866 790 5700 ext 11109  
Email: [roger\\_edmonds@gmexpert.com](mailto:roger_edmonds@gmexpert.com)  
Fax: 866-293-0805



### Report Vehicle GMPP: Summary

Current as of: 12/28/2012 - 11:36 AM EST

Transaction Mode: Online  
 User ID: 1w5xs1  
 User Role: Central Office Administrator  
 Timestamp Date: 2012-12-28 11:36:32.26706  
 Status: Pending

#### Vehicle Identifier

Vehicle Category: GM, New  
 VIN: 1G11D5RR7DF [REDACTED]

#### Customer Information

Plan Customer: Individual  
 Customer Type: Owner  
 Unknown. [REDACTED]  
 [REDACTED]

#### Sales Information

Dealer Code: 32888  
 Action: Add Protection Plan  
 Odometer: 4136  
 Delivery Date: 12/24/2012  
 Reference number: [REDACTED]

Honolulu , Hawaii , United States  
 [REDACTED]  
 Evening Phone:  
 Daytime Phone:  
 Ext:  
 Primary Language: English  
 Secondary Language:

#### Plan Lienholder

Lienholder Type: Other  
 Chevrolet  
 P. O. Box 33170  
 Detroit, Michigan 48232

#### Protection Plans

Plan Purchase Date: 12/24/2012  
 In Service Date: 12/24/2012  
 Schedule Type: GMPP Retail  
 Promotion Code:

Plan Type: Smart Care Retail  
 Term: 24  
 Mileage Limit: 24000  
 Deductible: 0



# OrderWORKBENCH

Rental Type:	None
Plan Price:	\$0.00
Tax:	\$0.00
Total:	\$0.00

**BBB AUTO LINE  
Customer Claim Form**

Case number: BUK1234587  
Contact Date: 12/21/12  
Start Date:

Please make any necessary corrections to the information below, print or verify your VIN number and lienholder/leasing company information at the bottom of this page, and complete the missing information in Section 4 on the next page (attach additional sheets as needed).

**SECTION 1: CUSTOMER INFORMATION**

Titled owner: [REDACTED]	
Mailing address: [REDACTED]	
City: Woodbridge	State: VA Zip code: [REDACTED]
Day phone: [REDACTED]	Evening phone: [REDACTED]
Fax:	E-mail address: Marlene.Fercovic@hotmail.com

**SECTION 2: VEHICLE INFORMATION**

Make: Buick	Model: LeSabre	Year: 2012	Current mileage: 18700
Name(s) that appears on the vehicle title: [REDACTED]			
Selling dealer/city/state: Pontiac Buick Route 1, Woodbridge, VA			
Primary Servicing dealer/city/state: Pontiac Buick Route1,			
Acquired as <input checked="" type="checkbox"/> new <input type="checkbox"/> used <input type="checkbox"/> demo <input type="checkbox"/> leased		Is the vehicle in your possession? <input checked="" type="checkbox"/> yes <input type="checkbox"/> no	
Purchase/lease date: 11/24/11		Mileage at purchase/lease:	
First repair attempt date: 12/20/12		First repair attempt mileage: 0	
How often is the vehicle used for business purposes (percentage): 0 %		Number of vehicles owned or leased by the business: Transmission type: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual	
Has the vehicle been in an accident/had body damage? <input type="checkbox"/> yes <input checked="" type="checkbox"/> no			Date of accident:
Description of damage:			

**SECTION 3: DESIRED OUTCOME (Describe what you want done to resolve your concern)**

I want a new vehicle.

Please complete the missing information in the box below and on page 2.

<b>VEHICLE IDENTIFICATION NUMBER</b> _____
<b>Lienholder/Leasing Company</b> _____ <b>Phone Number</b> _____
<b>Account Number</b> _____

**SECTION 4: VEHICLE PROBLEMS (List primary problem first)**

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
<b>Example:</b>				
<b>A/C won't cool properly</b>	<b>Any Dealer, Inc.</b>	<b>2</b>	<b>4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day</b>	<b>yes</b>
Vehicle stopped while driving		1		yes
Brakes are not working		1		yes
Electrical system in vehicle is down		1		yes
Vehicle does not drive smooth		1		yes

**Total days out of service for all problems:** \_\_\_\_\_

Signature of Titled Owner(s) \_\_\_\_\_ Date \_\_\_\_\_

Printed Name of Titled Owner(s) \_\_\_\_\_

I am submitting this dispute for resolution in the BBB AUTO LINE program, and I agree to arbitrate the dispute under the BBB AUTO LINE Arbitration Rules.

**Please mail or fax this completed form with copies of all available repair orders, your vehicle registration, your sales agreement or lease agreement, and any other relevant documents (e.g., written correspondence with the manufacturer, etc.) to:**

**BBB AUTO LINE  
3033 Wilson Blvd., Suite 600  
Arlington VA, 22201  
Fax: 703-247-9700**



2012 LACROSSE - PREMIUM I GROUP

GENERAL MOTORS LLC

GAR CARBON BLACK METALLIC /V4G

AFG EBONY

RENAISSANCE CENTER

ORDER NO. PVBQNN/TRE STOCK NO.

DETROIT MI 48243-1114

VIN 1G4 GD5E R7 C[REDACTED]

VEHICLE INVOICE 4AD50647573

\*\*\*\*\*2176\*\*\*\*\*11\*35374S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
4GM69 LACROSSE - PREMIUM I GROUP	32440.00	31142.40	INVOICE 09/21/11
C3U POWER SUNROOF W/ 2ND ROW SKYLIGHT	1195.00	1051.60	SHIPPED 09/21/11 EXP I/T 10/05/11
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 10/05/11
GAR CARBON BLACK METALLIC	195.00	171.60	PRC EFF 09/21/11
LUK ENGINE, 2.4L 4 CYL WITH E-ASSIST	N/C	N/C	WFP-S QTR OPT-1
MHH TRANSMISSION, 6-SPEED AUTOMATIC WITH DRIVER SHIFT CONTROL	N/C	N/C	BANK: ALLY - 020 CHG-TO 35-374
PCI DRIVER CONFIDENCE PACKAGE:	1440.00	1267.20	
* HIGH INTENSITY DISCHARGE HEADLAMPS WITH ADAPTIVE FORWARD LIGHTING			SHIP WT: 3790 HP: 18.5 PREFER: 36778.21
* SIDE BLIND ZONE ALERT			MRM: 38075.00
* HEAD-UP DISPLAY			DAN: HYBRD
PDB ENTERTAINMENT PACKAGE INCL: AM/FM/XM STEREO, CD, HARMAN/KARDON 384-WATT 11-SPEAKER SYSTEM POWER OUTLET, 120 VOLT	600.00	528.00	ALLOW: 356.12
UYS AUDIO SYSTEM W/ NAVIGATION AND BACKUP CAMERA	1345.00	1183.60	

TOTAL MODEL & OPTIONS	37215.00	35344.40	ACT 231	35087.95
DESTINATION CHARGE	860.00	860.00	H/B 261	1116.45
DEALER IMR CONTRIBUTION		186.08	ADV 261	186.08
LMA GROUP CONTRIBUTION		372.15	EXP 65A	372.15

TOTAL 38075.00 36762.63 PAY 310 36762.63

MEMO: TOTAL LESS HOLDBACK AND

APPROX WHOLESALE FINANCE CREDIT 35159.58

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*

THIS MOTOR VEHICLE IS SUBJECT TO A SECURITY INTEREST HELD BY ALLY.

REMIT TO ALLY NO. 020

ROUTE 1 PONTIAC-BUICK-GMC, INC.

VIN 1G4GD5ER7C[REDACTED]

\$ 36762.63 INV 4AD50647573

DUE 10/05/11 DEALER 35-374



renee.miller@buickgmc.co  
m  
01/02/2013 12:21 PM

To: deborah\_lozano@gmexpert.com  
cc  
bcc  
Subject: Re: BBB case

Deborah  
I dont have any information about this customer/file.  
Thanks  
Renee

Renee E. Miller  
District Manager Aftersales  
VME--800-321-0164 x12030900229  
cell 703-282-0474

From: deborah\_lozano@gmexpert.com  
To: renee.miller@gm.com  
Date: 12/28/2012 02:14 PM  
Subject: BBB case

---

BBB #: BUK1234587  
SR #: 71-1139124145  
Vehicle is: 2012 Lacrosse  
W/ Approximately: 18,700  
Last 8 of the VIN: CF [REDACTED]  
In Service Date: 11/12/11  
Involved Dealer: Route 1 Buick

Cust Issue: vehicle stalls, brakes and electrical not working and vehicle is rough ride.

Cust Sks: repurchase

Dear Renee,  
This email is to advise you of a BBB case that has been filed. Please let me know if you have any information about this customer/vehicle.  
Thanks!(See attached file: FerCCF.tif)

If you have further questions, please contact Customer Relationship Specialist Deb at 1-866-790-5700 41070, or by fax at 1-866-480-3636. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors[attachment "FerCCF.tif" deleted by Renee Miller/US/GM/GMC]

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BUICK GMC

WOODBIDGE

Fax Transmittal

To: GM BRL

Date: 12-31-12

Attention: Deborah Lozano

No. of Pages 15 Includes Cover

Fax# 866-480-3636

From: Bryon

Comments: Case # 71-1139124145

Multiple horizontal lines for additional comments.





# Route 1 Buick GMC

14530 Jefferson Davis Highway  
 Woodbridge, VA 22191  
 (703) 494-7121

RO	03117	VIN	1G4GD5ER7CF		DATE IN	12/14/12				
YEAR	2012	MAKE	BUICK	MODEL	LACROSSE P	COLOR	CARBON BLA	WOODBRIDGE VA	TIME IN	14:15
MILES IN	18256	MILES OUT	18256	FIRST USE	11/12/11	LIC.			CLOSED	12/14/12 16:13
NAME					RES.		BUS.		WRITER	KEVIN

(1) OWNER STATES THAT THE CHECK ENGINE LIGHT IS ON (OWNER REPORTS THAT SLIGHT HESITATION WAS FELT AT 60 MPH CRUISE FOLLOWED BY JOLTING - THIS OCCURED SEVERAL TIMES) DIAGNOSTIC Touble CODE P0011 (INTAKE CAMSHAFT POSITION SYSTEM PERFORMANCE) STORED IN HISTORY AND IS CURRENTLY INACTIVE. UNABLE TO DUPLICATE CONCERN DURING ROAD TESTING.  
 (Tech:45) A

	3200	3200	[45]	.00
Total Repair (Internal ).....				.00

	--C/P--	--W/C--	--INT--	-Total-	Gross	
Labor Time	0		0	0	0	
Total Labor	.00		.00	.00	.00	.0%
Total Parts	.00		.00	.00	.00	(N/A)
Total G/O/G	.00		.00	.00	.00	.0%
Total Sublet	.00		.00	.00	.00	.0%

	W/C	INT		CUSTOMER
R/O STATUS: CLOSED	.00	.00	Labor	.00
TIME PRINTED (FROM HISTORY): 12/31/2012 10:44:32 AM	.00	.00	Parts	.00
	.00	.00	Sublet	.00
	.00	.00	Warr Deduct	.00
	.00	.00	Waste Disposal	.00
	.00	.00	Oil/Grease	.00
	.00	.00	Less Disc.	.00
	.00	.00	Total	.00
	.00	.00	Tax	.00
	.00	.00	Tax2	.00
	.00	.00	Tire Tax	.00
	.00	.00	TOTAL (CHRG)	.00


**WOODBIDGE**

 14530 Jefferson Davis Highway  
 Woodbridge, VA 22191  
 Main (703) 494-7121  
 Service (703) 494-1336  
 Parts (703) 494-1319

**SERVICE ORDER**

R/O 03117	VIN 1G4GD5ER7CF	[REDACTED]		DATE 12/14/12
YEAR 2012	MAKE BUICK	MODEL LACROSSE P	COLOR CARBON BLA N	TIME 14:15
MILES IN 18256	MILES OUT	FIRST USE 11/12/11	USE [REDACTED]	PROMO 0:00
SERVICE CONTRACT Expires:			WOODBRIDGE VA [REDACTED]	WRITER KEVIN
			H [REDACTED] W: ( )	

- 1) OWNER STATES THAT THE CHECK ENGINE LIGHT IS ON (OWNER REPORTS THAT SLIGHT HESITATION WAS FELT AT 60 MPH CRUISE FOLLOWED BY JOLTING - THIS OCCURED SEVERAL TIMES) (W-45-A)
- C.N.D.


**THANK YOU!**
**FOR BRINGING YOUR CAR**
*History Road FOR SERVICE*
*Road Tested -*
*Unable to duplicate concern @ this time*
**WAITER**

<b>ESTIMATE</b> BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.	Original Estimate
	\$ _____
INITIAL YOUR CHOICE	CUSTOMER ACCEPTANCE
<input type="checkbox"/> WRITTEN ESTIMATE <input type="checkbox"/> ORAL ESTIMATE <input type="checkbox"/> NO ESTIMATE	Authorized Additions \$ _____ Date _____ Time _____ By _____

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturers warranty are retained by the dealer for inspection by the manufacturer.  DISCARD

**DISCLAIMER OF WARRANTIES**

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies. ALL VEHICLES LEFT OVER 72 HOURS ARE SUBJECT TO A STORAGE CHARGE.

R/O	DATE	MILES	TECH	TYPE	DESCRIPTION
129187	10/06/2011	7	27	I	PERFORM VIRGINIA SAFET
129187	10/06/2011	7	27	I	75PNZ

**TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE**

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you 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 materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. 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 the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the repair or service. Customer labor charges may be based on the complexity of the repair or service.

Page 1 of 1

03117 Job 000766

**X**

SIGNATURE



# Route 1 Buick GMC

14530 Jefferson Davis Highway  
 Woodbridge, VA 22191  
 (703) 494-7121

R/O <b>03154</b>		VIN <b>1G4GD5ER7CF</b>		[REDACTED]		DATE IN <b>12/17/12</b>
YEAR <b>2012</b>	MAKE <b>BUICK</b>	MODEL <b>LACROSSE P</b>	COLOR <b>CARBON BLA</b>	[REDACTED]		TIME IN <b>09:01</b>
MILES IN <b>18291</b>	MILES OUT <b>18291</b>	FIRST USE <b>11/12/11</b>	[REDACTED]		CLOSED <b>12/21/12 17:23</b>	
SEE				BUS. <b>(571) -</b>	CEL. <b>( ) -</b>	WRITER <b>KEVIN</b>

(1) OWNER STATES THAT ENGINE BEGAN JOLTING AND LOST POWER: PERFORM CAMPAIGN #11295 STARTER-GENERATOR MAY FAIL REPLACED STARTER-GENERATOR MOTOR AND REPROGRAMMED ENGINE CONTOL MODULE  (Tech:45) A	<table border="0"> <tr> <td>3600</td> <td>3600</td> <td>3600</td> <td>[45]</td> <td>27</td> <td>86.40</td> <td>271.30</td> </tr> <tr> <td>24261691</td> <td></td> <td>(*GENERATOR)</td> <td></td> <td>1</td> <td></td> <td>448.00</td> </tr> <tr> <td>88865274</td> <td></td> <td>(BATTERY)</td> <td></td> <td>1</td> <td></td> <td>117.15</td> </tr> <tr> <td>ENTERPRISE 221744</td> <td></td> <td></td> <td></td> <td></td> <td>190.00</td> <td>190.00</td> </tr> <tr> <td>MID ATLANT 221747</td> <td></td> <td></td> <td></td> <td></td> <td>53.00</td> <td>53.00</td> </tr> <tr> <td>Total Labor</td> <td></td> <td></td> <td></td> <td></td> <td>86.40</td> <td>271.30</td> </tr> <tr> <td>Total Parts</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>565.15</td> </tr> <tr> <td>Total Sublet</td> <td></td> <td></td> <td></td> <td></td> <td>243.00</td> <td>243.00</td> </tr> <tr> <td>Total Repair (Warranty)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>1079.45</td> </tr> </table>	3600	3600	3600	[45]	27	86.40	271.30	24261691		(*GENERATOR)		1		448.00	88865274		(BATTERY)		1		117.15	ENTERPRISE 221744					190.00	190.00	MID ATLANT 221747					53.00	53.00	Total Labor					86.40	271.30	Total Parts						565.15	Total Sublet					243.00	243.00	Total Repair (Warranty)						1079.45
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(2) ENGINE WILL NOT CRANK TO START CHARGED AND TESTED BATTERY: BATTERY WILL NOT HOLD CHARGE REPLACD BATTERY (WARRANTY CODE #B0G6H-FV7LQ) (Tech:45) A	<table border="0"> <tr> <td>N0110</td> <td>3600</td> <td>3600</td> <td>[45]</td> <td>7</td> <td>22.40</td> <td>70.34</td> </tr> <tr> <td>Total Labor</td> <td></td> <td></td> <td></td> <td></td> <td>22.40</td> <td>70.34</td> </tr> <tr> <td>Total Repair (Warranty)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>70.34</td> </tr> </table>	N0110	3600	3600	[45]	7	22.40	70.34	Total Labor					22.40	70.34	Total Repair (Warranty)						70.34																																										
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Total Repair (Warranty)						70.34																																																										
(3) SERVICE ENGINE LIGHT CAME ON WHEN OWNER LEFT LOT CODES P0562, POC5D, P1A0C AND P1ADE PRESENT UNABLE TO DUPLICATE ANY DRIVEABILILTY CONCERNS APPLIED NYOGEL TO STARTER/GENERATOR CONNECTOR CLEARED CODES ROAD TESTED 70 MILES NO CODES REAPPEARED NO DRIVEABILITY CONCERNS PRESENT (Tech:45) A	<table border="0"> <tr> <td>Labor</td> <td></td> <td></td> <td>[45]</td> <td></td> <td></td> <td>.00</td> </tr> <tr> <td>Total Repair (Internal)</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td>.00</td> </tr> </table>	Labor			[45]			.00	Total Repair (Internal)						.00																																																	
Labor			[45]			.00																																																										
Total Repair (Internal)						.00																																																										

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	0	34	0	34	
Total Labor	.00	341.64	.00	341.64	68.2%
Total Parts	.00	565.15	.00	565.15	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	243.00	.00	243.00	.0%
Total R/O	.00	1149.79	.00	1149.79	(N/A)

R/O STATUS: WC Open  
 TIME PRINTED: 12/31/2012 1:29:47 PM

VIEW R/O

WIC	INT	CUSTOMER
341.64	.00	Labor
565.15	.00	Parts
243.00	.00	Sublet
		Warr Deduct
.00	.00	Waste Disposal
.00	.00	Oil/Grease
.00	.00	Less Disc.
.00	.00	Total
.00	.00	Tax
.00	.00	Tax2
.00	.00	Tire Tax
.00	.00	TOTAL (CHRG)



WOODBRIDGE

14530 Jefferson Davis Highway  
Woodbridge, VA 22191  
Main (703) 494-7221  
Service (703) 494-1336  
Parts (703) 494-1319

*Wauotz*

SERVICE ORDER

RO	03154	VIN	1G4GD5ER7CF	DATE	12/17/12
YEAR	2012	MAKE	BUICK	MODEL	LACROSSE
				COLOR	CARBON BLA N
MILES IN	18291	MILES OUT	18480	FIRST USE	11/12/11
				WOODBRIDGE VA	
SERVICE CONTRACT	Expires:				WRITER
					KEVIN

(1) OWNER STATES THAT ENGINE BEGAN JOLTING AND LOST POWER

(W-45-A)

204  
45

Companion #1295



Burning odor in cabin **WARRANTY**

ROAD TESTED CAR FOR 2 1/2 HRS DRIVING ON HIGHWAY AND STOP AND GO CAR RAN SMOOTH EVERYTIME AND AUTO-STOP FUNCTIONAL. FUEL RETURNED TO STOP AND PERFORMED 11295. 2 OF 3 TERMINAL WELDS IN M6V BROKE. CALLED T.A.C. 71-11372222. WAS TOLD THAT M6V WAS PROBABLY THE CAUSE OF THE DRIVEABILITY ISSUES. REPAIRED STARTER-GENERATOR ASSY. ROAD TESTED SOME MORE TO VERIFY REPAIRS.

V2503 2.7

71-11372222 SCOTT SLEEMAN

REPROGRAMMED E.C.M. & FOUND BATTERY WILL NOT HOLD CHARGE.

TESTED BATTERY AND REPLACED.

ROSGE MAOC PLADE

S.P.S. CODE 11RF1

<b>ESTIMATE</b> BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.	Original Estimate \$ _____
<b>INITIAL YOUR CHOICE</b>	CUSTOMER ACCEPTANCE
WRITTEN ESTIMATE	Authorized Additions \$ _____
ORAL ESTIMATE	Date _____
NO ESTIMATE	Time _____
	By _____

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturer's warranty are retained by the dealer for inspection by the manufacturer.  DISCARD

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies. ALL VEHICLES LEFT OVER 72 HOURS ARE SUBJECT TO A STORAGE CHARGE.

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE

I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you 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 materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. 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 the vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of the repair work, partially completed work. Such charge will be directly related to the amount of work completed. Customer labor charges may be based on the amount of work completed.

CUSTOMER SIGNATURE

Line #	Description	Labor	Part Avail	Part \$	Total	OK?
	STARTER GENERATOR - 24261691					
	888605274					
	Pool Intake Comstract Position System per.					
	2426 - Invalid Date rec. From BCM					
	AT Emot to Duplicate to					
	DEC 17 PM 1:58					
	AT Emot to Duplicate					
	DEC 17 PM 4:39					
	SCANNED H.P.L.M. For codes, found					
	Reset, POC53, POCSD, P1AOC, P1ADE1					
	ROAD TESTED. CANNOT DUPLICATE ANY DRIVEABILITY CONCERNS. CLEANED CODES, APPLIED MREEL					
	TO STARTER - GENERATOR HARNESS CONNECTOR AND DROVE APPROX. 20 MILES WITH NO CODES AND NO DRIVE ABILITY CONCERNS. IT SHOULD BE NOTED THAT I HAVE NEVER HAD A DRIVEABILITY SYMPTOM WITH THIS CAR. I TEST ONLY.					
	CAR HAS PERFORMED MAINTENANCE					
	SYMPDM FREE FOR PART # 24261691					
	7516 - 704 MILES					
	Booth					
	03154					
	DEC 24 AM 10:58					
	DEC 24 AM 10:58					
	DEC 24 AM 10:58					

PART # 24261691  
 TECH [Signature]  
 PARTS [Signature]



BUICK GMC

WOODBIDGE

Fax Transmittal

To: GM BRL

Date: 12-31-12

Attention: Deborah Lozano

No. of Pages 15 Includes Cover

Fax# 866-480-3636

From: Bryon

Comments: Case # 71-1139124145

Multiple horizontal lines for additional comments.

**SIMPLE FINANCE CHARGE**

Dealer Number \_\_\_\_\_ Contract Number \_\_\_\_\_

Buyer Name and Address (Including County and Zip Code) WOODBRIDGE VA PRINCE WILLIAM	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) ROUTE 1 PONTIAC BUICK GMC 14530 JEFFERSON DAVIS HWY WOODBRIDGE VA 22191 PRINCE WILLIAM
--	--	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor - Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure you finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2012	BUICK LACROSSE	1G4GD5E87CF [REDACTED]	<input type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural

**FEDERAL TRUTH-IN-LENDING DISCLOSURES**

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$5100.00 is \$36101.92
0.99 %	\$ 779.27	\$ 30731.53	\$ 31516.80	\$ 36101.92

**Your Payment Schedule Will Be:**

Number of Payments	Amount of Payments	When Payments Are Due
60	525.18	Monthly beginning 12/12/2011

Or As Follows:

**Late Charge.** If payment is not received in full within 7 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late.

**Prepayment.** If you pay off all your debt early, you will not have to pay a penalty.

**Security Interest.** You are giving a security interest in the vehicle being purchased.  
**Additional Information:** See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

**ITEMIZATION OF AMOUNT FINANCED**

1 Cash Price (including \$ 1126.92 sales tax)	\$ 35281.92 (1)
2 Total Downpayment =	
Trade-In	
(Year) (Make) (Model)	
Gross Trade-In Allowance	\$ N/A
Less Pay Off Made By Seller	\$ N/A
Equals Net Trade In	\$ N/A
+ Cash	\$ 5100.00
+ Other REBATE	\$ 3000.00
(If total downpayment is negative, enter "0" and see 4I below)	\$ 8100.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ 30101.92 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
<b>A Cost of Optional Credit Insurance</b>	
Paid to Insurance Company or Companies.	
Life \$ N/A	
Disability \$ N/A	\$ N/A
<b>B Vendor's Single Interest Insurance</b>	
Paid to Insurance Company(ies).	\$ N/A
<b>C Other Optional Insurance Paid to Insurance Company or Companies</b>	\$ N/A
<b>D Optional Gap Contract</b>	\$ N/A
<b>E Official Fees Paid to Government Agencies</b>	\$ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is authorized to sell such insurance in Virginia. Your choice will not affect our decision to extend credit or the terms of this contract. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single interest insurance is required is checked below.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

**Check the insurance you want and sign below:**

**Optional Credit Insurance**

Credit Life:  Buyer  Co-Buyer  Both  
 Credit Disability:  Buyer  Co-Buyer  Both

Premium:

Credit Life \$ N/A

Credit Disability \$ N/A

Insurance Company Name N/A

Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit (see back). You have the right to use alternate coverage or buy such insurance elsewhere. Your choice of insurer will not affect our decision to extend credit or the terms of this contract. Your decision to buy or not to buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit Disability Insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

**Other Optional Insurance**

N/A N/A

Type of Insurance	Term
Premium \$ N/A	
Insurance Company Name N/A	
Home Office Address N/A	
<input type="checkbox"/> N/A	N/A

<b>F</b> Government Taxes Not Included in Cash Price	\$	N/A
<b>G</b> Government License and/or Registration Fees LICENSE/INSPECTION/ONLINE REG	\$	55.75
<b>H</b> Government Certificate of Title Fees	\$	10.00
<b>I</b> Other Charges (Seller must identify who is paid and describe purpose.)		
1) to N/A for Prior Credit or Lease Balance	\$	N/A
2) to N/A for N/A	\$	N/A
3) to SELLER for PROCESSING FEE	\$	459.00
4) to N/A for N/A	\$	N/A
5) to N/A for N/A	\$	N/A
6) to N/A for N/A	\$	N/A
7) to N/A for N/A	\$	N/A
8) to N/A for N/A	\$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf	\$	629.61 (4)
<b>5</b> Amount Financed (3 + 4)	\$	30731.53 (5)

N/A

Home Office Address N/A

N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost. Your choice of insurer will not affect our decision to extend credit or the terms of this contract.

I want the insurance checked above.

**X**

Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**X**

Co-Buyer Signature \_\_\_\_\_ Date \_\_\_\_\_

**THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.**

**OPTION:**  You pay no finance charge if the Amount Financed, item 5, is paid in full on or before \_\_\_\_\_, Year \_\_\_\_\_. SELLER'S INITIALS \_\_\_\_\_

**Returned Check Charge:** If any check you give us is dishonored, we may, at our option, charge you \$ 50.

**VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance):** If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI insurance is obtained.** If you elect to purchase VSI insurance through the Creditor, the cost of this insurance is \$ \_\_\_\_\_ and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract. See back of this contract for more information.

**OPTIONAL GAP CONTRACT.** A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term \_\_\_\_\_ Mos. Name of Gap Contract \_\_\_\_\_

I want to buy a gap contract.

Buyer Signs **X** \_\_\_\_\_

**NO COOLING OFF PERIOD**

**State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.**

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**HOW THIS CONTRACT CAN BE CHANGED.** This contract, along with all other documents signed by you in connection with the purchase of the vehicle, comprise the entire agreement between you and us affecting this purchase. No oral agreements or understandings are binding. Upon assignment of this contract: (i) only this contract and addenda to this contract comprise the entire agreement between you and the assignee relating to this contract; (ii) any change to this contract must be in writing and the assignee must sign it; and (iii) no oral changes are binding. Buyer Signs **X** \_\_\_\_\_ Co-Buyer Signs **X** \_\_\_\_\_

If any part of this contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

**See back for other important agreements.**

**NO LIABILITY INSURANCE INCLUDED**

**NOTICE TO RETAIL BUYER:** Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

**You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.**

Buyer Signs **X** \_\_\_\_\_ Date 11/12/11 Co-Buyer Signs **X** \_\_\_\_\_ Date \_\_\_\_\_

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here **X** \_\_\_\_\_ Address \_\_\_\_\_

Seller signs \_\_\_\_\_ Date 11/12/11 By **X** \_\_\_\_\_ Title MANAGER

## VIRGINIA BUYERS ORDER-MAFD

ROUTE 1

Pontiac • Buick • GMC



ROUTE 1

PONTIAC • BUICK • GMC

14530 Jefferson Davis Hwy.  
WOODBRIDGE, VA. 22191  
Phone - Sales - (703) 494-7121

STOCK NO.

B12135

DEAL NO.

30403

DATE OF SALE 11/12/2011

PURCHASER'S NAME [REDACTED]  
(PRINT OR TYPE)

HOME ADDRESS [REDACTED]

CO/PURCHASER NAME [REDACTED]  
(PRINT OR TYPE)

CITY, STATE, ZIP WOODBRIDGE VA [REDACTED]

PLEASE ENTER MY ORDER FOR THE FOLLOWING:

 NEW  USED

COUNTY PRINCE WILLIAM

E-MAIL ADDRESS

HOME PHONE [REDACTED]

YEAR	MAKE	MODEL	TYPE OF TRANSACTION	TYPE/DOORS	COLOR
2012	BUICK	LACROSSE	<input checked="" type="checkbox"/> PURCHASE <input type="checkbox"/> LEASE	CXL FWD	CARBON BLACK ME
MILEAGE	VIN	IN SERVICE DATE			
63	1 G 4 G D S E R 7 C F [REDACTED]	11/12/2011			

PRICE INCLUDING FREIGHT, HANDLING &amp; DELIVERY 37075.00

N/A

N/A

TOTAL PURCHASE PRICE 37075.00

PROCESSING FEE FOR CONSUMER SERVICES 489.00

TITLE TAX 1126.92

DEALER'S BUSINESS LICENSE TAX 63.86

ON-LINE SYSTEMS FILING FEE 11.00

REGISTRATION FEE 55.75 TITLE FEE 10.00 65.75

TOTAL DELIVERED PRICE 38831.53

SUBMITTED WITH ORDER (1) N/A

ALLOWANCE FOR USED CAR TRADE-IN AS APPRAISED N/A

LESS BALANCE OWING TO - N/A (PURCHASER RESPONSIBLE FOR PAYOFF ACCURACY) APPROXIMATELY N/A

FOR "AS IS" SALE ONLY: I UNDERSTAND THAT THIS VEHICLE IS BEING SOLD "AS IS" WITH ALL FAULTS AND IS NOT COVERED BY ANY DEALER WARRANTY. I UNDERSTAND THAT THE DEALER IS NOT REQUIRED TO MAKE ANY REPAIRS AFTER I BUY THIS VEHICLE. I WILL HAVE TO PAY FOR ANY REPAIRS THIS VEHICLE WILL NEED.

EQUITY ON TRADE-IN (2) N/A

ADDITIONAL DOWN PAYMENT ON DELIVERY (3) 5100.00

REBATE (4) 3000.00

TOTAL DOWN PAYMENT (1+2+3+4) 8100.00

EXTENDED SERVICE CONTRACT INCLUDING TAX OF N/A N/A

BALANCE DUE ON DELIVERY 30731.53

DATE 11/12/2011 SIGNATURE [REDACTED]

DESCRIPTION OF TRADE-IN

YEAR	MAKE	MODEL	COLOR	TYPE/DOORS
MILEAGE	VIN	TAG NO.		

SALESPERSON GERALD LESTER JR

The front and back of this buyer's order, along with other documents signed by Purchaser(s) in connection with this order, comprise the entire agreement between the parties affecting this dispute, in which case the hearing will be held in the federal district where this contract was executed. We will advance your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$2500, which may be reimbursed by decision of the arbitrator at the arbitrator's discretion. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Clause, then the provisions of this Arbitration Clause shall control. The arbitrator's award shall be final and binding on all parties, except that in the event the arbitrator's award for a party is \$0 or against a party is in excess of \$100,000, or includes an award of injunctive relief against a party, that party may request a new arbitration under the rules of the arbitration organization by a three-arbitrator panel. The appealing party requesting new arbitration shall be responsible for the filing fee and other arbitration costs subject to a final determination by the arbitrators of a fair apportionment of costs. Any arbitration under this Arbitration Clause shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration.

You and we retain any rights to self-help remedies, such as repossession. You and we retain the right to seek remedies in general district court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies or filing suit. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Clause shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Clause, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder or this Arbitration Clause shall be unenforceable. Notwithstanding any other provision of this Arbitration Clause, the validity and scope of the waiver of class action rights shall be decided by the court and not by the arbitrator.

Approved ROUTE 1 PONTIAC BUICK GMC  
Dealer or Authorized Representative

Signed (1)

This Order is not valid unless signed and accepted by the Dealer or his authorized representative.

11/12/2011

(2)

Date:

Cn/Purchaser

Finance manager: Brad Reynolds  
 Customer name(s): MARLENE FERCOVIC  
 Payment start date: 12/12/2011 7:09:00 PM  
 Base Payment (60 mo. @ 0.99% Rate): \$522

Amount financed: \$30,521  
 Selling Price: \$37,075  
 Trade Allowance: \$3,000  
 Pay Off: \$0  
 Down Payment: \$5,000  
 Rebate: \$0  
 Deal type: Finance

# ROUTE 1 PONTIAC BUICK GMC

## Customer Options

Dealership's Mandatory Disclosure

Preferred Plus		Preferred		Standard		Economy	
60 Months	\$632	60 Months	\$614	60 Months	\$597	60 Months	\$579
<b>EXTENDED WARRANTY</b> Provides COMPREHENSIVE mechanical breakdown coverage, including parts and labor, towing, rental reimbursements, roadside assistance, up to 100,000 miles.		<b>EXTENDED WARRANTY</b> Provides COMPREHENSIVE mechanical breakdown coverage, including parts and labor, towing, rental reimbursements, roadside assistance, up to 100,000 miles.		<b>EXTENDED WARRANTY</b> Provides COMPREHENSIVE mechanical breakdown coverage, including parts and labor, towing, rental reimbursements, roadside assistance, up to 100,000 miles.		<b>EXTENDED WARRANTY</b> Provides COMPREHENSIVE mechanical breakdown coverage, including parts and labor, towing, rental reimbursements, roadside assistance, up to 100,000 miles.	
<b>GAP - TOTAL LOSS PREVENTION</b> Can pay the difference between actual cash value and loan balance in the event of vehicle theft or total loss. Also pays insurance deductible.		<b>GAP - TOTAL LOSS PREVENTION</b> Can pay the difference between actual cash value and loan balance in the event of vehicle theft or total loss. Also pays insurance deductible.		<b>GAP - TOTAL LOSS PREVENTION</b> Can pay the difference between actual cash value and loan balance in the event of vehicle theft or total loss. Also pays insurance deductible.		<b>GAP - TOTAL LOSS PREVENTION</b> Can pay the difference between actual cash value and loan balance in the event of vehicle theft or total loss. Also pays insurance deductible.	
<b>ENVIRONMENTAL PROTECTION</b> Provides EXTERIOR AND INTERIOR protection from the elements, passengers. Keeps vehicle looking new. Eliminates need for waxing. Increases value.		<b>ENVIRONMENTAL PROTECTION</b> Provides EXTERIOR AND INTERIOR protection from the elements, passengers. Keeps vehicle looking new. Eliminates need for waxing. Increases value.		<b>ENVIRONMENTAL PROTECTION</b> Provides EXTERIOR AND INTERIOR protection from the elements, passengers. Keeps vehicle looking new. Eliminates need for waxing. Increases value.		<b>ENVIRONMENTAL PROTECTION</b> Provides EXTERIOR AND INTERIOR protection from the elements, passengers. Keeps vehicle looking new. Eliminates need for waxing. Increases value.	
<b>AUTO START</b> Starts vehicle form the comfort of your home or office. COOLING vehicle in the summer or HEATING AND DEFROSTING in the winter. NEVER SCRAPER A WINDSHIELD AGAIN!		<b>AUTO START</b> Starts vehicle form the comfort of your home or office. COOLING vehicle in the summer or HEATING AND DEFROSTING in the winter. NEVER SCRAPER A WINDSHIELD AGAIN!		<b>AUTO START</b> Starts vehicle form the comfort of your home or office. COOLING vehicle in the summer or HEATING AND DEFROSTING in the winter. NEVER SCRAPER A WINDSHIELD AGAIN!		<b>AUTO START</b> Starts vehicle form the comfort of your home or office. COOLING vehicle in the summer or HEATING AND DEFROSTING in the winter. NEVER SCRAPER A WINDSHIELD AGAIN!	
<b>THEFT DETERRENT</b> Antitheft / Tracking systems available. Protects investment. Saves on auto insurance. Provides peace of mind		<b>THEFT DETERRENT</b> Antitheft / Tracking systems available. Protects investment. Saves on auto insurance. Provides peace of mind		<b>THEFT DETERRENT</b> Antitheft / Tracking systems available. Protects investment. Saves on auto insurance. Provides peace of mind		<b>THEFT DETERRENT</b> Antitheft / Tracking systems available. Protects investment. Saves on auto insurance. Provides peace of mind	

525

yes

538 mo

559 mo

For exact coverages, exclusions, and limitations of the above products that you have selected, please refer to the specific product contract. For specific payment information, please refer to the Retail Installment Contract. All products are optional and can be purchased separately. You do not have to purchase any of these products to obtain financing or to purchase a vehicle. All payments are estimates. By initiating a payment, you acknowledge that all products were offered and explained to you.



Customer name(s): MARLENE FERCOVIC  
Payment start date: 12/12/2011 7:09:00 PM  
Base Payment (60 mo. @ 0.99% Rate): \$522  
Base amount financed: \$30,521

# ROUTE 1 PONTIAC BUICK GMC

## Agreed Upon Options

### Dealership's Mandatory Disclosure

Selling Price: \$37,075  
Trade Allowance: \$3,000  
Pay Off: \$0  
Down Payment: \$5,000  
Rebate: \$0  
Deal type: Finance

### Products Declined

For exact coverages, exclusions, and limitations of the above products that you have selected, please refer to the specific product contract. For specific payment information, please refer to the Retail Installment Contract. All products are optional and can be purchased separately. You do not have to purchase any of these products to obtain financing or to purchase a vehicle. All payments are estimates. By initialing a payment, you acknowledge that all products were offered and explained to you.

Provides **COMPREHENSIVE** mechanical breakdown coverage, including parts and labor, towing, rental reimbursement, roadside assistance, up to 100,000 miles.  
Price \$1.88/day (60 mo.)\*

Can pay the difference between actual cash value and loan balance in the event of vehicle theft or total loss. Also pays insurance deductible.  
Price \$0.45/day (60 mo.)\*

Provides **EXTERIOR AND INTERIOR** protection from the elements, passengers. Keeps vehicle looking new, Eliminates need for waxing, Increases value.  
Price \$0.55/day (60 mo.)\*

Starts vehicle form the comfort of your home or office. **CODLING** vehicle in the summer or **HEATING AND DEFROSTING** in the winter. **NEVER SCRAPER A WINDSHIELD AGAIN!**  
Price \$0.55/day (60 mo.)\*

Anti theft / Tracking systems available. Protects investment, Saves on auto insurance, Provides piece of mind  
Price \$0.55/day (60 mo.)\*

60 Months	\$522
Amount financed:	\$30,521

For exact coverages, exclusions, and limitations of the above products that you have selected, please refer to the specific product contract. For specific payment information, please refer to the Retail Installment Contract. All products are optional and can be purchased separately. You do not have to purchase any of these products to obtain financing or to purchase a vehicle. All payments are estimates. By initialing a payment, you acknowledge that all products were offered and explained to you.

Customer(s) Signature(s): \_\_\_\_\_



# ROUTE 1 BUICK-GMC, Inc.

14530 Jefferson Davis Hwy.

WOODBIDGE, VA 22191

Deal # **DEAL # 30403**

**BANK NAME : BRANCH BANKING AND TRUST COMPANY**

**F&I MGR : BRADFORD JAY REYNOLD**

DATE	11/12/11	SOLD TO	[REDACTED]		INVOICE NUMBER	27952
		ADDRESS	WOODBIDGE VA		SALESMAN	GERALD LESTER JR
		PHONE	[REDACTED]		STOCK NO.	
CUST. NO.	24348	YEAR	2012	MAKE	BUICK	
		MODEL	LACROSSE	NEW OR USED	NEW	
		PRICE OF CAR	1846D5ER7CF [REDACTED] 812135			

THE UNDERSIGNED DEALER HAS THIS DAY SOLD UNDER CONDITIONAL SALES CONTRACT TO THE ABOVE NAMED PURCHASER THE HEREIN ABOVE DESCRIBED MOTOR VEHICLE. WARRANTS AND COVENANTS THAT THE UNDERSIGNED DEALER IS THE LAWFUL OWNER THEREOF WITH A GOOD RIGHT TO SELL SAME. THAT THERE IS NO LIEN OR ENCUMBRANCE THEREON EXCEPT CONDITIONAL SALES CONTRACT OR CHATTEL MORTGAGE, SIGNED BY ABOVE PURCHASER AND TO BE ASSIGNED TO

LIEN HOLDER **BRANCH BANKING AND TRUST COMPANY** TYPE \_\_\_\_\_  
 ADDRESS \_\_\_\_\_ AMOUNT \_\_\_\_\_ DATE OF \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_ LIEN \_\_\_\_\_  
 DATE \_\_\_\_\_

SWORN AND SUBSCRIBED AND ACKNOWLEDGED BEFORE ME THIS \_\_\_\_\_ DAY OF \_\_\_\_\_ 20\_\_\_\_  
 NOTARY PUBLIC IN AND FOR COUNTY OF \_\_\_\_\_ STATE OF \_\_\_\_\_  
 MY COMMISSION EXPIRES \_\_\_\_\_

TRADE ALLOWANCE \_\_\_\_\_ UNIT TRADED: \_\_\_\_\_  
 AMOUNT OWED \* \_\_\_\_\_ SERIAL NO: \_\_\_\_\_  
 ON TRADE-IN \$ \_\_\_\_\_ LICENSE NO: \_\_\_\_\_  
 TO: \_\_\_\_\_ STOCK NO: \_\_\_\_\_  
 ADDRESS \_\_\_\_\_

TITLE TO THIS PROPERTY DOES NOT PASS FROM ROUTE 1 PONTIAC-BUICK-GMC TRUCK TO THE PURCHASER UNTIL CHECKS RECEIVED IN PAYMENT ARE PAID BY THE BANK WHICH THEY ARE DRAWN.

GRS REC TX 63.86  
 SALES TAX 1126.92  
 LIC FEE 75.75  
 PROC FEES 489.00

TOTAL 38830.53

CASH ON DELIVERY 5100.00

NET TRADE-IN

AMT TO FIN 30731.53  
 TOTAL 33730.53



## VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-0 (REV08/06)

Title Number	Veh. Identification Number (VIN)	Date Issued	Plate Number	Plate Type	Sticker	Expiration Date	
	1G4GD5ER7CE [REDACTED]	11/15/11	[REDACTED]	PA		11/30/12	
Vehicle Make	Model	Body	Year	Color	Fuel	Vehicle Use	Axes
BUICK	LPR	SEDAN 4DR	2012	BLK	GAS	PRIVATE	2
Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GVWR	GCWR	Unit #
11/12/11	63 ACTUAL	Y	3790				

[REDACTED]  
WOODBRIDGE, VA [REDACTED]

PRINCE WILLIAM COUNTY

CMA 281  
AD0443

DMV verifies insurance coverage of all registered vehicles. If you cancel your insurance, notify DMV and return the license plates. If you do not notify DMV, your driver's license will be suspended and all of your vehicle license plates will be cancelled.

This card must be carried in the motor vehicle when in operation but does not permit holder to operate a motor vehicle.



VSA-0 (08/06)

Virginia law requires you to notify DMV if you sell, trade or dispose of your vehicle or if you change your address.

#### If Your Vehicle Has Been Sold, Traded or Disposed of:

SOLD/TRADED/DISPOSED OF DATE \_\_\_\_\_ VEHICLE WAS SOLD/TRADED/DISPOSED OF:  
IN VIRGINIA \_\_\_\_\_ OUT OF STATE (enter state name) \_\_\_\_\_

Mail this entire registration card to DMV, Attention: Data Integrity, P.O. Box 27412, Richmond, Virginia 23269-0001

#### If You Are Changing Your Address - use one of the following methods to notify DMV.

- Visit the DMV web site at [www.dmvNOW.com](http://www.dmvNOW.com), select Address Change and complete the online transaction.
- Visit the DMV website at [www.dmvNOW.com](http://www.dmvNOW.com), select Forms and Publications - form ISD-01, Address Change Request. Complete form and send to DMV, Attention Data Integrity, P.O. Box 27412, Richmond Virginia 23269-0001.

Call DMV at (804) 497-7100 and a customer service representative will assist you.

After your address change request is processed, all DMV mail addressed to you, including vehicle registration renewal and driver's license renewal notices, will be sent to the new address.

**If you change your residence/home address or mailing address to a non-Virginia address your driver's license or your photo ID card may be cancelled.**

## Overallowance/Negative Equity/Incentives Form (Non-Florida)

<b>Customer:</b> [REDACTED]	<b>SR #:</b> 71-1139124145	<b>BBB#:</b> BUK1234587
-----------------------------	----------------------------	-------------------------

This form may be used to identify possible Overallowance or Negative Equity and to determine any customer incentives which were paid but may not be easily identifiable on a Bill of Sale.

You must determine the TRUE purchase price of a vehicle and identify any Overallowance, Negative Equity, and/or Incentives prior to arbitration or voluntary repurchase.

### Section 1

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	37075.00
MSRP (from BARS Invoice screen)	- 38075.00
Subtract the MSRP from the Purchase Price (If positive, look for Overallowance)	= -1000.00

If the Purchase Price is greater than the MSRP but there was no trade-in, have the Dealer explain why the customer paid more than MSRP.

### Section 2

Trade Allowance (from Bill of Sale)	0.00
Actual Cash Value (ACV) (from ACV Statement)	- 0.00
Subtract the ACV from the Trade Allowance If positive, the Trade Allowance is higher than the ACV of the trade-in. This is Overallowance.	= 0.00

### Section 3

Trade Allowance (from Bill of Sale)	0.00
Payoff on Trade (from Bill of Sale)	- 0.00
Subtract the Payoff on Trade from the Trade Allowance If negative, the Payoff on the Trade is higher than the Trade Allowance. This is Negative Equity.	= 0.00

### Section 4

Purchase Price (from Bill of Sale, before tax, tag, title, etc.)	37075.00
Incentives not included in the Purchase Price (from BARS and Incentive Acknowledgement sheet) Do not include fuel-fill credit or Dealer incentives. GM Card points must be included.	- 3000.00
Overallowance/Negative Equity (use the Overallowance from Section 2 or the Negative Equity from Section 3, whichever is larger)	- 0.00
Subtract the Incentives and the Overallowance/Negative Equity from the Purchase Price. This is the Actual price of the vehicle that should be presented to the BBB on the Agreement to Arbitrate (ATA).	= 34075.00

If Overallowance/Negative Equity and/or Incentives (not included in Purchase Price) are found, verify with Team Lead before submitting information to BBB.



renee.miller@buickgmc.co  
m  
01/10/2013 05:24 AM

To deborah\_lozano@gmexpert.com  
cc  
bcc  
Subject Re:Fercovic

Deborah

I am willing to offer the customer a trade exchange/repurchase. Please call me to discuss.

Renee

Sent from Lotus Traveler

deborah\_lozano@gmexpert.com --- Fercovic ---

From: deborah\_lozano@gmexpert.com  
To: renee.miller@gm.com  
Date: Wed, Jan 9, 2013 10:49 AM  
Subject: Fercovic

---

Hi Renee,

I also need written confirmation of the trade repurchase authorization if you could email me. Did you want me to process thru RVDC or is dealer going to process?

If you have further questions, please contact Customer Relationship Specialist Deb at 1-866-790-5700 41070, or by fax at 1-866-480-3636. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

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

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



Friday, February 01, 2013

[Redacted]  
Woodbridge, VA [Redacted]

**Trade Settlement Letter**

Subject: Repurchase of 2012 Buick LaCrosse  
VIN: 1G4GD5ER7C[Redacted]  
Ref SR:71-1139124145 V-198497

Dear [Redacted]

We regret that you are dissatisfied with your 2012 Buick LaCrosse, VIN 1G4GD5ER7C[Redacted] and that our attempts to resolve your concerns have not met your expectations. Buick will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Buick customer, Buick will assist you into a 2013 Buick Regal, VIN 2G4GV5GV3D9[Redacted]. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Payoff of original vehicle good until 2/20/13	\$23,721.28
Plus usage	\$5,157.32
Plus upgrade	\$890.00
<b>Total Responsibility of Customer</b>	<b>\$29,768.60</b>

**\*\*TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW\*\***

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext2307 if you have any questions or concerns.

[Redacted Signature] 2/4/13

Customer's and Co-Customer's Printed Name(s)

**\*198497\***



*The requirements of the trade repurchase are as follows:*

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ A **"Power of Attorney" form** - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ An **"Odometer Disclosure Statement" form** - supplied by General Motors must be signed at the time of the repurchase
- ⇒ **Factory installed equipment** - needs to be intact and functional.
- ⇒ **Title** - if no lien, a free and clear title is provided at the time of repurchase.
- ⇒ **Cash backs rebates or incentives** - no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ **Lending/Leasing Institution** - this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and any transfer of funds, if applicable.

*Please return this signed document to fax number 866-802-6668 by Tuesday February 5, 2013*

Sincerely,

General Motors RVDC  
2717 Schust Rd  
Saginaw, MI 48603

\*198497\*



Morley  
):Manuel Zapata COMPANY:

2/1/2013 3:50 PM PAGE 3/005 Fax Server



February 1, 2013  
ROUTE 1 BUICK GMC  
Manuel Zapata  
14530 JEFFERSON DAVIS HWY  
WOODBIDGE, VA 22191

Dealer Confirmation Letter – Trade

Subject: Trade Repurchase  
Customer: [REDACTED]

Vehicle: 2012 Buick LaCrosse  
VIN: 1G4GD5ER7CF [REDACTED]  
Ref SR:71-1139124145 V-198497

Dear Manuel Zapata:

Thank you for assisting General Motors in the trade repurchase transaction for our mutual customer.

General Motors will issue a check in the amount of \$7,510.18 to ROUTE 1 BUICK GMC. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC),

General Motors will issue a check in the amount of \$23,721.28 to BB&T Loans.

When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	2G4GV5GV3D9 [REDACTED]
New Vehicle Sales Price:	\$35,563.90
Used Vehicle Trade Value:	\$29,516.58
Trade Difference:	\$6,047.32
Taxes:	\$1,142.88
Reg/Lic/Title Fees:	\$83.00
Doc Fee:	\$489.00
Cash Paid on Delivery	\$1,714.88
Dealer Processing Fee:	\$ 200.00 (Paid by check, after receipt of documents)

**\*\*No cash back rebates or incentives of any kind are applicable towards this transaction.\*\***

**\*If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Tuesday February 5, 2013. If you have any questions you may reach me at 866-802-6625 ext2307.

*[Handwritten Signature]* PRESIDENT

ROUTE 1 BUICK GMC 278107 Management Agent's Signature and Title.

MANUEL ZAPATA PRESIDENT

ROUTE 1 BUICK GMC 278107 Management Agent's Printed Name and Title.

Morley  
):Manuel Zapata COMPANY:

2/1/2013 3:50 PM PAGE 4/005 Fax Server



As always, **the customer is obligated to make the financial arrangements for the replacement vehicle.** Please note we do not take into consideration any over allowance, finance rates, rebates, negative equity, etc. on the original vehicle. Also remember, no cash back incentives are to be used on the replacement vehicle. Using the figures above, the customer is responsible for:

Payoff of original vehicle good until 2/20/13	\$23,721.28
Plus usage	\$5,157.32
Plus upgrade	\$890.00
Total Responsibility of Customer	\$29,768.60

**\*If you are aware of any modifications made to this vehicle, please contact your Repurchase Coordinator immediately. This vehicle must be restored to its original factory condition or the repurchase will be stopped and canceled.**

ROUTE 1 BUICK GMC agrees to sign a Power Of Attorney to enable GM to make the necessary arrangements with the above referenced customer's lending institution on the Dealer's behalf to facilitate receiving a free and clear title to the old vehicle.

Thank you for your cooperation.

Sincerely,

General Motors RVDC  
2717 Schust Rd  
Saginaw, MI 48603



**Case Number:** 198497  
**Originator Name:** Deborah Lozano deborah\_lozano@gmexpert.com  
**Created Date:** 01/17/2013

**Vehicle Info**

**\*VIN:** 1G4GD5ER7CF [REDACTED]      **MSRP:** 0.0      **\*TAC #:**  
**Year:** 2012      **Make:** Buick      **Model:** LaCrosse  
**Vehicle Comments & TAC Explanation:**

**\*Date Reviewed with Customer:** 01/01/1900      **\*Repurchase Mileage:** 18700  
**Original Purchase Date:** 01/01/1900      **\*Original Purchase Condition:** New

**Vehicle Owner(s)**

**Entity Type:** Person      **\* Title State:** VA  
**\* Names(s) on Title:** [REDACTED]  
**\* Primary Owner:** [REDACTED]  
**\* Address:** [REDACTED]  
**\* City:** [REDACTED]      **\* State:** [REDACTED]      **\* ZIP Code:**  
**\* Day Phone:** [REDACTED]      **\* Home Phone:** [REDACTED]      **\* Cell Phone:**  
**\* E-mail:** [REDACTED]      **\* Fax Phone:** [REDACTED]  
**\* Reason Repurchase:** vehicle stalls, electrical inoperable, brakes inoperable

**UCC Codes** (J0118) Engine - General - Stalls

**State**

**Vehicle Lien Holder**

**Type of Secured Interest:** [REDACTED]      **\* Company:** [REDACTED]      **Account #:** [REDACTED]  
**Contact or Attention:** [REDACTED]  
**Address:** [REDACTED]  
**City:** [REDACTED]      **State:** [REDACTED]      **ZIP Code:** [REDACTED]  
**Day Phone:** [REDACTED]      **Fax:** [REDACTED]      **E-mail:** [REDACTED]

**Original Selling Dealer**

**\* Dealer #:** [REDACTED]      **Dealer Name:** [REDACTED]  
**Region:** [REDACTED]      **District:** [REDACTED]  
**\* Phone:** [REDACTED]      **Fax:** [REDACTED]  
**\* Contact Name:** [REDACTED]      **\* Contact Title:** [REDACTED]      **E-Mail:** [REDACTED]

**Repurchasing Dealer:** -

**\* Dealer #:** 278107      **Dealer Name:** ROUTE 1 BUICK GMC  
**Region:** 40      **District:** 5134  
**\* Phone:** (703) 494-7121      **Fax:** (703) 492-7152  
**\* Contact Name:** Manuel Zapata      **\* Contact Title:** [REDACTED]      **E-Mail:** [REDACTED]

**Repair**

**\* Contact Name:** [REDACTED]      **\* Contact Title:** [REDACTED]

**Vehicle Location:** -

**\* Company Name:** [REDACTED]  
**Phone:** [REDACTED]      **Fax:** [REDACTED]  
**\* Contact Name:** [REDACTED]      **\* Contact Title:** [REDACTED]      **E-Mail:** [REDACTED]  
**Address:** [REDACTED]  
**City:** [REDACTED]      **ZIP Code:** [REDACTED]



**Case Number:** 198497  
**Originator Name:** Deborah Lozano deborah\_lozano@gmexpert.com  
**Created Date:** 01/17/2013

**Transaction Details**

**Siebel Request #:** 71-1139124145      \* **Disposition:** Auction  
**State:** VA      \* **Type:** Trade - New Finance  
**Source:** FOM Voluntary  
**Replacement VIN:** 2G4GV5GV3D [REDACTED]      Year: 2013 Make: Buick Model: Regal  
**Compliance Date:**      **Compliance Type:** N/A  
**MSRP:** 0.0      **Order #:**

**Repurchase:** Voluntary Trade Repurchase per LL, charge to first repair of 18256 miles

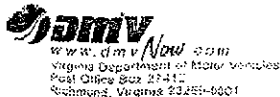
\* **Processing Instructions:**

**Disposition:**

\* **Processing Instructions:**

**Transaction Details**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0



# APPLICATION FOR CERTIFICATE OF TITLE AND REGISTRATION

VSA 17A (07/01/2011)

**PURPOSE:** Use this form to apply for a title and/or to register a passenger vehicle, motorcycle, truck, motor home (RV), or trailer.

**INSTRUCTIONS:** Complete this form and return to any DMV customer service center (CSC). DMV may request proof of any information provided.

### ACQUISITION TYPE (check all that apply)

<input type="checkbox"/> Original Title is Electronic (No paper attached)	<input type="checkbox"/> Court Order	<input type="checkbox"/> Replica	<input type="checkbox"/> Abandoned Vehicle (Complete VSA 40)
<input type="checkbox"/> Leased	<input type="checkbox"/> Replevin	<input type="checkbox"/> Reconstructed	<input type="checkbox"/> Mechanic's Lien / Storage Lien (Complete VSA 41)
<input type="checkbox"/> Rental	<input type="checkbox"/> Seizure	<input type="checkbox"/> Specially Constructed	<input type="checkbox"/> Repossession (Vehicle must be in your possession)

### OWNER INFORMATION

APPLICATION TYPE:  Title  
 Check one (if applicable):  Title and Registration (license plates issued) Electronic Title Option -- I want DMV to maintain an electronic certificate of title on file for this vehicle. (No paper title will be issued)  YES  NO

Check  Vehicle is owned by individual(s). If this application is for joint ownership, do you wish clear rights of ownership to be transferred to the surviving owner in the event of the death of either the owner or co-owner?  YES  NO  
 Vehicle is business owned.

OWNER'S FULL LEGAL NAME (last, first, mi, suffix) OR BUSINESS NAME (if business owned) TELEPHONE NUMBER SOCIAL SECURITY NUMBER / FEIN

CO-OWNER'S FULL LEGAL NAME (last, first, mi, suffix) TELEPHONE NUMBER SOCIAL SECURITY NUMBER / FEIN

If you change your residence/home or mailing address to a non-Virginia address, your driver's license and/or photo identification card may be canceled.

RESIDENCE/HOME/BUSINESS ADDRESS (Apt # if applicable) CITY STATE ZIP CODE

MAILING ADDRESS (if different from above) OPTIONAL CITY STATE ZIP CODE

CO-OWNER'S RESIDENCE ADDRESS (if different from above) CITY STATE ZIP CODE

RESIDENCE/BUSINESS JURISDICTION LOCATION WHERE VEHICLE IS PRINCIPALLY GARAGED Are any of the vehicle owners on active military duty or service?  
 PRINCE WILLIAM  CITY  COUNTY  TOWN OF PRINCE WILLIAM, VA  YES  NO

### LIEN INFORMATION

IS THERE A LIEN ON THIS VEHICLE?  YES - YOU MUST COMPLETE THIS SECTION  NO - SKIP TO THE NEXT SECTION

DATE OF FIRST LIEN (mm/dd/yyyy) LIENHOLDER NAME LIENHOLDER CODE  
 11/12/2011 BRANCH BANKING AND TRUST COMPANY ELTC1

LIENHOLDER MAILING ADDRESS CITY STATE ZIP CODE  
 PO BOX 1290 MC 200-98-01-00 WHITEVILLE NC 28472-1290

DATE OF SECOND LIEN (mm/dd/yyyy) LIENHOLDER NAME LIENHOLDER CODE

LIENHOLDER MAILING ADDRESS CITY STATE ZIP CODE

### SOURCE OF OWNERSHIP INFORMATION

HOW WAS THIS VEHICLE SOLD TO YOU? VA DEALER LICENSE NUMBER RENTOR NUMBER PURCHASE DATE (mm/dd/yyyy)  
 (check one)  USED  NEW  DEMONSTRATOR 13600 11/12/2011

VEHICLE PURCHASED FROM SALES PRICE PROCESSING FEE SALES AND USE TAX  
 ROUTE 1 PONTIAC BUICK GMC 37075.00 489.00 1126.92

STREET ADDRESS CITY STATE ZIP CODE  
 14530 JEFFERSON DAVIS HWY WOODBRIDGE VA 22191

### VEHICLE INFORMATION

YEAR MAKE MODEL BODY TYPE VEHICLE IDENTIFICATION NUMBER (VIN)  
 2012 BUICK LACROSSE CXL FWD 1G4GD5ER7CF

EMPTY WEIGHT GROSS WEIGHT GROSS VEHICLE WEIGHT RATING (GVWR) GROSS COMBINATION WEIGHT RATING (GCWR) NUMBER OF AXLES FUEL TYPE  
 GAS

VEHICLE COLOR PRIMARY SECONDARY PREVIOUS TITLE NUMBER STATE IS THIS A LOW SPEED VEHICLE? IS THIS A LOGGING VEHICLE?  
 CARBON B EBONY  NO  YES  YES

IS VEHICLE STATE OR LOCALITY-OWNED? YES - enter agency code AGENCY CODE NAME OF UNIT HAVING OPERATIONAL CONTROL

### PERSONAL PROPERTY TAX RELIEF ELIGIBILITY (Passenger vehicles only)

- Answer the questions below to determine if your vehicle qualifies for car tax relief.
 

	YES	NO
a. Is more than 50% of the vehicle's annual mileage used as a business expense for federal income tax purposes OR reimbursed by an employer?	<input type="checkbox"/>	<input type="checkbox"/>
b. Is more than 50% of the depreciation associated with the vehicle deducted as a business expense for federal income tax purposes?	<input type="checkbox"/>	<input type="checkbox"/>
c. Is the cost of the vehicle expensed pursuant to Section 179 of the Internal Revenue Service Code?	<input type="checkbox"/>	<input type="checkbox"/>
d. If the vehicle is leased by an individual, does the leasing company pay the tax without reimbursement from the individual?	<input type="checkbox"/>	<input type="checkbox"/>
- If you answered YES to ANY of the above questions, check Business Use. Your vehicle is considered by State law to have a business use and does NOT qualify for Personal Property Tax Relief.  BUSINESS USE
- If you answered NO to ALL of the above questions, check Personal Use and answer the question below

LOG NUMBER

2012

TITLE NUMBER

79983031

## ODOMETER STATEMENT

ODOMETER READING (no tenths)

63

Federal and state laws require that you state the mileage in connection with the transfer of ownership. Failure to complete the statement or providing a false statement may result in fines and/or imprisonment.

I certify to the best of my knowledge that: (check one)

- The odometer reading above is the ACTUAL MILEAGE of the vehicle.  The odometer reading above is IN EXCESS of its mechanical limits.
- The odometer reading above is NOT the ACTUAL MILEAGE. (WARNING: Odometer discrepancy.)
- The model year is at least 10 years or older than the current calendar year and was exempt from odometer disclosure in the prior state of title. (Applicant must present the out-of-state title showing the exemption)

## REGISTRATION INFORMATION

REGISTRATION PERIOD (check one:)

- ONE YEAR
- TWO YEARS (\$2 discount applies)

REGISTRATION TYPE (check one:)

- PRIVATE  TRANSFER PLATE
- RENTAL

PLATE NUMBER TO TRANSFER \_\_\_\_\_

## TYPE OF PLATE REQUESTED

New Plates (check one)

- Standard (Blue and White)  Great Seal  Vintage - Not General Transportation Use
- Heritage (Dogwood-Cardinal)  Antique - Not General Transportation Use  Vintage - General Transportation Use  
(Antique plates require certification, (VSA 10B) and may be purchased for a passenger vehicle, trailer, or motorcycle.)
- Scenic (check one)
- Mountain to Seashore  Patriot  Autumn  Black & White  Yellow

**Permanent Plates** - may be issued to trailers, travel trailers, or semi-trailers; trucks/tractor trucks with a GVWR or GCWR of more than 26,000 lbs.; trucks/tractor trucks with GVWR or GCWR of 7,501 to 26,000 lbs. if used for business only or farming.

Trailer Permanent - one-time fee (check one)

- Regular size plate  Small size plate (trailer gross weight must be 4,000 lbs or less)

## LEASED VEHICLE INFORMATION

Do you wish to have the vehicle renewal card mailed to the lessee?  YES  NO If YES, provide the information requested below.

LESSEE'S FULL LEGAL NAME (last, first, mi, suffix)

CO-LESSEE'S FULL LEGAL NAME (last, first, mi, suffix)

RESIDENCE/HOME ADDRESS (Apt # if applicable)

CITY

STATE

ZIP CODE

## POWER OF ATTORNEY FOR NON-RESIDENT(S) AND CORPORATION(S) NOT DOMICILED IN VIRGINIA

Pursuant to the provisions of Virginia Code §46.2-601, I/we appoint the Commissioner of the Department of Motor Vehicles of the Commonwealth of Virginia, to be my/our true and legal agent upon whom all legal processes against me/us may be served in any legal proceeding arising from the operation and/or use of any motor vehicle registered in my/our name(s) in the Commonwealth of Virginia. I/we agree that any lawful process or notice to me/us which is served on the Commissioner shall have the same legal effect as if served on me/us within the Commonwealth of Virginia.

## INSURANCE CERTIFICATION

I/We certify that (check one):

- This vehicle is insured by a liability policy issued through an insurance company licensed to do business in Virginia and it will remain insured while registered, whether or not it is operated. Penalties are severe for violation of this requirement.
- This vehicle is not insured; therefore, I am remitting the applicable uninsured motor vehicle fee. (This fee provides no insurance coverage.) A vehicle must be insured with liability coverage when it is registered, and it must remain insured while registered, whether or not it is operated, or the uninsured motor vehicle fee must be paid. Penalties are severe for violation of this requirement.

## CERTIFICATION

I/We certify and affirm that all information presented in this form is true and correct, that any documents I/we have presented to DMV are genuine, and that the information included in all supporting documentation is true and accurate. I/We make this certification and affirmation under penalty of perjury and I/we understand that knowingly making a false statement or representation on this form is a criminal violation.

SIGNATURE OF APPLICANT

DATE (mm/dd/yyyy)

11-12-11

SIGNATURE OF APPLICANT

DATE (mm/dd/yyyy)

## PRIVACY NOTICE

The information, including Social Security Number, is requested in accordance with Virginia Code §§46.2-623 and 46.2-629. Any person who refuses to supply the required information will be denied a certificate of title and/or registration. Title and registration records may be disseminated in accordance with §§46.2-208 through 46.2-214, to business, law enforcement or authorized government entities.

DMV USE ONLY

DATE: 11-12-11

TIME: 11:26:32

38

**STANDARD TRADE REPURCHASE WORKSHEET**

**File Number**  
71-1139124145  
**Old Vehicle VIN:**  
1G4GD5ER7CF169114

**Customer Name**  
[REDACTED]  
**New Vehicle VIN:**  
2G4GV5GV3D9 [REDACTED]

**Worksheet filled out by:**  
allysha  
**Date:**  
January 31, 2013

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$35,563.90	G	231 \$36052.90 -489	
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$1,142.88	N	3.17% VA Tax on PP	
Additional Tax	\$0.00	E		
Reg./Lic./Title Fees (opt)	\$83.00	R		
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$0.00	L		
State Fees	\$489.00	M	*taxable	
<b>Items below not shown on new Bill of Sale</b>		O	GM responsible for tax/fees	
Cost to transfer Aftermarket Items	\$0.00	T		
Unused portion of non-GMPP	\$0.00	O		
H/B, ADV, EXP	\$0.00	R		
Transportation Fees	\$0.00	S		
Misc. (Explain)	\$0.00			
<b>Total Replacement Price</b>	<b>\$37,278.78</b>			
State Sales Tax	\$0.00			
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	C		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	T		
<b>Items below contibute to trade-in allowance</b>		O		
Usage/Depreciation	\$5,157.32	M	18256*.2825	
Damage	\$0.00	E		
MSRP Upgrade	\$890.00	R	New MSRP \$38965	
MSRP Downgrade (deducted)	\$0.00		Old MSRP \$38075	
Reimb. of Aft. Mkts on Old Unit	\$0.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution to Cust	\$0.00			
<b>Total Customer Cost</b>	<b>\$6,047.32</b>			
<b>Trade Repurchase Amount</b>	<b>\$31,231.46</b>			
Attorney Fees	\$0.00			
<b>Total Repurchase Amount</b>	<b>\$31,231.46</b>			
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$23,721.28			
2/20/13, 0.64pd				
<b>Dealer Due to GM</b>	<b>NA</b>			
<b>GM Due to Dealer</b>	<b>\$7,510.18</b>			
NADA (Legal Only)	\$0.00			
<b>Est. Auction Price (Legal Only)</b>	<b>\$0.00</b>			
<b>Projected (Loss)</b>	<b>-\$31,231.46</b>			
			Authorized Signature	Date
			<b>**This is a "work in process" until approved by a Authorized Representative**</b>	
			<b>(Repurchase Group Only)</b>	







BUICK

# Purchase and Delivery Satisfaction Survey

## Dissatisfied Customer

Elvysburg PA

Please make any corrections to your name, address, or telephone number here:

Home  
Cell

Please provide us with your preferred email address:

Dear [Redacted]

Thank you for choosing Buick! We greatly appreciate your business. Our goal is for you to be completely satisfied. Please take a few minutes to complete both sides of this questionnaire about our dealership's facilities and personnel. If you prefer, you can respond to this survey online by going to [www.BuickDealershipSurvey.com](http://www.BuickDealershipSurvey.com) and entering your personal User ID: [Redacted] and Password: [Redacted]. If you choose to respond online, please do not return this survey by mail.

Your timely response is very important to us and will be used to direct the continued efforts of Buick and Alexander Family Buick toward meeting the highest expectations of our customers. For information on GM's privacy statement, please visit our website at [www.gm.com/privacy](http://www.gm.com/privacy) or call 1-866MYPRIVACY (1-866-697-7482).

Thank you for buying a Buick.

Sincerely,

Brian Sweeney, U.S. Vice President  
Buick & GMC Sales and Service

### Instructions

Please use a dark pen or pencil (preferably black) when filling out this survey.

Please check this box if you no longer own/lease this 2012 Lacrosse, and return the questionnaire.

### About Your Buick Dealership's Facilities

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied
1. Thinking about your dealership, how satisfied were you with...					
- The convenience of the dealership's showroom hours? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The cleanliness and attractiveness of the facilities? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
- The variety of vehicles and options available for your inspection? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

### About Your Sales Consultant

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
2. How satisfied are you that you were treated in a professional and courteous manner? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
3. How satisfied were you with the Sales Consultant's...						
- Willingness to take the time necessary to thoroughly understand your vehicle needs? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of Buick vehicles? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Knowledge of other vehicles in the market? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Assistance in selecting an appropriate vehicle? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you offered a demonstration ride/drive in the model of your choice? .....	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does Not Apply/Not Required
5. When you picked up your 2012 Lacrosse, were you greeted with friendliness and enthusiasm? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Were you offered...						
- An orientation tour of the dealership, including the Service Department? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
- An orientation drive at the time of delivery to become familiar with your new vehicle before taking it home? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Please complete other side

**About Your Sales Consultant (continued)**

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
7. How satisfied were you with the explanation of...						
- Your vehicle's features and operations?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- OnStar® features and benefits, including Hands-Free Calling?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- The warranty, owner's manual, and maintenance schedule?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Buick's 24-hour Roadside Assistance Program? .....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. At the time of delivery, how satisfied were you with...						
- The appearance of your new Buick? .....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
- The operation of your new Buick?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
9. Since taking delivery of your new vehicle, has your Sales Consultant or another dealership representative contacted you to thank you for your purchase and resolve any concerns?.....	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Don't Know/Not Sure <input type="checkbox"/>			
10. Overall, how satisfied were you with the assistance you received from your Sales Consultant?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

**About the Financial Process**

	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
11. How satisfied were you that...						
- The vehicle price and/or payments were discussed in a thorough and straightforward manner?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- You were given a thorough explanation of the financing options available?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. How satisfied were you with the review and explanation of all the paperwork?.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Overall, how satisfied were you with how the financial process was handled by your dealership?.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Summing Up Your Experience**

14. Based on your overall purchase/lease and delivery experience, how satisfied are you with Alexander Family Buick?.....	Completely Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input checked="" type="checkbox"/>
15. Based on your overall purchase/lease and delivery experience, would you recommend this dealership?.....	Definitely Would <input type="checkbox"/>	Probably Would <input type="checkbox"/>	Might/Might Not <input type="checkbox"/>	Probably Not <input type="checkbox"/>	Definitely Not <input checked="" type="checkbox"/>
16. Based on your experience to date, how satisfied are you with your 2012 Lacrosse?.....	Completely Satisfied <input type="checkbox"/>	Very Satisfied <input type="checkbox"/>	Satisfied <input type="checkbox"/>	Somewhat Satisfied <input type="checkbox"/>	Not At All Satisfied <input checked="" type="checkbox"/>
17. Are you...	<input checked="" type="checkbox"/> Male	<input type="checkbox"/> Female			
18. Your age...	<input type="checkbox"/> Under 25	<input type="checkbox"/> 25 - 34	<input checked="" type="checkbox"/> 35 - 44	<input type="checkbox"/> 45 - 54	<input type="checkbox"/> 55 - 64
19. May we include your name when providing this survey information to your dealership?			Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	

20. Do you have any other comments/recommendations about Alexander Family Buick?  
*had vehicle approx. 8 days and it broke down out of state. Currently I am without vehicle x 7 days and contacted selling dealer which was not any help! Opened a case*  
**If you have an issue with your vehicle or a concern requiring immediate attention, we encourage you to first contact your dealer. If further assistance is required, please call the Buick Customer Assistance Center: 1-800-521-7300**  
*# WITH GM, to date, still very unhappy.*

**Thank You!!**

**0399**

**Your opinions will help us serve you better.**

Please return this questionnaire in the self-addressed, postage-paid envelope to:

**BUICK, P.O. BOX 10054, TOLEDO, OH 43682-4074**



**Facsimile Transmittal****Southern Columbia Area  
Middle School**

www.scolumbiasd.k12.pa.us

810 Southern Drive  
Catawissa, PA 17820Phone: (570)356-3400  
Fax: (570)356-2202TO: General MotorsDATE: 2-20-13FROM: # OF PAGES: 3  
(including this cover)*If you do not receive all of the pages indicated, please contact our office as soon as possible.*

*The information contained in this transmission is privileged and confidential. It is intended for the use of the individual entity named about. If the reader of this message is not the intended addressee, the reader is hereby notified that any consideration, dissemination or duplication of this communication is strictly prohibited. If the addressee has received this communication in error, please return this transmission by mail to the address above.*

**Comments:**

Case # 71-1148649091

Reply Requested:  Yes  No

Angela M. Farronato, Principal

Charles A. Reh, Superintendent

Member Copy

**LOANLINER.**



**PENNSYLVANIA STATE  
EMPLOYEES CREDIT UNION**  
P.O. Box 67013  
Harrisburg, PA 17106-7013  
800.237.7328

**ADVANCE PROCEEDS VOUCHER**

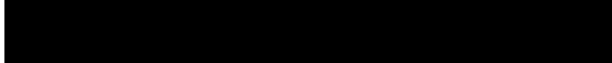
MEMBER NAME	DATE	MEMBER ACCOUNT NUMBER	NOTE NUMBER
[REDACTED] ELYSBURG PA [REDACTED]	1/15/2013	[REDACTED]	0001275205
PURPOSE:  Dealer Purchase			

DISBURSEMENT BREAKDOWN AND REPAYMENT SCHEDULE					
DAILY PERIODIC RATE	ANNUAL PERCENTAGE RATE	AMOUNT REQUESTED + OTHER CHARGES	AMOUNT ADVANCED	PREVIOUS BALANCE	NEW BALANCE
.0218904	7.990 %	40,000.00	40,000.00	0.00	40,000.00
PAYMENT 623.08	DUE DATE 2/14/2013	PAYMENT FREQUENCY Monthly			

SECURITY OFFERED						
IN ADDITION TO THE PLEDGE OF SHARES IN YOUR LOANLINER® CREDIT AGREEMENT, THE FOLLOWING PROPERTY SECURES THIS ADVANCE.						
ITEM	PROPERTY	MODEL	YEAR	I.D. NUMBER	TYPE	VALUE
1.	BUICK	LACROSSE	2012	1G4GD5ER8CP [REDACTED]	SDN	33,300.00
2.						
3.						
4.	OTHER					

YOU PLEDGE SHARES AND/OR DEPOSITS OF \$		IN ACCOUNT NUMBER			
OLD ACCOUNT/LOAN NUMBER	(A) PAYOFF (PRINC. + INT.)	OLD ACCOUNT/LOAN NUMBER	(B) PAYOFF (PRINC. + INT.)	OLD ACCOUNT/LOAN NUMBER	(C) PAYOFF (PRINC. + INT.)
OLD ACCOUNT/LOAN NUMBER	(D) PAYOFF (PRINC. + INT.)	OLD ACCOUNT/LOAN NUMBER	(E) PAYOFF (PRINC. + INT.)	PSECU REFERENCE	

By accepting the proceeds or by using the funds advanced and deposited into your share/share draft account, you agree (1) that the property referenced above will secure the advance and any other advances you have now or receive in the future under the LOANLINER® Credit and Security Agreement (the Plan) and any other amounts you owe us for any reason now or in the future in accordance with the terms of the Plan and (2) to make payments as disclosed above in accordance with the terms of the Plan.



Detach Here

1 of 1

Detach Here



COMMONWEALTH OF PENNSYLVANIA REGISTRATION CREDENTIAL

EXPIRY: MAR 31, 2014 VALID: 01/15/13

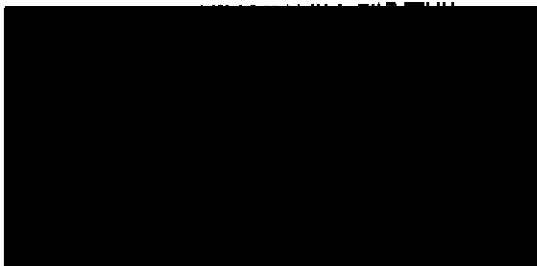
PLATE: [REDACTED]  
TITLE: 71589461107  
VIN: 1G4GD5ER8C7  
YR/MAKE: 2012 BUICK  
TYPE: SDN  
WID: [REDACTED]  
TITLE BRANDS: [REDACTED]

VOID VOID  
VOID VOID

I hereby acknowledge this day that I have received notice of the provisions of Section 3709 of the Vehicle Code



ELYSBURG PA



W

September 10, 2013

[REDACTED]  
Elysburg, PA [REDACTED]

Dear [REDACTED]

We sincerely regret that you experienced a concern with your 2012 Buick LaCrosse, which resulted in an unexpected expense to you.

We value you as a Buick owner and your satisfaction with our products is a high priority. After consideration, we believe you are entitled to have two car payments covered. We have enclosed a check in the amount of \$1,246.00. We hope this goodwill adjustment will offset, to some degree, the inconvenience that this repair may have caused you.

At Buick, our commitment to customer satisfaction is a top priority. If you have future questions, please don't hesitate to email us using the Contact Us link at [Buick.com](http://Buick.com) or call us at 1-800-521-7300.

Sincerely,

Alex  
Buick Customer Assistance Center  
(866) 790-5700 Ext. 22686  
Service Request 71-1148649091

**General Motors LLC**  
 PO Box 62530  
 Phoenix, AZ 85082-2530



CHECK No. 902098863

50-93  
213

DATE  
02/26/13

1,246 DOLLARS

00 CENTS

AMOUNT  
1,246.00

General Motors LLC  
Disbursement Account

PAY  
TO THE  
ORDER  
OF

ELYSBURG PA 1

*Prin D. Albee*  
SIGNATURE

The Chase Manhattan Bank, N.A.  
Syracuse, New York

AUDIT

**General Motors LLC**

PO Box 62530  
Phoenix, AZ 85082-2530

DETACH BEFORE DEPOSITING CHECK

VENDOR  
UNUS NO. 1

CHECK NO. [REDACTED]

VENDOR NAME [REDACTED]

PAYMENT  
DATE 02/26/13

REGISTER NO. DESCRIPTION	INVOICE DATE	DOC. REFERENCE NUMBER	% DISC.	INVOICE AMOUNT	DISC. AMOUNT	NET AMOUNT
1G4GD5ER8C	02/25/13	VM 1-J51KS6	00.0000	1,246.00	.00	1,246.00
<b>TOTAL</b>				1,246.00	.00	1,246.00

ACCEPTANCE OF THIS CHECK CONSTITUTES FULL RESOLUTION FOR  
REIMBURSEMENT OR QUESTIONS CALL 800-462-8782

M3

44130F



Monday, February 18, 2013

[Redacted]  
LANSING, MI [Redacted]

Trade Settlement Letter  
Collateral Exchange

Subject: Repurchase of 2013 Chevrolet Malibu  
VIN: 1G11D5RR1DF [Redacted]  
Ref SR:71-1150378686 V-199116

Dear [Redacted]

We regret that you are dissatisfied with your 2013 Chevrolet Malibu, VIN 1G11D5RR1DF [Redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer to assist you into a replacement vehicle is being made as an effort to keep you a satisfied Chevrolet customer, Chevrolet will assist you into a 2013 Chevrolet Malibu, VIN 1G11D5SR5DF [Redacted]. Your responsibilities are outlined below. This offer is calculated by using the following figures:

Total Customer Responsibility \$0

**\*\*Lien to be satisfied through Substitution of Collateral\*\***

**\*\*TOTAL CUSTOMER RESPONSIBILITY IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW\*\***

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 ext1108 if you have any questions or concerns

[Redacted Signature] 2-18-03  
[Redacted Signature] 2-18-13

Customer's and Co-Customer's Printed Name(s)

*The requirements of the trade repurchase are as follows:*

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.
- ⇒ **Vehicle Alterations** - if this vehicle has been altered or modified from its original factory condition, it must be restored to its original condition before the scheduled repurchase appointment.
- ⇒ A **"Power of Attorney"** form - supplied by General Motors must be signed and notarized at the time of repurchase (*used only for titling purposes*).
- ⇒ An **"Odometer Disclosure Statement"** form - supplied by General Motors must be signed at the time of the repurchase

[Redacted]





**CHEVROLET**

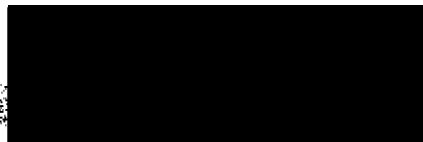
- ⇒ **Factory installed equipment** – needs to be intact and functional.
- ⇒ **Title** – if no lien, a free and clear title is provided at the time of repurchase.
- ⇒ **Cash backs rebates or incentives**– no cash backs rebates or incentives of any kind are applicable towards this transaction.
- ⇒ **Lending/Leasing Institution** – this offer is contingent upon approval of your lending/leasing institution.

If all above requirements are met, the dealership will proceed with the repurchase and transfer of funds .

*Please return this signed document to fax number 866-802-6668 by Thursday February 21, 2013*

Sincerely,

General Motors RVDC  
2717 Schust Rd  
Saginaw, MI 48603





February 18, 2013

BUD KOUTS CHEVROLET COMPANY INC  
Dan Armbruster  
2801 E MICHIGAN AVE  
LANSING, MI 48912

**Dealer Confirmation letter - Collateral Exchange**

Subject: Collateral Exchange Agreement between General Motors and its dealer partner BUD KOUTS CHEVROLET COMPANY INC

Customer: [REDACTED]

Vehicle: 2013 Chevrolet Malibu  
VIN: 1G11D5RR1DF [REDACTED]  
Ref SR:71-1150378686 V-199116

Dear Dan Armbruster:

Thank you for assisting General Motors in the collateral exchange transaction for our mutual customer.

General Motors will issue a check in the amount of **\$25,467.32** made payable to BUD KOUTS CHEVROLET COMPANY INC after receiving the completed repurchase paperwork, title and lien release.

When writing the sales agreement for this exchange, please use the numbers below:

Replacement VIN:	1G11D5SR5DF [REDACTED]
New Vehicle Sales Price:	\$25,418.88
Used Vehicle Trade Value:	\$25,418.88
Trade Difference:	\$0.00
State Sales Tax:	\$1.44
Reg/Lic/Title Fees:	\$47.00
Cash on Delivery (Paid by GM):	\$48.44
Document Fees:	Not paid by either party
Dealer Processing Fee:	(\$200 Paid by check, after receipt of documents.)

**\*\*No cash back rebates or incentives of any kind are applicable towards this transaction.\*\***

**\*If shown above, Cash Paid on Delivery is included in the check to the dealership.**

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Tuesday February 19, 2013. If you have any questions you may reach me at 866-802-6625 ext1108.

*[Signature]* Vice President  
BUD KOUTS CHEVROLET COMPANY INC 115195 Management Agent's Signature and Title.

*Tateck T. Iding V.P.*  
BUD KOUTS CHEVROLET COMPANY INC 115195 Management Agent's Printed Name and Title.

**\*199116\***



**Case Number:** 199116

**Originator Name:** Kevin R Thompson 517-256-9760 kevin.r.thompson@gm.com

**Created Date:** 02/12/2013

**Vehicle Info**

**\*VIN:** 1G11D5RR1DF [REDACTED]

**Year:** 2013

**MSRP:** 0.0

**Make:** Chevrolet

**\*TAC #:**

**Model:** Malibu

**Vehicle Comments & TAC Explanation:**

Customer has lost faith and is concerned with the vehicle's long term durability because of the short time after delivery to the failure of the Generator Control Module. The module failed and le

**\*Date Reviewed with Customer:** 01/01/1900

**\*Repurchase Mileage:** 414

**Original Purchase Date:** 01/01/1900

**\* Original Purchase Condition:** New

**Vehicle Owner(s)**

**Entity Type:** Person

**\* Names(s) on Title:** [REDACTED]

**\* Title State:** MI

**\* Primary Owner:** [REDACTED]

**\* Address:**

**\* City:**

**\* State:**

**\* ZIP Code:**

**\* Day Phone:** [REDACTED]

**\* Home Phone:**

**\* Cell Phone:** [REDACTED]

**\* E-mail:**

**\* Fax Phone:**

**\* Reason Repurchase:** Burnt smell in the vehicle

**UCC Codes** (J0113) Engine - General - Odor / Smell / Fumes

**State**

**Vehicle Lien Holder**

**Type of Secured Interest:**

**\* Company:**

**Account #:**

**Contact or Attention:**

**Address:**

**City:**

**State:**

**ZIP Code:**

**Day Phone:**

**Fax:**

**E-mail:**

**Original Selling Dealer**

**\* Dealer #:**

**Dealer Name:**

**Region:**

**District:**

**\* Phone:**

**Fax:**

**\* Contact Name:**

**\* Contact Title:**

**E-Mail:**

**Repurchasing Dealer:** -

**\* Dealer #:** 115195

**Dealer Name:** BUD KOUTS CHEVROLET COMPANY INC

**Region:** 50

**District:** 5142

**\* Phone:** (517) 374-0900

**Fax:** (517) 374-7504

**\* Contact Name:** Dan Armbruster

**\* Contact Title:**

**E-Mail:**

**Repair**

**\* Contact Name:**

**\* Contact Title:**

**Vehicle Location:** -

**\* Company Name:**

**Phone:**

**Fax:**

**\* Contact Name:**

**\* Contact Title:**

**E-Mail:**

**Address:**

**City:**

**ZIP Code:**



**Case Number:** 199116  
**Originator Name:** Kevin R Thompson 517-256-9760 kevin.r.thompson@gm.com  
**Created Date:** 02/12/2013

**Transaction Details**

**Siebel Request #:** \* **Disposition:**Auction  
**State:** \* **Type:** Trade - Collateral  
**Source:**  
**Replacement VIN:** 1G11D5SR5DF [REDACTED] Year: 2013 Make: Chevrolet Model: Malibu  
**Compliance Date:** **Compliance Type:**  
**MSRP:** 0.0 **Order #:**

**Repurchase:**

\* **Processing Instructions:** Vehicle is an ALLY Lease. Would like to do a "Collateral Substitution". The replacement vehicle is the same vehicle from a content standpoint. The replacement vehicle has an MSRP which is \$150 more than the original because of a price increase on Option PCN. Customer should not be charged with the price increase.

**Disposition:**

\* **Processing Instructions:**

**Transaction Details**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount		NA	Over Allowance	0



**STANDARD TRADE REPURCHASE WORKSHEET**

**File Number**  
71-1150378686  
**Old Vehicle VIN:**  
1G11D5RR1DF

**Customer Name**  
[REDACTED]  
**New Vehicle VIN:**  
1G11D5SR5DF

**Worksheet filled out by:**  
Tracy Ehrlinger  
**Date:**  
February 14, 2013

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$25,418.88	G		
Conversion / Upfit Cost	\$0.00	E		
State Sales Tax	\$1.44	N		
Additional Tax	\$0.00	E		
Reg./Lic./Title Fees (opt)	\$47.00	R	24 taxed at 6%	
Taxes Reimbursed on old vehicle	\$0.00	A		
Fees (Explain)	\$0.00	L		
State Fees	\$0.00	M		
<b>Items below not shown on new Bill of Sale</b>				
Cost to transfer Aftermarket Items	\$0.00	T		
Unused portion of non-GMPP	\$0.00	O		
H/B, ADV, EXP	\$0.00	R		
Transportation Fees	\$0.00	S		
Misc. (Explain)	\$0.00			
<b>Total Replacement Price</b>	<b>\$25,467.32</b>			
State Sales Tax	\$0.00			
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	C		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	T		
<b>Items below contribute to trade-in allowance</b>				
Usage/Depreciation	\$0.00	O		
Damage	\$0.00	M		
MSRP Upgrade	\$0.00	E		
MSRP Downgrade (deducted)	\$0.00	R		
Reimb. of Aft. Mkts on Old Unit	\$0.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution to Cust	\$0.00			
<b>Total Customer Cost</b>	<b>\$0.00</b>			
<b>Trade Repurchase Amount</b>	<b>\$25,467.32</b>			
Attorney Fees	\$0.00			
<b>Total Repurchase Amount</b>	<b>\$25,467.32</b>		8000	
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$0.00		soc	
Good Through (mm/dd/yy)				
<b>Dealer Due to GM</b>	<b>NA</b>			
<b>GM Due to Dealer</b>	<b>\$25,467.32</b>			
NADA (Legal Only)	\$0.00			
<b>Est. Auction Price (Legal Only)</b>	<b>\$0.00</b>			
<b>Projected (Loss)</b>	<b>-\$25,467.32</b>			
			Authorized Signature	Date
			<b>**This is a "work in process" until approved by a Authorized Representative**</b>	
			<b>(Repurchase Group Only)</b>	



Jose Garcia/Austin/GM1

03/29/2013 03:17 PM

To william.tayloriii@gm.com


cc

bcc

Subject 71-1168555752 PAC Case Sent to ESIS No Action Required

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

  
*2013 Chevrolet Malibu*

*1G11D5RRXDF* 

*Dick Smith Chevrolet Inc., MONcks Corner SC, BAC 204916*

*Mike Winslow, Service Manager*

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

Best wishes,  
Joe Garcia | CRS

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5600 x11291 | Fax 866-270-0217 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

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"Pat Burcham"  
<Pat.Burcham@minacs.adityabirla.com>

04/03/2013 05:52 PM

To <benjamin\_rauschke@gmexpert.com>

cc "Michelle Mock" <Michelle.Mock@minacs.adityabirla.com>

bcc

Subject: FW: Esis Repurchase Request - Dial Murray Funeral Home  
760121: SR # 71-1168555752

Please assign to the team for handling.

---

Thank You,

Pat Burcham | Team Lead  
Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone (512) 386-0535 | Fax 866-3004627 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

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**From:** chris.roffey@gm.com [mailto:chris.roffey@gm.com]  
**Sent:** Wednesday, April 03, 2013 3:41 PM  
**To:** Pat Burcham; Michelle Mock  
**Cc:** Ashley Palomarez; jessica.mccrea@gm.com; kelly.kufel@gm.com  
**Subject:** Fw: Esis Repurchase Request - Dial Murray Funeral Home 760121: SR # 71-1168555752

Pat and Michelle,

Please see the note below pertaining to the request for assistance regarding the repurchase of the subject 2013 Chevrolet Malibu ECO. The customer paid cash and, as the result, a lien holder is not involved.

Please note, engineering has requested this vehicle once GM has taken possession. Please make sure that contact is made with Kelly Kufel so that specific arrangements can be made to have the vehicle delivered to the engineering group.

At this time we do not have any photos of the overall vehicle. All photos are limited to the area of the battery.

Please advise if any additional information is necessary.

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265

313.665.3376  
fax: 313.778.1817

----- Forwarded by Chris Roffey/C/US/GM/GMC on 04/03/2013 03:29 PM -----

# DICK SMITH CHEVROLET, INC.

**To:** RITA **From:** TABITHA

---

**Fax:** 866 857 3113 **Pages:** (Including cover)

---

**Phone:** **Date:** 04/10/13

---

**Re:** **CC:**

Urgent     For Review     Please Comment     Please Reply     Please Recycle

• **Additional Comments:**

SER REQ # 71-1168555752



# South Carolina Department of Motor Vehicles Application for Certificate of Title and Registration for Motor Vehicle or Manufactured Home/Mobile Home

13004  
Form 400  
(Rev. 4/10)

135167

No strikeovers, erasures, or correction fluid is acceptable on this form. For more information, visit our website at [www.scdmvtonline.com](http://www.scdmvtonline.com) or call our Customer Call Center at (803) 896-5000.

**SECTION A**  EXPEDITE (additional \$20.00 fee) Check here to expedite this title.

DEAL #: 13132

Check the box next to the type of transaction you need. Please enclose the required documents and fees with your completed and signed application. For expedited services (within 3 business days) include an additional \$20.00 fee. Make checks payable to: SC DMV. DO NOT SEND CASH.

<input type="checkbox"/> <b>NEW TITLE &amp; REGISTRATION</b> 1) Manufacturer Certificate of Origin (MCO) or Title. 2) Paid Property Tax Receipt 3) \$15.00 title fee and 4) Regular registration fee. 5) Sales Tax (5% of selling price or \$300.00 max.) 6) Insurance Information	<input checked="" type="checkbox"/> <b>TITLE AND PLATE TRANSFER</b> 1) Manufacturer Certificate of Origin (MCO) or Title. <b>DMFHC</b> 2) List Previous Tag # 3) Previous registration in owner's name. 4) \$15.00 title 5) \$10.00 transfer fee 6) Sales Tax (5% of selling price or \$300.00 max.) 7) Insurance Information	<input type="checkbox"/> <b>TITLE FOR MOBILE OR MANUFACTURED HOME</b> 1) Manufacturer Certificate of Origin (MCO) or Title. 2) Consumer Insulation Report required for \$300.00 sales tax cap, if mobile home is energy efficient. 3) \$15.00 title fee	<input type="checkbox"/> <b>TITLE ONLY</b> 1) Manufacturer Certificate of Origin (MCO) or Title. 2) \$15.00 title fee 3) Sales Tax (5% of selling price or \$300.00 max.) <input type="checkbox"/> <b>DUPLICATE TITLE</b> 1) Lost Stolen or Destroyed Title 2) \$15.00 title fee.	<input type="checkbox"/> <b>LEASED VEHICLE</b> 1) Do not complete Section D. Complete Section E and all other applicable sections. <b>MAIL YOUR APPLICATION TO:</b> SC DMV P.O. Box 1498 - 10311 Wilson Blvd. Blythewood, SC 29016 - 0024
--	--	--	---	--

**SECTION B - VEHICLE INFORMATION** Please print or type in black ink only.

VEHICLE IDENTIFICATION NUMBER <b>1G11D5RRXD</b>	MAKE <b>CHEV</b>	YEAR MAKE <b>2013</b>	BODY STYLE <b>4D</b>	MODEL <b>MALI</b>	EMPTY WEIGHT <b>3556</b>	GVW
--	---------------------	--------------------------	-------------------------	----------------------	-----------------------------	-----

**SECTION C - ODOMETER MILEAGE** (Miles not kilometers)

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I STATE THAT THE ODOMETER NOW READS 28 (NO TENTHS) AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE VEHICLE DESCRIBED ABOVE UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED:

DO NOT CHECK ONE OF THE FOLLOWING UNLESS IT APPLIES.

- EXEMPT
- I CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS.
- I CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. **WARNING ODOMETER DISCREPANCY.**

**SECTION D - OWNER INFORMATION** Your complete legal name must be used on all title and registration documents.

NEW PRIMARY OWNER COMPLETE LEGAL NAME (LAST, FIRST, MIDDLE)	SC CUSTOMER NO., DRIVER LICENSE NO., SOC. SEC., OR FEIN	DATE OF BIRTH
SHARED OWNERSHIP <input type="checkbox"/> AND <input type="checkbox"/> OR	SC CUSTOMER NO., DRIVER LICENSE NO., SOC. SEC., OR FEIN	DATE OF BIRTH
CITY <b>MONCK'S CORNER</b>	STATE <b>SC</b>	ZIP CODE
CITY	STATE <b>SC</b>	ZIP CODE
CITY	STATE <b>SC</b>	ZIP CODE
DAYTIME TELEPHONE NUMBER	TEMPORARY ADDRESS (IF APPLICABLE)	EXPIRATION OF TEMPORARY ADDRESS

**SECTION E - LEASING INFORMATION** Complete only for a leased vehicle.

LEASING COMPANY NAME	PHONE NO.	CONTACT PERSON	CUSTOMER NO.
ADDRESS	CITY	STATE	ZIP CODE
NAME OF LESSEE (PERSON LEASING VEHICLE)	DRIVER LICENSE NO., SOC. SEC. NO., OR FEIN	DATE OF BIRTH	
LESSEE'S SC RESIDENCE STREET ADDRESS (APT. NO. IF APPLICABLE)	CITY	STATE <b>SC</b>	ZIP CODE
LESSEE'S MAILING ADDRESS (IF DIFFERENT FROM ABOVE)	CITY	STATE	ZIP CODE
ADDRESS WHERE VEHICLE IS HOUSED (IF DIFFERENT FROM ABOVE)	CITY	STATE <b>SC</b>	ZIP CODE

**SECTION F - LIEN INFORMATION** If you are a lienholder, are you a SC ELT participant?  YES  NO

CUSTOMER NO., OR FEIN	LIENHOLDER NAME (FIRST LIEN) Write "None" if vehicle is paid in full.	DATE OF LIEN <b>11/09/12</b>	CONTACT PERSON	TELEPHONE NUMBER
MAILING ADDRESS	CITY	STATE	ZIP CODE	
CUSTOMER NO., OR FEIN	LIENHOLDER NAME (SECOND LIEN)	DATE OF LIEN	CONTACT PERSON	TELEPHONE NUMBER
MAILING ADDRESS	CITY	STATE	ZIP CODE	

< This section intentionally left blank >

**SECTION G - SALES TAX EXEMPTION** Complete this section if you are entitled to a sales tax exemption and sign in the space provided verifying the exemption.

VEHICLE PURCHASED FROM INDIVIDUALS AND TITLED IN SOUTH CAROLINA ARE SUBJECT TO SALES TAX UNLESS EXEMPT. THE TAX IS 5% OF THE SALES PRICE UP TO A MAXIMUM OF \$300.00. (MOBILE HOMES ARE CALCULATED DIFFERENTLY.)

THE VEHICLE WAS TRANSFERRED FROM:
  MY PARENT
  MY SPOUSE
  MY CHILD
  MY BROTHER/SISTER
  MY GRANDPARENT
  MY GRANDCHILD

THE VEHICLE WAS TRANSFERRED TO ME AS:
  LEGAL HEIR
  BENEFICIARY
  DISTRIBUTEE

I AM NON-RESIDENT MILITARY PERSONNEL
  THE VEHICLE WAS A BONAFIDE GIFT

SIGNATURE \_\_\_\_\_

**SECTION H - ADDITIONAL INFORMATION**

DATE OF PURCHASE <u>11-9-12</u>	DATE FIRST OPERATED IN S.C.	ENERGY EFFICIENT MANUFACTURED/MOBILE HOME? <input type="checkbox"/> YES <input type="checkbox"/> NO
NEW OR USED? <u>NEW</u>	PRIOR TITLE NUMBER <u>ML0</u>	PRIOR TITLE STATE
THE VEHICLE DESCRIBED ON THIS APPLICATION IS: <input type="checkbox"/> REBUILDABLE <input type="checkbox"/> NON-REBUILDABLE		
THE VEHICLE SUSTAINED THE FOLLOWING DAMAGE: <input type="checkbox"/> COLLISION <input type="checkbox"/> FIRE <input type="checkbox"/> WATER <input type="checkbox"/> STOLEN (RECOVERED) <input type="checkbox"/> STOLEN (UNRECOVERED)		
AGENCY REFERENCE NUMBER	Calculate the Salvage Percentage:	Predamaged Value _____ Estimate for Repairs _____ Percentage _____
SALVAGE% _____		

**SECTION I - SELLER INFORMATION** Applicant should initial verifying the sales price of the vehicle.

SELLER OR DEALER NAME <u>DICK SMITH CHEVROLET, INC.</u>	SC DEALER/WHOLESALE NUMBER <u>031280</u>	SC SALES TAX NUMBER <u>008176920</u>	SALES PRICE <u>28226.63</u>	CUSTOMER INITIALS <u>22663</u>
ADDRESS <u>1601 HIGHWAY 52</u>		CITY <u>MONCK'S CORNER</u>	STATE <u>SC</u>	ZIP CODE <u>29461</u>

**SECTION J - INSURANCE CERTIFICATION**

A VEHICLE MUST BE INSURED WITH LIABILITY INSURANCE COVERAGE WHEN IT IS REGISTERED AND IT MUST REMAIN INSURED WHILE REGISTERED, WHETHER OR NOT IT IS OPERATED, OR THE UNINSURED MOTORIST FEE MUST BE PAID. PENALTIES ARE SEVERE FOR VIOLATION OF THIS REQUIREMENT.

UNDER PENALTIES OF PERJURY, I (WE) DECLARE THAT THIS VEHICLE IS **INSURED** BY A **LIABILITY INSURANCE** POLICY ISSUED THROUGH AN INSURANCE COMPANY LICENSED TO DO BUSINESS IN SOUTH CAROLINA AND IT WILL REMAIN INSURED THROUGHOUT THE REGISTRATION PERIOD.

NAME OF INSURANCE COMPANY Federated Mutual Ins 13935

**FEDERATED MUTUAL INS CO**

**SECTION K - DONATE LIFE SC**

YES, I WISH TO DONATE \$5.00, MORE OR LESS, TO DONATE LIFE SC. AMOUNT OF DONATION: \$ \_\_\_\_\_ .00

**SECTION L - SIGNATURE OF OWNER**

UNDER PENALTIES OF PERJURY, I DECLARE THAT I AM THE OWNER OF THIS VEHICLE AND REQUEST THAT A SOUTH CAROLINA CERTIFICATE OF TITLE AND/OR REGISTRATION BE ISSUED. I FURTHER CERTIFY THAT THE INFORMATION ON THIS APPLICATION IS CORRECT TO THE BEST OF MY KNOWLEDGE. THE VEHICLE IS SUBJECT TO THE LIENS NAMED AND NO OTHERS. ALSO, IF REGISTERING A COMMERCIAL VEHICLE OVER 10,000 lbs., I CERTIFY \_\_\_\_\_ BY REGULATIONS AND/OR FEDERAL HAZARDOUS MATERIALS REGULATIONS.

SIGNATURE \_\_\_\_\_ AUTHORIZED AGENT (ATTACH POWER OF ATTORNEY IF APPLICABLE) \_\_\_\_\_ DATE \_\_\_\_\_

**DISCLOSURE STATEMENT**

56-3-240 (SOUTH CAROLINA CODE OF LAWS) - THE DEPARTMENT SHALL OBTAIN THE FEDERAL EMPLOYER IDENTIFICATION NUMBER OR SOCIAL SECURITY NUMBER WHEN A VEHICLE IS REGISTERED WITH A GROSS VEHICLE WEIGHT OF MORE THAN 28,000 POUNDS OR A BUS COMMON CARRIER. THE DRIVER PRIVACY PROTECTION ACT OF 1994 (DPPA), 18 USC SECTION 2721-2725 RESTRICT THE DISCLOSURE OF PERSONAL INFORMATION CONTAINED IN OUR RECORDS.

**PENALTY FEES**

FAILURE TO REGISTER WITHIN 45 DAYS OF THE DATE OF PURCHASE OR THE DATE OF OPERATION IN SOUTH CAROLINA WILL RESULT IN PENALTY FEES IN ADDITION TO REGULAR TITLE AND/OR REGISTRATION FEES. THE LATE PENALTY FEE SCHEDULE IS AS FOLLOWS:

46 - 60 DAYS LATE - \$10.00	61 - 75 DAYS LATE - \$25.00	76 - 135 DAYS LATE - \$50.00	OVER 135 DAYS LATE - \$75.00
-----------------------------	-----------------------------	------------------------------	------------------------------

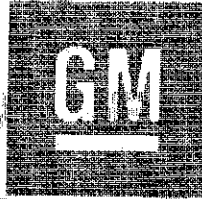
**THIS SECTION FOR DMV USE ONLY**

CHECK APPROPRIATE BOX:  BRAND  NO BRAND

RATED BY	<b>TRANSACTION FEES</b>	
OFFICE/OFFICE NUMBER	EXPEDITED FEE	WEIGHT INCREASE
PLATE NUMBER	LICENSE FEE	TRANSFER
EXPIRATION DATE	UNINSURED FEE	TITLE
PLATE CLASS	USE OR SALES TAX	DONATE LIFE SC
SUSPENSE REASON	PENALTY	TOTAL

# CERTIFICATE OF ORIGIN FOR A VEHICLE

1654



DATE

05/21/12

VEHICLE IDENTIFICATION NO.

1G11D5RRXDF

YEAR

2013

CHEVROLET

BODY TYPE

MALIBU 4-DOOR SEDAN

SHIPPING WEIGHT

3556

H.P. (S.A.E.)

18.5

G.V.W.R.

4572

NO. CYLS.

04

SERIES OR MODEL

16C89

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

DICK SMITH CHEVROLET INC.

1601 HWY 52  
MONCK'S CORNER

SC 29461-5009

14700 QHQB8J

This further certifies that this was the first transfer of such new vehicle in ordinary trade and commerce.

\*\*\*\*\*  
\* THIS VEHICLE \*  
\* HAS A \*  
\* 50-STATE \*  
\* EMISSION \*  
\* SYSTEM \*  
\*\*\*\*\*

GENERAL MOTORS LLC

*Veneria DeNered*

BY:

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

(AGENT)

DETROIT

MI 48243-1114

CITY-STATE

GM 521 REV. 10-05

Each undersigned seller certifies to the best of his knowledge, information and belief under penalty of the law that the vehicle is new and has not been registered in this or any state at the time of delivery and the vehicle is not subject to any security interests other than those disclosed herein and warrant title to the vehicle.

CERTIFICATE TO:

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 1**

NAME: [REDACTED]  
PURCHASER(S): [REDACTED]  
ADDRESS: [REDACTED] **MADAMS CORNER SC** [REDACTED]

I certify to the best of my knowledge that the odometer reading is 28 No Tenths

**DICK SMITH Chevrolet** 31280 BY: P. Jerni  
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of SC Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

County of Berkeley Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

---

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 2**

NAME OF PURCHASER(S): \_\_\_\_\_  
ADDRESS: \_\_\_\_\_

I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Tenths

DEALER \_\_\_\_\_ BY: \_\_\_\_\_  
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

County of \_\_\_\_\_ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

---

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 3**

NAME OF PURCHASER(S): \_\_\_\_\_  
ADDRESS: \_\_\_\_\_

I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Tenths

DEALER \_\_\_\_\_ BY: \_\_\_\_\_  
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

County of \_\_\_\_\_ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

---

**DISTRIBUTOR-DEALER ASSIGNMENT NUMBER 4**

NAME OF PURCHASER(S): \_\_\_\_\_  
ADDRESS: \_\_\_\_\_

I certify to the best of my knowledge that the odometer reading is \_\_\_\_\_ No Tenths

DEALER \_\_\_\_\_ BY: \_\_\_\_\_  
NAME OF DEALERSHIP DEALER'S LICENSE NUMBER

State of \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_

County of \_\_\_\_\_ Notary Public

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

---

**ODOMETER DISCLOSURE FOR RETAIL SALE**

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and / or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked: Odometer Reading \_\_\_\_\_ NO Tenths.  The mileage stated is in excess of its mechanical limits.  The odometer reading is not the actual mileage.

**WARNING ODOMETER DISCREPANCY**

Signature(s) of Seller(s) \_\_\_\_\_ Date of Statement \_\_\_\_\_ Date of Sale \_\_\_\_\_  
Printed Name(s) of Seller(s) \_\_\_\_\_ Dealer's No. \_\_\_\_\_  
Signature of Purchaser(s) \_\_\_\_\_ Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this \_\_\_\_\_ day of \_\_\_\_\_ 20\_\_\_\_  
Printed Name of Purchaser(s) \_\_\_\_\_ Notary Public  
Company Name (if Applicable) \_\_\_\_\_ State of \_\_\_\_\_  
Address of Purchaser(s) \_\_\_\_\_ County of \_\_\_\_\_

USE NOTARIZATION ONLY IF REQUIRED IN TITLING JURISDICTION

---

**LIENHOLDER**

1st lien in favor of \_\_\_\_\_  
whose address is \_\_\_\_\_

2nd lien in favor of \_\_\_\_\_  
whose address is \_\_\_\_\_

GM521 REV. 1-2000

AFFIDAVIT & NOTIFICATION OF SALE OF MOTOR VEHICLE (Entire Form Must Be Typed or Printed)

No. 39862079

Personally appeared before me [redacted] DICK SMITH CHEVROLET (Seller) 008176920 (Dealer Retail Tax #) 1601 HIGHWAY 52 (Address) MONCKS CORNER, SC 29461

who being duly sworn, deposes and says that on the 8TH day of NOV 20 2012

he sold the following motor vehicle: Make CHEV Model MALI

Year 2012 Identification (Serial) No. 1G11D5RRXDF [redacted]

License No. [redacted] to [redacted] (Buyer) MONCKS CORNER BERKELEY SC [redacted] (Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder Amount Address Date 08 NOV 2012

I certify that the odometer now reads 28 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

(1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

(2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to complete or providing a false statement may result in fines and/or imprisonment.

[Signature] (Signature of Seller) DICK SMITH CHEVROLET, INC. (Print Seller's Name)

[redacted] (Print Buyer's Name)

Property Tax Section Check One: Purchase License Plate D.L. Number License Plate Issued [XX] Transfer License Plate DMFH 6 Signature of Buyer/if purchasing plates Property taxes will be due in 120 days









**Case Number:** 200709

**Originator Name:** Jose Garcia 866-790-5700 11291 jose\_garcia@gmexpert.com

**Created Date:** 04/15/2013

**Vehicle Info**

**\*VIN:** 1G11D5RRXDF [REDACTED]  
**Year:** 2013

**MSRP:** 0.0  
**Make:** Chevrolet

**\*TAC #:** N/A  
**Model:** Malibu

**Vehicle Comments & TAC Explanation:**  
TAC not contacted

**\*Date Reviewed with Customer:** 04/15/2013  
**Original Purchase Date:** 11/09/2012

**\*Repurchase Mileage:** 2000  
**\* Original Purchase Condition:** New

**Vehicle Owner(s)**

**Entity Type:** Company  
**\* Names(s) on Title:** [REDACTED]  
**\* Company Name:** [REDACTED]  
**\* Address:** [REDACTED]  
**\* City:** [REDACTED]  
**\* Day Phone:** [REDACTED]  
**\* E-mail:** [REDACTED]

**\* Title State:** SC  
**\* Auth Person:** Michelle Cooper  
**\* State:** SC  
**\* Home Phone:**  
**\* Fax Phone:**

**\* ZIP Code:** [REDACTED]  
**\* Cell Phone:** [REDACTED]

**\* Reason Repurchase:** Electrical Thermal Event in the trunk area

**UCC Codes** (N0111) Electrical - General - Thermal Event

**Vehicle Lien Holder**

**Type of Secured Interest:** No Lien  
**Contact or Attention:**  
**Address:**  
**City:**  
**Day Phone:**

**\* Company:**  
**Account #:**  
**State:**  
**Fax:**  
**ZIP Code:**  
**E-mail:**

**Original Selling Dealer**

**\* Dealer #:** 204916  
**Region:** 30  
**\* Phone:** (843) 761-8084  
**\* Contact Name:** Tabitha - Finance Manager

**Dealer Name:** DICK SMITH CHEVROLET INC.  
**District:** 5141  
**Fax:** (843) 719-2074  
**\* Contact Title:** Finance Director  
**E-Mail:**

**Repurchasing Dealer:** -  
**Repair:**

**\* Contact Name:**  
**\* Contact Title:**

**Vehicle Location:** -



**Case Number:** 200709  
**Originator Name:** Jose Garcia 866-790-5700 11291 jose\_garcia@gmexpert.com  
**Created Date:** 04/15/2013

**Transaction Details**

**Siebel Request #:** 71-1168555752      **\* Disposition:**Auction  
**State:** SC      **\* Type:** Straight Repurchase  
**Source:** ADR PAC Product Asst Claims Dept  
**Replacement VIN:** -  
**Compliance Date:**      **Compliance Type:** N/A  
**MSRP:** 0.0      **Order #:**

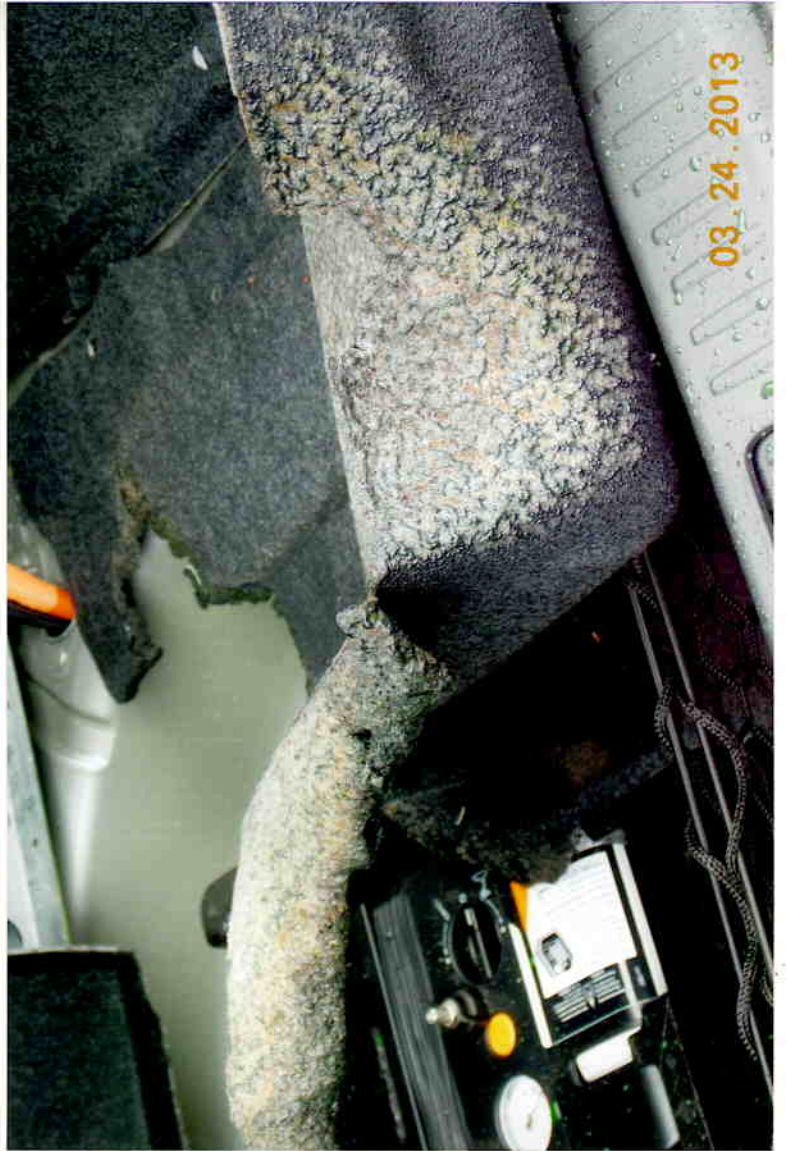
**Repurchase:** ESIS mandated repurchase (straight).  
**\* Processing Instructions:**

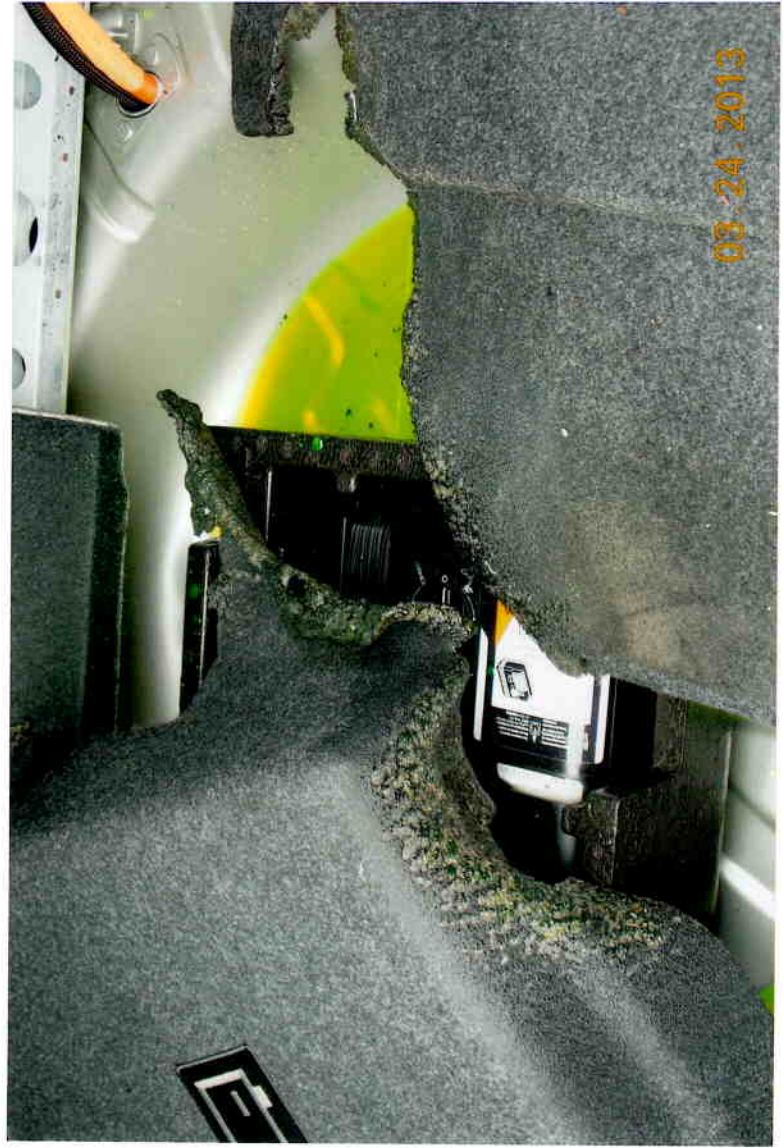
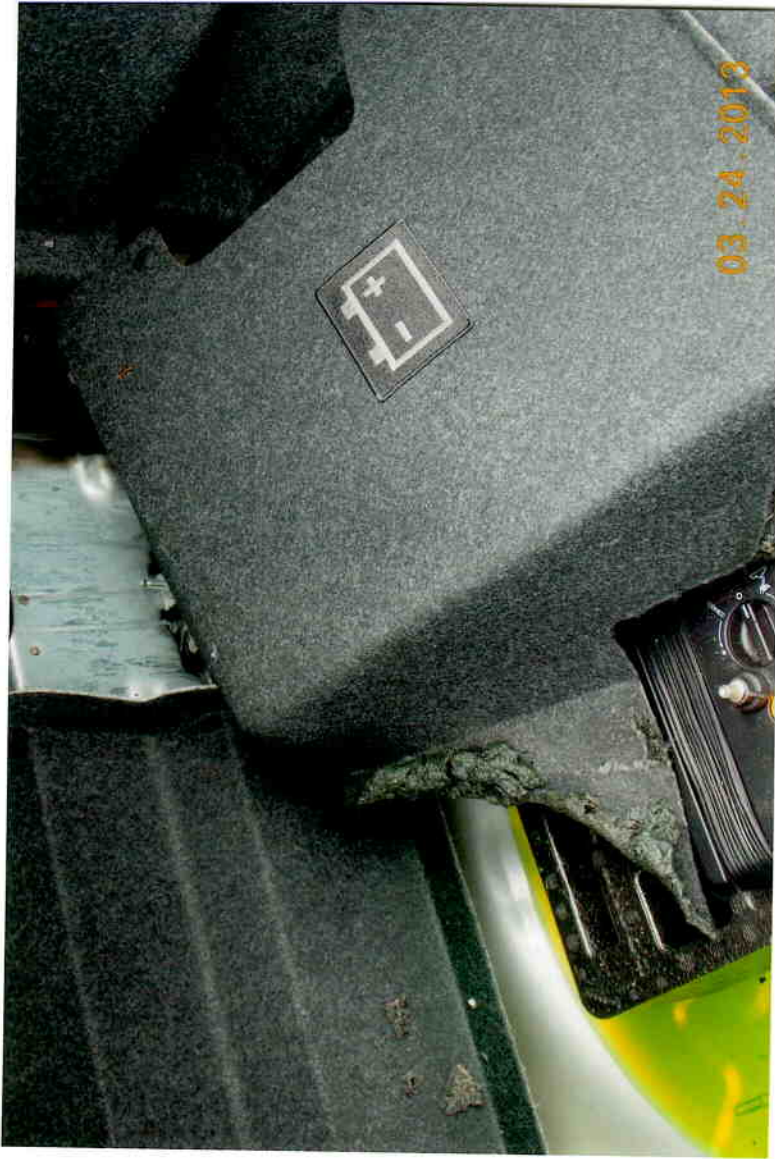
**Disposition:** Engineering has requested this vehicle once GM has taken possession. Please make sure that contact is made with Kelly Kufel (313.665.3394) so that specific arrangements can be made to have the vehicle delivered to the engineering group.  
**\* Processing Instructions:**

**Transaction Details**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0



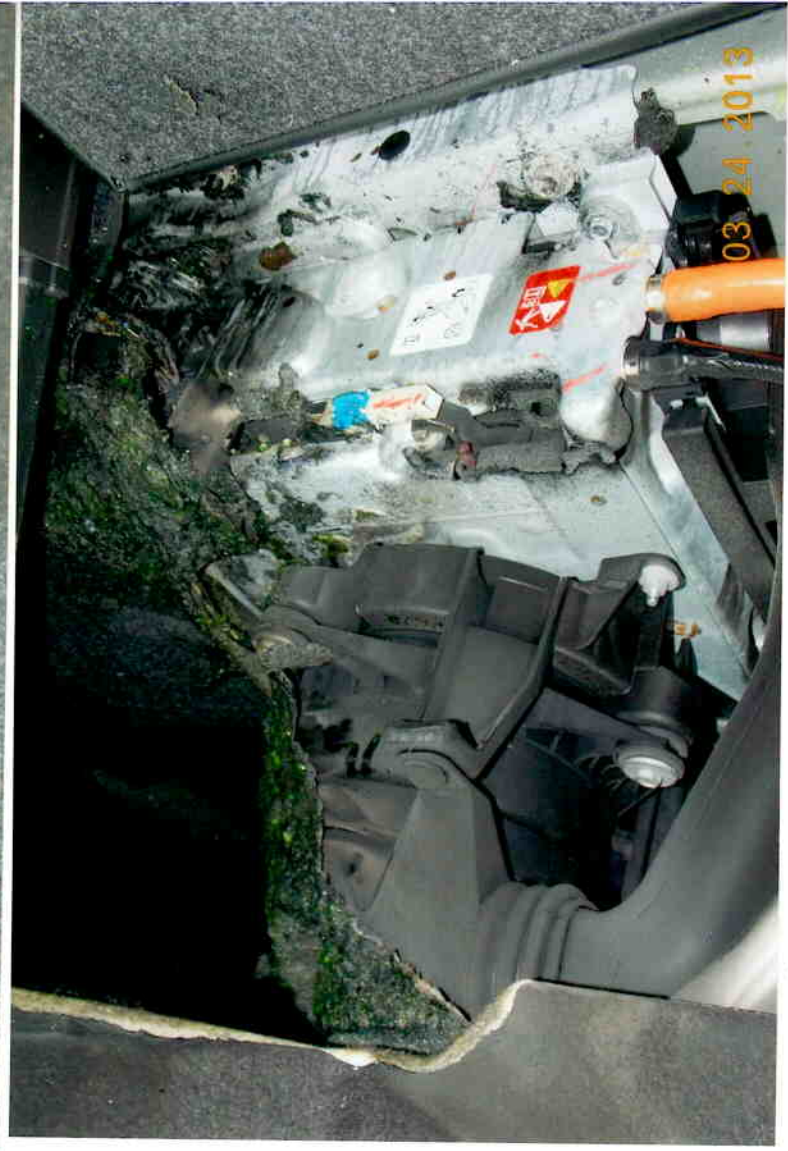














03.24.2013

**Seaton Law Firm, LLC**  
**Attorneys at Law**

**FACSIMILE**

**Grover C. Seaton, III**

- \* Founding Member - S.C. Association of Criminal Defense Lawyers
- \* Founding Member - National College for D.U.I. Defense

Post Office Box 38  
105 Carolina Avenue  
Moncks Corner, SC 29461

Telephone (843) 761-8365  
Charleston (843) 722-1345  
Facsimile (843) 761-4458  
E-Mail: Seaton3@homesc.com

**Date** : **March 27, 2013**  
**To** : **Mr. Greg Messenger**  
**Fax #** : **(843) 899-5808**  
**From** : **Myrna Chipman for Grover C. Seaton, III, Esquire**  
**Pages** : **3, including this cover sheet.**  
**Re** :

Please find the report from the Summerville Fire Department regarding the 2013 Malibu owned by [REDACTED]

=====  
 The information contained in this facsimile message or accompanying pages is attorney-client privileged and confidential information intended only for the use of the individual or entity named above. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution or copy of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone and if instructed to do so, return the documents to the above address via U.S. Mail.....Thank You!

**A** 18311 SC 03 23 2013 1-4 13-000755 000  
 RFD \* State \* Incident Date \* Station Incident Number \* Exposure \*  
 Delete  Change  No Activity **AFIRM -1 BASIC**

**B Location\***  Check this box to indicate that the address for this incident is provided on the Wildland Fire Census Tract Module in Section 2 "Alternative Location Specification". Use only for Wildland fires.  
 Street address  Intersection  In front of  Rear of  Adjacent to  Directions  
 211 Azalea Square BLVD  
 Number/Milepost Prefix Street or Highway Street Type Suffix  
 Summerville SC 29483  
 Apt./Suite/Room City State Zip Code  
 Cross street or direction SIDE, AN, OR BROADSIDE

**C Incident Type \*** 131 Passenger vehicle fire  
**D Aid Given or Received\***  
 1  Mutual aid received  
 2  Automatic aid received  
 3  Mutual aid given  
 4  Automatic aid given  
 5  Other aid given  
 N  None  
 Their PD# Their State  
 Their Incident Number

**E Date & Times** Midnight is 0000  
 Check boxes if codes are the same as ALARM ALARM always required  
 Alerts \* 03 23 2013 21:39:34  
 Arrival \* 03 23 2013 21:43:11  
 Controlled 03 23 2013 22:18:24  
 Last unit cleared 03 23 2013 22:18:24  
 ARRIVAL required, unless canceled or did not arrive  
 CONTROLLED Optional, except for wildland fires  
 LAST UNIT CLEARED, required except for wildland fires

**F2 Shift & Alarms** Local Option  
 3 01 FOUR  
 Shift or Alarm District Station

**F3 Special Studies** Local Option  
 Special Study ID# Special Study Value

**F Actions Taken \*** 87 Investigate fire out on  
 Primary Action Taken (1)  
 Additional Action Taken (2)  
 Additional Action Taken (3)

**G1 Resources \*** Check this box and skip this section if an Apparatus or Personnel form is used.  
  
 Apparatus Personal  
 Suppression 0001 0003  
 EMS  
 Other  
 Check box if resource counts include aid received resources.

**G2 Estimated Dollar Losses & Values** LOSSES: Required for all fires if known. Optional for non fires. NONE  
 Property \$ 000,000  
 Contents \$ 000,000  
 Property \$ 000,000  
 Contents \$ 000,000  
 FMV-INCIDENT VALUE: Optional  
 Property \$ 000,000  
 Contents \$ 000,000

**Completed Modules**  
 Fire-2  
 Structure-3  
 Civil Fire Cas.-4  
 Fire Serv. Cas.-5  
 EM-6  
 HAMAC-7  
 Wildland Fire-8  
 Apparatus-9  
 Personnel-10  
 Arson-11

**H1 Casualties** Deaths Injuries  
 Fire Service  
 Civilian  
**H2 Detector** Required for Confined Spaces  
 1  Detector alerted occupant  
 2  Detector did not alert occupant  
 U Unknown

**H3 Hazardous Materials Release**  
 None  
 1  Natural Gas: air leak, no reaction to control action  
 2  Propane gas: air leak, tank for 15 min 200 psig  
 3  Gasoline: vehicle fuel tank no portable containers  
 4  Kerosene: fuel heating equipment or portable storage  
 5  Diesel fuel/fuel oil: vehicle fuel tank or portable  
 6  Household solvents: non/white spill, cleanup only  
 7  Motor oil: free spill or portable container  
 8  Paint: free paint cans totaling < \$5 gallons  
 0  Other: Special incident actions required or spill > 55 gal., please describe the incident type.

**I Mixed Use Property**  
 Not Mixed  
 KN  
 10  Assembly use  
 20  Education use  
 30  Medical use  
 40  Residential use  
 50  Row of stores  
 53  Enclosed mall  
 58  Bus. & Residential  
 59  Office use  
 60  Industrial use  
 63  Military use  
 65  Farm use  
 00  Other mixed use

**J Property Use Structures**  
 131  Church, place of worship  
 161  Restaurant or cafeteria  
 162  Bar/Tavern or nightclub  
 113  Elementary school or kindergarten  
 115  High school or junior high  
 141  College, adult education  
 111  Care facility for the aged  
 131  Hospital  
 Outside  
 124  Playground or park  
 555  Crops or orchard  
 569  Forest (timberland)  
 107  Outdoor storage area  
 119  Dump or sanitary landfill  
 131  Open land or field  
 342  Clinic, clinic type infirmary  
 342  Doctor/dentist office  
 341  Prison or jail, not juvenile  
 419  1-or 2-family dwelling  
 429  Multi-family dwelling  
 439  Rooming/boarded house  
 449  Commercial hotel or motel  
 439  Residential, board and care  
 464  Dormitory/barracks  
 519  Food and beverage sales  
 539  Household goods, sales, repairs  
 579  Motor vehicle/boat sales/repair  
 571  Gas or service station  
 599  Business office  
 615  Electric generating plant  
 629  Laboratory/science lab  
 700  Manufacturing plant  
 819  Livestock/poultry storage (barn)  
 882  Non-residential parking garage  
 891  Warehouse  
 981  Construction site  
 984  Industrial plant yard  
 Lookup and enter a Property Use code only if you have NOT checked a Property Use box:  
 Property Use 161  
 Restaurant or cafeteria  
 AFIRM-1 Revision 03/11/99

18311  
FORD \*

SC  
State \*

MM DD YYYY  
3 23 2013  
Incident Date \*

1-4  
Station

13-0000755  
Incident Number \*

000  
Exposure \*

Complete  
Narrative

Narrative:

03232013 Engine 4 responded to 211 Azalea Sq. BLVD for a car on fire in the trunk area. Upon arrival the fire was out. It had been extinguished by the driver of the car with an extinguisher from inside the business. We investigated to make sure the fire was completely out. Engine 4 crew also checked the place of ignition with the TIC. temperature had decreased to less than 100 degrees. we turned the car over to the tow truck driver and cleared scene. Engine 4 returned to quarters.



rita sanchez/Austin/GM1

04/16/2013 04:01 PM

To chris.roffey@gm.com

cc

bcc

Subject Fw: 200709 Dial Murray Repurchase 71-1168555752

Simply wanted to provide you and update on the Cooper case.

Best wishes,  
Rita Sanchez | CRS

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 ext. 41345 | 866-857-3113 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

----- Forwarded by rita sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----



**Tara Weber**  
<[Tara.Weber@gmrvdchq.com](mailto:Tara.Weber@gmrvdchq.com)>  
m>

04/16/2013 03:09 PM

To "jose\_garcia@gmexpert.com"  
<[jose\\_garcia@gmexpert.com](mailto:jose_garcia@gmexpert.com)>

cc "rita\_sanchez@gmexpert.com"  
<[rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com)>

Subject 200709 Dial Murray Repurchase 71-1168555752

Good Afternoon,

We are closing this case without repurchase, customer's attorney is demanding and additional 10% of purchase price plus the 500 rebate and told me he is sorry he cannot do business with us.

Thank you.

**Tara Weber**  
Repurchase Coordinator  
General Motors RVDC  
T 866.802.6625 x 2839  
F 866.802.6668

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rita sanchez/Austin/GM1  
04/16/2013 03:59 PM

To Tara Weber <Tara.Weber@gmrvdchq.com>@SITEWCWEB  
cc  
bcc  
Subject Re: 200709 Dial Murray Repurchase 71-1168555752

Thanks you for the update, I will contact the central claims department and notify them of this.

Best wishes,  
Rita Sanchez | CRS

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 ext. 41345 | 866-857-3113 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

Tara Weber	Tara Weber <Tara.Weber@gmrvdchq.com>	04/16/2013 03:12:35 PM
------------	--------------------------------------	------------------------



Tara Weber  
<Tara.Weber@gmrvdchq.com>  
m>  
04/16/2013 03:09 PM

To "jose\_garcia@gmexpert.com"  
<jose\_garcia@gmexpert.com>  
cc "rita\_sanchez@gmexpert.com"  
<rita\_sanchez@gmexpert.com>  
Subject 200709 Dial Murray Repurchase 71-1168555752

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bobby.queshi@gm.com  
04/16/2013 05:15 PM

To rita\_sanchez@gmexpert.com  
cc william.tayloriii@gm.com  
bcc

Subject Re: 711168555752 ESIS Mandated Repurchase BRM  
Approval Required

Approved for buyback. Thx.

***Bobby Qureshi***

Regional Business Resource Manager  
General Motors Company  
US-SSM Southeast Regional Office  
11700 Great Oaks Way, suite 400  
Alpharetta, GA 30022  
Tel: 678-240-9830 (Office)  
404-217-0055 (Cell)  
678-240-9952 (Fax)

Email: [bobby.queshi@gm.com](mailto:bobby.queshi@gm.com)





chris.roffey@gm.com  
04/16/2013 07:11 PM

To rita\_sanchez@gmexpert.com  
cc kelly.kufel@gm.com  
bcc  
Subject Re: Fw: 200709 Dial Murray Repurchase 71-1168555752

Rita,

Either Kelly or I will contact you tomorrow to discuss.

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

From: rita\_sanchez@gmexpert.com  
To: chris.roffey@gm.com  
Date: 04/16/2013 04:02 PM  
Subject: Fw: 200709 Dial Murray Repurchase 71-1168555752

---

Simply wanted to provide you and update on the Cooper case.

Best wishes,  
Rita Sanchez | CRS

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----- Forwarded by rita\_sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----

Tara Weber <[Tara.Weber@gmrvdchq.com](mailto:Tara.Weber@gmrvdchq.com)>

04/16/2013 03:09 PM

To "jose\_garcia@gmexpert.com" <[jose\\_garcia@gmexpert.com](mailto:jose_garcia@gmexpert.com)>  
cc "rita\_sanchez@gmexpert.com" <[rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com)>  
Subject 200709 Dial Murray Repurchase 71-1168555752

Good Afternoon,

We are closing this case without repurchase, customer's attorney is demanding and additional 10% of purchase price plus the 500 rebate and told me he is sorry he cannot do business with us.

Thank you.

**Tara Weber**

Repurchase Coordinator

General Motors RVDC

T 866.802.6625 x 2839

F 866.802.6668

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Tuesday, April 23, 2013

[REDACTED]  
Moncha Corner, SC [REDACTED]

**Straight Settlement Letter**

Subject: Repurchase of 2013 Chevrolet Malibu  
VIN: 1G11D5RRXDF [REDACTED]  
Ref SR: 71-1168555752 V-200709

Dear [REDACTED]:

We regret that you are dissatisfied with your 2013 Chevrolet Malibu, VIN 1G11D5RRXDF [REDACTED] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for \$30,485.39. This offer was calculated by using the following figures:

Total Repurchase Amount	\$30,485.39
Base Price	\$27,587.63
10% of purchase price	\$2,758.76
Registration/License/Title Fees	\$351.00
Doc Fee	\$288.00
Less Incentives	\$500.00
<b>Total Amount to Customer</b>	<b>\$30,485.39</b>

**\*\*AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW\*\***

**If you owe money to General Motors, please send certified check or money order made payable to General Motors.**

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the transaction. I can be reached at 866-802-6625 X2839 if you have any questions or concerns.

[REDACTED] 4-24-13  
Customer's and Co-Customer's Signature(s) and Date

Customer's and Co-Customer's Printed Name(s)

*The requirements of the straight repurchase are as follows:*

- ⇒ **Vehicle Damage** - vehicle is free from any abnormal damage, which impair its resale value. Vehicle must be inspected by a General Motors dealership at time of closing.

**\*200709\***





**Case Number:** 200709

**Originator Name:** Jose Garcia 866-790-5700 11291 jose\_garcia@gmexpert.com

**Created Date:** 04/15/2013

**Vehicle Info**

**\*VIN:** 1G11D5RRXDF [REDACTED]  
**Year:** 2013

**MSRP:** 0.0  
**Make:** Chevrolet

**\*TAC #:** N/A  
**Model:** Malibu

**Vehicle Comments & TAC Explanation:**  
TAC not contacted

**\*Date Reviewed with Customer:** 04/15/2013  
**Original Purchase Date:** 11/09/2012

**\*Repurchase Mileage:** 2000  
**\* Original Purchase Condition:** New

**Vehicle Owner(s)**

**Entity Type:** Company  
**\* Names(s) on Title:** [REDACTED]  
**\* Company Name:** [REDACTED]  
**\* Address:** [REDACTED]  
**\* City:** [REDACTED]  
**\* Day Phone:** [REDACTED]  
**\* E-mail:** [REDACTED]

**\* Title State:** SC  
**\* Auth Person:** Michelle Cooper  
**\* State:** SC  
**\* Home Phone:**  
**\* Fax Phone:**

**\* ZIP Code:** [REDACTED]  
**\* Cell Phone:** [REDACTED]

**\* Reason Repurchase:** Electrical Thermal Event in the trunk area

**UCC Codes** (N0111) Electrical - General - Thermal Event

**Vehicle Lien Holder**

**Type of Secured Interest:** No Lien  
**Contact or Attention:**  
**Address:**  
**City:**  
**Day Phone:**

**\* Company:** Account #:  
**State:** ZIP Code:  
**Fax:** E-mail:

**Original Selling Dealer**

**\* Dealer #:** 204916  
**Region:** 30  
**\* Phone:** (843) 761-8084  
**\* Contact Name:** Tabitha - Finance Manager

**Dealer Name:** DICK SMITH CHEVROLET INC.  
**District:** 5141  
**Fax:** (843) 719-2074  
**\* Contact Title:** Finance Director **E-Mail:**

**Repurchasing Dealer:** -  
**Repair:**

**\* Contact Name:** **\* Contact Title:**

**Vehicle Location:** -



**Case Number:** 200709  
**Originator Name:** Jose Garcia 866-790-5700 11291 jose\_garcia@gmexpert.com  
**Created Date:** 04/15/2013

**Transaction Details**

**Siebel Request #:** 71-1168555752      \* **Disposition:** Auction  
**State:** SC      \* **Type:** Straight Repurchase  
**Source:** ADR PAC Product Asst Claims Dept  
**Replacement VIN:** -  
**Compliance Date:**      \* **Compliance Type:** N/A  
**MSRP:** 0.0      \* **Order #:**

**Repurchase:** ESIS mandated repurchase (straight).  
\* **Processing Instructions:**

**Disposition:** Engineering has requested this vehicle once GM has taken possession. Please make sure that contact is made with Kelly Kufel (313.665.3394) so that specific arrangements can be made to have the vehicle delivered to the engineering group.  
\* **Processing Instructions:**

**Transaction Details**

<u>Group</u>	<u>Responsible</u>	<u>Formula</u>	<u>Additional Explanation</u>	<u>Value</u>
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

STATE OF SOUTH CAROLINA  
**CERTIFICATE OF TITLE**  
 OF A VEHICLE

VEHICLE ID NUMBER 1G11D5RRXD[REDACTED]	YEAR MAKE 2013 CHEV	MODEL MALIBU	NEW/USED NEW
BODY STYLE 4S	DATE ISSUED 12-14-2012	ODOMETER 28	WEIGHT 3556
VEHICLE BRAND(S) ACTUAL MILEAGE		TITLE NUMBER [REDACTED]	

FULL NAME OF OWNER(S): [REDACTED]  
 MONCKS CORNER SC [REDACTED]

CUSTOMER NUMBER: [REDACTED]

[REDACTED]

THE SOUTH CAROLINA DEPARTMENT OF MOTOR VEHICLES HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED BY THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE DESCRIBED SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

KEVIN A. #1WEDO  
EXECUTIVE DIRECTOR

NIKKI R. HALLEY  
GOVERNOR



**STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON**

**File Number**  
71-1168555752

**Customer Name**  
[REDACTED]

**Worksheet Filled Out By:**  
Stephanie

**Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

**Vehicle VIN:**  
1G11D5RRXD [REDACTED]

**Date:**  
April 22, 2013

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE				
1	<b>To calculate usage:</b>	1	Base Price	\$27,587.63	1	Down Pmt / Cap Cost Reduction	\$0.00	
2	Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state	2	10% of purchase price	\$2,758.76	2	Pmts (includes 1st month if lease)	\$0.00	
3		3	Reg./Lic./Title Fees	\$351.00	3	Reg./Lic./Title Fees (leases only)	\$0.00	
4		4	Doc Fee	\$288.00	4	Tax (leases only)	\$0.00	
5		<b>A. USAGE USING L.L. FORMULA</b>	5	Aftermarket Items	\$0.00	5	Aftermarket Items	\$0.00
6	Base Price/Total Repurch Price	\$0.00	6	Sales Tax	\$0.00	6	Other-Explain	\$0.00
7	Mileage	0	7	Finance Charges	\$0.00	7	Other-Explain	\$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	\$0.00	8	Other-Explain	\$0.00
9	<b>Usage</b>	<b>\$0.00</b>	9	Other-Explain	\$0.00	9	Other-Explain	\$0.00
10			10	<b>Total Purchase Price</b>	<b>\$30,985.39</b>	10	<b>Total Additions</b>	<b>\$0.00</b>
11	<b>B. USAGE - NEGOTIATED</b>	<b>\$0.00</b>	11			11		
12			12	<b>* Usage/Depreciation</b>	<b>\$0.00</b>	12	<b>* Usage/Depreciation</b>	<b>\$0.00</b>
13			13	Damage	\$0.00	13	Damage	\$0.00
14	<b>C. USAGE USING CENTS/MILE</b>		14	Late charges	\$0.00	14	Late charges	\$0.00
15	Mileage	0	15	Over-Allowance	\$0.00	15	Over-Allowance	\$0.00
16	Cents per mile	\$0.000	16	Negative Equity	\$0.00	16	Negative Equity	\$0.00
17	<b>Usage</b>	<b>\$0.00</b>	17	Incentives	\$500.00	17	Incentives	\$0.00
18			18	Other-Explain	\$0.00	18	Sec. Dep. (leases) if reimbursing above	\$0.00
19			19	Other-Explain	\$0.00	19	Extended Service Contract	\$0.00
20	<b>D. USAGE-CALIFORNIA ONLY</b>		20	Other-Explain	\$0.00	20	Gap Insurance	\$0.00
21	Base price section-Used when NOT financed.		21	Other-Explain	\$0.00	21	Over Mileage Penalty	\$0.00
22	<b>"Actual Price Paid" (Base)</b>	<b>\$30,485.39</b>	22	<b>Total Deductions</b>	<b>\$500.00</b>	22	<b>Total Deductions</b>	<b>\$0.00</b>
23	Mileage	0	23			23		
24	<b>Usage</b>	<b>\$0.00</b>	24	<b>Repurchase Subtotal</b>	<b>\$30,485.39</b>	24	<b>Total Refund to Customer</b>	<b>\$0.00</b>
25	<b>OR</b>		25	Loan Payoff good thru xx/xx/xx	\$0.00	25	Dlr Buyout (lease) or Loan Payoff	\$0.00
26	Payment/Lease-Used when financed.		26	<b>Total Refund to Customer</b>	<b>\$30,485.39</b>	26	(GMAC=DL quote) good thru xx/xx/xx	
27	<b>"Actual Price Paid" (Pmt/Lease)</b>	<b>\$0.00</b>	27	Attorney's Fees	\$0.00	27	Attorney's Fees	\$0.00
28	Mileage	0	28	<b>Total Repurchase</b>	<b>\$30,485.39</b>	28	<b>Total Repurchase</b>	<b>\$0.00</b>
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	\$0.00	29	NADA (Legal Only)	\$0.00
30	<b>Usage</b>	<b>\$0.00</b>	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>	30	<b>Estimated Auction Value</b>	<b>\$0.00</b>
31			31	<b>Projected Loss</b>	<b>\$30,485.39</b>	31	<b>Projected Loss</b>	<b>\$0.00</b>
	PURCHASE PRICE (before t/t)	\$ 27,587.63		TRADE ALLOWANCE			PURCHASE PRICE	\$ 27,587.63
	MSRP ( FROM BARS INVOICE)	\$ 27,960.00		PAYOFF OF TRADE	\$ -		INCENTIVE* (from BARS)	\$ 500.00
	<b>DIFFERENCE</b>	<b>\$ (372.37)</b>		<b>DIFFERENCE</b>	<b>\$ -</b>		OVERALLOWANCE	\$ -
	if positive look for over allowance			if negative=negative equity			<b>ACTUAL PRICE</b>	<b>\$ 27,087.63</b>
				<b>TRADE ALLOWANCE</b>	<b>\$ -</b>			
				ACV OF TRADE			Do not include fuel fill credit	
	Authorized Signature	Date		<b>DIFFERENCE</b>	<b>\$ -</b>		Include GM card points	
				ACV=actual cash value				

### Service Request Detail

SR No.	71-1119559886	Ref No.	Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site	GW SubType		Bus. Unit	DRC
Last Name		First Name	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	UCC	Electrical Start/Charge - Battery /	Sub-Area	Initiate PAR- Other
Address		City	Involved Dir	Bradley Chevrolet, Inc.	Safety	Yes
State	IN ZipCd	Con Acct	Source	Phone	Updated	10/22/2012 03:58:12 PM
Serial #/VIN	1G11D5RR7D	Model Year	Priority	Medium License #	Owner	KINZERTH
Make	Chevrolet	Warr. Start	Status	Open	Opened	10/22/2012 02:01:55 PM
Model	Malibu	Mileage	1000	Sub-Status	Satisfied	Closed

Abstract • (ESIS) Hybrid Battery - Thermal Event  
 Customer Description This is a BRC-PAR case / do not assume / forward all inquiries to Thaddous Kinzer x41039

### Pre-PAR

PAR Number	Incident Date/Time	Injuries	# Other Veh	# People In Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Owner	10/19/2012 10:00:00 AM	Y	0	4	Asphalt	Wet	n/a	n/a
Driver Last Name		Driver First Name		Height	DOB	Disabilities		
				5'11"		None		
Insurance Agent Last Name		Insurance Agent First Name		Phone #		Insurance Agency		
n/a		n/a				n/a - not involved		
Incident Loc	164 South near Edinburg IN				Incident Desc	they were driving when there was an unusual noise and then they started to smell smoke and burning - they puked over and the battery had lost all power - they then drove to the nearest dealer		
Component	hybrid battery				Damage Desc	hybrid battery burned		
Vehicle Loc	Bradley Chevrolet				Add'l Info			
Empoy Svc Names	n/a				Main Loc	new vehicle		

### PAR Detail

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	None		
Vehicle Speed	70		Weather Condition	sprinkle		Prop Owner	n/a		Property Type	n/a
Last Service Date			Loc Last Service			Property Location	n/a		Prop Est Repair Cost	
Veh Est Repair Cost			Spec Equip Installer	n/a		Prop Damage Description	n/a			
Primary Veh Use	Personal		Inspection Type	Thermal Event		Inspected By	Inspection Not Performed		Inspection Date/Time	
Veh Damage Description	hybrid battery burned		Explain Other	file forwarded to ESIS						

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 03:57:48 PM	KINZERTH	KINZERTH	Scheduled Follow-up		Scheduled Alarm		ESIS

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 03:57:27 PM	KINZERTH	ESISBIQU	Escalación	ESIS- Thermal Event	In Progress		ESIS - Thermal Event

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Customer claims thermal event originating from the hybrid battery  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 03:58:31 PM	KINZERTH	KINZERTH	BRC PAR	Business Case	Done	10/22/2012 03:57:25 PM	Business Case

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Customer claims thermal event originating from the hybrid battery  
Forwarding file to ESIS

Thaddeus Kinzer/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:28:06 PM	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to BRC	Done	10/22/2012 02:28:06 PM	Ownership Escalated to BRC

Contact Last Name                      Contact First Name                      Account                      BAC Code

Confidential Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:25:00 PM	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Done	10/22/2012 03:56:19 PM	(IN) 71-111953688 PAR Case Sent to ESIS - No Action Required

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 originating from the hybrid battery. This case is being escalated to ESIS because it is a thermal event.

Customer: [REDACTED]  
2013 Chevrolet Malibu  
1G11D5RR7D[REDACTED]

Dealership: Bradley Chevrolet, BAC 112911, Franklin IN  
Dealership Contact: Matt Todd, service manager

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

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:24:41 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact - Field	Done	10/22/2012 03:55:58 PM	Field notification sent

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 originating from the hybrid battery. This case is being escalated to ESIS because it is a thermal event.

#### Customer

2013 Chevrolet Malibu

1G11D5RR7D

Dealership: Bradley Chevrolet, BAC 112911, Franklin IN

Dealership Contact: Matt Todd, service manager

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

#### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:24:32 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Dealer	Done	10/22/2012 03:48:22 PM	

Contact Last Name      Contact First Name      Account      BAC Code

#### Comments

Spoke with Matt Todd, svc mgr at Bradley Chevrolet

- \* Verified vehicle is at this location and repairs currently in progress
- \* Obtained VIN from dealer
- \* Verified no previous history at this location

Thaddeus Kinzer/PAR/ATX

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:23:49 PM	KINZERTH	KINZERTH	BRC PAR	Initial Contact- Phone	Done	10/22/2012 02:31:38 PM	Called

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Spoke with customer Kimberly Kane

- \* Customer claims thermal event from hybrid battery
- \* Customer states they were driving when there was an unusual noise and then they started to smell smoke and burning - they pulled over and the battery had lost all power - they then drove to the nearest dealer
- \* Verified no injuries and no property damage
- \* Vehicle is currently at Bradley Chevrolet who provided customer with a rental and is preparing to repair vehicle under warranty
- \* Advised customer file would be forwarded to ESIS and read ESIS scripting
- \* Provided contact information

Thaddeus Kinzer/PAR/ATX

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:23:33 PM	KINZERTH	KINZERTH	BRC PAR	Acknowledgement	Done	10/22/2012 02:23:46 PM	Initial completed during acknowledgment

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:23:24 PM	KINZERTH	KINZERTH	Research		Done	10/22/2012 03:52:50 PM	Research VIN

Contact Last Name	Contact First Name	Account	BAC Code

#### Comments

Open Recalls:None  
 Related Repairs:None  
 Previous SRs:None

Thaddeus Kinzer/PAR/ATX

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:23:02 PM	KINZERTH	KINZERTH	BRC PAR	Case Assigned	Done	10/22/2012 02:23:23 PM	Assigned to Thaddeus x41039

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:10:55 PM	KINZERTH	KINZERTH	Ownership Changed		Done	10/22/2012 02:10:56 PM	Service Request Ownership has changed FROM: CASTILPA TO: KINZERTH

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:05:18 PM	CASTILPA	CASTILPA	Inbound Call Customer	Complex Request	Done	10/22/2012 02:07:28 PM	Battery Caught on Fire

Contact Last Name      Contact First Name      Account      BAC Code

Comments

Name: [REDACTED]  
5 E Danville IN [REDACTED]

VIN: not handy  
cust sis:  
2013 chevrolet malibu  
the hybrid battery caught on fire while we are on a trip to a different town  
veh is in franklin IN Bradley Chevrolet

cust sks:  
Report /Complaint

crs adv:  
Will endorse the case to PAR

PAO / CACT1 / MLA / LVL1  
Confidential Comments

## Service Request Detail

### UCC Information

UCC Code	Symptom	Description
N02	Inoperative	Electrical Start/Charge - Battery / Cables





October 23, 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 1G11D5RR7DF [REDACTED] Model 1GG69-2013 MALIBU  
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions [Open](#) [REDACTED]

**Required Field Actions**

Open field actions are highlighted

Vehicle has no current record of required field actions.

**Branded Title**

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

Vehicle has no current record of branded titles.

**Warranty Block**

Vehicle has no current record of warranty block.

**Service Information**

Type	Number	Description	Posted Date
EI	PIE0228	Active Grille Air Shutter Malfunction	09/07/2012

**OnStar and XM Satellite Radio Information**

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA:800-556-3600.

OnStar Equipped Y OnStar Status Active  
 XM Equipped Y XM Radio ID: EUNRK28C XM Status Active  
 OnStar Vehicle Diagnostics Y DMV Enabled N

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Select Component Ltd Wty	09/20/2012	09/14/2012	29 MI	09/14/2020	80,029 MI
	Hybrid Component Limited Warranty	09/20/2012	09/14/2012	29 MI	09/14/2020	100,029 MI
	Bumper to Bumper Limited Warranty	09/20/2012	09/14/2012	29 MI	09/14/2015	36,029 MI

Powertrain Limited Warranty	09/20/2012	09/14/2017	26 MI	09/14/2017	100,029 MI
Corrosion Limited Warranty	09/20/2012	09/14/2018	29 MI	09/14/2018	100,029 MI

**Service Contract**

Policy Number: [REDACTED] Owner: KANE

Description: GMPP Major Guard New Deductible Amount: 0.00  
 Effective Date: 09/14/2012 Expiration Date: 09/14/2017  
 Effective Odometer: 28 MI Expiration Odometer: 90029 MI  
 Daily Rental Limit: 35.00

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/17/2012	A15763	ZPDI - Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1 MI

Logout

October 23, 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: 1G11D5RR7DF [REDACTED] Model: 1GC69-2013 MALIBU  
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: 0 Open [REDACTED]

**Vehicle Build**

Model: 1GC69-2013 MALIBU Order Number: QGZFRG  
 Gross Vehicle Weight: 2,083 Build Date: 05/15/2012  
 Build Plant: F

**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

- |  |   |
|--|---|
| 01E - COLOR SEAT DK TITANIUM<br>1SA - 1SA PACKAGE<br>2C9 - DOOR MOLDING<br>6AD - COMPONENT FRT LH COMPUTER SEL SUSP (6AD)<br>7AD - COMPONENT FRT LH COMPUTER SEL SUSP (7AD)<br>8AA - COMPONENT RR LH COMPUTER SEL SUSP (8AA)<br>A69 - SEAT BELT TENSIONER, FRONT<br>A70 - SEAT BELT TENSIONER, FRONT<br>AAH - RESTRAINT KNEE, INFLATABLE, LH<br>AAZ - LOCK CONTROL SIDE DOOR, VEHICLE ACCELERATION ACTIVATED<br>AEC - POWER WINDOWS<br>AEO - POWER WINDOWS, REAR EXPRESS DOWN<br>AG1 - PWR SEAT ADJUSTER, DRIVER<br>AKK - WINDSHIELD, LAMINATED GLASS<br>AKX - WINDSHIELD TYPE SOLAR ABSORB<br>AP9 - CONVENIENCE NET, TRUNK<br>AQQ - REMOTE KEYLESS ENTRY, EXTENDED RANGE<br>AXJ - VEHICLE TYPE PASSENGER CAR<br>B34 - FLOOR MATS, FRONT<br>BTT - PANIC ALARM BUTTON<br>CJ2 - AIR CONDITIONING, DUAL | 1AB - TRIM COLOR DR PANEL LT TITANIUM<br>1SZ - OPTION PACKAGE DISCOUNT<br>4AJ - JET BLACK/DARK TITANIUM<br>6Y4 - WHEEL & SPARE TIRE DELETE<br>8AA - COMPONENT RR LH COMPUTER SEL SUSP (8AA)<br>A51 - FRONT BUCKET SEATS<br>A6C - SEAT ADJUST, FRT PASS 4-WAY MANUAL, 2 WAY PWR VERTICAL<br>A90 - TRUNK RELEASE, POWER<br>AAJ - RESTRAINT KNEE, INFLATABLE, RH<br>AE2 - REAR DOOR LOCKOUT SYSTEM<br>AED - WINDOW, POWER WITH FRONT PASSENGER EXPRESS DOWN<br>AFG - JET BLACK/TITANIUM<br>AJC - HEAD RESTRAINTS, 2 WAY ADJUSTABLE<br>AKP - GLASS, TINTED<br>ALO - AIRBAG SENSING SYSTEM, PASSENGER<br>APG - POWER LUMBAR, DRIVER<br>ASV - HUMIDITY/WINDSHIELD TEMP SENSOR<br>AYG - AIR BAGS, DUAL-STAGE FRONTAL THORAX SIDE-IMPACT AND KNEE DRIVER AND FRONT PASSENGER, HEAD CURTAIN SIDE-IMPACT, FRONT AND REAR OUTBOARD POSITIONS<br>B35 - FLOOR MATS, REAR<br>BTV - REMOTE VEHICLE START<br>DA1 - ARMREST, REAR CENTER W/ REAR SEAT PASS THRU. |
|--|---|

ZONE CLIMATE CONTROL	CUPHOLDERS
DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING	DH6 - DRIVER VISOR MIRROR-LIGHTED
DP6 - MIRROR PROV HOUSING PAINTED	DWZ - MIRRORS, OUTSIDE HEATED POWER ADJUSTABLE
EA1 - FRONT SEAT BACK POCKET LH	EA2 - FRONT SEAT BACK POCKET RH
EBZ - SEAT TRIM, CLOTH	EF7 - COUNTRY CODE U.S.A.
FA1 - PLANT CODE FAIRFAX, KS, USA	FE9 - 50-STATE EMISSIONS
FHO - VEHICLE FUEL GASOLINE	FJE - DOOR TRIM
FX3 - STABILITRAK-STABILITY CONTROL SYSTEM W/ TRACTION CONTROL	FXJ - AXLE, 2.64 FINAL DRIVE RATIO
GGW - TAUPE GRAY METALLIC	GNA - SUSPENSION, FRONT
GNC - SUSPENSION, REAR 4 LINK	HP6 - HYBRID PROPULSION
J60 - ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC	J71 - BRAKE, PARKING
JJ2 - BRAKE LINING	K34 - CRUISE CONTROL
KB5 - BRAKING CONTROL, ECM GRADE	KB7 - TAPSHIFT MANUAL SHIFT CONTROL
KD4 - POWER OUTLET, FRONT CONSOLE 12 VOLT	KPA - FRONT CONSOLE
KY2 - ELECTRIC MOTOR GENERATOR EASSIST	LHD - LEFT HAND DRIVE
LUK - ENGINE, ECOTEC 2.4L DOHC 4CYL WITH EASSIST	MAH - MARKETING AREA US, PUERTO RICO/ USVI
MDE - MOLDINGS, BRIGHT WINDOW SURROUND	MHH - TRANSMISSION, 6 SPD AUTOMATIC
MM1 - TRANSMISSION, 6-SPD AUTOMATIC	N37 - STEERING COLUMN, TILT AND TELESCOPIC
N45 - STEERING WHEEL	NCG - REAR DOOR LOCKS, POWER, CHILD SECURITY
NJ1 - POWER STEERING, ELECTRIC	NT7 - FEDERAL EMISSION SYST TIER 2
NWN - EXHAUST, SINGLE-OUTLET STAINLESS STEEL	PCN - POWER CONVENIENCE PACKAGE: * PWR SEAT ADJUSTER, DRIVER 8 WAY INCLUDES 4 WAY POWER LUMBAR * REAR VISION CAMERA SYSTEM * REMOTE VEHICLE START * INSIDE REARVIEW MIRROR, AUTO DIMMING * UNIVERSAL HOME REMOTE * CONVENIENCE NET, TRUNK
R1U - TIRES, ALL SEASON BLACKWALL	R9N - CONTROL SALES ITEM NO. 89
RA9 - TIRES, ALL SEASON BLACKWALL	ROO - BARS VOMS BAILMENT
SLM - SALES PROCESSING STOCK ORDER	T4A - HEADLAMPS, HALOGEN
T61 - DAYTIME RUNNING LAMPS	T83 - HEADLAMPS CONTROL AUTOMATIC ON-OFF
TB6 - HEADLAMPS CONTROL RH RULE OF THE ROAD	TM7 - BATTERY, RUNDOWN PROTECTION
TSQ - BLUE AMBIENT LIGHTING	U08 - HORN DUAL ELECTRIC
U2K - XM RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELYBY SIRIUSXFM AFTER 3 MTHS	U77 - ANTENNA, ROOF MOUNTED
U80 - COMPASS DISPLAY	UDD - DISPLAY, MULTI-COLOR DRIVER INSTRUMENT INFO ENHANCED
UDY - AUDIO SYSTEM FEATURE, 7" COLOR TOUCH SCREEN	UE1 - FLEET CONNECTIVITY PKG: 6 MTHS ONSTAR DIRECTIONS AND CONNECTIONS WITH AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)
UFU - COLOR TOUCH RADIO W/ 7" SCREEN SCREEN, COMP3 PLAYER, AUX INPUT AND USB PORT	UG1 - UNIVERSAL HOME REMOTE
UH1 - SEAT BELT WARNING	UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
UMN - SPEEDOMETER	UP9 - CHEVROLET MYLINK TOUCH
USR - USB PORT	UTJ - CONTENT THEFT ALARM, THEFT DETERRENT SYSTEM
UVC - REAR VISION CAMERA SYSTEM	UW6 - AUDIO SYSTEM, 6 SPEAKER PREMIUM SOUND
V8D - VEHICLE STATEMENT US	VK3 - FRONT LICENSE PLATE BRACKET
VRG - VAA/COMPONENT REL COCKPIT	VRH - VAA/COMPONENT REL STEERING COLUMN
VRT - SHUTTERS, FRONT	VRK - VAA/COMPONENT REL ROOF TRIM

**LOWER GRILLE**

VRL - VAA/COMPONENT REL FRONT HORIZONTAL SUSPENSION	VRM - VAA/COMPONENT REL FRONT VERTICAL SUSPENSION
VRN - VAA/COMPONENT REL REAR SUSPENSION	VRR - VAA/COMPONENT REL TIRES AND WHEELS
WIY - STEERING WHEEL CONTROLS	WGA - RADIO EQUIPMENT
WTR - TIRE REPAIR KIT	XFE - XFE BADGING
XL7 - FREQUENCY RATING 315 MH	

---

**Added Option Codes**

Vehicle has no current record of SAIO codes.

---

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October 23, 2012

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary ②

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

Vehicle Information

VIN 1G11D5RR7D1 [REDACTED] Model 1GC69-2013 MALIBU  
 Service Contract: Yes Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [D\\_Open](#) [REDACTED]

For this vehicle:

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

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 121290257	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: 05/15/2012	Time Scanned: 00:57:00	Scan Station:
Component Code: 38-HVAC CONTROLLER	Traceability: 120580SF7	
Source Plant: 8-	Part / Number Broadcast: 5644	
Date Scanned: 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code: 60-INSTRUMENT CLUSTER	Traceability: 000013680	
Source Plant: Z-	Part / Number Broadcast: 2388	
Date Scanned: 05/16/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code: 61-TRANSMISSION	Traceability: 2118A2912	
Source Plant: -	Part / Number Broadcast:	
Date Scanned: 05/15/2012	Time Scanned: 01:25:00	Scan Station:
Component Code: 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability: 221241068	
Source Plant: 8-	Part / Number Broadcast: 8648	
Date Scanned: 05/15/2012	Time Scanned: 07:23:00	Scan Station: 00
Component Code: 75-GAS TANK	Traceability: 480220114	
Source Plant: 6-	Part / Number Broadcast: 0564	
Date Scanned: 05/16/2012	Time Scanned: 03:24:00	Scan Station: 00
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 121292068	
Source Plant: C-	Part / Number Broadcast: AB0L	
Date Scanned: 05/16/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code: 87-BODY CONTROL MODULE	Traceability: Z212903H8	
Source Plant: 4-	Part / Number Broadcast: 6585	
Date Scanned: 05/16/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code: 89-RADIO/RADIO AMPLIFIER	Traceability: 142594	
Source Plant: P-	Part / Number Broadcast: 5288	
Date Scanned: 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: S2C109034	
Source Plant: S-TAKATA	Part / Number Broadcast: 9889	
Date Scanned: 05/15/2012	Time Scanned: 06:32:00	Scan Station: 08
Component Code: AH-IR-SENSOR ASM-LEFT	Traceability: 88L5828GL	

Source Plant T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 2340	
Date Scanned 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code AJ-IR-SENSOR ASM-RIGHT	Traceability: 9A88BA2GL	
Source Plant T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 2340	
Date Scanned 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code AS-SENSING DIAGNOSTIC MODULE	Traceability 121160439	
Source Plant T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 1598	
Date Scanned 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code AT-RIGHT SIDE IMPACT SENSING MODULE	Traceability 0N9FB9ULQ	
Source Plant T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 6664	
Date Scanned 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code AU-LEFT SIDE IMPACT SENSING MODULE	Traceability 0N9519ULQ	
Source Plant T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 6664	
Date Scanned 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code BL-ELECTRIC POWER STEERING CONTROLLER	Traceability: L00846569	
Source Plant 3-	Part / Number Broadcast: 8137	
Date Scanned 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code BV-COMMUNICATIONS INTERFACE MODULE	Traceability: 120780610	
Source Plant L-	Part / Number Broadcast: 5219	
Date Scanned 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code CC-SEQ NUM (FLEX) BODY ASM	Traceability 1251660	
Source Plant -	Part / Number Broadcast: 1GZ	
Date Scanned: 05/05/2012	Time Scanned: 00:18:00	Scan Station
Component Code CP-SEQ NUM (FLEX) GEN ASM	Traceability: 1970121	
Source Plant -	Part / Number Broadcast: 1AG	
Date Scanned 05/14/2012	Time Scanned: 20:32:00	Scan Station
Component Code DC---	Traceability MGJ1SHUGN	
Source Plant T-	Part / Number Broadcast: 2341	
Date Scanned 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code DD---	Traceability MLG7HPUGN	
Source Plant T-	Part / Number Broadcast: 2341	
Date Scanned: 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code DF---	Traceability T12123439	
Source Plant 9-	Part / Number Broadcast: 2112	
Date Scanned 05/14/2012	Time Scanned: 23:08:00	Scan Station: 02
Component Code DG---	Traceability T12122233	
Source Plant 9-	Part / Number Broadcast: 2113	
Date Scanned 05/14/2012	Time Scanned: 23:08:00	Scan Station: 01
Component Code GA---	Traceability A21231411	
Source Plant: D-	Part / Number Broadcast: 2285	
Date Scanned: 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code HJ-	Traceability: 134147039	
Source Plant R-	Part / Number Broadcast: 2204	

Date Scanned: 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code: LQ-	Traceability: 112115535	
Source Plant: 4-	Part / Number Broadcast: 4565	
Date Scanned: 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02
Component Code: SA-	Traceability: 120204109	
Source Plant: E-	Part / Number Broadcast: 9709	
Date Scanned: 05/15/2012	Time Scanned: 07:23:00	Scan Station: 02

---

**Service Agent Installed Component**

---

Vehicle has no current record of vehicle component.

---

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October 23, 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 1G11D5RR7D[REDACTED] Model 1GC69-2013 MALIBU  
 Service Contract Yes Branded Title No Warranty Block No PDI Status Yes  
 Order Type 70 - RETAIL - STOCK  
 Field Actions: [Open](#) [REDACTED]

For this vehicle:

[View Vehicle Summary](#)

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

[View Vehicle Build](#)

- [View Vehicle Component Summary](#)

- [View Vehicle Transaction History Detail](#)

[View Vehicle Delivery Information](#)

Job Card Date: 05/17/2012

Job Card Number: A15763

Repair Service Agent 159204  
 COLUMBIA CHEVROLET  
 9750 MONTGOMERY RD  
 MONTGOMERY OH 45242-7208  
 5138917200

Odometer Reading: 1 MI  
 Authorization Code:

Process Date  
05/17/2012

Transaction Type  
ZPDI---Pre-Delivery Inspection

Transaction Expense Category  
Pre-Delivery Inspection

Customer Complaint Code

Job Card Line # 1

Transaction Adjustment

Cause Code -

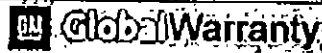
Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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October 23, 2012

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

INTERFACE WITH  
CUSTOMER

### View Vehicle Delivery Information ?

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

#### Vehicle Information

VIN 1G11D5RR7D	Model 1G069-2013 MALIBU
Service Contract Yes	Branded Title No
Order Type 70 - RETAIL - STOCK	Warranty Block No
Field Actions <a href="#">Open</a>	PDI Status Yes

For this vehicle:

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

#### Invoice Information

Invoicing Service Agent 159204	Invoice Date 05/15/2012
COLUMBIA CHEVROLET	
8750 MONTGOMERY RD	
MONTGOMERY OH 45242-7208 5138917200	

#### Ship to Information

Ship to Service Agent 159204	Ship to Date N/A
COLUMBIA CHEVROLET	
8750 MONTGOMERY RD	
MONTGOMERY OH 45242-7208 5138917200	

#### Delivery Information

Delivery Service Agent 112023	Delivery Date 09/14/2012
PENSKE CHEVROLET	Delivery Type 010—INDIVIDUAL
3210 E 88TH ST	Delivery Odometer 29
INDIANAPOLIS IN 46240-3719 3178466866	

#### 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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Kristin L Curran All, FSE Jim Lamtman and DMA Larry Harrington 10/29/2012 02:20:36 PM

From: Kristin L Curran/US/GM/GMC  
To: Christopher Janik/US/GM/GMC@GM  
Cc: Gary Smits/US/GM/GMC@GM, Kevin Divney/US/GM/GMC@GM, Stephen Poulos/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, Doug Wachtel/US/GM/GMC@GM, Ron Orlando/US/GM/GMC@GM, Greg Hall/US/GM/GMC@GM, Scott A Hans/US/GM/GMC@GM, Ryan Brown/US/GM/GMC@GM, Tony J. Sallga/US/GM/GMC@GM, ROBERT C WITTMANN/US/GM/GMC@GM  
Date: 10/29/2012 02:20 PM  
Subject: Re: Fw: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

---

All,

FSE Jim Lamtman and DMA Larry Harrington have visited vehicle #2 at Spitzer in Lordstown, OH. It is their suggestion that the vehicle be repurchased due to the extensive smoke and soot damage.

How should we proceed? I understand Ron Orlando submitted a claim with ESIS for vehicle #1. Do we follow the same process here?

Also would engineering like this car sent to MPG as well?

Please advise.

Thank you.

Kristin L. Curran | *Brand Quality Manager, Advanced Propulsion*  
General Motors Company  
30501 Van Dyke, Warren, MI 48090  
Cell 586.206.0611 Email [kristin.curran@gm.com](mailto:kristin.curran@gm.com)

Christopher Janik Inspected the vehicle at the dealership with Ron. 10/24/2012 04:08:53 PM

From: Christopher Janik/US/GM/GMC  
To: Gary Smits/US/GM/GMC@GM, Kevin Divney/US/GM/GMC@GM, Stephen Poulos/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, Doug Wachtel/US/GM/GMC@GM, Ron Orlando/US/GM/GMC@GM  
Cc: Greg Hall/US/GM/GMC@GM, Scott A Hans/US/GM/GMC@GM, Ryan Brown/US/GM/GMC@GM, Kristin L Curran/US/GM/GMC@GM, Tony J. Sallga/US/GM/GMC@GM  
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Tony arranged for a flat bed to transport vehicle to MPG tomorrow morning for further teardown and analysis.

Preliminary evaluation indicates issue was likely not the BPIM issue that the screening procedure was looking for, but perhaps a high resistance situation on a 12 v battery pass through terminal on the powerpack.

Christopher Janik  
Phone: 586-907-5098  
VEC Podlum: 2K2-12

Christopher Janik      The email at the bottom of this note describes a t      10/24/2012 01:18:52 PM

From: Christopher Janik/US/GM/GMC  
To: Gary Smits/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen Poulos/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, Doug Wachtel/US/GM/GMC@GM, Ron Orlando/US/GM/GMC@GM  
Cc: Greg Hall/US/GM/GMC@GM, Scott A Hans/US/GM/GMC@GM, Ryan Brown/US/GM/GMC@GM, Kristin L Curran/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM  
Date: 10/24/2012 01:18 PM  
Subject: Fw: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

---

The email at the bottom of this note describes a thermal event that allegedly occurred at a local dealership while the vehicle was left outside idling as part of the eAssist Service Update field action we recently launched.

The following are notes from my conversation with the dealer contact.

The dealer is looking for guidance on what to do with this particular vehicle.

Perhaps someone from eAssist team and/or Ron Orlando or designee should inspect vehicle this afternoon? If so, let me know so I may join.

Please advise.

Spoke with Wayne Goodloe at the dealership.

He said that they have quite a few vehicles that need this SUB, so they had a number of them lined up outside idling.

A porter was nearby keeping an eye on the vehicles and said that he/she heard a pop and crackle. There was a lot of deep, black smoke. Extensive thermal damage throughout trunk of vehicle, including speakers, back of seats, package shelf, etc.

They put out the fire with a fire extinguisher, but have not done anything else.

Wayne took some photos, and will send to me shortly.

In the meantime, the dealer needs some guidance as to what to do with the vehicle to properly disconnect the BPIM high voltage to preclude re-ignition.

**Christopher Janik**  
Phone: 586-907-5098  
VEC Podium: 2K2-12

----- Forwarded by Christopher Janik/US/GM/GMC on 10/24/2012 12:45 PM -----

From: Gary Smits/US/GM/GMC  
To: Doug Wachtel/US/GM/GMC@GM, Christopher Janik/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, greg.1.hall@gm.com  
Cc: Scott A Hans/US/GM/GMC@GM  
Date: 10/24/2012 12:34 PM  
Subject: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

---

Urgent -

Moran Chevrolet in Clinton Township alleges that earlier today, while performing idle portion of the SUB, their vehicle had a terminal event.

Dealer stock unit - was parked outside.

VIN: DF [REDACTED] - 2013 Malibu  
Dealer: Moran Chevrolet - Clinton Twp, MI (15 & Gratiot)  
Dealer Contact: Wayne Goodloe (586) 943-7909 (Cell # dealer's phone system is down today)

The dealer has extinguished the thermal - and has been instructed not to touch the vehicle

Who can you get out there today to look at this situation ?

Gary Smits  
GM Customer Care and Aftersales  
Group Manager - Field Performance Evaluation  
Warren Technical Center  
office 586-947-8133  
cell 248-318-1182

Kristin L Curran

AP FSE Jim Lamtman and DMA Larry Harrington

10/29/2012 02:20:36 PM

From: Kristin L Curran/US/GM/GMC  
To: Christopher Janik/US/GM/GMC@GM  
Cc: Gary Smits/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen Poulos/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, Doug Wachtel/US/GM/GMC@GM, Ron Orlando/US/GM/GMC@GM, Greg Hall/US/GM/GMC@GM, Scott A Hans/US/GM/GMC@GM, Ryan Brown/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM, ROBERT C WITTMANN/US/GM/GMC@GM  
Date: 10/29/2012 02:20 PM  
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Please advise.

Thank you,

Kristin L. Curran *Brand Quality Manager, Advanced Propulsion*  
General Motors Company  
30501 Van Dyke, Warren, MI 48090  
Cell 586.206.0611 Email [kristin.curran@gm.com](mailto:kristin.curran@gm.com)

Christopher Janik

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10/24/2012 04:08:53 PM

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Date: 10/24/2012 04:08 PM  
Subject: Re: Fw: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

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Preliminary evaluation indicates issue was likely not the BPIM issue that the screening procedure was looking for, but perhaps a high resistance situation on a 12 v battery pass through terminal on the powerpack.

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VEC Podium: 2K2-12

Christopher Janik

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Cc: Greg Hall/US/GM/GMC@GM, Scott A Hans/US/GM/GMC@GM, Ryan Brown/US/GM/GMC@GM, Kristin L Curran/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM  
Date: 10/24/2012 01:18 PM  
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Christopher Janik  
Phone: 586-907-5098  
VEC Podium: 2K2-12

----- Forwarded by Christopher Janik/US GM GMC on 10/24/2012 12:45 PM -----

From: Gary Smits/US/GM/GMC  
To: Doug Wachtel/US/GM/GMC@GM, Christopher Janik/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, greg.1.half@gm.com  
Cc: Scott A Hans/US/GM/GMC@GM  
Date: 10/24/2012 12:34 PM  
Subject: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

**Urgent -**

Moran Chevrolet in Clinton Township alleges that earlier today, while performing Idle portion of the SUB, their vehicle had a terminal event.

Dealer stock unit - was parked outside.

VIN: DF118790 - 2013 Malibu  
Dealer: Moran Chevrolet - Clinton Twp, MI (15 & Gratiot)  
Dealer Contact: Wayne Goodloe (586) 943-7909 (Cell # dealer's phone system is down today)

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Who can you get out there today to look at this situation ?

Gary Smits  
GM Customer Care and Aftersales  
Group Manager - Field Performance Evaluation  
Warren Technical Center  
office 586-947-8133  
cell 248-318-1182





**Fw: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure**

Chris Roffey to: Kelly Kufel

10/31/2012 02:58 PM

From: Chris Roffey/C/US/GM/GMC  
To: Kelly Kufel/C/US/GM/GMC@GM

Kelly,

Here is additional information on the 2nd reported incident. Could you please update the datasheet and T/C and then close out the file?

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.665.0911

----- Forwarded by Chris Roffey/C/US/GM/GMC on 10/31/2012 02:57 PM -----

From: Kristin L Curran/US/GM/GMC  
To: Chris Roffey/C/US/GM/GMC@GM, Dale W. Hall/US/GM/GMC@GM  
Cc: Ron Orlando/US/GM/GMC@GM, Larry Harrington/US/GM/GMC@GM  
Date: 10/31/2012 02:47 PM  
Subject: Fw: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

---

Thanks Chris,

The VIN is 1G11D5RR9DF109494. I have also attached the TAC case. In short, the dealer was performing SUB 12238. He advised that he heard a loud "back draft" noise, the vehicle filled with smoke and had visual indicators of a thermal event coming from the HV battery pack. Please let me know if you require further information.

Dale,

Are you able to assist us in getting this vehicle back as well? We're interested in getting it back here (SOHQ) so we may confirm that it is in fact scrap. Also, I'm not sure what needs to happen to get this vehicle off the dealers books?

Just as an FYI, the vehicle will be less a HV powerpack as we've requested the dealer to ship it to the WPC so that it can be forwarded to the supplier for root cause.

Please advise.

Thanks.

**Kristin L. Curran** | *Brand Quality Manager, Advanced Propulsion*  
General Motors Company  
30501 Van Dyke, Warren, MI 48090  
Cell 586.206.0611 Email [kristin.curran@gm.com](mailto:kristin.curran@gm.com)

Kristin L Curran All, FSE Jim Lamtman and DMA Larry Harrington... 10/29/2012 02:20:36 PM

From: Kristin L Curran/US/GM/GMC  
To: Christopher Janik/US/GM/GMC@GM  
Cc: Gary Smits/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen Poulos/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, Doug Wachtel/US/GM/GMC@GM, Ron Orlando/US/GM/GMC@GM, Greg Hall/US/GM/GMC@GM, Scott A Hans/US/GM/GMC@GM, Ryan Brown/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM, ROBERT C WITTMANN/US/GM/GMC@GM  
Date: 10/29/2012 02:20 PM  
Subject: Re: Fw: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

---

All,

FSE Jim Lamtman and DMA Larry Harrington have visited vehicle #2 at Spitzer in Lordstown, OH. It is their suggestion that the vehicle be repurchased due to the extensive smoke and soot damage.

How should we proceed? I understand Ron Orlando submitted a claim with ESIS for vehicle #1. Do we follow the same process here?

Also would engineering like this car sent to MPG as well ?

Please advise.

Thank you,

**Kristin L. Curran** | *Brand Quality Manager, Advanced Propulsion*  
General Motors Company  
30501 Van Dyke, Warren, MI 48090  
Cell 586.206.0611 Email [kristin.curran@gm.com](mailto:kristin.curran@gm.com)

Christopher Janik Inspected the vehicle at the dealership with Ron... 10/24/2012 04:08:53 PM

From: Christopher Janik/US/GM/GMC  
To: Gary Smits/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen Poulos/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, Doug Wachtel/US/GM/GMC@GM, Ron Orlando/US/GM/GMC@GM  
Cc: Greg Hall/US/GM/GMC@GM, Scott A Hans/US/GM/GMC@GM, Ryan Brown/US/GM/GMC@GM, Kristin L Curran/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM  
Date: 10/24/2012 04:08 PM  
Subject: Re: Fw: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

---

Inspected the vehicle at the dealership with Ron Orlando and Tony Saliga.  
Ron started the process with ESIS to file a claim and took photos.  
Tony arranged for a flat bed to transport vehicle to MPG tomorrow morning for further teardown and analysis.

Preliminary evaluation indicates issue was likely not the BPIM issue that the screening procedure was looking for, but perhaps a high resistance situation on a 12 v battery pass through terminal on the powerpack.

Christopher Janik  
Phone: 586-907-5098  
VEC Podium: 2K2-12

Christopher Janik      The email at the bottom of this note describes a t...      10/24/2012 01:18:52 PM

---

From: Christopher Janik/US/GM/GMC  
To: Gary Smits/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen Poulos/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, Doug Wachtel/US/GM/GMC@GM, Ron Orlando/US/GM/GMC@GM  
Cc: Greg Hall/US/GM/GMC@GM, Scott A Hans/US/GM/GMC@GM, Ryan Brown/US/GM/GMC@GM, Kristin L Curran/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM  
Date: 10/24/2012 01:18 PM  
Subject: Fw: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

---

The email at the bottom of this note describes a thermal event that allegedly occurred at a local dealership while the vehicle was left outside idling as part of the eAssist Service Update field action we recently launched.

The following are notes from my conversation with the dealer contact.

The dealer is looking for guidance on what to do with this particular vehicle .

Perhaps someone from eAssist team and /or Ron Orlando or designee should inspect vehicle this afternoon? If so, let me know so I may join .

Please advise.

Spoke with Wayne Goodloe at the dealership.

He said that they have quite a few vehicles that need this SUB , so they had a number of them lined up outside idling.

A porter was nearby keeping an eye on the vehicles and said that he/she heard a pop and crackle. There was a lot of deep, black smoke. Extensive thermal damage throughout trunk of vehicle , including speakers , back of seats , package shelf , etc.

They put out the fire with a fire extinguisher , but have not done anything else.

Wayne took some photos, and will send to me shortly.

In the meantime, the dealer needs some guidance as to what to do with the vehicle to properly disconnect the BPIM high voltage to preclude re-ignition.

**Christopher Janik**  
Phone: 586-907-5098  
VEC Podium: 2K2-12

----- Forwarded by Christopher Janik/US/GM/GMC on 10/24/2012 12:45 PM -----

From: Gary Smits/US/GM/GMC  
To: Doug Wachtel/US/GM/GMC@GM, Christopher Janik/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, greg.1.hall@gm.com  
Cc: Scott A Hans/US/GM/GMC@GM  
Date: 10/24/2012 12:34 PM  
Subject: URGENT - 12238 SUB (BPIM - generator control module ) allegation of thermal during procedure

---



**Urgent -**

Moran Chevrolet in Clinton Township alleges that earlier today , while performing idle portion of the SUB, their vehicle had a terminal event.

Dealer stock unit - was parked outside.

VIN: DF [REDACTED] - 2013 Malibu  
Dealer: Moran Chevrolet - Clinton Twp, MI (15 & Gratiot)  
Dealer Contact: Wayne Goodloe (586) 943-7909 (Cell # dealer's phone system is down today)

The dealer has extinguished the thermal - and has been instructed not to touch the vehicle

Who can you get out there today to look at this situation ?

Gary Smits  
GM Customer Care and Aftersales  
Group Manager - Field Performance Evaluation  
Warren Technical Center  
office 586-947-8133  
cell 248-318-1182

### Service Request Detail

**SR No.** 71-1120403034 **Ref No.** Goodwill  
**Account** Spitzer Autoworld Loristown, Lic **Site** 163629 **Bus. Unit** TAC US **BRC Type** N/A  
**Last Name** [REDACTED] **First Name** [REDACTED] **Approval** Not Initiated **Area** Hybrid Energy Storage  
**Daytime #** [REDACTED] **Evening #** [REDACTED] **UCC**  
**Address** [REDACTED] **City** North Jackson **Involved Dir**  
**State** OH **ZipCd** [REDACTED] **Con Acct** Spitzer Autoworld **Phone** [REDACTED] **Updated** 12/14/2012 08:56:07 AM  
**Serial #/VIN** 1G11D5RR9D [REDACTED] **Model Year** 2013 **Priority** [REDACTED] **Brand** KIAERBR **Owner** CIAVERBR  
**Make** Chevrolet **Warr. Start** 03/26/2012 **Status** Open **License #** [REDACTED] **Opened** 10/24/2012 03:15:23 PM  
**Model** Malibu **Mileage** 13 **Sub-Status** Active **Closed**  
**Abstract** 12238 thermal electrical odor  
**Customer** PAR CASE, PRC  
**Description**

### Pre-PAR

**PAR Number** [REDACTED] **Incident Date/Time** [REDACTED] **Injuries #** 0 **Other Veh. #** 0 **Police in Veh.** 0 **Road Surface** [REDACTED] **Road Cond.** [REDACTED] **Fire Report#** [REDACTED] **Police Report#** [REDACTED]

**Driver Last Name** [REDACTED] **Driver First Name** [REDACTED] **Height** [REDACTED] **DOB** [REDACTED] **Disabilities** [REDACTED]

**Insurance Agent Last Name** [REDACTED] **Insurance Agent First Name** [REDACTED] **Phone #** [REDACTED] **Insurance Agency** [REDACTED]

**Incident Loc** [REDACTED] **Incident Desc** [REDACTED]  
**Component** [REDACTED] **Damage Desc** [REDACTED]  
**Vehicle Loc** [REDACTED] **Add'l Info** [REDACTED]  
**Engy Svc Names** [REDACTED] **Maint Loc** [REDACTED]

### PAR Detail

Collision	Non Collision	Property Damage	Thermal Evt	Spec Equip	Property Type
		Weather Condition		Prop Owner	
		Loc Last Service		Property Location	Prop Est Repair Cost
		Spec Equip Installer		Prop Damage Description	
		Inspection Type		Inspected By	Inspection Date/Time
				Explain Other	

## Service Request Detail

### Activities

**Created By:** DOOLITBR    **Assigned To:** DOOLITBR    **Activity Type:** Email - Inbound    **Status:** Done    **Completed:** 12/14/2012 09:08:57 AM    **Description:** RE: Case # 71-1120403034 2013 Malibu

**Contact Last Name:**    **Contact First Name:**    **Account:**    **EAC Code:**

### Comments

Brendan

I reviewed, reassumed and changed the Priority to BQ for this case. I am not certain but I think that Engineering wants the car for testing.

### Regards,

Brian Ciaverella  
Hybrid Platform Escalation Team  
GM Technical Assistance Center  
An Associate of Moniey Companies  
Desk 989-249-6538  
Fax 866-842-9445  
brian.1.ciaverella@gm.com

**From:** TACHELF@gmexpert.com  
**To:** brian\_ciaverella@gmexpert.com  
**Cc:** robert\_caldrone@gmexpert.com, james.lamiman@gm.com, jeffrey.lobb@gm.com  
**Date:** 12/12/2012 11:46 AM  
**Subject:** RE: Case # 71-1120403034 2013 Malibu

[THREAD ID:14RVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle  
TARP Contact Center Consultant  
An Associate of Moniey Companies  
Phone: 877-446-8227 prompt 5  
Fax: 866-842-9461  
E-Mail: tachelp@gmexpert.com

—Original Message—

**From:** jeffrey.lobb@gm.com  
**Sent:** 12/12/2012 10:46:38 AM  
**To:** TACHELF@gmexpert.com  
**Cc:** robert\_caldrone@gmexpert.com; james.lamiman@gm.com  
**Subject:** Case # 71-1120403034 2013 Malibu

## Service Request Detail

### Activities

**Created:** 12/14/2012 08:59:28 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Email **Activity Sub-Type:** Brand Quality **Status:** Done **Completed:** 12/14/2012 09:00:39 AM **Description:** Email notification to BQ

**First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

#### Comments

Sent email to Kristin Curran BQM.

SM - Jeff Miller 330 538 2286  
Dealer Contact for pickup - Bob Calvin

#### Confidential Comments

**Created:** 12/14/2012 08:56:11 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Call **Activity Sub-Type:** Dealer **Status:** In Progress **Completed:** [REDACTED] **Description:** Spoke to Lynn in service

**First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

#### Comments

SM was not in today. States that the vehicle is still at the dealership. I notified BQM Kristin Curran of current location and status. Changed Priority to BQ.

#### Confidential Comments

**Created:** 12/14/2012 08:55:45 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** Ownership Changed **Activity Sub-Type:** [REDACTED] **Status:** Done **Completed:** 12/14/2012 08:55:45 AM **Description:** Service Request Ownership has changed FROM: LAMTMAJA TO: CIAVERBR

**First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

#### Comments

#### Confidential Comments

## Service Request Detail

### Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/12/2012 11:35:54 AM	DOOLITBR	DOOLITBR	Email - Outbound	Done	12/12/2012 11:43:44 AM	RE: Case # 71-1120403034 2013 Malibu

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

### Comments

[THREAD ID:1-HRVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle  
TARP Contact Center Consultant  
An Associate of Morley Companies  
Phone: 877-446-8227 prompt 5  
Fax 866-842-9461  
E-Mail: tachelp@gmexpert.com

—Original Message—

From: jeffrey.lobb@gm.com  
Sent: 12/12/2012 10:46:38 AM  
To: TACHELP@gmexpert.com  
Cc: robert\_caldrone@gmexpert.com; james.lamitman@gm.com  
Subject: Case # 71-1120403034 2013 Malibu

Guys,

This case was closed by FSE Jim Lamitman on 10/31 and reopened by Brian Ciaverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

Jeff Lobb  
HP Enterprise Services  
Representing GM Customer Care & Aftersales  
Field Service Engineer, Team Lead  
Telephone: +1 800-363-0083  
Mobile: +1 804.387.8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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Confidential Comments



## Service Request Detail

### Activities

**Created:** 12/12/2012 10:49:00 AM **Assigned To:** DOOLITB, Email - Inbound **Activity Type:** Email - Inbound **Activity Sub-Type:** Done **Status:** Done **Completed:** 12/12/2012 11:43:44 AM **Description:** Case # 71-1120403034 2013 Malibu

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

**Comments:** [REDACTED]

This case was closed by FSE Jim Lamiman on 10/31 and reopened by Brian Ciaverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

Jeff Lobb  
HP Enterprise Services  
Representing GM Customer Care & Aftersales  
Field Service Engineer, Team Lead  
Telephone: +1 800-363-0063  
Mobile: +1 804.387.8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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**Confidential Comments:** [REDACTED]

**Created:** 11/15/2012 09:32:47 AM **Assigned To:** CIAVERBR, TAC Outbound Call **Activity Type:** Dealer **Activity Sub-Type:** Dealer **Status:** Done **Completed:** 11/15/2012 10:19:45 AM **Description:** Spoke to dealer

**Contact Last Name:** [REDACTED] **Contact First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:** Dealer Contact is Bob Calvin. Powerpack was removed from vehicle and sent to GMCH in Kokomo. The vehicle is still at above BAC. Engineering is requesting the vehicle to be sent to Kokomo IN.

Tech [REDACTED] claims that the vehicle failed testing in 12238 at step 5 of procedure just before the battery indicator was up to full on DIC

**Confidential Comments:** [REDACTED]

## Service Request Detail

### Activities

**Created:** 11/15/2012 09:32:40 AM **Created By:** CIAVERBR **Assigned To:** LAMITMAJA **Activity Type:** SR Opened **Status:** Done **Completed:** 11/15/2012 09:32:41 AM **Description:** SR in Status of Closed has been Re-Opened by CIAVERBR

**Contact Last Name:** [REDACTED] **Contact First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown,LLc **BAC Code:** 163629

### Confidential Comments

**Created:** 10/31/2012 03:56:17 **Created By:** KIPPKE **Assigned To:** LAMITMAJA **Activity Type:** SR Closed - Unlinked **Status:** Done **Completed:** 10/31/2012 03:56:18 **Description:** Service Request has been Closed

**Contact Last Name:** [REDACTED] **Contact First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown,LLc **BAC Code:** 163629

### Confidential Comments

**Created:** 10/31/2012 03:53:00 **Created By:** KIPPKE **Assigned To:** KIPPKE **Activity Type:** TAC Update **Status:** Done **Completed:** 10/31/2012 03:54:56 **Description:** .UNLINKED

**Contact Last Name:** [REDACTED] **Contact First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown,LLc **BAC Code:** 163629

Closed case 71-1120403034

Concern: Electrical odor Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor even with all interior fabrics replaced.

jl

### Confidential Comments

## Service Request Detail

### Activities

Created By: LAMTMAJA TACCLOSE TAC Update Activity Type: Case Closing Status: Done Completed: 10/31/2012 03:49:08 PM Description: [REDACTED]

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: Spitzer Autoworld Lordstown, Llc BAC Code: 163629

Comments: [REDACTED]

Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

JL

Confidential Comments

Created By: LAMTMAJA TACCLOSE TAC Update Activity Type: Case Closing Status: Done Completed: 10/29/2012 05:46:51 PM Description: [REDACTED]

Contact Last Name: [REDACTED] Contact First Name: [REDACTED] Account: Spitzer Autoworld Lordstown, Llc BAC Code: 163629

Comments: [REDACTED]

Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

JL

Confidential Comments

## Service Request Detail

### Activities

Created By: LAMTMAJA LAMTMAJA TAC Update  
Assigned To: LAMTMAJA LAMTMAJA TAC Update  
Activity Sub-Type: TAC Update  
Status: Done  
Completed: 10/26/2012 03:14:40 PM  
Description:

Contact Last Name: [REDACTED]  
Contact First Name: [REDACTED]  
Account: Spitzer Autoworld Lordstown,Llc  
BAC Code: 163629

Comments:

Dealer contact: Advised the SM that I will be onsite on 10/29/12 for inspection.

ji

Confidential Comments

Created By: LAMTMAJA LAMTMAJA Ownership Changed  
Assigned To: LAMTMAJA LAMTMAJA Ownership Changed  
Activity Sub-Type: Ownership Changed  
Status: Done  
Completed: 10/26/2012 03:12:52 PM  
Description: Service Request Ownership has changed FROM: CIAVERBR TO: LAMTMAJA

Contact Last Name: [REDACTED]  
Contact First Name: [REDACTED]  
Account: Spitzer Autoworld Lordstown,Llc  
BAC Code: 163629

Comments:

Confidential Comments

Created By: FSENDCC LAMTMAJA NDCC Notify - FSE Action  
Assigned To: LAMTMAJA LAMTMAJA NDCC Notify - FSE Action  
Activity Sub-Type: North Central  
Status: Done  
Completed: 10/26/2012 03:14:35 PM  
Description: Lack of Progress

Contact Last Name: [REDACTED]  
Contact First Name: [REDACTED]  
Account: Spitzer Autoworld Lordstown,Llc  
BAC Code: 163629

Comments:

Confidential Comments

Created By: CIAVERBR FSENDCC TAC Escalation  
Assigned To: FSENDCC FSENDCC TAC Escalation  
Activity Sub-Type: Field Service Engineer  
Status: Done  
Completed: 10/26/2012 12:29:59 PM  
Description: Engineering request for FSE Kristin Curran - Advanced Propulsion

Contact Last Name: [REDACTED]  
Contact First Name: [REDACTED]  
Account: Spitzer Autoworld Lordstown,Llc  
BAC Code: 163629

SM - Jeff Miller 330 538 2286

Comments:

Confidential Comments

## Service Request Detail

### Activities

**Created:** 10/26/2012 10:19:43 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** TAC Review **Activity Sub-Type:** Brand Quality Review **Status:** Done **Completed:** 10/31/2012 03:52:58 PM **Description:** Reviewed case on conference call with BQ and Engineering

**Contact Last Name:** [REDACTED] **Contact First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:**  
TAC was advised to get an FSE assigned to case for a Field Report in order to gain a better perspective as to what needs to be replaced besides the Powerpack as well as better photos of event. There is an odor of smoke that will also need to be addressed. SM Jeff Miller was advised to stop work and notify me when FSE has arrived and has identified extent of repairs needed.

**Confidential Comments**

**Created:** 10/25/2012 06:44:39 PM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** Ownership Changed **Activity Sub-Type:** [REDACTED] **Status:** Done **Completed:** 10/25/2012 06:44:39 PM **Description:** Service Request Ownership has changed FROM: COONJAI TO: CIAVERBR

**Contact Last Name:** [REDACTED] **Contact First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments**

**Confidential Comments**

**Created:** 10/25/2012 08:50:39 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Call **Activity Sub-Type:** Dealer **Status:** Done **Completed:** 10/25/2012 06:44:08 PM **Description:** Spoke to SM Jerry

**Contact Last Name:** [REDACTED] **Contact First Name:** [REDACTED] **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments**

States that the pictures are being sent to us this morning. Other than the odor from the smoke that occurred, most all of the thermal event was contained within the Powerpack. They will need the Powerpack replaced once PAR authorizes the repair to be performed. Several trim panels may also need to be replaced.

**Confidential Comments**

## Service Request Detail

### Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2012 04:30:27 PM	FLYNNKE	TCC Outbound Email	DIMA Notify - PRC	Done	10/24/2012 04:39:21 PM	larry.harrington@gm.com

Contact Last Name	Contact First Name	Account	EAC Code
		Spitzer Autoworld Lordstown,Lc	163629

Comments: PRC DIMA Notification

Vehicle Model: 2013 Malibu  
VIN last 8: Df [REDACTED]

This is Kevin Flynn from the TARP Contact Center (TCC). Recently TAC received a call from a dealer who identified a potential repurchase case (PRC) based on the customer's comments.

TAC is requesting that you review this case and verify the customer's concern with your dealer and have your dealer contact TAC with more information and additional completed diagnostic checks as they become available.

Please note that the CCVS (Customer Concern Verification Sheets) located on Global Connect in the Service workbench underneath Service Forms may be helpful for diagnosing this customer's concern.

Please Do Not Respond via E-mail. If you need further information or assistance please call TCC directly.

TAC Case: 71-1120403034  
DMA Name: Lawrence Harrington  
DMA Phone: 330-464-1360  
Technician Reported Times In: 1  
Technician Reported Days Down: 1  
Customer Assistance Case SR#: none  
Customer Concern: 12238  
Customer Name: n/a  
VIN: 1G11D5RR9D [REDACTED]  
Repairing Dealer BAC: 163629  
Dealer Name: Spitzer Autoworld Lordstown  
Dealer Contact Name: Josh Mook - Tech  
Dealer Contact Phone: (330) 538-2286  
Comments:

Confidential Comments

## Service Request Detail

### Activities

**Created** 10/24/2012 04:15:24 PM **Created By** COONJAI **Assigned To** COONJAI **Activity Type** TAC Alarm **Activity Sub-Type** 24 Hour **Status** Done **Completed** 10/30/2012 12:06:55 PM **Description** oh, HV battery thermal concern.  
**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **BAC Code** 163629  
**Comments**  
**Confidential Comments**

**Created** 10/24/2012 04:14:37 PM **Created By** COONJAI **Assigned To** TACHYBD1 **Activity Type** TAC Escalation **Activity Sub-Type** Hybrid Platform **Status** Done **Completed** 10/31/2012 03:55:47 PM **Description** OH - HV battery Concern.  
**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **BAC Code** 163629  
**Comments**  
**Confidential Comments**

**Created** 10/24/2012 03:36:37 PM **Created By** COONJAI **Assigned To** TACTCC **Activity Type** TAC Escalation **Activity Sub-Type** Hybrid Platform **Status** Done **Completed** 10/24/2012 04:39:17 PM **Description** KJF PRC  
**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **BAC Code** 163629  
**Comments**  
**Confidential Comments**

**Created** 10/24/2012 03:36:12 PM **Created By** COONJAI **Assigned To** COONJAI **Activity Type** TAC Part Authorized **Activity Sub-Type** eAssist PowerPack **Status** Done **Completed** 10/24/2012 03:36:36 PM **Description** (1) OVN 24259770  
**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **BAC Code** 163629  
**Comments**  
**Confidential Comments**

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2012 03:23:54 PM	COONJAI	COONJAI	TAC Inbound Call	Diagnostics	Done	10/24/2012 03:34:38 PM	
Contact Last Name	Contact First Name	Account	BAC Code				
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629				

### Comments

- 1 Number of times in for the same concern?
- 1 Number of days down as provided by the caller?
- 0 Does the vehicle have any aftermarket accessories or modifications?
- 0 Has the concern been duplicated?
- 0 Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

Have any SI document been utilized (Capture Doc ID)? \_ 12238

Caller's Name (First & Position):  
Josh Mook Tech

Customer Concern  
12238

### Dealer Comments/Diagnosis (DTC's, What's Been Done):

The dealer advised that he was performing the test and he was able to get to step 11  
The dealer advised that he heard a loud "back draft" noise and the vehicle filled with smoke and had a thermal event with visual indicators coming from the HV battery pack.

The dealer advised that this time the vehicle is out side until further direction.

(207) LQ 6841412081039  
Fax# 13305384021  
PM Bob Calvin

### TAC Recommendations:

TAC advised that we will authorize the battery pack assembly to be ordered and will need pictures of the battery as well....jc

### Confidential Comments



## Service Request Detail

### Activities

**Created:** 12/14/2012 09:05:33 AM  
**Assigned To:** DOOLITBR  
**Activity Type:** Email - Inbound  
**Activity Sub-Type:**  
**Status:** Done  
**Completed:** 12/14/2012 09:08:57 AM  
**Description:** RE: Case # 71-1120403034 2013 Malibu

**Contact Last Name:**  
**Contact First Name:**  
**Account:**  
**BAC Code:**

### Comments

Brendan

I reviewed, reassumed and changed the Priority to BQ for this case. I am not certain but I think that Engineering wants the car for testing.

Regards,  
Brian Ciaverella  
Hybrid Platform Escalation Team  
GM Technical Assistance Center  
An Associate of Morley Companies  
Desk 989-249-6538  
Fax 866-842-9445  
brian.1.ciaverella@gm.com

**From:** TACHELP@gmexpert.com  
**To:** brian.ciaverella@gmexpert.com  
**Cc:** robert.caldrone@gmexpert.com, james.lamtman@gm.com, jeffrey.lobb@gm.com  
**Date:** 12/12/2012 11:46 AM  
**Subject:** RE: Case # 71-1120403034 2013 Malibu

[THREAD ID:1-IRVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle  
TARP Contact Center Consultant  
An Associate of Morley Companies  
Phone: 877-446-8227 prompt 5  
Fax: 866-842-9461  
E-Mail: tachelp@gmexpert.com

—Original Message—

**From:** jeffrey.lobb@gm.com  
**Sent:** 12/12/2012 10:46:38 AM  
**To:** TACHELP@gmexpert.com  
**Cc:** robert.caldrone@gmexpert.com; james.lamtman@gm.com  
**Subject:** Case # 71-1120403034 2013 Malibu

## Service Request Detail

### Activities

**Created** 12/14/2012 08:59:28 AM **Assigned To** CIAVERBR **Activity Type** TAC Outbound Email **Activity Sub-Type** Done **Status** Done **Completed** 12/14/2012 09:00:39 AM **Description** Email notification to BQ

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown, Llc **BAC Code** 163629

**Comments**  
Sent email to Kristin Curran BQM.

SM - Jeff Miller 330 538 2286  
Dealer Contact for pickup - Bob Calvin

**Confidential Comments**

**Created** 12/14/2012 08:56:11 AM **Assigned To** CIAVERBR **Activity Type** TAC Outbound Call **Activity Sub-Type** Dealer **Status** In Progress **Completed** **Description** Spoke to Lynn in service

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown, Llc **BAC Code** 163629

**Comments**  
SM was not in today. States that the vehicle is still at the dealership. I notified BQM Kristin Curran of current location and status. Changed Priority to BQ.

**Confidential Comments**

**Created** 12/14/2012 08:55:45 AM **Assigned To** CIAVERBR **Activity Type** Ownership Changed **Activity Sub-Type** Done **Status** Done **Completed** 12/14/2012 08:55:45 AM **Description** Service Request Ownership has changed FROM: LAMTMAJA TO: CIAVERBR

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown, Llc **BAC Code** 163629

**Comments**

**Confidential Comments**

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/12/2012 11:35:54 AM	DOOLITBR	DOOLITBR	Email - Outbound		Done	12/12/2012 11:43:44 AM	RE: Case # 71-1120403034 2013 Malibu

Contact Last Name	Contact First Name	Account	EAC Code

Comments  
[THREAD ID:1-IRVF-G0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle  
TARP Contact Center Consultant  
An Associate of Morley Companies  
Phone: 877-446-8227 prompt 5  
Fax: 866-842-9461  
E-Mail: tachelp@gmexpert.com

—Original Message—

From: jeffrey.lobb@gm.com  
Sent: 12/12/2012 10:46:38 AM  
To: TACHELP@gmexpert.com  
Cc: robert\_caldrone@gmexpert.com; james.lamtman@gm.com  
Subject: Case # 71-1120403034 2013 Malibu

Guys,

This case was closed by FSE Jim Lamtman on 10/31 and reopened by Brian Claverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

Jeff Lobb  
HP Enterprise Services  
Representing GM Customer Care & Aftersales  
Field Service Engineer, Team Lead  
Telephone: +1 800-363-0083  
Mobile: +1 804.387.8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/12/2012 10:49:00 AM	DOOLITBR	DOOLITBR	Email - Inbound	Account	Done	12/12/2012 11:43:44 AM	Case # 71-1120403034 2013 Malibu

Contact Last Name	Contact First Name	BAC Code

### Comments

Guys,

This case was closed by FSE Jim Lamtman on 10/31 and reopened by Brian Ciaverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

### Jeff Lobb

HP Enterprise Services  
Representing GM Customer Care & Aftersales  
Field Service Engineer, Team Lead  
Telephone: +1 800-363-0083  
Mobile: +1 804.387.8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/15/2012 09:32:47 AM	ClAVERBR	ClAVERBR	TAC Outbound Call	Dealer	Done	11/15/2012 10:19:45 AM	Spoke to dealer

Contact Last Name	Contact First Name	Account	BAC Code
Mook	Josh	Spitzer Autoworld Lordstown, Llc	163629

### Comments

Dealer Contact is Bob Calvin. Powerpack was removed from vehicle and sent to GMCH in Kokomo. The vehicle is still at above BAC. Engineering is requesting the vehicle to be sent to Kokomo IN.

Tech Josh Mook claims that the vehicle failed testing in 12238 at step 5 of procedure just before the battery indicator was up to full on DIC

### Confidential Comments

## Service Request Detail

### Activities

**Created** 11/15/2012 09:32:40 AM **Created By** CIAVERBR **Assigned To** LAMTMAJA **Activity Type** SR Opened **Status** Done **Completed** 11/15/2012 09:32:41 AM **Description** SR in Status of Closed has been Re-Opened by CIAVERBR

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **BAC Code** 163629

**Comments**

**Confidential Comments**

**Created** 10/31/2012 03:56:17 **Created By** KIPPKE **Assigned To** LAMTMAJA **Activity Type** SR Closed - Unlinked **Status** Done **Completed** 10/31/2012 03:56:18 **Description** Service Request has been Closed Unlinked.

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **BAC Code** 163629

**Comments**

**Confidential Comments**

**Created** 10/31/2012 03:53:00 **Created By** KIPPKE **Assigned To** KIPPKE **Activity Type** TAC Update **Status** Done **Completed** 10/31/2012 03:54:56 **Description** UNLINKED

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **BAC Code** 163629

**Comments**

Closed case 71-1120403034

Concern: Electrical odor Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor even with all interior fabrics replaced.

jl

**Confidential Comments**

## Service Request Detail

### Activities

**Created:** 10/31/2012 02:14:27 **Created By:** LAMITMAJA **Assigned To:** TACCLOSE **Activity Type:** TAC Update **Activity Sub-Type:** Case Closing **Status:** Done **Completed:** 10/31/2012 03:49:08 PM **Description:**

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:** Concern: Battery pac thermal event during Service Update 12238

**Cause:** Shorted circuit board with battery pac assembly

**Correction:** DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

**ji**  
**Confidential Comments:**

**Created:** 10/29/2012 05:41:12 **Created By:** LAMITMAJA **Assigned To:** TACCLOSE **Activity Type:** TAC Update **Activity Sub-Type:** Case Closing **Status:** Done **Completed:** 10/29/2012 05:46:51 PM **Description:**

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:** Concern: Battery pac thermal event during Service Update 12238

**Cause:** Shorted circuit board with battery pac assembly

**Correction:** DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

**ji**  
**Confidential Comments:**

## Service Request Detail

### Activities

**Created:** 10/26/2012 03:12:56 PM  
**Created By:** LAMTMAJA  
**Assigned To:** LAMTMAJA  
**Activity Type:** TAC Update  
**Activity Sub-Type:** Done  
**Status:** Done  
**Completed:** 10/26/2012 03:14:40 PM  
**Description:**

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:**  
Dealer contact Advised the SM that I will be onsite on 10/29/12 for inspection.

**Confidential Comments:**  
jl

**Created:** 10/26/2012 03:12:51 PM  
**Created By:** LAMTMAJA  
**Assigned To:** LAMTMAJA  
**Activity Type:** Ownership Changed  
**Activity Sub-Type:** Done  
**Status:** Done  
**Completed:** 10/26/2012 03:12:52 PM  
**Description:** Service Request Ownership has changed FROM: CIAVERBR TO: LAMTMAJA

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:**

**Confidential Comments:**

**Created:** 10/26/2012 12:29:33 PM  
**Created By:** FSENDCC  
**Assigned To:** LAMTMAJA  
**Activity Type:** NDCC Notify - FSE Action  
**Activity Sub-Type:** North Central  
**Status:** Done  
**Completed:** 10/26/2012 03:14:35 PM  
**Description:** Lack of Progress

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:**

**Confidential Comments:**

**Created:** 10/26/2012 10:22:57 AM  
**Created By:** CIAVERBR  
**Assigned To:** FSENDCC  
**Activity Type:** TAC Escalation  
**Activity Sub-Type:** Field Service Engineer  
**Status:** Done  
**Completed:** 10/26/2012 12:29:59 PM  
**Description:** Engineering request for FSE Kristin Curran - Advanced Propulsion

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:**  
SM - Jeff Miller 330 538 2286

**Confidential Comments:**

## Service Request Detail

### Activities

**Created:** 10/26/2012 10:19:43 AM **Assigned To:** CIAVERBR **Activity Type:** TAC Review **Status:** Done **Completed:** 10/31/2012 03:52:58 PM **Description:** Reviewed case on conference call with BQ and Engineering

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown,Llc **BAC Code:** 163629

**Comments:** TAC was advised to get an FSE assigned to case for a Field Report in order to gain a better perspective as to what needs to be replaced besides the Powerpack as well as better photos of event. There is an odor of smoke that will also need to be addressed. SM Jeff Miller was advised to stop work and notify me when FSE has arrived and has identified extent of repairs needed.

**Confidential Comments**

**Created:** 10/25/2012 06:44:39 PM **Assigned To:** CIAVERBR **Activity Type:** Ownership Changed **Status:** Done **Completed:** 10/25/2012 06:44:39 PM **Description:** Service Request Ownership has changed FROM: COONJAI TO: CIAVERBR

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown,Llc **BAC Code:** 163629

**Comments**

**Confidential Comments**

**Created:** 10/25/2012 08:50:39 AM **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Call **Status:** Done **Completed:** 10/25/2012 06:44:08 PM **Description:** Spoke to SM Jerry

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown,Llc **BAC Code:** 163629

**Comments**

States that the pictures are being sent to us this morning. Other than the odor from the smoke that occurred, most all of the thermal event was contained within the Powerpack. They will need the Powerpack replaced once PAR authorizes the repair to be performed. Several trim panels may also need to be replaced.

**Confidential Comments**



## Service Request Detail

### Activities

Created: 10/24/2012 04:30:27 PM  
Assigned By: FLYNNKE  
Activity Type: TCC Outbound Email  
Activity Sub-Type: DMA Notify - PRC  
Status: Done  
Completed: 10/24/2012 04:39:21 PM  
Description: larry.harrington@gm.com

Contact Last Name: Mook  
Contact First Name: Josh  
Account: Spitzer Autoworld Lordstown,Uc  
BAC Code: 163629

Comments:  
PRC DMA Notification

Vehicle Model: 2013 Malibu  
VIN last 8: DF [REDACTED]

This is Kevin Flynn from the TARP Contact Center (TCC). Recently TAC received a call from a dealer who identified a potential repurchase case (PRC) based on the customer's comments.

TAC is requesting that you review this case and verify the customer's concern with your dealer and have your dealer contact TAC with more information and additional completed diagnostic checks as they become available.

Please note that the CCVS (Customer Concern Verification Sheets) located on Global Connect in the Service workbench underneath Service Forms may be helpful for diagnosing this customer's concern.

Please Do Not Respond via E-mail. If you need further information or assistance please call TCC directly.

TAC Case: 71-1120403034  
DMA Name: Lawrence Harrington  
DMA Phone: 330-464-1360  
Technician Reported Times In: 1  
Technician Reported Days Down: 1  
Customer Assistance Case SR#: none  
Customer Concern: 12238  
Customer Name: n/a  
VIN: 1G11D6RR9DF [REDACTED]  
Repairing Dealer BAC: 163629  
Dealer Name: Spitzer Autoworld Lordstown  
Dealer Contact Name: Josh Mook - Tech  
Dealer Contact Phone: (330) 538-2286

Comments:  
Confidential Comments

## Service Request Detail

### Activities

**Created:** 10/24/2012 04:15:24 PM  
**Created By:** COONJAI  
**Assigned To:** COONJAI  
**Activity Type:** TAC Alarm  
**Activity Sub-Type:** 24 Hour  
**Status:** Done  
**Completed:** 10/30/2012 12:06:55 PM  
**Description:** oh, HV battery thermal concern.

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown,Llc  
**BAC Code:** 163629

**Confidential Comments:**

**Created:** 10/24/2012 04:14:37 PM  
**Created By:** COONJAI  
**Assigned To:** TACHYBD1  
**Activity Type:** TAC Escalation  
**Activity Sub-Type:** Hybrid Platform  
**Status:** Done  
**Completed:** 10/31/2012 03:55:47 PM  
**Description:** OH - HV battery Concern.

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown,Llc  
**BAC Code:** 163629

**Confidential Comments:**

**Created:** 10/24/2012 03:36:37 PM  
**Created By:** COONJAI  
**Assigned To:** TACTCC  
**Activity Type:** TAC Escalation  
**Activity Sub-Type:** Hybrid Platform  
**Status:** Done  
**Completed:** 10/24/2012 04:39:17 PM  
**Description:** KJF PRC

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown,Llc  
**BAC Code:** 163629

**Confidential Comments:**

**Created:** 10/24/2012 03:36:12 PM  
**Created By:** COONJAI  
**Assigned To:** COONJAI  
**Activity Type:** TAC Part Authorized  
**Activity Sub-Type:** eAssist PowerPack  
**Status:** Done  
**Completed:** 10/24/2012 03:36:36 PM  
**Description:** (1) OVN 24259770

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown,Llc  
**BAC Code:** 163629

**Confidential Comments:**

## Service Request Detail

### Activities

**Created:** 10/24/2012 08:23:54 PM  
**Created By:** COONJAI  
**Assigned To:** COONJAI  
**Activity Type:** TAC Inbound Call  
**Activity Sub-Type:** Diagnostics  
**Status:** Done  
**Completed:** 10/24/2012 03:34:38 PM  
**Description:**

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

#### Comments

- 1 Number of times in for the same concern?
- n Does the vehicle have any aftermarket accessories or modifications?
- y Has the concern been duplicated?
- Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

Have any SI document been utilized (Capture Doc ID)? \_ 12238

Caller's Name (First & Position):  
Josh Mook Tech

Customer Concern:  
12238

#### Dealer Comments/Diagnosis (DTC's, What's Been Done):

The dealer advised that he was performing the test and he was able to get to step 11  
The dealer advised that he heard a loud "back dratt" noise and the vehicle filled with smoke and had a thermal event with visual indicators coming from the HV battery pack.

The dealer advised that this time the vehicle is out side until further direction.

(20T) LQ 6841412081039  
Fax# 13305384021  
PM Bob Calvin

#### TAC Recommendations:

TAC advised that we will authorize the battery pack assembly to be ordered and will need pictures of the battery as well....jc

#### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/14/2012 09:05:33 AM	DOOLTB	DOOLTB	Email - Inbound		Done	12/14/2012 09:08:57 AM	RE: Case # 71-1120403034 2013 Malibu

Contact Last Name	Contact First Name	Account	BAC Code

**Comments**  
Brendan

I reviewed, reassumed and changed the Priority to BQ for this case. I am not certain but I think that Engineering wants the car for testing.

Regards,  
Brian Ciaverella  
Hybrid Platform Escalation Team  
GM Technical Assistance Center  
An Associate of Morley Companies  
Desk 989-249-6538  
Fax 866-842-9445  
brian.1.ciaverella@gm.com

From: TACHELP@gmexpert.com  
To: brian\_ciaverella@gmexpert.com  
Cc: robert\_caldrone@gmexpert.com, james.lamtman@gm.com, jeffrey.lobb@gm.com  
Date: 12/12/2012 11:46 AM  
Subject: RE: Case # 71-1120403034 2013 Malibu

[THREAD ID:1-IRVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle  
TARP Contact Center Consultant  
An Associate of Morley Companies  
Phone: 877-446-8227 prompt 5  
Fax: 866-842-9461  
E-Mail: tachelp@gmexpert.com

—Original Message—

From: jeffrey.lobb@gm.com  
Sent: 12/12/2012 10:46:38 AM  
To: TACHELP@gmexpert.com  
Cc: robert\_caldrone@gmexpert.com, james.lamtman@gm.com  
Subject: Case # 71-1120403034 2013 Malibu

## Service Request Detail

### Activities

**Created:** 12/14/2012 08:59:28 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Email **Activity Sub-Type:** Brand Quality **Status:** Done **Completed:** 12/14/2012 09:00:39 AM **Description:** Email notification to BQ

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:** Sent email to Kristin Curran BQM.

SM - Jeff Miller 330 538 2286  
Dealer Contact for pickup - Bob Calvin

### Confidential Comments

**Created:** 12/14/2012 08:58:11 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Call **Activity Sub-Type:** Dealer **Status:** In Progress **Completed:** **Description:** Spoke to Lynn in service

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:** SM was not in today. States that the vehicle is still at the dealership. I notified BQM Kristin Curran of current location and status. Changed Priority to BQ.

### Confidential Comments

**Created:** 12/14/2012 08:55:45 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** Ownership Changed **Activity Sub-Type:** **Status:** Done **Completed:** 12/14/2012 09:55:45 AM **Description:** Service Request Ownership has changed FROM: LAMTMAJA TO: CIAVERBR

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/12/2012 11:35:54 AM	DOOLITBR	DOOLITBR	Email - Outbound		Done	12/12/2012 11:43:44 AM	RE: Case # 71-1120403034 2013 Malibu

Contact Last Name	Contact First Name	Account	EAC Code

### Comments

[THREAD ID:1-IRVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle  
TARP Contact Center Consultant  
An Associate of Morley Companies  
Phone: 877-446-8227 prompt 5  
Fax: 866-842-9461  
E-Mail: tachelp@gmexpert.com

—Original Message—

From: jeffrey.lobb@gm.com  
Sent: 12/12/2012 10:46:38 AM  
To: TACHHELP@gmexpert.com  
Cc: robert\_caldrone@gmexpert.com; james.lamtman@gm.com  
Subject: Case # 71-1120403034 2013 Malibu

Guys,

This case was closed by FSE Jim Lamtman on 10/31 and reopened by Brian Ciaverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

Jeff Lobb  
HP Enterprise Services  
Representing GM Customer Care & Aftersales  
Field Service Engineer, Team Lead  
Telephone: +1 800-363-0083  
Mobile: +1 804.387.8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/12/2012 10:49:00 AM	DOOLTB	DOOLTB	Email - Inbound		Done	12/12/2012 11:43:44 AM	Case # 71-112D403034 2013 Malibu

Contact Last Name	Contact First Name	Account	BAC Code

### Comments

Guys,  
This case was closed by FSE Jim Laminan on 10/31 and reopened by Brian Ciaverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

Jeff Lobb  
HP Enterprise Services  
Representing GM Customer Care & Aftersales  
Field Service Engineer, Team Lead  
Telephone: +1 800-363-0083  
Mobile: +1 804-387-8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
11/15/2012 09:32:47 AM	CIAVERBR	CIAVERBR	TAC Outbound Call	Dealer	Done	11/15/2012 10:19:45 AM	Spoke to dealer

Contact Last Name	Contact First Name	Account	BAC Code
Mook	Josh	Spitzer Autoworld Lordstown,Lic	163629

### Comments

Dealer Contact is Bob Calvin. Powerpack was removed from vehicle and sent to GMCH in Kokomo. The vehicle is still at above BAC. Engineering is requesting the vehicle to be sent to Kokomo IN.

Tech Josh Mook claims that the vehicle failed testing in 12238 at step 5 of procedure just before the battery indicator was up to full on DIC

### Confidential Comments

## Service Request Detail

### Activities

**Created:** 11/15/2012 09:32:40 AM **Created By:** CIAVERBR **LAMTMAJA** **Assigned To:** LAMTMAJA **SR Opened** **Activity Type:** SR Opened **Status:** Done **Completed:** 11/15/2012 09:32:41 AM **Description:** SR in Status of Closed has been Re-Opened by CIAVERBR

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown,Llc **Activity Sub-Type:** Account **BAC Code:** 163629

**Comments:**

**Confidential Comments:**

**Created:** 10/31/2012 03:56:17 **Created By:** KIPPKE **LAMTMAJA** **Assigned To:** LAMTMAJA **SR Closed - Unlinked** **Activity Type:** SR Closed - Unlinked **Status:** Done **Completed:** 10/31/2012 03:56:18 **Description:** Service Request has been Closed

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown,Llc **Activity Sub-Type:** Account **BAC Code:** 163629

**Comments:**

**Confidential Comments:**

**Created:** 10/31/2012 03:53:00 **Created By:** KIPPKE **KIPPKE** **Assigned To:** KIPPKE **TAC Update** **Activity Type:** TAC Update **Status:** Done **Completed:** 10/31/2012 03:54:56 **Description:** UNLINKED

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown,Llc **Activity Sub-Type:** Case Closing **BAC Code:** 163629

**Comments:**

Closed case 71-1120403034

Concern: Electrical odor Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Corrector: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor even with all interior fabrics replaced.

j1

**Confidential Comments:**



## Service Request Detail

### Activities

**Created** 10/31/2012 02:14:27 **Created By** LAMTMAJA **Assigned To** TACCLOSE **Activity Type** TAC Update **Activity Sub-Type** Case Closing **Status** Done **Completed** 10/31/2012 03:49:08 PM **Description**

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **BAC Code** 163629

**Comments:** Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

ji  
Confidential Comments

**Created** 10/29/2012 05:41:12 **Created By** LAMTMAJA **Assigned To** TACCLOSE **Activity Type** TAC Update **Activity Sub-Type** Case Closing **Status** Done **Completed** 10/29/2012 05:46:51 PM **Description**

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **BAC Code** 163629

**Comments:** Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

ji  
Confidential Comments

## Service Request Detail

### Activities

**Created:** 10/26/2012 03:12:56 PM  
**Created By:** LAMTMAJA  
**Assigned To:** LAMTMAJA  
**Activity Type:** TAC Update  
**Activity Sub-Type:**  
**Status:** Done  
**Completed:** 10/26/2012 03:14:40 PM  
**Description:**

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:**  
Dealer contact. Advised the SM that I will be onsite on 10/29/12 for inspection.

**Confidential Comments:**  
jl

**Created:** 10/26/2012 03:12:51 PM  
**Created By:** LAMTMAJA  
**Assigned To:** LAMTMAJA  
**Activity Type:** Ownership Changed  
**Activity Sub-Type:**  
**Status:** Done  
**Completed:** 10/26/2012 03:12:52 PM  
**Description:** Service Request Ownership has changed FROM: CIAVERBR TO: LAMTMAJA

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:**  
jl

**Confidential Comments:**

**Created:** 10/26/2012 12:29:33 PM  
**Created By:** FSENDCC  
**Assigned To:** LAMTMAJA  
**Activity Type:** NDCC Notify - FSE Action Req'd  
**Activity Sub-Type:** North Central  
**Status:** Done  
**Completed:** 10/26/2012 03:14:35 PM  
**Description:** Lack of Progress

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:**

**Confidential Comments:**

**Created:** 10/26/2012 10:22:57 AM  
**Created By:** CIAVERBR  
**Assigned To:** FSENDCC  
**Activity Type:** TAC Escalation  
**Activity Sub-Type:** Field Service Engineer  
**Status:** Done  
**Completed:** 10/26/2012 12:29:59 PM  
**Description:** Engineering request for FSE Kristin Curran - Advanced Propulsion

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:**  
SM - Jeff Miller 330 538 2286

**Confidential Comments:**

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/26/2012 10:19:43 AM	ClAVERBR	ClAVERBR	TAC Review	Brand Quality Review	Done	10/31/2012 03:52:58 PM	Reviewed case on conference call with BQ and Engineering
Contact Last Name	Contact First Name	Account					
Mook	Josh	Spitzer Autoworld Lordstown, Llc					
<b>Comments</b>							
TAC was advised to get an FSE assigned to case for a Field Report in order to gain a better perspective as to what needs to be replaced besides the Powerpack as well as better photos of event. There is an odor of smoke that will also need to be addressed. SM Jeff Miller was advised to stop work and notify me when FSE has arrived and has identified extent of repairs needed.							
<b>Confidential Comments</b>							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/25/2012 06:44:39 PM	ClAVERBR	ClAVERBR	Ownership Changed		Done	10/25/2012 06:44:39 PM	Service Request Ownership has changed FROM: COONJA1 TO: ClAVERBR
Contact Last Name	Contact First Name	Account					
Mook	Josh	Spitzer Autoworld Lordstown, Llc					
<b>Comments</b>							
<b>Confidential Comments</b>							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/25/2012 08:50:39 AM	ClAVERBR	ClAVERBR	TAC Outbound Call	Dealer	Done	10/25/2012 06:44:08 PM	Spoke to SM Jerry
Contact Last Name	Contact First Name	Account					
Mook	Josh	Spitzer Autoworld Lordstown, Llc					
<b>Comments</b>							
States that the pictures are being sent to us this morning. Other than the odor from the smoke that occurred, most all of the thermal event was contained within the Powerpack. They will need the Powerpack replaced once PAR authorizes the repair to be performed. Several trim panels may also need to be replaced.							
<b>Confidential Comments</b>							

## Service Request Detail

### Activities

Created: 10/24/2012 04:30:27 PM  
Assigned To: FLYNNKE  
Activity Type: TCC Outbound Email  
Activity Sub-Type: DMA Notify - PRC  
Status: Done  
Completed: 10/24/2012 04:39:21 PM  
Description: lamy.harrington@gm.com

Contact Last Name: Mook  
Contact First Name: Josh  
Account: Spitzer Autoworld Lordstown, Lc  
BAC Code: 163629

Comments:  
PRC DMA Notification

Vehicle Model: 2013 Malibu  
VIN last 8: DJ [REDACTED]

This is Kevin Flynn from the TARP Contact Center (TCC). Recently TAC received a call from a dealer who identified a potential repurchase case (PRC) based on the customer's comments.

TAC is requesting that you review this case and verify the customer's concern with your dealer and have your dealer contact TAC with more information and additional completed diagnostic checks as they become available.

Please note that the CCVS (Customer Concern Verification Sheets) located on Global Connect in the Service workbench underneath Service Forms may be helpful for diagnosing this customer's concern.

Please Do Not Respond via E-mail. If you need further information or assistance please call TCC directly.

TAC Case: 71-1120403034  
DMA Name: Lawrence Harrington  
DMA Phone: 330-484-1360  
Technician Reported Times In: 1  
Technician Reported Days Down: 1  
Customer Assistance Case SR#: none  
Customer Concern: 12238  
Customer Name: n/a  
VIN: 1G11D5RR9DF [REDACTED]  
Repairing Dealer BAC: 163629  
Dealer Name: Spitzer Autoworld Lordstown  
Dealer Contact Name: Josh Mook - Tech  
Dealer Contact Phone: (330) 538-2286

Comments:

Confidential Comments

## Service Request Detail

### Activities

**Created** 10/24/2012 04:15:24 PM **Created By** COONJAI **Assigned To** COONJAI **Activity Type** TAC Alarm **Activity Sub-Type** 24 Hour **Status** Done **Completed** 10/30/2012 12:06:55 PM **Description** oh, HV battery thermal concern.

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **EAC Code** 163629

**Comments**

**Confidential Comments**

**Created** 10/24/2012 04:14:37 PM **Created By** COONJAI **Assigned To** TACHYBD1 **Activity Type** TAC Escalation **Activity Sub-Type** Hybrid Platform **Status** Done **Completed** 10/31/2012 03:55:47 PM **Description** OH - HV battery Concern.

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **EAC Code** 163629

**Comments**

**Confidential Comments**

**Created** 10/24/2012 03:36:37 PM **Created By** COONJAI **Assigned To** TACTCC **Activity Type** TAC Escalation **Activity Sub-Type** Hybrid Platform **Status** Done **Completed** 10/24/2012 04:39:17 PM **Description** KJF PRC

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **EAC Code** 163629

**Comments**

**Confidential Comments**

**Created** 10/24/2012 03:36:12 PM **Created By** COONJAI **Assigned To** COONJAI **Activity Type** TAC Part Authorized **Activity Sub-Type** eAssist PowerPack **Status** Done **Completed** 10/24/2012 03:36:36 PM **Description** (1) OVN 24259770

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown,Llc **EAC Code** 163629

**Comments**

**Confidential Comments**

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2012 03:23:54 PM	COONJA1	COONJA1	TAC Inbound Call	Diagnostics	Done	10/24/2012 03:34:38 PM	

Contact Last Name	Contact First Name	Account	EAC Code
Mook	Josh	Spitzer Autoworld Lordstown,Llc	163629

### Comments

- 1 Number of times in for the same concern?
- 1 Number of days down as provided by the caller?
- n Does the vehicle have any aftermarket accessories or modifications?
- y Has the concern been duplicated?
- y Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

Have any SI document been utilized (Capture Doc ID)? \_ 12238

Caller's Name (First & Position):

Josh Mook Tech

Customer Concern

12238

Dealer Comments/Diagnosis (DTC's, What's Been Done):

The dealer advised that he was performing the test and he was able to get to step 11. The dealer advised that he heard a loud "back draft" noise and the vehicle filled with smoke and had a thermal event with visual indicators coming from the HV battery pack.

The dealer advised that this time the vehicle is out side until further direction.

(20T) LQ 6841412081039

Fax# 13305384021

PM Bob Calvin

TAC Recommendations:

TAC advised that we will authorize the battery pack assembly to be ordered and will need pictures of the battery as well...jc

### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/14/2012 09:05:33 AM	DOOLITR	DOOLITR	Email - Inbound		Done	12/14/2012 09:08:57 AM	RE: Case # 71-1120403034 2013 Malibu

Contact Last Name	Contact First Name	Account	EAC Code

### Comments

Brendan

I reviewed, reassumed and changed the Priority to BQ for this case. I am not certain but I think that Engineering wants the car for testing.

Regards,

Brian Ciaverella  
Hybrid Platform Escalation Team  
GM Technical Assistance Center  
An Associate of Morley Companies  
Desk 888-249-6538  
Fax 866-842-9445  
brian.1.ciaverella@gm.com

From: TACHELP@gmexpert.com  
To: brian\_ciaverella@gmexpert.com  
Cc: robert\_caldrone@gmexpert.com, james.lamtiman@gm.com, jeffrey.lobb@gm.com  
Date: 12/12/2012 11:46 AM  
Subject: RE: Case # 71-1120403034 2013 Malibu

[THREAD ID:1-IRVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle  
TARP Contact Center Consultant  
An Associate of Morley Companies  
Phone: 877-446-8227 prompt 5  
Fax 866-842-9461  
E-Mail: tachelp@gmexpert.com

—Original Message—

From: jeffrey.lobb@gm.com  
Sent: 12/12/2012 10:46:38 AM  
To: TACHELP@gmexpert.com  
Cc: robert\_caldrone@gmexpert.com; james.lamtiman@gm.com  
Subject: Case # 71-1120403034 2013 Malibu

# Service Request Detail

## Activities

**Created:** 12/14/2012 08:59:28 AM **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Email **Status:** Done **Completed:** 12/14/2012 09:00:39 AM **Description:** Email notification to BQ

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:** Sent email to Kristin Curran BQM.

SM - Jeff Miller 330 538 2286  
Dealer Contact for pickup - Bob Calvin

**Confidential Comments:**

**Created:** 12/14/2012 08:56:11 AM **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Call **Status:** In Progress **Completed:** **Description:** Spoke to Lynn in service

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:** SM was not in today. States that the vehicle is still at the dealership. I notified BQM Kristin Curran of current location and status. Changed Priority to BQ.

**Confidential Comments:**

**Created:** 12/14/2012 08:55:45 AM **Assigned To:** CIAVERBR **Activity Type:** Ownership Changed **Status:** Done **Completed:** 12/14/2012 08:55:45 AM **Description:** Service Request Ownership has changed FROM: LAMTMAJA TO: CIAVERBR

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:**

**Confidential Comments:**



## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/12/2012 11:35:54 AM	DOOLITBR	DOOLITBR	Email - Outbound		Done	12/12/2012 11:43:44 AM	RE: Case # 71-1120403034 2013 Mailbu

Contact Last Name	Contact First Name	Account	BAC Code

### Comments

[THREAD ID:1-IRVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brendan Doolittle  
TARP Contact Center Consultant  
An Associate of Morley Companies  
Phone: 877-446-8227 prompt 5  
Fax: 866-842-9461  
E-Mail: tachelp@gmexpert.com

—Original Message—

From: jeffrey.lobb@gm.com  
Sent: 12/12/2012 10:46:38 AM  
To: TACHELP@gmexpert.com  
Cc: robert.caldrone@gmexpert.com; james.lamtman@gm.com  
Subject: Case # 71-1120403034 2013 Mailbu

Guys,

This case was closed by FSE Jim Lamtman on 10/31 and reopened by Brian Ciaverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

Jeff Lobb  
HP Enterprise Services  
Representing GM Customer Care & Aftersales  
Field Service Engineer, Team Lead  
Telephone: +1 800-363-0083  
Mobile: +1 804.387.8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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Confidential Comments

## Service Request Detail

### Activities

**Created:** 12/12/2012 10:49:00 AM **Created By:** DOOLITBR **Assigned To:** Email - Inbound **Activity Type:** Account **Activity Sub-Type:** Account **Status:** Done **Completed:** 12/12/2012 11:43:44 AM **Description:** Case # 71-1120403034-2013 Mailbu

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

### Comments

Guy,

This case was closed by FSE Jim Lamtman on 10/31 and reopened by Brian Ciaverella on 11/15 based on an inbound dealer call. The case was not dispatched back to Jim and there is no other activity in the case. Please review for re-dispatch or closure. Thanks - Jeff -

Jeff Lobb

HP Enterprise Services  
Representing GM Customer Care & Aftersales  
Field Service Engineer, Team Lead  
Telephone: +1 800-363-0083  
Mobile: +1 804.387.8589  
e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com

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### Confidential Comments

**Created:** 11/15/2012 09:32:47 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Call **Activity Sub-Type:** Dealer **Status:** Done **Completed:** 11/15/2012 10:19:45 AM **Description:** Spoke to dealer

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, LLC **BAC Code:** 163629

### Comments

Dealer Contact is Bob Calvin. Powerpack was removed from vehicle and sent to GMCH in Kokomo. The vehicle is still at above BAC. Engineering is requesting the vehicle to be sent to Kokomo IN.

Tech Josh Mook claims that the vehicle failed testing in 12238 at step 5 of procedure just before the battery indicator was up to full on DIC

### Confidential Comments

## Service Request Detail

### Activities

**Created:** 11/15/2012 09:32:40 AM **Created By:** CIAVERBR **Assigned To:** LAMTMAJA **Activity Type:** SR Opened **Status:** Done **Completed:** 11/15/2012 09:32:41 AM **Description:** SR in Status of Closed has been Re-Opened by CIAVERBR

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown,LLc **BAC Code:** 163629

### Comments

### Confidential Comments

**Created:** 10/31/2012 03:56:17 **Created By:** KIPPE **Assigned To:** LAMTMAJA **Activity Type:** SR Closed - Unlinked **Status:** Done **Completed:** 10/31/2012 03:56:18 **Description:** Service Request has been Closed

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown,LLc **BAC Code:** 163629

### Comments

### Confidential Comments

**Created:** 10/31/2012 03:53:00 **Created By:** KIPPE **Assigned To:** KIPPE **Activity Type:** TAC Update **Status:** Done **Completed:** 10/31/2012 03:54:56 **Description:** UNLINKED

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown,LLc **BAC Code:** 163629

### Comments

Closed case 71-1120403034

Concern: Electrical odor Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor even with all interior fabrics replaced.

jl

### Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/31/2012 02:14:27 PM	LAMTMAJA	TACCLOSE	TAC Update	Case Closing	Done	10/31/2012 03:49:08 PM	

Contact Last Name	Contact First Name	Account	BAC Code
Mook	Josh	Spitzer Autoworld Lordstown, Llc	163629

Comments

Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

jl

Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/29/2012 05:41:12 PM	LAMTMAJA	TACCLOSE	TAC Update	Case Closing	Done	10/29/2012 05:46:51 PM	

Contact Last Name	Contact First Name	Account	BAC Code
Mook	Josh	Spitzer Autoworld Lordstown, Llc	163629

Comments

Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

Correction: DMA/BQM agree to return vehicle to Engineering for evaluation.

Vehicle inspection found soot accumulation throughout the vehicle. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor evenm with all interior fabrics replaced.

jl

Confidential Comments

# Service Request Detail

## Activities

**Created:** 10/26/2012 03:12:56 PM  
**Assigned To:** LAMITMAJA  
**Activity Type:** TAC Update  
**Status:** Done  
**Completed:** 10/26/2012 03:14:40 PM  
**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:** Dealer contact Advised the SM that I will be onsite on 10/29/12 for inspection.

**Confidential Comments:** jl

**Created:** 10/26/2012 03:12:51 PM  
**Assigned To:** LAMITMAJA  
**Activity Type:** Ownership Changed  
**Status:** Done  
**Completed:** 10/26/2012 03:12:52 PM  
**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Confidential Comments:**

**Created:** 10/26/2012 12:29:33 PM  
**Assigned To:** FSENDCC  
**Activity Type:** NDCC Notify - FSE Action Reqtd  
**Status:** Done  
**Completed:** 10/26/2012 03:14:35 PM  
**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Confidential Comments:**

**Created:** 10/26/2012 10:22:57 AM  
**Assigned To:** CIAVERBR  
**Activity Type:** TAC Escalation  
**Status:** Done  
**Completed:** 10/26/2012 12:29:59 PM  
**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:** SM - Jeff Miller 330 538 2286

**Confidential Comments:**

**Description:** Service Request Ownership has changed FROM: CIAVERBR TO: LAMITMAJA

**Description:** Lack of Progress

**Description:** Engineering request for FSE Kristin Curran - Advanced Propulsion

## Service Request Detail

### Activities

**Created:** 10/26/2012 10:19:43 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** TAC Review **Activity Sub-Type:** Brand Quality Review **Status:** Done **Completed:** 10/31/2012 03:52:58 PM **Description:** Reviewed case on conference call with BQ and Engineering

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

**Comments:** TAC was advised to get an FSE assigned to case for a Field Report in order to gain a better perspective as to what needs to be replaced besides the Powerpack as well as better photos of event. There is an odor of smoke that will also need to be addressed. SM Jeff Miller was advised to stop work and notify me when FSE has arrived and has identified extent of repairs needed.

### Confidential Comments

**Created:** 10/25/2012 06:44:39 **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** Ownership Changed **Status:** Done **Completed:** 10/25/2012 06:44:39 PM **Description:** Service Request Ownership has changed FROM: COONJAI TO: CIAVERBR

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

### Comments

### Confidential Comments

**Created:** 10/25/2012 08:50:39 AM **Created By:** CIAVERBR **Assigned To:** CIAVERBR **Activity Type:** TAC Outbound Call **Activity Sub-Type:** Dealer **Status:** Done **Completed:** 10/25/2012 06:44:08 PM **Description:** Spoke to SM Jerry

**Contact Last Name:** Mook **Contact First Name:** Josh **Account:** Spitzer Autoworld Lordstown, Llc **BAC Code:** 163629

### Comments

States that the pictures are being sent to us this morning. Other than the odor from the smoke that occurred, most all of the thermal event was contained within the Powerpack. They will need the Powerpack replaced once PAR authorizes the repair to be performed. Several trim panels may also need to be replaced.

### Confidential Comments

## Service Request Detail

### Activities

**Created:** 10/24/2012 04:30:27 PM  
**Assigned To:** FLYNNKE  
**Activity Type:** TCC Outbound Email  
**Activity Sub-type:** DMA Notify - PRC  
**Status:** Done  
**Completed:** 10/24/2012 04:39:21 PM  
**Description:** larry.harrington@gm.com

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**BAC Code:** 163629

**Comments:**  
PRC DMA Notification

Vehicle Model: 2013 Malibu  
VIN last 8: DF [REDACTED]

This is Kevin Flynn from the TARP Contact Center (TCC). Recently TAC received a call from a dealer who identified a potential repurchase case (PRC) based on the customer's comments.

TAC is requesting that you review this case and verify the customer's concern with your dealer and have your dealer contact TAC with more information and additional completed diagnostic checks as they become available.

Please note that the CCVS (Customer Concern Verification Sheets) located on Global Connect in the Service workbench underneath Service Forms may be helpful for diagnosing this customer's concern.

Please Do Not Respond via E-mail. If you need further information or assistance please call TCC directly.

**TAC Case:** 71-1120403034  
**DMA Name:** Lawrence Harrington

**DMA Phone:** 330-464-1360

**Technician Reported Times In:** 1

**Customer Assistance Case SR#:** none

**Customer Concern:** 1Z238

**Customer Name:** n/a

**VIN:** 1G11D5RR9DF [REDACTED]

**Repairing Dealer BAC:** 163629

**Dealer Name:** Spitzer Autoworld Lordstown

**Dealer Contact Name:** Josh Mook - Tech

**Dealer Contact Phone:** (330) 538-2286

**Comments:**

**Confidential Comments:** [REDACTED]

## Service Request Detail

### Activities

**Created:** 10/24/2012 04:15:24 PM  
**Assigned To:** COONJA1  
**Activity Type:** TAC Alarm  
**Activity Sub-Type:** 24 Hour  
**Status:** Done  
**Completed:** 10/30/2012 12:06:55 PM  
**Description:** oh, HV battery thermal concern.

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**EAC Code:** 163629

**Confidential Comments:**

**Created:** 10/24/2012 04:14:37 PM  
**Assigned To:** TACHYBD1  
**Activity Type:** TAC Escalation  
**Activity Sub-Type:** Hybrid Platform  
**Status:** Done  
**Completed:** 10/31/2012 03:55:47 PM  
**Description:** OH - HV battery Concern.

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**EAC Code:** 163629

**Confidential Comments:**

**Created:** 10/24/2012 03:36:37 PM  
**Assigned To:** TACTCC  
**Activity Type:** TAC Escalation  
**Activity Sub-Type:** Hybrid Platform  
**Status:** Done  
**Completed:** 10/24/2012 04:39:17 PM  
**Description:** KJF PRC

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**EAC Code:** 163629

**Confidential Comments:**

**Created:** 10/24/2012 03:36:12 PM  
**Assigned To:** COONJA1  
**Activity Type:** TAC Part Authorized  
**Activity Sub-Type:** eAssist PowerPack  
**Status:** Done  
**Completed:** 10/24/2012 03:36:36 PM  
**Description:** (1) OVN 24259770

**Contact Last Name:** Mook  
**Contact First Name:** Josh  
**Account:** Spitzer Autoworld Lordstown, Llc  
**EAC Code:** 163629

**Confidential Comments:**



## Service Request Detail

### Activities

**Created** 10/24/2012 03:23:54 PM **Assigned By** COONJAI **Activity Type** TAC Inbound Call **Activity Sub-Type** Diagnostics **Status** Done **Completed** 10/24/2012 09:34:38 PM **Description**

**Contact Last Name** Mook **Contact First Name** Josh **Account** Spitzer Autoworld Lordstown, Llc **BAC Code** 163629

- Comments**
- 1 Number of times in for the same concern?
  - 1 Number of days down as provided by the caller?
  - n Does the vehicle have any aftermarket accessories or modifications?
  - y Has the concern been duplicated?
  - Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the case?

Have any SI document been utilized (Capture Doc ID)? \_ 12238

Caller's Name (First & Position):  
Josh Mook Tech

Customer Concern  
12238

Dealer Comments/Diagnosis (DTC's, What's Been Done):

The dealer advised that he was performing the test and he was able to get to step 11. The dealer advised that he heard a loud "back draft" noise and the vehicle filled with smoke and had a thermal event with visual indicators coming from the HV battery pack.

The dealer advised that this time the vehicle is out side until further direction.

(207) LQ 6841412081039  
Fax# 13305384021  
PM Bob Calvin

TAC Recommendations:

TAC advised that we will authorize the battery pack assembly to be ordered and will need pictures of the battery as well....jc

**Confidential Comments**



# Seaton Law Firm, LLC

Attorney at Law

Grover C. Seaton, III

\* Founding Member - S.C. Association of Criminal Defense Lawyers  
\* Founding Member - National College for D.U.I. Defense

Post Office Box 38  
105 Carolina Avenue  
Moncks Corner, SC 29461

Telephone (843) 761-8365  
Charleston (843) 722-1345  
Facsimile (843) 761-4458

Writer's Direct E-Mail Address: seaton3@homesc.com

March 25, 2013

Mr. Greg Messenger, General Manager  
Dick Smith Chevrolet  
1601 US Hwy. 52  
Moncks Corner, SC 29461

RE: Our Client: [REDACTED] intra 2013 Chevrolet Malibu Eco

Dear Mr. Messenger:

Please be advised that I represent [REDACTED] concerning the referenced vehicle. Your records should indicate that my client purchased this vehicle new on November 8, 2012. The sales price was \$28,226.63. Our client did get a \$500.00 rebate because it paid cash. I am enclosing a copy of the sales invoice.

I am further enclosing an incident report from the Summerville Fire Department indicating that this vehicle on March 23, 2013 at 211 Azalea Square caught on fire in the trunk area. The car was turned off at the time and the fire started from the lithium battery. The car is presently physically located at Elite Towing on South Live Oak Drive, Moncks Corner, SC. I am enclosing some pictures taken of the vehicle.

My client does not want this car back and feels that it is dangerous to drive and is totaled in her opinion.

Demand is hereby made for restitution in the amount that was paid for the subject vehicle plus storage and towing and until the matter is resolved we are requesting that you provide a new car to drive.

Should we be unable to come to settlement along these lines, suit will be brought accordingly including, but not limited to, the Unfair Trade Practice Act which carries treble damages.

Sincerely,



Grover C. Seaton, III  
Attorney at Law

GCSIII/mwc

Enclosures: as stated

cc: [REDACTED]

OVER 40 YEARS GENERAL PRACTICE AND TRIAL EXPERIENCE  
CRIMINAL \* D.U.I. \* DOMESTIC \* CIVIL \* PERSONAL INJURY

### Service Request Activity

SR No.	71-116855752	Ref No.		Goodwill	No Goodwill Offered	BRC Type	N/A
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		UCC	Body - Trunk / Tailgate / Hatchback	Sub-Area	Initiate PAR-Other
Address		City		Involved Dir	Dick Smith Chevrolet Inc.	Safety	Yes
State	Postal Cd	Cor. Acct.		Source	Phone	Updated	3/28/2013 12:12:10 PM
Serial #/VIN	1G11DSRRXD	Model Year	2013	Priority	Medium	License #	CHEVROL
Make	Chevrolet	Warr. Start	11/09/2012	Status	Open	Owner	SANCHERI
Model	Malibu	Mileage	2,000	Sub-Status	Dissatisfied	Opened	3/28/2013 08:40:15 AM
Abstract	Trunk Thermal Event - 2013 Chevrolet Malibu						
Customer Description	This is a BRC PAR Case. Do not assume case. Forward any inquiries to Rita Sanchez x41345.						

GMPP Term: GMPP Mileage: GMPP Retail Cost:

### Component Coverage

Component Coverage Expiration Mileage Expiration Date

### Certificate Details

Certificate Number Amount Expiration Date

### Pre-Authorization Basics

Service Dealer BAC Code Dir. Dealer Code Repair Order #

### Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:58:14 AM	SANCHERI	SANCHERI	Scheduled Outbound Call	Cust	Scheduled Alarm		2nd attempt

Contact Last Name: Cooper  
 Contact First Name: Michelle  
 Account: BAC Code:

### Comments

## Service Request Activity

### Activities

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:04:44 AM	RAUSCHBE	SANCHERI	Ownership Changed	Account	Done	3/28/2013 11:04:44 AM	Service Request Ownership has changed FROM: HICKMAM TO: SANCHERI
<b>Comments</b>							

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:03:57 AM	RAUSCHBE	SANCHERI	BRC PAR	Initial Contact - Dealer	In Progress		Called
<b>Contact Last Name</b>							
<b>Contact First Name</b>							
<b>Account</b>							
<b>BAC Code</b>							

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:03:52 AM	RAUSCHBE	SANCHERI	BRC PAR	Initial Contact - Field	In Progress		Called
<b>Contact Last Name</b>							
<b>Contact First Name</b>							
<b>Account</b>							
<b>BAC Code</b>							

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:03:44 AM	RAUSCHBE	SANCHERI	BRC PAR	Initial Contact - Phone	In Progress		Called
<b>Contact Last Name</b>							
<b>Contact First Name</b>							
<b>Account</b>							
<b>BAC Code</b>							

Created	Created By	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:03:29 AM	RAUSCHBE	SANCHERI	BRC PAR	Acknowledgement	Done	3/28/2013 11:58:08 AM	Called 843-761-8027
<b>Contact Last Name</b>							
<b>Contact First Name</b>							
<b>Account</b>							
<b>BAC Code</b>							

called and left a message for customer to call in at 866-7905700 x 41345  
rita sanchez/ATX/PAC

## Service Request Activity

### Activities

Created	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:03:20 AM	RAUSCHBE	SANCHERI	Research	In Progress		Research VIN
<b>Contact Last Name</b> [REDACTED] <b>Contact First Name</b> [REDACTED] <b>Account</b> [REDACTED] <b>BACI Code</b> [REDACTED]						
<b>Comments</b>						

Created	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:00:58 AM	RAUSCHBE	SANCHERI	Notify CRM	Done	3/28/2013 11:56:26 AM	File Assigned
<b>Contact Last Name</b> [REDACTED] <b>Contact First Name</b> [REDACTED] <b>Account</b> [REDACTED] <b>BACI Code</b> [REDACTED]						
<b>Comments</b>						

Created	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:00:35 AM	RAUSCHBE	SANCHERI	BRC PAR	Done	3/28/2013 11:56:21 AM	Assigned to SANCHERI x 41345
<b>Contact Last Name</b> [REDACTED] <b>Contact First Name</b> [REDACTED] <b>Account</b> [REDACTED] <b>BACI Code</b> [REDACTED]						
<b>Comments</b>						

Created	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:00:11 AM	RAUSCHBE	HICKMAAM	SR Opened	Done	3/28/2013 11:00:11 AM	SR in Status of Closed has been Re-Opened by RAUSCHBE
<b>Contact Last Name</b> [REDACTED] <b>Contact First Name</b> [REDACTED] <b>Account</b> [REDACTED] <b>BACI Code</b> [REDACTED]						
<b>Comments</b>						

Created	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 11:00:08 AM	RAUSCHBE	HICKMAAM	SR Closed - Dissatisfied	Done	3/28/2013 11:00:09 AM	Service Request has been Closed
<b>Contact Last Name</b> [REDACTED] <b>Contact First Name</b> [REDACTED] <b>Account</b> [REDACTED] <b>BACI Code</b> [REDACTED]						
<b>Comments</b>						

Created	Assigned To	Activity Type	Activity Subtype	Status	Completed	Description
3/28/2013 08:56:19 AM	BALUSMI	HICKMAAM	Notify CRM	Done	3/28/2013 09:11:27 AM	Informing of contact with the customer
<b>Contact Last Name</b> [REDACTED] <b>Contact First Name</b> [REDACTED] <b>Account</b> [REDACTED] <b>BACI Code</b> [REDACTED]						
<b>Comments</b>						

# Service Request Activity

## Activities

Created	Created By	Assigned To	Activity Type	Activity Subject	Status	Completed	Description
3/28/2013 08:54:40 AM	BALISMI	BALISMI	Inbound Call Dealer	Complex Request	Done	3/28/2013 08:56:18 AM	**District manager of the dealer called back

**Comments:**  
 NAME: M [REDACTED]  
 BNTC: [REDACTED]  
 VIN: 1G11D5RRXD [REDACTED]  
 MILEAGE: 2000

**DEALER INVOLVED:**  
 Dick Smith

- DM sts:
- can you connect me to Product allegation team
  - it's a thermal event
  - 2013 Malibu echo
  - i am a district manager from Chevrolet, for one of my dealers <Dick Smith
  - veh is sitting in a parking lot
  - smoke is coming out of they hybrid batter behing rear passenger seat
  - cust got out and opened the trunk, there flames shooting from the hybrid battery area and they put it out with a fire
  - Dial Murray Funeral Homes

DM sks:

- to initiate par

aCrs advt:

- pulled up file, i see someone from the dealer called in just few minutes ago
- they're in the process of contacting PAC team
- sr #

DM sts:

- as long as there's one started, it's good
- customer had already contacted her lawyer
- thanks for your help

\*\*\*ended the call

Mitchell / T1 / CAC / MILA / LVL 1  
 1-866-790-5700 ext 22853

## Service Request Activity

### Activities

Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/28/2013 08:51:45 AM	HICKMAAM	BROPARQ	Notify CRM	Done	3/28/2013 10:59:36 AM	Thermal Event in Trunk
<b>Contact First Name</b>						
Account						
<b>BAC Code</b>						

AmyHickmanCAC/Tert1/Sag/GW1

Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/28/2013 08:44:49 AM	HICKMAAM	HICKMAAM	Outbound Call Third Party	Done	3/28/2013 08:50:39 AM	PAC
<b>Contact First Name</b>						
Account						
<b>BAC Code</b>						

\*left vm in regards to case w/ dirshp and cust conceal info, and SR #.

AmyHickmanCAC/Tert1/Sag/GW1

Created By	Assigned To	Activity Type	Activity SubType	Status	Completed	Description
3/28/2013 08:43:05 AM	HICKMAAM	HICKMAAM	Inbound Call Dealer	Done	3/28/2013 08:44:47 AM	Thermal Event in Trunk
<b>Contact Last Name</b>						
<b>Contact First Name</b>						
Account						
<b>BAC Code</b>						

Cust States:  
Mike, Dick Smith Chevrolet  
p# 8437618084

- called the PAC a couple of days ago, and I have not heard back from them
- have a Malibu that caught on fire
- cust has already contacted a lawyer
- lawyer has release vch to us, but the towing comp has not yet delivered the vch
- have not spoken directly to the cust
- lawyer sent pictures and a letter, DSM has letter and pictures

Cust is calling on behalf of



CRS Advises:  
-I will try to contact a PAC agent for you.

AmyHickmanCAC/Tert1/Sag/GW1

### UCC Codes

UCC Code	UCC Symptom	UCC Description
CT1	No Symptom Indicated	Body - Trunk / Tailgate / Hatchback



# Warranty

March 29, 2013

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

INTERFACE WITH CUSTOMER

## View Vehicle Summary

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

### Vehicle Information

VIN: 1G11D5RRXD [REDACTED] Model: 1GC69-2013 MALIBU  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

REQUEST ANOTHER VIN

For this vehicle:

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

### Required Field Actions

Open field actions are highlighted

Type	Number	Original Mhc	Description	Release Date	Status
Service Update Bulletins	N120238	12238	LOSS OF BATTERY CHARGE - INSPECT GENERATOR CONTROL MODULE	10/19/2012	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

Type	Number	Description	Posted Date
EI	PIE0249	Service Power Steering and/or Traction Control System (TCS)/StabiliTrak® Light Illuminated	03/15/2013
EI	PIE0246	Service Tire Pressure Monitor System or Check Tire Pressure Lamp Illuminated	02/20/2013

### OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.9271) and for XM Radio contact 877.GET.XM51 (877.438.9677 Canada) and in the USA: 800-536-3600.

OnStar Equipped: Y OnStar Status: Active  
 XM Equipped: Y XM Radio ID: HYTRK2C3 XM Status: Active  
 OnStar Vehicle Diagnostics: Y DMN Enabled: Y

**Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	11/18/2012	11/09/2012	27 MI	11/09/2015	36,027 MI
	Corrosion Limited Warranty	11/18/2012	11/09/2012	27 MI	11/09/2018	100,027 MI
	Emission Select Component Ltd Wty	11/18/2012	11/09/2012	27 MI	11/09/2020	80,027 MI
	Hybrid Component Limited Warranty	11/18/2012	11/09/2012	27 MI	11/09/2020	100,027 MI
	Powertrain Limited Warranty	11/18/2012	11/09/2012	27 MI	11/09/2017	100,027 MI

**Service Contract**

Vehicle has no current record of service contracts.

**Transaction History**

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
12/18/2012	161223	ZFAT----Field Action Recall	Add Credit	V2675 - 12238 - Generator Control Module Performance Inspection	946 MI
12/18/2012	161223	ZFAT----Field Action Recall	Full Debit - Reversal	V2675 - 12238 - Generator Control Module Performance Inspection	946 MI
12/18/2012	161223	ZFAT----Field Action Recall		V2675 - 12238 - Generator Control Module Performance Inspection	946 MI
05/23/2012	A16521	ZPDI----Pre-Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1 MI

[Global Warranty Management: Site Map](#)

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**Fw: Malibu Eco - 71-1168555752**

Chris Roffey to: wes.m.preece, keith.battle, william.tayloriii  
Cc: Deborah Roche, Pat.Burcham

03/28/2013 01:33 PM

From: Chris Roffey/C/US/GM/GMC  
To: wes.m.preece@gm.com, keith.battle@gm.com, william.tayloriii@chevrolet.com  
Cc: Deborah Roche/C/US/GM/GMC@GM, Pat.Burcham@minacs.adityabirla.com

I have reviewed the SR and note that the customer is represented by an attorney. The report states that the DSM has the attorney letter and photos. Could someone forward the letter and photos as soon as possible to my email address or fax to 248.778.1817?

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

----- Forwarded by Chris Roffey/C/US/GM/GMC on 03/28/2013 01:28 PM -----

From: "Pat Burcham" <Pat.Burcham@minacs.adityabirla.com>  
To: <chris.roffey@gm.com>, <deborah.roche@gm.com>  
Date: 03/28/2013 01:22 PM  
Subject: FW: Malibu Eco - 71-1168555752

---

Sorry,

---

Thank You,

Pat Burcham | Team Lead  
Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone (512) 386-0535 | Fax 866-3004627 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

---

**From:** Pat Burcham  
**Sent:** Thursday, March 28, 2013 11:52 AM  
**To:** 'wes.m.preece@gm.com'  
**Cc:** keith.battle@gm.com; william.tayloriii@chevrolet.com  
**Subject:** RE: Malibu Eco - 71-1168555752

Wes,

We just received this & it is assigned to Rita Sanchez @ 866-790-5700 ext 41345, email address [rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com). She will be contacting the dealership & the customer's attorney today.

Since there is an attorney this will be going to ESIS to handle. I am copying both Debbie Roche & Chris Roffey with ESIS on this email.

---

Thank You,

Pat Burcham | Team Lead  
Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone (512) 386-0535 | Fax 866-3004627 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

**From:** wes.m.preece@gm.com [mailto:wes.m.preece@gm.com]  
**Sent:** Thursday, March 28, 2013 10:39 AM  
**To:** Pat Burcham  
**Cc:** keith.battle@gm.com; william.tayloriii@chevrolet.com  
**Subject:** Fw: Malibu Eco - 71-1168555752

Pat, can you help expedite the inspection of the vehicle in the above PAC case. PAC was notified this morning. All I would need at this time is an estimated inspection date for the vehicle. The customer, their attorney, and the zone team want the case handled yesterday. Dealer has received a demand letter requesting a new car.

We will follow the PAC process before entertaining any replacement vehicle. Customer is in a rental.

1G11D5RRXDF [REDACTED]  
71-1168555752  
[REDACTED]

thanks  
wes

----- Forwarded by Wes M. Preece/US/GM/GMC on 03/28/2013 10:25 AM -----

**From:** William M Taylor III/US/GM/GMC  
**To:** Wes M. Preece/US/GM/GMC, Keith Battle/US/GM/GMC, Ryan Brown/US/GM/GMC  
**Date:** 03/28/2013 08:52 AM  
**Subject:** Malibu Eco

---

Guys,

The dealership was able to start a PAR case this morning.

Par case is 71-1168555752

Bill

Sent from my iPad

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

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

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# Warranty

March 20, 2013

[Login](#)

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Build

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

### Vehicle Information

VIN: 1G11D5RRXD [REDACTED] Model: 1GC69-2013 MALIBU  
 Service Contract: No Branded Title: No Warranty Block: No FDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [Open](#)

[REQUEST ANOTHER VIN](#)

### Vehicle Build

Model: 1GC69-2013 MALIBU Order Number: QHQB8J  
 Gross Vehicle Weight: 2,076 Build Date: 05/21/2012  
 Build Plant: F

### Option Codes

IMI 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.

- |  |  |
|--|--|
| 01A - COLOR SEAT JET BLACK                                   | 1AB - TRIM COLOR DR PANEL LT TITANIUM  |
| 1SA - 1SA PACKAGE  | 1S2 - OPTION PACKAGE DISCOUNT  |
| 2C9 - DOOR MOLDING   | 4AA - JET BLACK  |
| 6AD - COMPONENT FRT LH COMPUTER SEL SUSP (6AD)               | 6Y4 - WHEEL & SPARE TIRE DELETE  |
| 7AD - COMPONENT FRT LH COMPUTER SEL SUSP (7AD)               | 8AA - COMPONENT RR LH COMPUTER SEL SUSP (8AA)  |
| 9AA - COMPONENT RR LH COMPUTER SEL SUSP (9AA)                | A51 - FRONT BUCKET SEATS   |
| A69 - SEAT BELT TENSIONER, FRONT                             | ABC - SEAT ADJUST, FRT PASS 4-WAY MANUAL, 2 WAY PWR VERTICAL   |
| A76 - SEAT BELT TENSIONER, FRONT                             | A90 - TRUNK RELEASE, POWER   |
| AA1 - RESTRAINT KNEE, INFLATABLE, LH                         | AAJ - RESTRAINT KNEE, INFLATABLE, RH   |
| AAZ - LOCK CONTROL SIDE DOOR, VEHICLE ACCELERATION ACTIVATED | AE2 - REAR DOOR LOCKOUT SYSTEM   |
| AEC - POWER WINDOWS  | AED - WINDOW, POWER WITH FRONT PASSENGER EXPRESS DOWN  |
| AEQ - POWER WINDOWS, REAR EXPRESS DOWN                       | AFF - JET BLACK  |
| AG1 - PWR SEAT ADJUSTER, DRIVER                              | AJG - HEAD RESTRAINTS, 2 WAY ADJUSTABLE  |
| AKK - WINDSHIELD, LAMINATED GLASS                            | AKP - GLASS, TINTED  |
| AKX - WINDSHIELD TYPE SOLAR ABSORB                           | AL0 - AIRBAG SENSING SYSTEM, PASSENGER   |
| AP9 - CONVENIENCE NET, TRUNK                                 | APC - POWER LUMBAR, DRIVER   |
| APQ - REMOTE KEYLESS ENTRY, EXTENDED RANGE                   | ASV - HUMIDITY/WINDSHIELD TEMP SENSOR  |
| AXJ - VEHICLE TYPE PASSENGER CAR                             | AYG - AIR BAGS, DUAL-STAGE FRONTAL THORAX SIDE-IMPACT AND KNEE DRIVER AND FRONT PASSENGER, HEAD CURTAIN SIDE-IMPACT, FRONT AND REAR OUTBOARD POSITIONS |
| B34 - FLOOR MATS, FRONT                                      | B55 - FLOOR MATS, REAR   |
| BTT - PANIC ALARM BUTTON                                     | BTV - REMOTE VEHICLE START   |
| CP5 - POWER SUNROOF  | CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL  |

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](#)

DA1 - ARMREST, REAR CENTER W/ REAR SEAT PASS THRU, CUPHOLDERS  
 DB3 - DRIVER VISOR MIRROR-LIGHTED  
 DW2 - MIRRORS, OUTSIDE HEATED POWER ADJUSTABLE  
 EA2 - FRONT SEAT BACK POCKET RH  
 EF7 - COUNTRY CODE U.S.A.  
 FE9 - 50-STATE EMISSIONS  
 FEJ - DOOR TRIM  
 FXJ - AXLE, 2.64 FINAL DRIVE RATIO  
 GMA - SUSPENSION, FRONT  
 HP8 - HYBRID PROPULSION  
 J71 - BRAKE, PARKING  
 K34 - CRUISE CONTROL  
 KB7 - TAPSHIFT MANUAL SHIFT CONTROL  
 KPA - FRONT CONSOLE  
 LND - LEFT HAND DRIVE  
 MAM - MARKETING AREA US, PUERTO RICO/ USVI  
 MUI - TRANSMISSION, 6 SPD AUTOMATIC  
 N37 - STEERING COLUMN, TILT AND TELESCOPIC  
 NCG - REAR DOOR LOCKS, POWER, CHILD SECURITY  
 NY7 - FEDERAL EMISSION SYST TIER 2  
 PCN - POWER CONVENIENCE PACKAGE: \* PWR SEAT ADJUSTER, DRIVER 8 WAY INCLUDES 4 WAY POWER LUMBAR \* REAR VISION CAMERA SYSTEM \* REMOTE VEHICLE START \* INSIDE REARVIEW MIRROR, AUTO DIMMING \* UNIVERSAL HOME REMOTE \* CONVENIENCE NET, TRUNK  
 R9N - CONTROL SALES ITEM NO. 89  
 RQG - BARS VOMS BAILMENT  
 T4A - HEADLAMPS, HALOGEN  
 T83 - HEADLAMPS CONTROL AUTOMATIC ON-OFF  
 TM7 - BATTERY, RUNDOWN PROTECTION  
 U08 - HORN DUAL ELECTRIC  
 U77 - ANTENNA, ROOF MOUNTED  
 UDD - DISPLAY, MULTI-COLOR DRIVER INSTRUMENT INFO ENHANCED  
 UE1 - FLEET CONNECTIVITY PKG: 6 MTHS ONSTAR DIRECTIONS AND CONNECTIONS WITH AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)  
 UG1 - UNIVERSAL HOME REMOTE  
 UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)  
 UP9 - CHEVROLET MYLINK TOUCH  
 UTJ - CONTENT THEFT ALARM, THEFT DETERRENT SYSTEM  
 UVA - AUDIO SYSTEM, 6 SPEAKER PREMIUM SOUND  
 VRG - VAA/COMPONENT REL COCKPIT  
 VNI - SHUTTERS, FRONT LOWER GRILLE  
 VRL - VAA/COMPONENT REL FRONT HORIZONTAL SUSPENSION  
 VRI - VAA/COMPONENT REL REAR SUSPENSION  
 DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING  
 DPS - MIRROR PROV HOUSING PAINTED  
 EA1 - FRONT SEAT BACK POCKET LH  
 EBZ - SEAT TRIM, CLOTH  
 FA1 - PLANT CODE FAIRFAX, KS, USA  
 FHQ - VEHICLE FUEL GASOLINE  
 FX3 - STABILITRAK-STABILITY CONTROL SYSTEM W/ TRACTION CONTROL  
 GAN - SILVER ICE METALLIC  
 GNC - SUSPENSION, REAR 4 LINK  
 J80 - ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC  
 JE2 - BRAKE LINING  
 K05 - BRAKING CONTROL, ECM GRADE  
 KD9 - POWER OUTLET, FRONT CONSOLE 12 VOLT  
 KY2 - ELECTRIC MOTOR GENERATOR EASSIST  
 LUK - ENGINE, ECOTEC 2.4L DOHC 4CYL WITH EASSIST  
 MDE - MOLDINGS, BRIGHT WINDOW SURROUND  
 MM1 - TRANSMISSION, 6-SPD AUTOMATIC  
 MFS - STEERING WHEEL  
 NU1 - POWER STEERING, ELECTRIC  
 NWN - EXHAUST, SINGLE-OUTLET STAINLESS STEEL  
 R1U - TIRES, ALL SEASON BLACKWALL  
 RA9 - TIRES, ALL SEASON BLACKWALL  
 SLM - SALES PROCESSING STOCK ORDER  
 T81 - DAYTIME RUNNING LAMPS  
 T88 - HEADLAMPS CONTROL RH RULE OF THE ROAD  
 TSQ - BLUE AMBIENT LIGHTING  
 U2K - XM RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXFM AFTER 3 MTHS  
 U80 - COMPASS DISPLAY  
 UDY - AUDIO SYSTEM FEATURE, 7" COLOR TOUCH SCREEN  
 UFU - COLOR TOUCH RADIO W/ 7" SCREEN SCREEN, CD/MP3 PLAYER, AUX INPUT AND USB PORT  
 UHI - SEAT BELT WARNING  
 UMN - SPEEDOMETER  
 USR - USB PORT  
 UVC - REAR VISION CAMERA SYSTEM  
 V8D - VEHICLE STATEMENT US  
 VRH - VAA/COMPONENT REL STEERING COLUMN  
 VRK - VAA/COMPONENT REL ROOF TRIM  
 VRM - VAA/COMPONENT REL FRONT VERTICAL SUSPENSION  
 VRN - VAA/COMPONENT REL TIRES AND

W1Y - STEERING WHEEL CONTROLS  
W1R - TIRE REPAIR KIT  
XL7 - FREQUENCY RATING 315 MH

WHEELS  
WCA - RADIO EQUIPMENT  
XFE - XFE BADGING

**Added Option Codes**

---

Vehicle has no current record of SAID codes.

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# Warranty

March 29, 2013

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Component Summary

This screen allows IMI 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](#)

### Vehicle Information

VIN: 1G11D5RRXD[REDACTED] Model: 1GC69-2013 MALIBU  
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)

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

### Vehicle Component

Component Code: 10-ENGINE ASSEMBLY	Traceability: 121360998	
Source Plant: N-BOC - V6 LANSING, MICHIGAN	Part / Number Broadcast:	
Date Scanned: 05/21/2012	Time Scanned: 01:44:00	Scan Station: 06
Component Code: 38-HVAC CONTROLLER	Traceability: 620330W62	
Source Plant: 8-	Part / Number Broadcast: 5644	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03
Component Code: 50-INSTRUMENT CLUSTER	Traceability: 000025117	
Source Plant: Z-	Part / Number Broadcast: 2366	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03
Component Code: 61-TRANSMISSION	Traceability: 2129A1177	
Source Plant: Y-HYDRAMATIC TOLEDO, OHIO	Part / Number Broadcast:	
Date Scanned: 05/21/2012	Time Scanned: 01:45:00	Scan Station: 05
Component Code: 74-ELECTRON BRAKE & TRACTION CTRL MOD ASM	Traceability: 221241189	
Source Plant: 8-	Part / Number Broadcast: 8646	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 00
Component Code: 75-GAS TANK	Traceability: 480221996	
Source Plant: 6-	Part / Number Broadcast: 0564	
Date Scanned: 05/21/2012	Time Scanned: 03:41:00	Scan Station: 00
Component Code: 86-ELECTRONIC CONTROL MODULE (ECM)	Traceability: 121360809	
Source Plant: C-	Part / Number Broadcast: ABDL	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03
Component Code: 87-BODY CONTROL MODULE	Traceability: Z212502F3	
Source Plant: 4-	Part / Number Broadcast: 6585	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03
Component Code: 89-RADIO/RADIO AMPLIFIER	Traceability: 143354	
Source Plant: P-	Part / Number Broadcast: 5286	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03

Component Code: AB-IR-MODULE ASM-INFLATOR	Traceability: S1C13105L
Source Plant: S-TAKATA	Part / Number Broadcast: 9889
Date Scanned: 05/21/2012	Time Scanned: 06:52:00 Scan Station: 08
Component Code: AH-IR-SENSOR ASM-LEFT	Traceability: 9TILII2GL
Source Plant: T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 2340
Date Scanned: 05/21/2012	Time Scanned: 07:49:00 Scan Station: 03
Component Code: AJ-IR-SENSOR ASM-RIGHT	Traceability: 9A72NQ2GL
Source Plant: T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 2340
Date Scanned: 05/21/2012	Time Scanned: 07:49:00 Scan Station: 03
Component Code: AS-SENSING DIAGNOSTIC MODULE	Traceability: 121180658
Source Plant: T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 1598
Date Scanned: 05/21/2012	Time Scanned: 07:49:00 Scan Station: 03
Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE	Traceability: 0N9CFPULQ
Source Plant: T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 6664
Date Scanned: 05/21/2012	Time Scanned: 07:49:00 Scan Station: 03
Component Code: AU-LEFT SIDE IMPACT SENSING MODULE	Traceability: 0NBFQ26LQ
Source Plant: T-TALLY AUTO PRODUCTS	Part / Number Broadcast: 6664
Date Scanned: 05/21/2012	Time Scanned: 07:49:00 Scan Station: 03
Component Code: BL-ELECTRIC POWER STEERING CONTROLLER	Traceability: L00846762
Source Plant: 3-	Part / Number Broadcast: 8137
Date Scanned: 05/21/2012	Time Scanned: 07:49:00 Scan Station: 03
Component Code: BV-COMMUNICATIONS INTERFACE MODULE	Traceability: 120980576
Source Plant: L-	Part / Number Broadcast: 5219
Date Scanned: 05/21/2012	Time Scanned: 07:49:00 Scan Station: 03
Component Code: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 1280550
Source Plant: -	Part / Number Broadcast: 1CZ
Date Scanned: 05/12/2012	Time Scanned: 00:17:00 Scan Station:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Traceability: 1975385
Source Plant: -	Part / Number Broadcast: 1AG
Date Scanned: 05/18/2012	Time Scanned: 20:50:00 Scan Station:
Component Code: DC----	Traceability: 6GC72A6GN
Source Plant: T-	Part / Number Broadcast: 2341
Date Scanned: 05/21/2012	Time Scanned: 07:49:00 Scan Station: 03
Component Code: DD----	Traceability: MLC4L26GN
Source Plant: T-	Part / Number Broadcast: 2341
Date Scanned: 05/21/2012	Time Scanned: 07:49:00 Scan Station: 03
Component Code: DF----	Traceability: T12131199
Source Plant: 9-	Part / Number Broadcast: 2112
Date Scanned: 05/20/2012	Time Scanned: 23:36:00 Scan Station: 02

Component Code: DG----	Traceability: T12129080	
Source Plant: 9-	Part / Number Broadcast: 2113	
Date Scanned: 05/20/2012	Time Scanned: 23:36:00	Scan Station: 01
Component Code: GA----	Traceability: B21292007	
Source Plant: D-	Part / Number Broadcast: 2265	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03
Component Code: HJ-	Traceability: 134156934	
Source Plant: R-	Part / Number Broadcast: 2204	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03
Component Code: LQ-	Traceability: 112135009	
Source Plant: 4-	Part / Number Broadcast: 4565	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03
Component Code: SA-	Traceability: 120200984	
Source Plant: E-	Part / Number Broadcast: 9709	
Date Scanned: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03

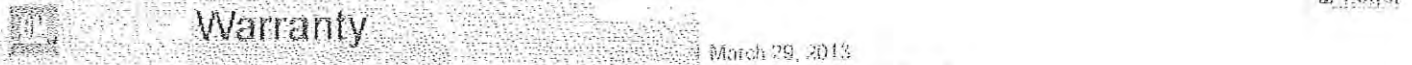
### Service Agent Installed Component

Vehicle has no current record of vehicle component.

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March 29, 2013

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

INTERFACE WITH CUSTOMER

### View Vehicle Transaction History Detail

This screen allows IMH 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: 1G11D5RRXD[REDACTED]

Model: 1GC69-2013 MALIBU

Service Contract: No Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: [Open](#)



Job Card Date: 12/18/2012

Job Card Number: 161223

Repair Service Agent: 204916

Odometer Reading: 946 MI

DICK SMITH CHEVROLET INC.

Authorization Code:

1601 HWY 52

MONCKS CORNER SC 29461-5009

8437618084

Process Date:

02/07/2013

Transaction Type:

ZFAT---Field Action Recall

Transaction Expense Category:

Field Action Recall

Customer Complaint Code:

Job Card Line #: 1

Transaction Adjustment: Add Credit

Cause Code: -

Labour Op V2675-12238 - Generator Control Module Performance Inspection

Causal Part Number

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

Job Card Date: 12/18/2012

Job Card Number: 161223

Repair Service Agent: 204916

Odometer Reading: 946 MI

DICK SMITH CHEVROLET INC.

Authorization Code:

1601 HWY 52

MONCKS CORNER SC 29461-5009

8437618084

Process Date:

02/07/2013

Transaction Type:

ZFAT---Field Action Recall

Transaction Expense Category:

Field Action Recall

Customer Complaint Code:

Job Card Line #: 1

Transaction Adjustment: Full Debit

Cause Code: -

Labour Op V2675-12238 - Generator Control Module Performance Inspection

Causal Part Number

---

Job Card Date: 12/18/2012

Job Card Number: 161223

Repair Service Agent: 204916  
DICK SMITH CHEVROLET INC.  
1601 HWY 52  
MONCKS CORNER SC 29461-5009  
8437618084

Odometer Reading: 946 MI  
Authorization Code:

---

Process Date:  
01/08/2013

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 V2675-12238 - Generator Control Module Performance Inspection

Causal Part Number

---

Job Card Date: 05/23/2012

Job Card Number: A16521

Repair Service Agent: 204916  
DICK SMITH CHEVROLET INC.  
1601 HWY 52  
MONCKS CORNER SC 29461-5009  
8437618084

Odometer Reading: 1 MI  
Authorization Code:

---

Process Date:  
05/23/2012

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

Customer Complaint Code:  
-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

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# Warranty

March 29, 2013

[Log Out](#)

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

INTERFACE WITH  
CUSTOMER

## View Vehicle Delivery Information

This screen allows IVI 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: 1G11D5RRXD [REDACTED] Model: 1GC69-2013 MALIBU  
 Service Contract: No Branded Title: No Warranty Block: No POH Status: Yes  
 Order Type: 70 - RETAIL - STOCK  
 Field Actions: [0 - Open](#)

[REQUEST AND OTHER VIN](#)

### Invoice Information

Invoking Service Agent: 204916 Invoice Date: 05/21/2012  
 DICK SMITH CHEVROLET INC.  
 1601 HWY 52  
 MONCKS CORNER SC 29461-5009 8437618084

### Ship to Information

Ship to Service Agent: 204916 Ship to Date: N/A  
 DICK SMITH CHEVROLET INC.  
 1601 HWY 52  
 MONCKS CORNER SC 29461-5009 8437618084

### Delivery Information

Delivery Service Agent: 204916 Delivery Date: 11/09/2012  
 DICK SMITH CHEVROLET INC. Delivery Type: 018---BUSINESS/ORGANIZATION  
 1601 HWY 52 Delivery Odometer: 27  
 MONCKS CORNER SC 29461-5009 8437618084

### In Service Information

Invoking 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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**Fw: Dial Murray Funeral Home (760121)**

Vicki R Williams to: Ryan Jahr  
Cc: Kelly Kufel, Sue Lipa, Chris Roffey

03/29/2013 12:10 PM

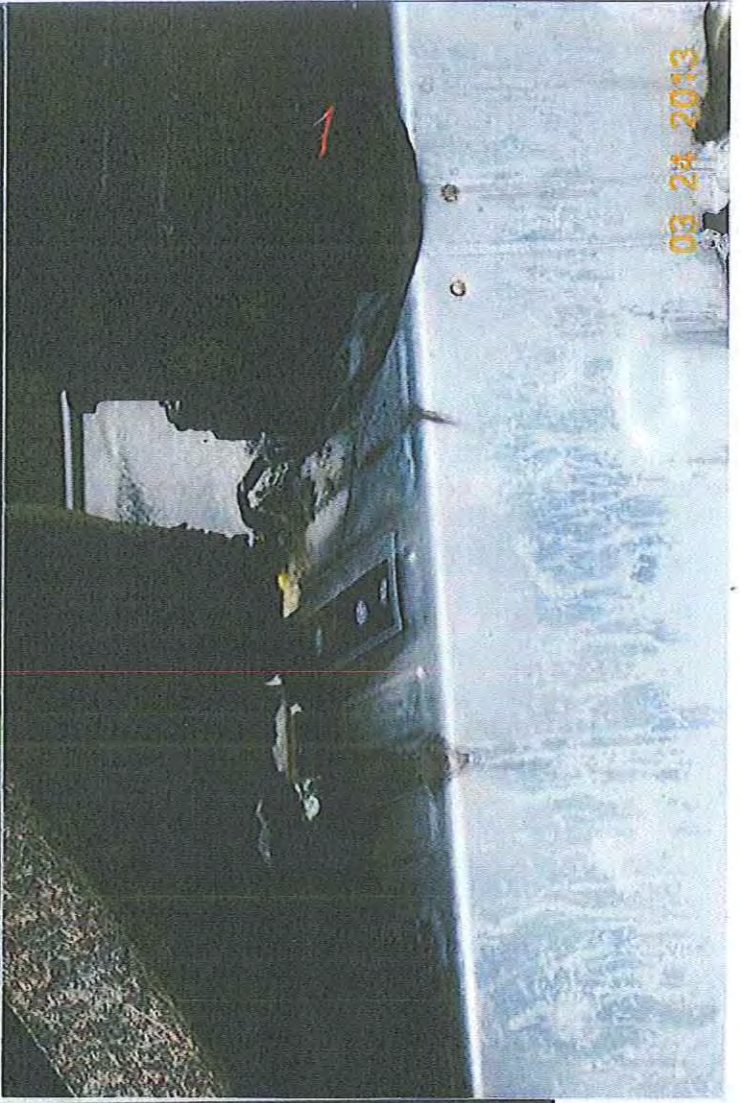
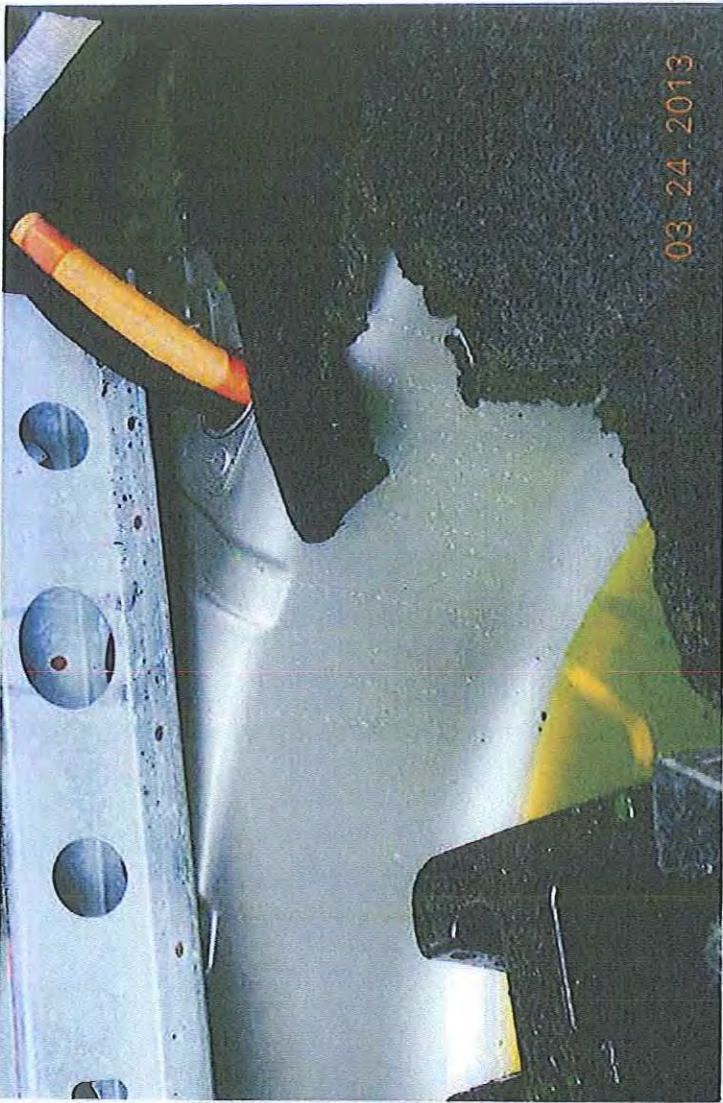
From: Vicki R Williams/C/US/GM/GMC  
To: Ryan Jahr/C/US/GM/GMC@GM  
Cc: Kelly Kufel/C/US/GM/GMC@GM, Sue Lipa/C/US/GM/GMC@GM, Chris Roffey/C/US/GM/GMC@GM

Ryan -

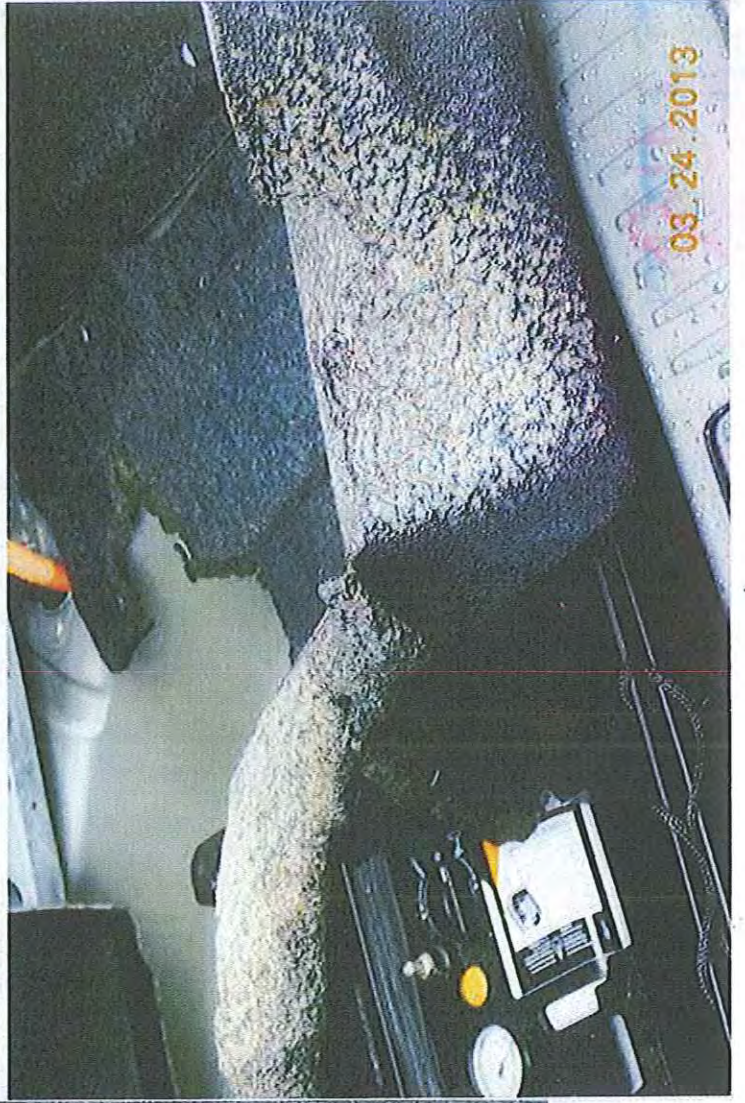
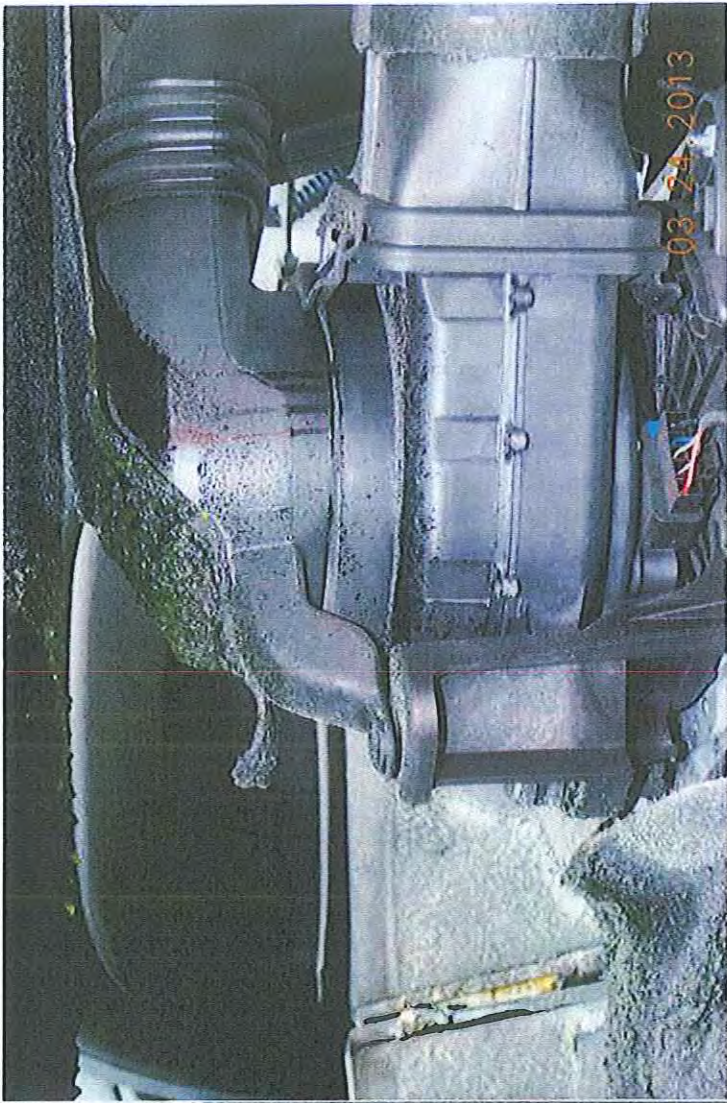
As discussed, this is the other matter in SC whereby we need your assistance.

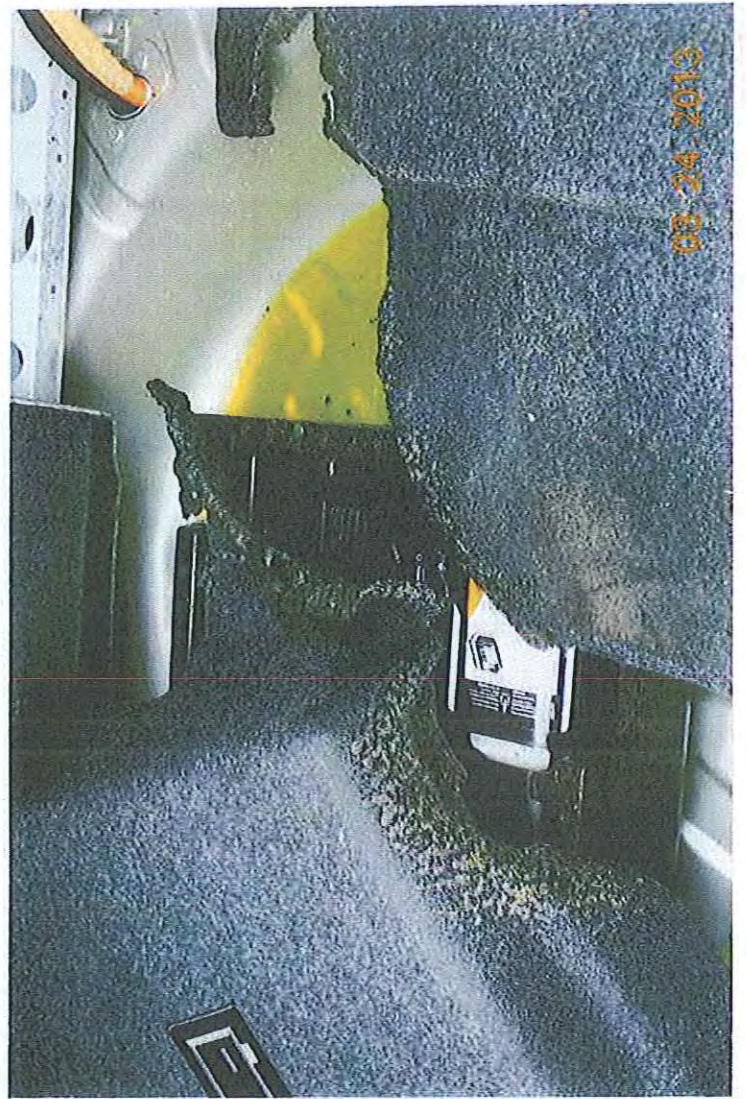
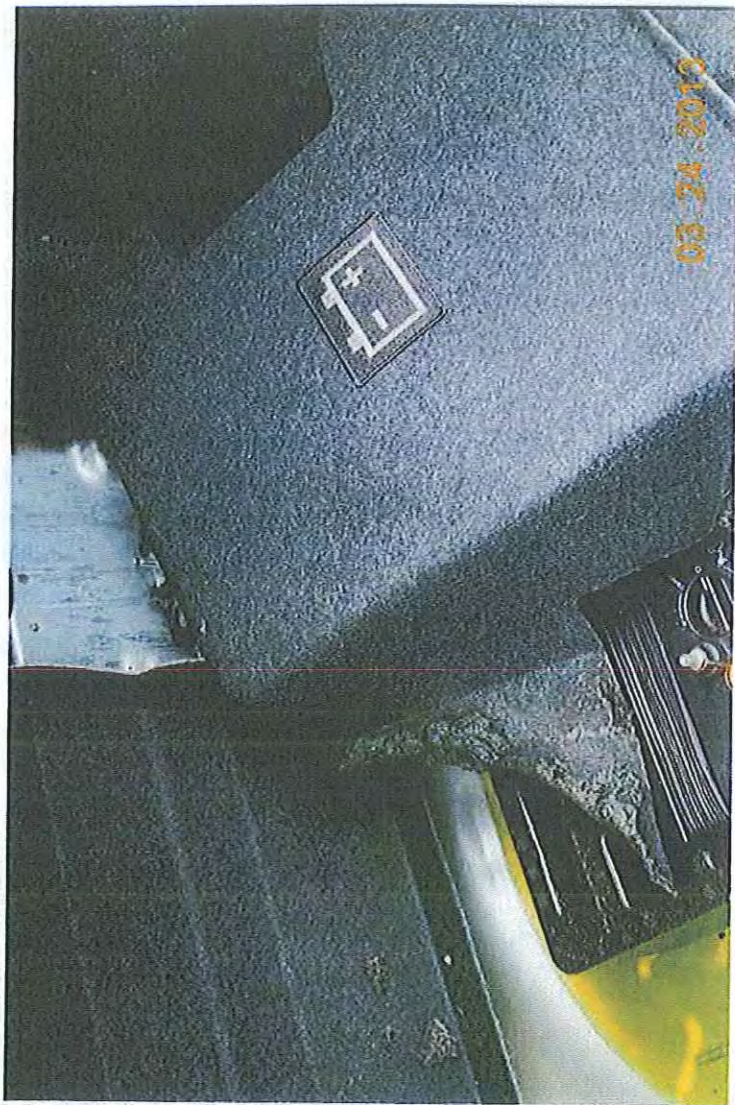
Thank you!

Vicki R. Williams  
ESIS/General Motors LLC  
300 Renaissance Center  
Mail Code 482 C19 B61  
Detroit, MI 48265  
313.665.3393  
Vicki.R.Williams@gm.com

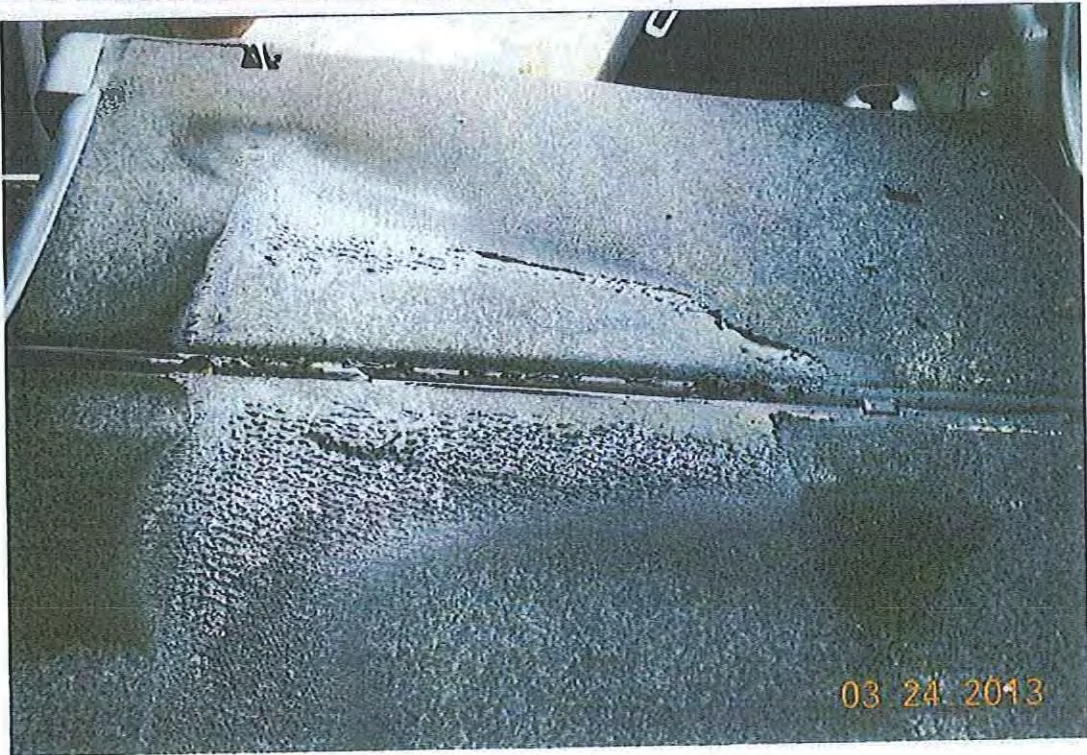
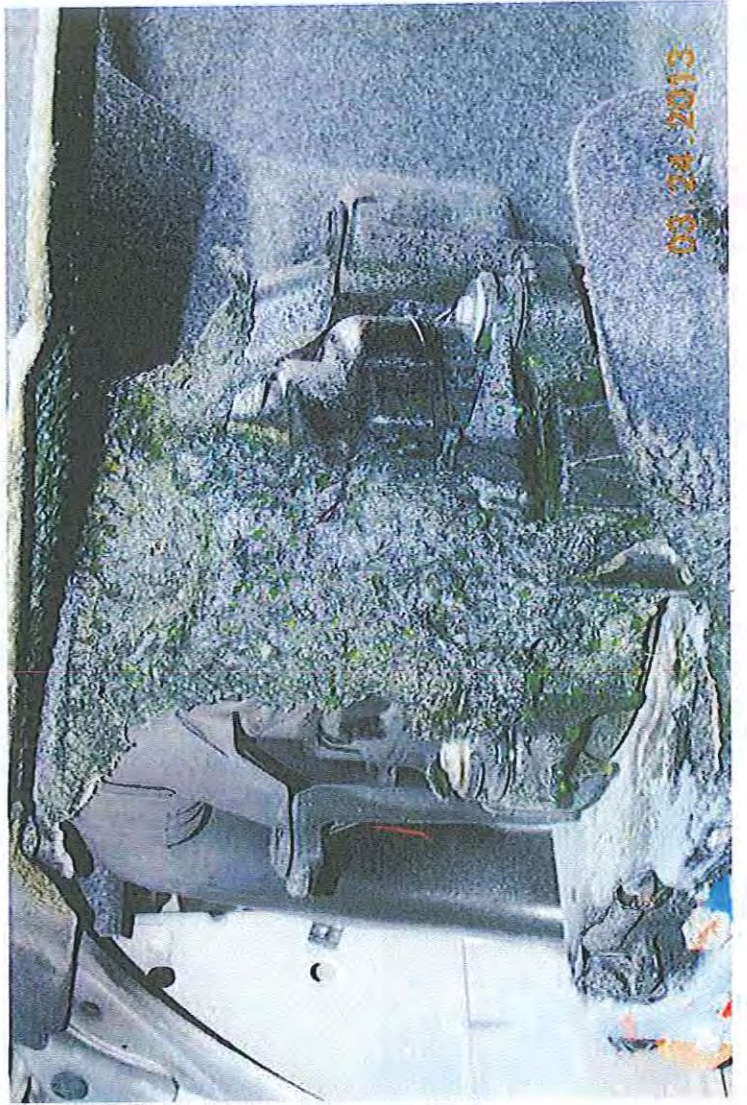
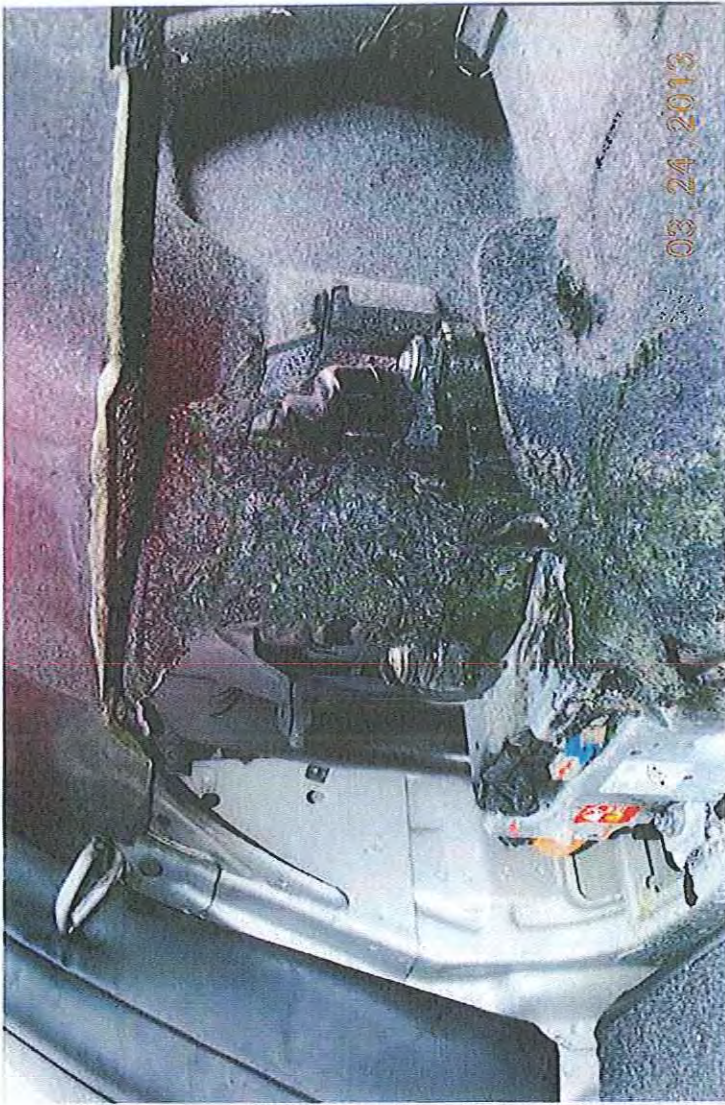


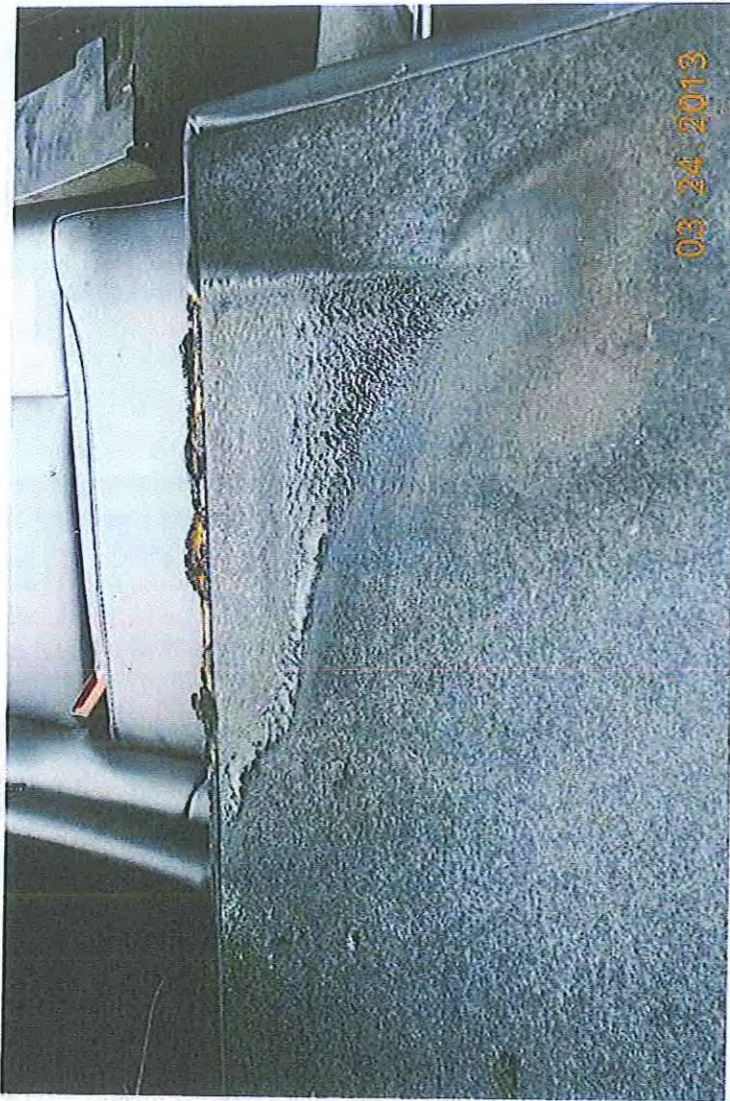














**A** 10311 SC 03 23 2013 1-4 13-000755 000

**B Location**  
 Street address  
 211 Avalon Square  
 Summerville SC 29483

**C Incident Type**  
 131 Passenger vehicle fire

**D Aid Given or Received**  
 1 Actual aid received  
 2 Automatic aid received  
 3 Manual aid given  
 4 Automatic aid given  
 5 Other aid given  
 N None

**E Actions Taken**  
 87 Investigate fire out on

**F1 Date & Times**  
 Alarm 03 23 2013 21:39:34  
 Arrival 03 23 2013 21:43:11  
 Controlled 03 23 2013 22:18:24  
 Cleared 03 23 2013 22:18:24

**F2 Shift & Alarms**  
 Shift of Alarm District  
 3 01 FOUR

**F3 Special Studies**  
 Special Study ID# Special Study Value

**G1 Resources**  
 Check this box and skip this section if an apparatus or personnel form is used.  
 Apparatus 0001 Personnel 0003

**G2 Estimated Dollar Losses & Values**  
 Property \$ 000,000  
 Contents \$ 000,000  
 Property \$ 000,000  
 Contents \$ 000,000

**H1 Casualties**  
 Deaths Injured  
 1 Detector started  
 2 Detector did not alert  
 U Unknown

**H3 Hazardous Materials Release**  
 1 Natural Gas  
 2 Propane gas  
 3 Gasoline  
 4 Kerosene  
 5 Diesel fuel  
 6 Household solvents  
 7 Motor oil  
 8 Paint  
 0 Other

**I Mixed Use Property**  
 10 Assembly use  
 20 Education use  
 30 Medical use  
 40 Residential use  
 50 Row of stores  
 53 Enclosed mall  
 58 Bus & Residential  
 59 Office use  
 60 Industrial use  
 63 Military use  
 65 Farm use  
 00 Other mixed use

**J Property Use Structures**  
 131 Church, place of worship  
 161 Restaurant or cafeteria  
 162 Bar/ Tavern or nightclub  
 113 Elementary school or kindergarten  
 115 High school or junior high  
 141 College, adult education  
 111 Care facility for the aged  
 131 Hospital  
 124 Playground or park  
 155 Crops or orchard  
 169 Forest (timberland)  
 107 Outdoor storage area  
 119 Dump or sanitary landfill  
 131 Open land or field  
 539 Household goods, sales, repairs  
 579 Motor vehicle/boat sales/repairs  
 571 Gas or service station  
 599 Business office  
 615 Electric generating plant  
 629 Laboratory/science lab  
 700 Manufacturing plant  
 819 Livestock/poultry storage (barn)  
 882 Non-residential parking garage  
 891 Warehouse  
 981 Construction site  
 984 Industrial plant yard  
 946 Lake, river, stream  
 951 Railroad right of way  
 950 Other street  
 951 Highway/divided highway  
 952 Residential street/ driveway

Property Use 161 Restaurant or cafeteria

10311

BC

MM DD 'YYY

3 22 2013

1-4

13-0000755

000

Complete Narrative

Narrative:

03232013 Engine 4 responded to 211 Azalea Sq. BLVD for a car on fire in the trunk area. Upon arrival the fire was out. It had been extinguished by the driver of the car with an extinguisher from inside the business. We investigated to make sure the fire was completely out. Engine 4 crew also checked the place of ignition with the TIC. temperature had decreased to less than 100 degrees, we turned the car over to the tow truck driver and cleared scene. Engine 4 returned to quarters.





**Service Request Detail**

SR No. 71-116855752 Ref No. Goodwill No Goodwill Offered BRC Type PAR  
 Account Site GW SubType Approval Not Initiated Bus. Unit BRC  
 Last Name First Name Evening # UCC Body - Trunk / Tailgate / Hardback Area PAR  
 Daytime # City Involved Dir Dick Smith Chevrolet Inc. Sub-Area ESIS Escalation  
 Address ZipCd Con Acct Source Phone Updated 4/1/2013 11:55:18 AM  
 State Serial #VIN 1G11D5RRXC Model Year 2013 Priority Medium License # CHEVROL Owner SANCHERI  
 Make Chevrolet Warr. Start 11/09/2012 Status Open Opened 3/28/2013 08:40:15 AM  
 Model Mailbu Mileage 2000 Sub-Status Dissatisfied Closed  
 Abstract Trunk Thermal Event - 2013 Chevrolet Mailbu  
 Customer Description This is a BRC PAR Case. Do not assume case. Forward any inquiries to Rita Sanchez x41345.

**Pre-Par**

PAR Name Incident Date Time Injuries # Other Veh # People in Veh Road Surface Road Cond Fire Report# Police Report#  
 Attorney N 0 0 unkl  
 Driver's Name Driver's Name Height BOB Disables unkl  
 Insurance Agent's Name Insurance Agent's Name Phone# Insurance Agency unkl  
 Incident Loc unkl Incident Desc unkl  
 Component thermal event component unkl Damage Desc unkl  
 Vehicle Loc unkl Add'l Info contact attorney involved  
 Emgoy Svc unkl Maint Loc unkl  
 Names

**PAR Detail**

Collision	Non Collision	Y	Property Damage	N	Thermal Evt	Y	Spec Equip	unk
Vehicle Speed	0		Weather Condition	unk			Prop Owner	n/a
Last Service Date			Loc Last Service				Property Location	n/a
Veh Est Repair Cost	\$0.00		Spec Equip Installer	unk			Prop Damage Description	n/a
Primary Veh Use	Personal		Inspection Type	Thermal Event			Inspected By	Inspection Not Performed
Veh Damage Description	thermal event unkl damage						Explain Other	being sent to ESIS

# Service Request Detail

## Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
4/1/2013 11:55:44 AM	GARCIAJR	Escalation	ESIS - Thermal Event	In Progress		Thermal event - Attorney Involvement - ESIS
Contact Last Name	Contact First Name	Account	BAC Code			

2013 Chevrolet Malibu - thermal event

Attorney Involvement

Mr Grover  
843-761-8365

Joe G/PARA/ATX

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/30/2013 05:19:54 PM	SANCHERI	Scheduled Follow-up	Account	Scheduled Alarm		f/u esis pick up
Contact Last Name	Contact First Name	Account	BAC Code			

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/30/2013 05:19:05 PM	SANCHERI	BRC PAR	Inspection Not Required	Done	3/30/2013 05:19:38 PM	inspection not required
Contact Last Name	Contact First Name	Account	BAC Code			

Comments

Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/30/2013 05:18:46 PM	SANCHERI	Notify CRM	Account	Done	4/1/2013 11:47:00 AM	esis - attorney involvement
Contact Last Name	Contact First Name	Account	BAC Code			

Comments

Confidential Comments

## Service Request Detail

### Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/30/2013 05:15:13 PM	SANCHERI	Inbound Call Third Party	Voice Mail Received	Done	3/30/2013 05:17:25 PM	attorney called in
<b>Confidential Comments:</b>						

mr grover 843-761-8365 - called to advise that he was the attorney

rita sanchez@TXPAC

### Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2013 03:30:02 PM	GARCIAJR	SANCHERI	Scheduled Outbound Call	Cancelled	3/30/2013 05:18:30 PM	ct cust (3rd attempt)
<b>Confidential Comments:</b>						

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

### Confidential Comments

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2013 03:26:45 PM	GARCIAJR	GARCIAJR	Outbound Call Customer	Done	3/29/2013 03:30:00 PM	spoke with/rd party
<b>Confidential Comments:</b>						

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

Comments:  
 Called daytime phone # [REDACTED]  
 Crm stated calling to speak w/cust.  
 Third party stated not avail.

Crm left message for cust to cb ocrs.

Joe G/PAR/ATX

### Confidential Comments

# Service Request Detail

## Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2013 03:16:02 PM	GARCIAJR	GARCIAJR	BRC PAR	Business Case	Done	3/29/2013 03:16:32 PM	Business case
	Contact Last Name	Contact First Name	Account	BAC/Code			

Veh experienced a thermal event, file being sent to ESIS

Joe G/PAR/ATX

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2013 03:14:36 PM	GARCIAJR	GARCIAJR	BRC PAR	Inspection Not Required	Done	3/29/2013 03:16:01 PM	no inspection
	Contact Last Name	Contact First Name	Account	BAC/Code			

ESIS

### Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/29/2013 03:13:36 PM	GARCIAJR	GARCIAJR	Outbound Email	DVM/CAM/Field	Done	3/29/2013 03:14:28 PM	FYI email sent to DDMVA
	Contact Last Name	Contact First Name	Account	BAC/Code			

### Comments

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

Cooper  
2013 Chevrolet Malibu  
1G11D5RRXD  
Dick Smith Chevrolet Inc, Moncks Corner SC, BAC 204916  
Mike Wfinslow, Service Manager

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

Best wishes,

Joe Garcia | CRS

### Confidential Comments

# Service Request Detail

## Activities

Created	3/29/2013 03:05:01 PM	Created By: GARCIAJR	Assigned To: GARCIAJR	Activity Type: Ownership Changed	Activity Sub-Type: Ownership Escalated to BRC	Status: Done	Completed: 3/29/2013 03:05:01 PM	Description: Ownership Escalated to BRC
Contact Last Name	[REDACTED]		Contact First Name	[REDACTED]		Account	BAC Code	[REDACTED]
Comments	[REDACTED]							
Confidential Comments								

Created	3/28/2013 06:45:56 PM	Created By: SANCHERI	Assigned To: SANCHERI	Activity Type: Scheduled Outbound Call	Activity Sub-Type: Cust	Status: Done	Completed: 3/29/2013 10:22:40 AM	Description: 3rd attempt
Contact Last Name	[REDACTED]		Contact First Name	[REDACTED]		Account	BAC Code	[REDACTED]
Comments	[REDACTED]							
Confidential Comments								

Created	3/28/2013 06:44:45 PM	Created By: SANCHERI	Assigned To: SANCHERI	Activity Type: Outbound Call Customer	Activity Sub-Type: Left Message	Status: Done	Completed: 3/28/2013 06:45:53 PM	Description: called customer [REDACTED]
Contact Last Name	[REDACTED]		Contact First Name	[REDACTED]		Account	BAC Code	[REDACTED]
Comments	[REDACTED]							
Confidential Comments								

Created	3/28/2013 04:43:53 PM	Created By: PERRONAS	Assigned To: PERRONAS	Activity Type: Inbound Call Customer	Activity Sub-Type: Voice Mail Received	Status: Done	Completed: 3/28/2013 04:46:04 PM	Description: VM received from CAC
Contact Last Name	[REDACTED]		Contact First Name	[REDACTED]		Account	BAC Code	[REDACTED]
Crs adv the following in PAC VM :								

Mike at the dealership, contact @ 843-761-8084. Regarding cust Michelle Cooper 2013 Malibu, thermal event in trunk. Has attorney . contact cust @ 843-761-8027.

Ashley/BRC-ADR/21373

Confidential Comments

# Service Request Detail

## Activities

**Created** 3/28/2013 11:58:14 AM **Created By** SANCHERI **Assigned To** SANCHERI **Activity Type** Scheduled Outbound Call **Activity Sub-Type** Cust **Status** Done **Completed** 3/28/2013 05:25:39 PM **Description** 2nd attempt

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

**Comments**

**Confidential Comments**

**Created** 3/28/2013 11:04:44 AM **Created By** RAUSCHBE **Assigned To** SANCHERI **Activity Type** Ownership Changed **Activity Sub-Type** Account **Status** Done **Completed** 3/28/2013 11:04:44 AM **Description** Service Request Ownership has changed FROM: HICKMAAM TO: SANCHERI

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

**Comments**

**Confidential Comments**

**Created** 3/28/2013 11:03:57 AM **Created By** RAUSCHBE **Assigned To** SANCHERI **Activity Type** BRC PAR **Activity Sub-Type** Initial Contact-Dealer **Status** Done **Completed** 3/29/2013 03:10:46 PM **Description** Dick Smith Chevrolet

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

**Comments**

Crm stated calling to get any details on cust's veh.  
 Svc adv. Amanda, stated will have to refer to svc mgr, Mike Winslow.  
 Crm left message on v/m for svc mgr  
 Joe G/PAR/ATX

**Confidential Comments**

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 11:03:52 AM	RAUSCHBE	SANCHERI	BRC PAR	Initial Contact - Field	Done	3/29/2013 03:13:35 PM	email attached to the file
		Contact Last Name	Contact First Name	Account		BAC Code	
Comments							
FYI email sent to DDMA							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 11:03:44 AM	RAUSCHBE	SANCHERI	BRC PAR	Initial Contact - Phone	Done	4/1/2013 11:53:14 AM	Called
		Contact Last Name	Contact First Name	Account		BAC Code	
unable to speak with customer - attorney left information on voicemail . that he is the person retained to handle this							
rita sanchez/ATX/PAC							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 11:03:29 AM	RAUSCHBE	SANCHERI	BRC PAR	Acknowledgement	Done	3/28/2013 11:58:08 AM	Called
		Contact Last Name	Contact First Name	Account		BAC Code	
called and left a message for customer to call in at 866-7905700 x 41345							
rita sanchez/ATX/PAC							
Confidential Comments							



# Service Request Detail

## Activities

Created	By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 11:03:20 AM	RAUSCHBE	SANCHERI	Research		Done	3/29/2013 03:03:44 PM	Research VIN
Contact Last Name		Contact First Name		Account		BAC Code	

### Comments

Summary:

Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PAR/ATX

### Confidential Comments

Created	By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 11:00:58 AM	RAUSCHBE	SANCHERI	Notify CRM		Done	3/28/2013 11:56:26 AM	File Assigned
Contact Last Name		Contact First Name		Account		BAC Code	

### Comments

### Confidential Comments

Created	By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 11:00:35 AM	RAUSCHBE	SANCHERI	BRC PAR	Case Assigned	Done	3/28/2013 11:56:21 AM	Assigned to SANCHERI X 41345
Contact Last Name		Contact First Name		Account		BAC Code	

### Confidential Comments

Created	By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 11:00:11 AM	RAUSCHBE	HICKMAAM	SR Opened		Done	3/28/2013 11:00:11 AM	SR in Status of Closed has been Re-Opened by RAUSCHBE
Contact Last Name		Contact First Name		Account		BAC Code	

### Comments

### Confidential Comments

# Service Request Detail

## Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 11:00:08 AM	RAUSCHBE	HICKMAAM	SR Closed - Dissatisfied		Done	3/28/2013 11:00:09 AM	Service Request has been Closed Dissatisfied.

## Confidential Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 08:56:19 AM	BALISMI	HICKMAAM	Notify CRM	Customer Called	Done	3/28/2013 09:11:27 AM	*** Informing of contact with the customer

## Confidential Comments

# Service Request Detail

## Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 08:54:40 AM	BALISMI	BALISMI	Inbound Call Dealer	Done	3/28/2013 08:56:18 AM	***District manager of the dealer called back
Contact Last Name	Contact First Name	Account	BAC/Code			

NAME: Mr. William Taylor  
 BNTC: 9124299039

VIN: 1G11DSRRXDF [REDACTED]  
 MILEAGE: 2000

DEALER INVOLVED:  
 Dick Smith

- DM sts:
- can you connect me to Product allegation team
  - it's a thermal event
  - 2013 Malibu echo
  - i am a district manager from Chevrolet, for one of my dealers <Dick Smith
  - veh is sitting in a parking lot
  - smoke is coming out of they hybrid batter behind rear passenger seat
  - cust got out and opened the trunk, there flames shooting from the hybrid battery area and they put it out with a fire
  - Dial Murray Funeral Homes

DM sts:  
 - to initiate par

aCrs advtd:  
 - pulled up file, i see someone from the dealer called in just few minutes ago  
 - they're in the process of contacting PAC team  
 - sr #

DM sts:  
 - as long as there's one started, it's good  
 - customer had already contacted her lawyer  
 - thanks for your help

\*\*\*ended the call  
 Mitchell / T1 / CAC / MLA / LVL 1  
 1-866-790-5700 ext 22853

Confidential Comments

## Service Request Detail

### Activities

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 08:51:45 AM	HICKMAAM	BRCBARQ	Notify CRM	Customer Called	Done	3/28/2013 10:59:36 AM	Thermal Event in Trunk
	Contact Last Name	Contact First Name	Account	BAC Code			
AmyHickmanCAC/Trer1/Sag/GW1							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
3/28/2013 08:44:49 AM	HICKMAAM	HICKMAAM	Outbound Call Third Party	Left Message	Done	3/28/2013 08:50:39 AM	PAC
	Contact Last Name	Contact First Name	Account	BAC Code			

\*Left vm in regards to case w/ dirship and cust concaed info. and SR #.

AmyHickmanCAC/Trer1/Sag/GW1

**Service Request Detail**

**Activities**

Created	Created By	Assigned to	Activity type	Activity Sub-type	Status	Completed	Description
3/28/2013 08:43:06 AM	HICKMAAM	HICKMAAM	Inbound Call Dealer	Complex Request	Done	3/28/2013 08:44:47 AM	Thermal Event in Trunk
	Contact Last Name	Contact First Name		Account		PAC Code	
<p><b>Comments:</b></p> <p>Cust States:            Mike, Dick Smith Chevrolet            pf# 84376118084</p>							

- called the PAC a couple of days ago, and I have not heard back from them
- have a Malibu that caught on fire
- cust has already contacted a lawyer
- lawyer has release veh to us, but the towing comp has not yet delivered the veh
- have not spoken directly to the cust
- lawyer sent pictures and a letter, DSM has letter and pictures

Cust is calling on behalf of:  
 [REDACTED]

CRS Advises:  
 -I will try to contact a PAC agent for you.

AmyHickmanCAC/Terr1/Sag/GW1

**Confidential Comments**

**UCC Information**

UCC Code	Symptom	Description
CH1	No Symptom Indicated	Body - Trunk / Tailgate / Hatchback



**Fw: Esis Repurchase Request [REDACTED] 760121: SR #  
71-1168555752**

Chris Roffey to: Pat.Burcham, Michelle Mock  
Cc: Ashley Palomarez, Jessica A McCrea, Kelly Kufel

04/03/2013 03:41 PM

From: Chris Roffey/C/US/GM/GMC  
To: Pat.Burcham@minacs.adityabirla.com, Michelle Mock  
<Michelle.Mock@minacs.adityabirla.com>  
Cc: Ashley Palomarez <apalomar@us.ibm.com>, Jessica A McCrea/US/GM/GMC@GM, Kelly  
Kufel/C/US/GM/GMC@GM

Pat and Michelle,

Please see the note below pertaining to the request for assistance regarding the repurchase of the subject 2013 Chevrolet Malibu ECO. The customer paid cash and, as the result, a lien holder is not involved.

Please note, engineering has requested this vehicle once GM has taken possession. Please make sure that contact is made with Kelly Kufel so that specific arrangements can be made to have the vehicle delivered to the engineering group.

At this time we do not have any photos of the overall vehicle. All photos are limited to the area of the battery.

Please advise if any additional information is necessary.

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817



**Fw: Esis Repurchase Request [REDACTED] 760121: SR # 71-1168555752**

Chris Roffey to: Pat.Burcham, Michelle Mock  
Cc: Kelly Kufel

04/04/2013 06:49 AM

From: Chris Roffey/C/US/GM/GMC  
To: Pat.Burcham@minacs.adityabirla.com, Michelle Mock  
<Michelle.Mock@minacs.adityabirla.com>  
Cc: Kelly Kufel/C/US/GM/GMC@GM

Pat and Michelle,

Please also note, ESIS will need a signed release for this matter. As the result, please have the RVDC representative contact Kelly Kufel (kelly.kufel@gm.com) once the final figures have been established so that she may proceed with sending out the release for signature prior to finalizing the repurchase process.

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

----- Forwarded by Chris Roffey/C/US/GM/GMC on 04/04/2013 06:44 AM -----

From: Chris Roffey/C/US/GM/GMC  
To: Pat.Burcham@minacs.adityabirla.com, Michelle Mock <Michelle.Mock@minacs.adityabirla.com>  
Cc: Ashley Palomarez <apalomar@us.ibm.com>, Jessica A McCrea/US/GM/GMC@GM, Kelly Kufel/C/US/GM/GMC@GM  
Date: 04/03/2013 03:41 PM  
Subject: Fw: Esis Repurchase Request [REDACTED] 760121: SR # 71-1168555752

Pat and Michelle,

Please see the note below pertaining to the request for assistance regarding the repurchase of the subject 2013 Chevrolet Malibu ECO. The customer paid cash and, as the result, a lien holder is not involved.

Please note, engineering has requested this vehicle once GM has taken possession. Please make sure that contact is made with Kelly Kufel so that specific arrangements can be made to have the vehicle delivered to the engineering group.

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Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817



NO 55500

# ELITE TOWING, L.L.C.

"The Towing & Recovery Specialists"

Phone (843) 572-4057 or (843) 761-3341 • Fax (843) 761-0706

2168 S. Live Oak Drive  
Moncks Corner, SC 29461

2 Locations to  
Better Serve Our Customers

1000 Lincoln Avenue  
North Charleston, SC 29405

DATE 3-28-13	TIME	A.M. P.M.	PO. # / REQUESTED BY 162713
LOCATION OF VEHICLE			
[REDACTED]			PHONE
[REDACTED]			ZIP
MILEAGE		SERVICE TIME	
FINISH _____	FINISH _____	EXTRA PERSON	
START _____	START _____	FINISH _____	
TOTAL _____	TOTAL _____	START _____	
YEAR		MAKE/MODEL/COLOR	UNIT #
[REDACTED]		Chevy Impala / Silver	[REDACTED]
STATE	[REDACTED]	VEHICLE I.D. NO.	[REDACTED]
SC	[REDACTED]	1R11D5RFXD	[REDACTED]
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WRECK <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> RECOVERY		SPECIAL EQUIPMENT	
<input checked="" type="checkbox"/> FLAT BED/RAMP		<input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DUAL LINE WINCHING	
VEHICLE TOWED TO Dick Smith			

REMARKS  
Towed in on 3-28-13  
for electrical fire. Towed  
3-28-13 to Dealership.

MILEAGE CHARGE		
TOWING CHARGE	150.	
LABOR CHARGE		
STORAGE CHARGE	150.	15
	300.	00
TOTAL	450.	15

## TOWING SERVICE

NET 30 DAYS, A FINANCE CHARGE OF 1 1/2% PER MONTH (18% PER ANNUM) WILL BE CHARGED ON UNPAID BALANCE.

Cc: Ashley Palomarez <apalomar@us.ibm.com>, Jessica A McCrea/US/GM/GMC@GM, Kelly Kufel/C/US/GM/GMC@GM  
Date: 04/03/2013 03:41 PM  
Subject: Fw: Esis Repurchase Request - [REDACTED] 760121: SR # 71-1168555752

---

Pat and Michelle,

Please see the note below pertaining to the request for assistance regarding the repurchase of the subject 2013 Chevrolet Malibu ECO. The customer paid cash and, as the result, a lien holder is not involved.

Please note, engineering has requested this vehicle once GM has taken possession. Please make sure that contact is made with Kelly Kufel so that specific arrangements can be made to have the vehicle delivered to the engineering group.

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Please advise if any additional information is necessary.

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
RenaissanceCenter  
Mail Code 482 C19 B61  
P. O. Box300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

Cc: <kelly.kufel@gm.com>  
Date: 04/04/2013 09:57 AM  
Subject: RE: Esis Repurchase Request - [REDACTED] 760121: SR # 71-1168555752

---

Chris,

It is my understanding that RVDC obtains a release from the customer. You might check with Stephanie @ (989) 497-1852.

---

Thank You,

Pat Burcham | Team Lead  
Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone (512) 386-0535 | Fax 866-3004627 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

---

**From:** chris.roffey@gm.com [<mailto:chris.roffey@gm.com>]  
**Sent:** Thursday, April 04, 2013 6:50 AM  
**To:** Pat Burcham; Michelle Mock  
**Cc:** kelly.kufel@gm.com  
**Subject:** Fw: Esis Repurchase Request - [REDACTED] 760121: SR # 71-1168555752

Pat and Michelle,

Please also note, ESIS will need a signed release for this matter. As the result, please have the RVDC representative contact Kelly Kufel (kelly.kufel@gm.com) once the final figures have been established so that she may proceed with sending out the release for signature prior to finalizing the repurchase process.

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
RenaissanceCenter  
Mail Code 482 C19 B61  
P. O. Box300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

----- Forwarded by Chris Roffey/C/US/GM/GMC on 04/04/2013 06:44 AM -----

From: Chris Roffey/C/US/GM/GMC  
To: Pat.Burcham@minacs.adityabirla.com, Michelle Mock <Michelle.Mock@minacs.adityabirla.com>



RE: Esis Repurchase Request [REDACTED] 760121: SR #  
71-1168555752

Pat Burcham to: chris.roffey  
Cc: kelly.kufel, "Michelle Mock"

04/04/2013 10:33 AM

From: "Pat Burcham" <Pat.Burcham@minacs.adityabirla.com>  
To: <chris.roffey@gm.com>  
Cc: <kelly.kufel@gm.com>, "Michelle Mock" <Michelle.Mock@minacs.adityabirla.com>

Chris,

Rita is handling this case I will let her know to put it on the ePRA.

---

Thank You,

Pat Burcham | Team Lead  
Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone (512) 386-0535 | Fax 866-3004627 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

From: "Pat Burcham" <Pat.Burcham@minacs.adityabirla.com>  
To: <chris.roffey@gm.com>, "Michelle Mock" <Michelle.Mock@minacs.adityabirla.com>

2013 MALIBU ECO 1SA  
GAN SILVER ICE METALLIC  
AFE JET BLACK

/V4G

GENERAL MOTORS LLC

RENAISSANCE CENTER

ORDER NO. QHQB8J/TRE STOCK NO.  
VIN 1G1 1D5R RX DE

DETROIT MI 48243-1114  
VEHICLE INVOICE 1OD12808845

\*\*\*\*\*0656\*\*\*\*\*13\*16700S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
1GC69 MALIBU ECO 1SA	25235.00	24099.43	INVOICE 05/21/12
CF5 POWER SUNROOF	1000.00	880.00	SHIPPED 05/21/12
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 06/01/12
LUK ENGINE, ECOTEC 2.4L DOHC 4CYL WITH EASSIST	N/C	N/C	INT COM 06/01/12 PRC EFF 05/21/12
MHH TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	
PCN POWER CONVENIENCE PACKAGE:	965.00	849.20	WFP-S QTR OPT-1
* PWR SEAT ADJUSTER, DRIVER 8 WAY INCLUDES 4 WAY POWER LUMBAR			BANK: SUNTRUST BA CHG-TO 16-700
* REAR VISION CAMERA SYSTEM			SHIP WT: 3556
* REMOTE VEHICLE START			HP: 18.5
* INSIDE REARVIEW MIRROR, AUTO DIMMING			PREFER: 27048.20
* UNIVERSAL HOME REMOTE			MRM: 27960.00
* CONVENIENCE NET, TRUNK			ALLOW: 219.51

TOTAL MODEL & OPTIONS	27200.00	25828.63	ACT 231	25772.63
DESTINATION CHARGE	760.00	760.00	H/B 261	816.00

TOTAL 27960.00 26588.63 PAY 310 26588.63

MEMO: TOTAL LESS HOLDBACK AND  
APPROX WHOLESALE FINANCE CREDIT 25394.10

\*\*\*\*\*  
INVOICE DOES NOT REFLECT DEALER'S ULTIMATE COST BECAUSE OF MANUFACTURER  
REBATES, ALLOWANCES, INCENTIVES, HOLDBACK, FINANCE CREDIT AND RETURN TO  
DEALER OF ADVERTISING MONIES, ALL OF WHICH MAY APPLY TO VEHICLE.  
\*\*\*\*\*

DICK SMITH CHEVROLET INC.



**Fw: Esis Repurchase Request - [REDACTED] 760121: SR # 71-1168555752**

Chris Roffey to: rita\_sanchez  
Cc: Kelly Kufel

04/10/2013 11:16 AM

From: Chris Roffey/C/US/GM/GMC  
To: rita\_sanchez@gmexpert.com  
Cc: Kelly Kufel/C/US/GM/GMC@GM

Rita,

Per our phone conversation please find attached photos of the subject vehicle. Please let us know if you need anything further.



ESIS PHOTOS (FROM ATTY) [REDACTED] (760121)\_4076767.PDF

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

----- Forwarded by Chris Roffey/C/US/GM/GMC on 04/10/2013 11:14 AM -----

From: Chris Roffey/C/US/GM/GMC  
To: Pat.Burcham@minacs.adityabirla.com, Michelle Mock <Michelle.Mock@minacs.adityabirla.com>  
Cc: Kelly Kufel/C/US/GM/GMC@GM  
Date: 04/04/2013 06:49 AM  
Subject: Fw: Esis Repurchase Request - [REDACTED] 760121: SR # 71-1168555752

Pat and Michelle,

Please also note, ESIS will need a signed release for this matter. As the result, please have the RVDC representative contact Kelly Kufel (kelly.kufel@gm.com) once the final figures have been established so that she may proceed with sending out the release for signature prior to finalizing the repurchase process.

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

----- Forwarded by Chris Roffey/C/US/GM/GMC on 04/04/2013 06:44 AM -----

From: Chris Roffey/C/US/GM/GMC

To: Pat.Burcham@minacs.adityabirla.com, Michelle Mock <Michelle.Mock@minacs.adityabirla.com>  
Cc: Ashley Palomarez <apalomar@us.ibm.com>, Jessica A McCrea/US/GM/GMC@GM, Kelly Kufel/C/US/GM/GMC@GM  
Date: 04/03/2013 03:41 PM  
Subject: Fw: Esis Repurchase Request - [REDACTED] 760121: SR # 71-1168555752

---

Pat and Michelle,

Please see the note below pertaining to the request for assistance regarding the repurchase of the subject 2013 Chevrolet Malibu ECO. The customer paid cash and, as the result, a lien holder is not involved.

Please note, engineering has requested this vehicle once GM has taken possession. Please make sure that contact is made with Kelly Kufel so that specific arrangements can be made to have the vehicle delivered to the engineering group.

At this time we do not have any photos of the overall vehicle. All photos are limited to the area of the battery.

Please advise if any additional information is necessary.

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

---



Fw: 200709 [REDACTED] Repurchase 71-1168555752

04/17/2013 07:18 AM

Chris Roffey to: Tara.Weber  
Cc: rita\_sanchez, Kelly Kufel

From: Chris Roffey/C/US/GM/GMC  
To: Tara.Weber@gmrvdchq.com  
Cc: rita\_sanchez@gmexpert.com, Kelly Kufel/C/US/GM/GMC@GM

Tara,

Please advise of the amount offered to the attorney on this matter. I intend on speaking with the attorney this morning to attempt to resolve this issue and will advise both of you.

Thank you

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

----- Forwarded by Chris Roffey/C/US/GM/GMC on 04/17/2013 07:11 AM -----

From: rita\_sanchez@gmexpert.com  
To: chris.roffey@gm.com  
Date: 04/16/2013 04:02 PM  
Subject: Fw: 200709 [REDACTED] Repurchase 71-1168555752

Simply wanted to provide you and update on the Cooper case.

Best wishes,  
Rita Sanchez | CRS

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 ext. 41345 | 866-857-3113 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

----- Forwarded by rita\_sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----

Tara Weber <Tara.Weber@gmrvdchq.com>

To "jose\_garcia@gmexpert.com" <jose\_garcia@gmexpert.com>

cc "rita\_sanchez@gmexpert.com" <rita\_sanchez@gmexpert.com>

04/16/2013 03:09 PM

Subject 200709 [REDACTED] Repurchase 71-1168555752



Good Afternoon,

We are closing this case without repurchase, customer's attorney is demanding and additional 10% of purchase price plus the 500 rebate and told me he is sorry he cannot do business with us.

Thank you.

**Tara Weber**  
Repurchase Coordinator  
General Motors RVDC  
T 866.802.6625 x 2839  
F 866.802.6668

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From: Chris Roffey/C/US/GM/GMC  
To: rita\_sanchez@gmexpert.com  
Cc: Kelly Kufel/C/US/GM/GMC@GM  
Date: 04/16/2013 07:11 PM  
Subject: Re: Fw: 200709 [REDACTED] Repurchase 71-116855752

---

Rita,

Either Kelly or I will contact you tomorrow to discuss.

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

rita\_sanchez

Simply wanted to provide you and update on the...

04/16/2013 04:02:21 PM

From: rita\_sanchez@gmexpert.com  
To: chris.roffey@gm.com  
Date: 04/16/2013 04:02 PM  
Subject: Fw: 200709 [REDACTED] Repurchase 71-1168555752

---

Simply wanted to provide you and update on the Cooper case.

Best wishes,  
Rita Sanchez | CRS

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----- Forwarded by rita\_sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----

Tara Weber <Tara.Weber@gmrvdchq.com>

To "jose\_garcia@gmexpert.com" <jose\_garcia@gmexpert.com>

04/16/2013 03:09 PM

CC "rita\_sanchez@gmexpert.com" <rita\_sanchez@gmexpert.com>

Subject 200709 [REDACTED] Repurchase 71-1168555752

Good Afternoon,

We are closing this case without repurchase, customer's attorney is demanding and additional 10% of purchase price plus the 500 rebate and told me he is sorry he cannot do business with us.

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From: Chris Roffey/C/US/GM/GMC  
To: rita\_sanchez@gmexpert.com  
Cc: Kelly Kufel/C/US/GM/GMC@GM  
Date: 04/16/2013 07:11 PM  
Subject: Re: Fw: 200709 [REDACTED] Repurchase 71-1168555752

---

Rita,

Either Kelly or I will contact you tomorrow to discuss.

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

rita\_sanchez      Simply wanted to provide you and update on the...      04/16/2013 04:02:21 PM

From: rita\_sanchez@gmexpert.com  
To: chris.roffey@gm.com  
Date: 04/16/2013 04:02 PM  
Subject: Fw: 200709 [REDACTED] Repurchase 71-1168555752

---

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Best wishes,  
Rita Sanchez | CRS

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----- Forwarded by rita\_sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----

Tara Weber <Tara.Weber@gmrvdchq.com>

To "jose\_garcia@gmexpert.com" <jose\_garcia@gmexpert.com>

04/16/2013 03:09 PM

cc "rita\_sanchez@gmexpert.com" <rita\_sanchez@gmexpert.com>  
Subject 200709 Dial Murray Repurchase 71-1168555752

Good Afternoon,

We are closing this case without repurchase, customer's attorney is demanding and additional 10% of purchase price plus the 500 rebate and told me he is sorry he cannot do business with us.

Thank you.

**Tara Weber**  
Repurchase Coordinator  
General Motors RVDC  
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Stephanie Nietzke Hello Chris, Tara is out of the office today. I was...

04/22/2013 01:18:41 PM

From: Stephanie Nietzke <Stephanie.Nietzke@gmrvdchq.com>  
To: "chris.roffey@gm.com" <chris.roffey@gm.com>  
Date: 04/22/2013 01:18 PM  
Subject: FW: 200709 [REDACTED] Repurchase 71-1168555752; 760121

---

Hello Chris,  
Tara is out of the office today. I was not aware she received your communication below last week and had been following up in her absence when Rita forwarded this chain of emails on. I'm not sure where the disconnect on Tara's end was but nonetheless. . .

I called the attorney and had to leave a message. We still need copy of the lien free title for the vehicle in question. We requested it originally but I would assume based on the up front rejection of our possible offer, that request was lost in the mix.

To be clear, we are going to pay the customer an additional \$2758 above and beyond what they paid?

Stephanie Nietzke  
GM RVDC  
Sr. Repurchase Coordinator  
Repurchase, Exchange  
P: 866 802 6625 x 1852  
F: 866 802 6668

**From:** rita\_sanchez@gmexpert.com [mailto:rita\_sanchez@gmexpert.com]  
**Sent:** Monday, April 22, 2013 10:56 AM

**To:** Stephanie Nietzke

**Cc:** Pat.Burcham@minacs.adityabirla.com

**Subject:** Fw: 200709 [REDACTED] Repurchase 71-1168555752; 760121

Stephanie,

This is the last email I received from Chris

Best wishes,  
Rita Sanchez | CRS

Aditya Birla Minacs | inspired every day  
7401 E. Ben White Blvd, Bldg. F, Austin, TX 78741  
Phone 866-790-5700 ext. 41345 | 866-857-3113 | [www.minacs.adityabirla.com](http://www.minacs.adityabirla.com)

From: Chris Roffey/C/US/GM/GMC  
To: [rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com)  
Cc: Kelly Kufel/C/US/GM/GMC@GM  
Date: 04/16/2013 07:11 PM  
Subject: Re: Fw: 200709 [REDACTED] Repurchase 71-1168555752

Rita,

Either Kelly or I will contact you tomorrow to discuss.

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
313.665.3376  
fax: 313.778.1817

From: [rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com)  
To: [chris.roffey@gm.com](mailto:chris.roffey@gm.com)  
Date: 04/16/2013 04:02 PM  
Subject: Fw: 200709 [REDACTED] Repurchase 71-1168555752



Simply wanted to provide you and update on the Cooper case.

Best wishes,  
Rita Sanchez | CRS

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----- Forwarded by rita sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----

Tara Weber <[Tara.Weber@gmrvdchg.com](mailto:Tara.Weber@gmrvdchg.com)>

04/16/2013 03:09 PM

To: "jose.garcia@gmexpert.com" <[jose.garcia@gmexpert.com](mailto:jose.garcia@gmexpert.com)>  
Cc: "rita.sanchez@gmexpert.com" <[rita.sanchez@gmexpert.com](mailto:rita.sanchez@gmexpert.com)>  
Subject: 200709 [REDACTED] Repurchase 71-1168555752

Good Afternoon,

We are closing this case without repurchase, customer's attorney is demanding and additional 10% of purchase price plus the 500 rebate and told me he is sorry he cannot do business with us.

Thank you.

**Tara Weber**  
Repurchase Coordinator  
General Motors RVDC  
T 866.802.6625 x 2839  
F 866.802.6668

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RE: FW: 200709 [REDACTED] Repurchase 71-1168555752; 760121

Stephanie Nietzke to: chris.roffey@gm.com

04/22/2013 02:11 PM

Cc: "kelly.kufel@gm.com"

From: Stephanie Nietzke <Stephanie.Nietzke@gmrvdchq.com>  
To: chris.roffey@gm.com <chris.roffey@gm.com>  
Cc: "kelly.kufel@gm.com" <kelly.kufel@gm.com>

That's the catch—We have to verify there is no lien and that customer subsequently has the title on the vehicle before we can run the numbers formally. Tara originally requested that document on 4/16 which is the same conversation that the 10% was brought up in. That's the only document we need to move forward. Grover Seaton is apparently not in today. I did leave a message with the receptionist.

Hypothetically, the numbers could look as follows but would only be provided to the customer after the title was received and numbers were verified:

\$27,587.63 (purchase price)

\$351.00 (taxes/fees)

\$288.00 (Doc fee)

\$2,758.76 (additional 10%)

\$28,226.63 (subtotal)

-\$500 (incentive)

\$27,726.63 Repurchase Total

Stephanie Nietzke

GM RVDC

Sr. Repurchase Coordinator

Repurchase, Exchange

P: 866 802 6625 x 1852

F: 866 802 6668

From: Stephanie Nietzke <Stephanie.Nietzke@gmrvdchq.com>  
To: "chris.roffey@gm.com" <chris.roffey@gm.com>  
Date: 04/22/2013 01:18 PM  
Subject: FW: 200709 [REDACTED] Repurchase 71-1168555752; 760121

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Hello Chris,

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I called the attorney and had to leave a message. We still need copy of the lien free title for the vehicle in question. We requested it originally but I would assume based on the up front

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P: 866 802 6625 x 1852  
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**From:** [rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com) [[mailto:rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com)]  
**Sent:** Monday, April 22, 2013 10:56 AM  
**To:** Stephanie Nietzke  
**Cc:** [Pat.Burcham@minacs.adityabirla.com](mailto:Pat.Burcham@minacs.adityabirla.com)  
**Subject:** Fw: 200709 [REDACTED] Repurchase 71-1168555752; 760121

Stephanie,

This is the last email I received from Chris

Best wishes,  
Rita Sanchez | CRS

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From: Chris Roffey/C/US/GM/GMC  
To: [rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com)  
Cc: Kelly Kufel/C/US/GM/GMC@GM  
Date: 04/16/2013 07:11 PM  
Subject: Re: Fw: 200709 [REDACTED] Repurchase 71-1168555752

---

Rita,

Either Kelly or I will contact you tomorrow to discuss.

Chris C. Roffey  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265

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From: [rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com)  
To: [chris.roffey@gm.com](mailto:chris.roffey@gm.com)  
Date: 04/16/2013 04:02 PM  
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----- Forwarded by rita\_sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----

Tara Weber <  
[Tara.Weber@gmrvdchq.com](mailto:Tara.Weber@gmrvdchq.com)>

04/16/2013 03:09 PM

To "[jose\\_garcia@gmexpert.com](mailto:jose_garcia@gmexpert.com)" <  
[jose\\_garcia@gmexpert.com](mailto:jose_garcia@gmexpert.com)>

cc "[rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com)" <  
[rita\\_sanchez@gmexpert.com](mailto:rita_sanchez@gmexpert.com)>

Subj 200709 [REDACTED] Repurchase 71-1168555752  
ect

Good Afternoon,

We are closing this case without repurchase, customer's attorney is demanding and additional 10% of purchase price plus the 500 rebate and told me he is sorry he cannot do business with us.

Thank you.

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Repurchase Coordinator

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T 866.802.6625 x 2839

F 866.802.6668

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**Dial-Murray Funeral Home #760121**  
Kelly Kufel to: seaton3

04/23/2013 09:12 AM

From: Kelly Kufel/C/US/GM/GMC  
To: seaton3@homesc.com

Good Morning Grover!

Attached is the property damage release and power of attorney for the above matter. Can you please fax me a copy and send the originals in the mail?

Also, I just wanted to confirm that your client was aware that when the vehicle is picked up, we will need the original title.

Thank you!

ESIS RELEASE - [REDACTED] (760121)\_#4101750\_v1.PDF

ESIS POA - [REDACTED] (760121)\_#4101574\_v1.PDF

Kelly Kufel  
ESIS/GM Central Claims Unit  
Renaissance Center  
Mail Code 482 C19 B61  
P. O. Box 300  
Detroit, MI 48265  
800-888-0164  
fax: 248-778-1712

# Seaton Law Firm, LLC

Attorney at Law

Grover C. Seaton, III

\* Founding Member - S.C. Association of Criminal Defense Lawyers  
\* Founding Member - National College for D.U.I. Defense

Writer's Direct E-Mail address: seaton3@homesc.com

Post Office Box 38  
105 Carolina Avenue  
Moncks Corner, SC 29461

Telephone (843) 761-8365  
Charleston (843) 722-1345  
Facsimile (843) 761-4458

April 25, 2013

RECEIVED

MAY 01 2013

ESIS-GM CLAIMS UNIT

Mrs. Kelly Kufel  
ESIS/GM Central Claims Unit  
Mail Code 482 C19 B61  
PO Box 300  
Detroit, MI 48265

Re: [REDACTED] Power of Attorney and Property Damage Release

Dear Kelly:

Please find enclosed the executed copy of Mrs. [REDACTED] Power of Attorney as well as the Property Damage Release, regarding her 2013 Chevy Malibu.

With kindest regards, I remain

Sincerely,



Grover C. Seaton, III  
Attorney at Law

GCSIII/snf

Enclosure: as stated

OVER 40 YEARS GENERAL PRACTICE AND TRIAL EXPERIENCE  
CRIMINAL \* D.U.I. \* DOMESTIC \* CIVIL \* PERSONAL INJURY

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