Issue 1288982 Number:

Issue 103

Issue (Aftersales) Product

Type: Report

Issue Status: Closed

Current Solution Feedback

Current Step Complete

Current Step 07-

Target: NOV-2012

Project: US-United States

Program: LaCrosse Global / GMNA Passenger Car

Subject: Cooling Fan, Hybrid battery pack - Check Engine Light On, Stall

Product Line: OG-Global Epsilon Mid and Large FWD Car

Project LaCrosse (USA)
Number:

Associated Issues: 1

Tasks:

Attachments:

Memos:

REPORT

Main

User Role Assignments

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

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
27-JUL-2012		27-JUL-2012		27-JUL-2012

Step Actions

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

Vehicle Line/Engineering LaCrosse Global / GMNA Passenger Car Source:

Product Line: OG-Global Epsilon Mid and Large FWD Car

Project Number: LaCrosse (USA) Country: US-United States

Issue Title

Part Name: Cooling Fan

Part Location: Hybrid battery pack

Complaint: Check Engine Light On, Stall

Severity: 1-Possible Safety / Regulatory Compliance / Walk Home / No Build

Restricted Issue: No

Affected Vehicles

Model Year(s): 2012

Other Potentially Affected

Vehicle Lines:

Steering Type: Body Style(s): Engine(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)	Primary (VIN) VIN		Engine No	Odometer Reading	Odometer Units	Transmission No
Υ	1G4GC5ER0CF348498	08-MAY-2012		459	Miles	

Problem Description

Symptoms/Complaints:

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

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

abor Information				
Labor Codes Information				
Primary	Labor Code			

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:	

Impact Info -> Impacted Product Lines Impacted Product Lines Product Line Project Number Bypass Prioritization Prioritization Ranking By Priority Value 0G LaCrosse (USA) N

Field Rep Phone:

Field Rep Email Address:

External Systems	
System References	
External System Name	External System Issue ID
FPRD	68252

Issue Status	
Issue Status	

Next Step	
Next Step Role Assignments	

GM Confidential 3 Date Printed: Jul 30, 2013

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
•	Target Date		nit Date: 01-AUG-2012 Next Step Target Approve/Close Date: 18-SEP-201	2

SENT

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User	Role	Assign	ments
	,,,,,,	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	,,,,,,,

Role	Assignment Date	Name	Department				
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:	Trigger Answer:
Step when issue is flagged:	Date when issue was flagged:
Flagged by:	

Issue Status

Issue Status:

Next Step

Next Step	Role P	\ssignm	ents
-----------	--------	---------	------

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

ADD INFO NEEDED

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I Icar	Role	Accion	ments

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

Main

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

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	

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): 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

No of Cases

Cases

110 01	cuses		necoraea Batt			
1			27-JUL-2012			
VIN Information						
Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Un	its Transmission No	Engine No
Υ	1G4GC5ER0CF3484	98 08-MAY-2012	459	Miles		

Recorded Date

Recorded by/Originator

Problem Description

Symptoms/Complaints:

GM Confidential 6 Date Printed: Jul 30, 2013

CHECK ENGINE LIGHT ON, EXCESSIVE REDUCED BATTERY LIGHT ON THUMP NOISE, CAR STALLED , BATTERY $\{12\ \text{VOLT}\}\ \text{SLOW}\ \text{TO START}$ 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: Field Remedy

Success of Corrective Action: Trouble Codes Affected:

Remarks:

Develop Solution

Last Break Point

Date VIN/Part Number Comment

General Answer/Comment:

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.

Short Description:

Field Service Information

PI Number: Bulletin Number:

GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 80-Electrical Function

2nd Level (VPPS): 80.04-Charging & Energy Storage

3rd Level (VPPS): 80.04.02-Battery

GM Confidential 7 Date Printed: Jul 30, 2013

	4th Level (V	PPS):								
Part										
Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number		
Suspe	ct Parts Avail	able? No								
Shipping Dea	tails:									
Location of I	Parts:									
BAC 186713 R	O 450182 TAC C	ase 71-109051	2056							
Remarks:										

Labor Information									
Labor Codes Information	Labor Codes Information								
Primary Labor Code									

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:

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

Field Rep Email Address:

Impact Info -> Impacted Product Lines											
Impacted Product Lines											
Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value							
0G	LaCrosse (USA)	N									

Impact Info -> Aftersales									
Aftersales Comments:									
Aftersales Impact Metrics Information	Aftersales Impact Metrics Information								
Metric Number of Cases									

GM Confidential 8 Date Printed: Jul 30, 2013

Custom	Customer Satisfaction												
Customer Satisfaction Question													
	Product	Line			Proje	ct Numb	er			Available Data			
0G					LaCr	osse (US/	A)		No				
Customer	Survey Info	ormation						'					
Product Line	Project Number	Impact Category	Surve	Survey Category	Wave	Total PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Model Year	
	Report Date:												
Customer Survey Comments													

Warrant	ty													
Warranty	Question													
	Product	Line			Projec	t Num	ber					Available	Data	
	0G				LaCro	sse (U	SA)					No		
Labor Co	des Informa	ation	·											
		Primary								Lab	or Code			
Warranty	Measure In	nformation												
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	Effectivenes	ss (%) Infori	nation									•	•	
Product Line Project Num					mber Solution Effectiveness (%)									
	Report Date:													
Warranty	Warranty Comment													

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: 07-DEC-2012 Next Step Target Approve/Close Date: 23-SEP-2012											

GM Confidential 9 Date Printed: Jul 30, 2013

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** Target Close Date Actual Close Date Actual Submit 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): 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-IUL-2012

VIN Information

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

GM Confidential 10 Date Printed: Jul 30, 2013

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 Condtions: Road Surface:** Action Requested: Field Remedy Success of Corrective Action: Trouble Codes Affected: Remarks: **Develop Solution** Last Break Point Date VIN/Part Number Comment General Answer/Comment: 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. Short Description: Field Service Information PI Number: **Bulletin Number:**

Affected Parts

Production Remedy:

Field Remedy:

GM Messenger Date:

VPPS

GM Confidential 11 Date Printed: Jul 30, 2013

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

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

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:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Value
0G	LaCrosse (USA)	N		

Impact Info -> Aftersales

Aftersales Comments:

GM Confidential 12 Date Printed: Jul 30, 2013

46 /																
Aftersale.	s Impact Me Metr		nation							Number	r of C	ases				
C	on Cotiefe	ation.														
	er Satisfac															
Custome	<i>r Satisfactio</i> Product I					Proje	ct Num	hor					Available	Data		
	0G	LITTE					osse (U:						No			
Customo		ormation				Lacro	osse (U	DA)					INO			
Product Line	<i>r Survey Info</i> Project Number	Impact Category	Surve	y Sur Cate	· ·	Vave	Total PPH	Opt		Referen	ce	Satisfaction	Satisfact Referen		PPH	Model Year
	Report D															
Custome	r Survey Co.															
Warrant	ty															
	Question															
	Product I	Line				Proje	ct Num	ber					Available	Data		
	0G			LaCrosse (USA)							No					
Labor Co	des Informa	ntion														
		Primary									La	bor Code				
Warranty	Measure In	formation														
Product Line	Project Number	Impact Category		ranty asure	Sales Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Model Year	Calendar Year	Curr Ty _l		Report Date
Solution .	Effectivenes	s (%) Infori	nation				'									
	Product Line			Pro	ject Num	ber						Solution Eff	ectiveness (S	%)		
	Report D	ate:														
Warranty	Comment															
Issue St	atus															
Issue Sta	tus															
Name of																
Next St	•															
	Role Assign															
Role Name	Assignment Date	Name						De	partn	nent						Phone
Champion	08-	Carrie G											ersales Engir	_	-	+1 586

GM Confidential 13 Date Printed: Jul 30, 2013

OCT-2012 Harvey

Next Step Target Submit Date: 07-NOV-2012

Next Step Target Dates

Service Operations *** Global Aftersales Mechanical Engineering *** NA Chassis/HVAC Partition

Next Step Target Approve/Close Date:

243 2598

SOLUTION FEEDBACK

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IVI	alli	

User Role Assignments

	-			
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

Step Dates

Step Start Date Target Submit Date Actual Submit Date Target Close Date Actual Close Date 08-OCT-2012 07-NOV-2012 07-NOV-2012

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	07- NOV-2012	Batch			

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment
------	-----------------	---------

Develop Solution

General Answer/Comment:

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.

Short Description:

Field Service Information

PI Number: Bulletin Number: GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

GM Confidential 14 Date Printed: Jul 30, 2013

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 Ques	stion: Trigger Answer:
Step when issue is flag	gged: Date when issue was flagged:
Flagge	d by:

Issue Status	
Issue Status	

GM Confidential 15 Date Printed: Jul 30, 2013

Issue Number: 68252

Issue

 $\textbf{Issue Type:} \ \frac{(\text{Aftersales}) \ \text{Field Performance}}{\text{Report}}$

Age:

Issue Status: Closed

Current Field Performance Report

Current Step Complete

Current Step

Target:

Project: US-United States

Program: LaCrosse Global / GMNA Passenger Car

Subject: LaCrosse Global - Cooling Fan - Hybrid Battery Pack - Check Engine Light On, Stall

Product Line: Project Number:

Associated Issues: 1 Tasks: **Attachments:** Memos:

REPORT

Main											
User Ro	User Role Assignments										
Role	Role Assignment Date Department Department Phone										
1 -	Step Dates Step Start Date Target Submit Date Actual Submit Date Target Close Date Actual Close Date										
Step Ad	ctions										
Action Date Name Department						Phone		Comment			

Issue Definition

Vehicle Line/Engineering LaCrosse Global / GMNA Passenger Car

Source: **Product Line: Project Number:**

Country: US-United States

Issue Title

Part Name: Cooling Fan

Part Location: Hybrid Battery Pack

Complaint: Check Engine Light On, Stall

Severity: Restricted Issue:

Affected Vehicles

Other Potentially Affected Model Year(s): Vehicle Lines:

Steering Type: Engine(s): Transmission(s): Body Style(s): Axles: Transfer Case: Local Component PR:

Relavent Options:

VIN Information

Cases

No of	Cases	Recorded Date									
1											
VIN Information	VIN Information										
Primary (VIN)	Primary (VIN) VIN			Engine No	Odometer Reading	Odometer Units	Transmission No				
Y	1G4GC5ER0CF3	1G4GC5ER0CF348498		08-MAY-2012		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

Road Surface:

Driving Conditions:

Environmental Condtions: Action Requested:

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

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

Suspect Parts Available? No

Shipping Details:

Location of Parts:

BAC 186713; RO 450182; TAC Case 71-1090512056

Remarks:

_abor Information			
Labor Codes Information			
Primary	Labor Code		

GM Confidential 2 Date Printed: Jul 30, 2013

Dealer and Field	Contact Information	on				
Dealer						
Dealer Number:						
Dealer Name:						
Dealer Phone:						
Dealer Contact:						
Dealer Email Addres	s:					
Field Representative						
Field Rep Contact Na	ame:					
Field Rep Number:						
Field Rep Phone:						
Field Rep Email Addı	ress:					
Impact Info -> Im	pacted Product Li	nes				
Impacted Product Li	nes					
Product Line	Project Number	Bypass Prioritiz	ation	Pr	ioritization Ranking By	Priority Value
External Systems						
System References						
	External System Name		External System Issue ID			
Issue Status						
Issue Status						
Next Step						
Next Step Role Assig	rnments					
Role Name		nment Date	Na	ame	Department	Phone
Nevt Sten Target Da	tec					

Next Step Target Approve/Close Date:

Next Step Target Submit Date:

SENT

Main									
User Ro	ole A.	ssignments							
Role		Assignment Date	Name		Depa	artment			Phone
Step Dates Step Start Date Target S		Submit Date Actual Submit Date Target Close Date Actual Cl		Actual Close I	Date				
Step A	ction:	5							
Action	Date	Name		Department		Phone Comment			

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

Issue Status	
Issue Status:	

Next Step							
Next Step Role Assignments							
Role Name	Assignment Date	Name	Department	Phone			
Next Step Target Dates							
Next Step Tar	get Submit Date:	Next Ste	p Target Approve/Close Dat	e:			

GM Confidential 4 Date Printed: Jul 30, 2013

ADD. INFO NEEDED

Main									
User Ro	ole As	ssignments							
Role		Assignment Date	Name		Depa	artment			Phone
<i>Step D</i> Step		t Date	Target S	ubmit Date	Actual Submit Date	Tai	get Close Date	Actual Close I	Date
Step Ac	ctions	s							
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

Steering Type: Vehicle Lines:

Engine(s):

Body Style(s): Transmission(s):

Axles: Transfer Case: Relavent Options: Local Component PR:

VIN Information

NO OT	Cases	Record	ded by/Originator		Recorded Date		
1		W	/endy Olivier				
VIN Information							
Primary (VIN)	VIN	Build Date	Odometer Reading	Odometer Units	Transmission No	Engine No	
Y	1G4GC5ER0CF3484	498 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:

GM Confidential 5 Date Printed: Jul 30, 2013

Road Surface: Success of Corrective Action: Trouble Codes Affected:	Action Requested:
Remarks:	

Develop Solution							
Last Break Point							
Date VIN/Part Number Comment							
General Answer/Comme	ent:						
Short Description:							
Field Service Information	7						
	PI Number:						
1	Bulletin Number:						
GM	Messenger Date:						
Field Remedy:							

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):

Part

ı	Primary Part	Part Number	Part Name	Supplier Name	Part Year	DUNS Code	Catalog Number	Deck Code	Serial Casting Number
1									

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

Dealer and Field Contact Information	
Dealer	

GM Confidential 6 Date Printed: Jul 30, 2013

<i>Field Rep</i> Field Rep Field Rep Field Rep	ame: one: ontact: nail Addres: resentative Contact Na Number:	ıme:														
Support	ing Proce	sses														
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	Report D	ate:														

GM Confidential 7 Date Printed: Jul 30, 2013

Warranty Comment											
ssue Status											
Issue Status	Issue Status										
Next Step											
Next Step Role Assignments											
Role Name	Assignment Date	Name	Department	Phone							
Next Step Target Dates											

Next Step Target Approve/Close Date:

Next Step Target Submit Date:

OPEN

Main

User Role Assignments

Role Assignment 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):

Axles:

Transmission(s):

Transfer Case:

Relavent Options: Local Component PR:

VIN Information

Cases

No of	Cases		Record	ded by/Originato	Recorded Date			
1			W	endy Olivier/				
VIN Information	7							
Primary (VIN)	VIN		Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No	
V	10400550005349409		09 MAY 2012		450	Milos		

Problem Description

Symptoms/Complaints:

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:

GM Confidential 9 Date Printed: Jul 30, 2013

Road Surface:	Action Requested:							
Success of Corrective Action:								
Trouble Codes Affected:								
Remarks:								
Davidon Calution								

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

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):

Part

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

Suspect Parts Available? No

Shipping Details:

Location of Parts:

BAC 186713 ; RO 450182 ; TAC Case 71-1090512056

Remarks:

Labor Information	
Labor Codes Information	
Primary	Labor Code

Dealer and Field Contact Information

Dealer

GM Confidential 10 Date Printed: Jul 30, 2013

<i>Field Rep</i> Field Rep Field Rep Field Rep	ame: none: ontact: nail Addres: oresentative Contact Na Number:	ame:														
Support	ting Proce	ess ess														
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Product Line Project Number Solution Effectiveness (%) Report Date:																

GM Confidential 11 Date Printed: Jul 30, 2013

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 Approve/Close Date:

Next Step Target Submit Date:

GM Confidential 12 Date Printed: Jul 30, 2013

SOLUTION FEEDBACK Main User Role Assignments Assignment Phone Role Name Department Date Step Dates Step Start Date **Target Submit Date Actual Submit Date Actual Close Date** Target Close Date Step Actions Action Date Name Department Phone Comment Solution Analysis Last Break Point Date VIN/Part Number Comment Develop Solution General Answer/Comment: Short Description: Field Service Information PI Number: **Bulletin Number: GM Messenger Date:** Field Remedy: Production Remedy: Solution Result: Summary Summary **Supporting Process** Trigger Question: Trigger Answer: Step when issue is flagged: Date when issue was flagged: Flagged by: Issue Status

GM Confidential 13 Date Printed: Jul 30, 2013

Issue Status

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. 8TH. ST. MIAMI, FL.33134

DATE: 7/11/12

NUMBER OF PAGES 5

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302 443 1799

Maroone O. Chevrolet

646143

Formerly Abraham Chevrolet

SERVICE 4181 SW 8 ST. MIAMI, FL 33134-2699 DADE 305-443-9000

INVOICE WATS 1-888-674-9516 · FAX 305-443-1799 errorch Carick Labor 7/2000 The 7/2007 manners bearing. It discontinuous houses tube 7/200 STATE OF FLORIDA MOTOR DUPLICATE 3 VEHICLE REPAIR SHOP

REGISTRATION #MV-36741 MIAMI, FL PAGE 1 DADE COUNTY BEGISTRATION #MV8-00105601 HOME ONT:N/A moc.enocrem.www BUS SERVICE ADVISOR: CELL: 3493 JESUS CRUZ COLUR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG WHITE DIAM CHEVROLET MALIBU 1G11F5RR6DE 300/300 T3180 DEL DATE PROD, DATE WARE EXP. PROMISED PAYMENT NV. DATE PO NO. RATE 11MAY12 DI 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 LICH: C05027279 WCC 37.98 37.98 FC: 6573 PART#: COUNT: CLAIM TYPE: ZREG AUTH CODE: PARTS: C.CC 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 POCA2 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 0.00 ...00 ...00 CCCR PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 300 SEE LINE A ray man all the second sec ******************* 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 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: ********* D MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED) GBK MPVI: BRAKE LINING GREEN (NOTATION ONLY - NO WORK NEEDED)

WORK NEEDED)

By signing below, you acknowledge that you were notified of and authorized the Dealership to porform the services/repairs Itemized in this Invoice and that you received for 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 Chock Whon 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 an 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 squal to \$3,00 or 12% of the total cost of labor and parts, witcheaver is LABOR AMOUNT with the cost of labor and parts, witcheaver is LABOR AMOUNT with not people 459.95. This hards the costs and profits to the more varietie repair facility for miscellaneous short of the costs and profits to the more varietie repair facility for miscellaneous short of the cost of the

the maximum amount permitted by law.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

PLEASE PAY
THIS AMOUNT

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

DealerCAP @ 2006 AOP (04/11) SERVICE INVOICE TYPE 2 - SIZC - AUTONATION - "LIMITED WARPANY" AUTURA: 80 94/2 ---

Maroone O. Chevrolet

646143

Formerly Abraham Chevrolet

4181 SW 8 ST. · MIAMI, FL 33134-2699 DADE 305-443-9000

INVOICE WATS 1-888-674-9515 FAX 305-443-1799 ranch Garick Luba Phiss The Plans means better. 🔟 Goodwann Garick Luba Phiss STATE OF FLORIDA MOTOR
VEHICLE REPAIR 8H-OP
PETTRIMANE PARTY
REGISTRATION #MV-38741
DADE COUNTY REGISTRATION #MV-00108601 DUPLICATE 3 MIAMI, FL PAGE 2 HOME A\N:TN www.marpona.com SERVICE ADVISOR: BUS: CELT : 3493 JESUS CRUZ COLOR LICENSE MAKE/MODEL: MILEAGE IN / OUT TAG CHEVROLET MALIBU 1G11F5RR6DF PROD DATE WARR EXP. PROMISED PO NO. RATE PAYMENT NV. DATE 11MAY12 DD 09:24 13JUN12 CASH 10.701.12 R.O. OPENED OPTIONS: STK; DF109401 ENG: 2.4 LITER DOHC ECOTEC 18:56 15JUN12 12:08 11JUN12 LINE OPCODE TECH TYPE HOURS TOTAL 6354 MORALES.RAUL LIC#: C05027279 CCCR 0.00 0.00 0.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: ******************* E MULTI POINT INSPECTION NOT COMPLETED THIS VISIT MULTI-N MULTI POINT INSPECTION NOT COMPLETED THIS VISIT 6354 MORALES, RAUL LIC#: C05027279 0.00 0.00 CCCR 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: PARTS: F** Customer is provided with goodwill rental (must be booked in sublet prior to clesing to) op code 27850 fc95. CAUSE: 1 DAY RENTAL 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 SUBL ENTERPRISE RAC INV#D676422 PO.3813922 38.00 38.00 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: ********** ******** Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000. Please complete your survey and return it!!! Thank you for your business. 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 or in process that you will not dispute us electronically debiting your account, so long as the amount corresponds bettery sold in the state 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 of the total charge of the total charge of the dark of the condition of the state of the process of the payment your state of the service of the payment as a charge of the transaction. If the service of the payment is a service of the payment as a charge DESCRIPTION TOTALS 0.00 0.00

the maximum amount permitted by law. CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

OTHERWISE INDICATED.

0.00 0.00 MISC, CHARGES * 0.00 0,00 0.00 SALES TAX 0.00

0 ...00 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 - SIZC - AUTONATION - "LIMITED WATERNITYS" FLORIDA 96 (8022)

PLEASE PAY THIS AMOUNT

Marooneo Chevrolet

647339

4181 SW 8 ST. · MIAMI, FL 33134-2699 DADE 305-443-9000 INVOICE WATS 1-888-674-9515 FAX 305-443-1799 (C) O scori personale (Burket Luting Phose The Plan means better. 4 GOOdwand Guick Libe Plan STATE OF FLORIDA SHOP VEHICLE REPAIR SHOP REGISTRATION MW-36/41 FT. MIAMI PAGE 1 DADE COUNTY REGISTRATION #MV8-001-0860 HOME www.margone.som <u>B</u>US SERVICE ADVISOR: ELL: 3493 JESUS CRUZ COLOR YEAR ...MAXE/MODEL LICENSE MILEAGE IN / OUT TAG WHITE DIA CHEVROLET MALIBU 1G11F5RR6DF 410/415 DEL. DATE PROD. DATE WARR, EXP. PROMISED PO N RATE PAYMENT INV. DATE 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) 6954 MORALES, RAUL LIC#: C05027279 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 CAUSB: FOUND 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 LICH: C05027279 WCC 322.83 FC: 6579 PART#: COUNT: CLAIM TYPE: ZREG AUTH CODE: E PARTS: 0.00 LABOR: 0.00 CTHER: 0.00 TOTAL LINE B: 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: \$2159--------OK 1 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 Chock Whan 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 this invoice in the state the amount on this invoice, in the event your check or EFT is returned unpairs. DESCRIPTION TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC, CHARGES electronically dabiting your account, so long as the amount corresponds to the amount on this invoice. In the event your check or EFT is returned unpaid TOTAL CHARGES for any reason, you authorize us or our agent to charge a service fee up to LESS INSURANCE ALL PARTS ARE NEW UNLESS the maximum amount permitted by law. OTHERWISE INDICATED SALES TAX CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT

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 - SIZC - AUTONATION - "LIMITED WARRANTY -- ELORIDA - 9598023 --

Maroone O. Chevrolet

647339

Formerly Abraham Chevrolet

\$ERVICE 4181 SW 8 ST. MIAMI, FL 33134-2699 DADE 305-443-9000

DADE 305-443-9000
INVOICE WATS 1-888-674-9515 - FAX 305-443-1799

wranch Quick Lube PEas The PEast me on a better, 🔼 Goodwrench Quick Lube Peas STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP REGISTRATION #MV-36741 MIAMI, FL PAGE 2 DADE COUNTY REGISTRATION //MYR-00106801 HOME BUS: CELL: SERVICE ADVISOR: 3493 JESUS CRUZ COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / QUT TAG CHEVROLET MALIBU 1G11F5RR¢DF WHITE DIAM 1.3 DEL DATE PROD. DATE WARR, EXP. PROMISED PO NO. BATE PAYMENT INV. DATE 1.1MAY12 DD 17:00 29JUN12 CASH 10JUL12 R O, OPENED OPTIONS: STK:DF109401 ENG:2.4 LITER DOHC ECOTEC 16:40 10JUL12 14:27 29JUN12 LINE OPCODE TECH TYPE HOURS LIST NET 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 inconvienance of returning again for the same complaint. Every effort will be made to correct your concern. CB We apoligize for the inconvienance of returning again for the same complaint Every effort will be made to correct your 6354 MORALES, RAUL LIC#: C05027279 0.00 CCCR SUBL ENTERPRISE RAC INV.D676628 PO.3836561 ICERP 46.74 46.74 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: *********** 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 CCCR 0.00 SUBL ENTERPRISE RAC INV D676628 PO WCC 190.00 190.00 SUBLE ENTERRISE RAC INV. D676628 PO. 3836561 ICERS 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 6354 MORALES, RAUL LIC#: C05027279 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 repair facility for miscellaneous shop authorize us to either use information from your check to make a one-time delectronic 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 a check transaction. If processed as an EFT, funds may be withdrawn from 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.

DATE OURS DAMES INALIES. DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC, CHARGES * TOTAL CHARGES LESS INSURANCE SALES TAX CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE 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 - SIZC - AUTONATION - "LIMITED WARPOUTT" - KINDED 96 9977 -

STOMER #: 5110279

Maroone Chevrolet

647339

Formerly Abraham Chevrolet

SERVICE 4181 SW 8 ST. - MIAMI, FL 33134-2699 DADE 305-443-9000

INVOICE WATS 1-888-674-9515 · FAX 305-443-1799 C Goodward Cukk Lube Plast The Flast means better. A Goodward Cukk Lube Plast STATE OF FLORIDA MOTOR

PERSONNELLE STATE OF FLORIDA MOTOR

VEHICLE STATE OF FLORIDA MOTOR

VEHICLE STATE OF FLORIDA MOTOR VEHICLE REPAIR SHOP

REGISTRATION #MY-36741 MIAMI, FL PAGE 3 DADE COUNTY REGISTRATION #1/18-00105601 HOME: BUS: CELL: SERVICE ADVISOR: 3493 JESUS CRUZ COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG WHITE DIAM 13 CHEVROLET MALIBU 1G11F5RR6D T6211 DEL. DATE PROD. DATE | WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DATE 11MAY12 DD 17:00 29JUN12 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 all militeration CCCR 0.00 0.00 PARTS: 0.00 LABOR: 0.00 0.00 OTHER: TOTAL LINE E: ************ ****** Shortly you will be receiving a survey from Chevrolet Motor Division. This is our report card. If for any reason you cannot answer "Completely Satisfied", Please contact Juan Aleman at (305) 443-9000. Please complete your survey and return it.ki: Thank you for your business. 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 vohicle is being returned to you in exchange for your payment of the Amount Due. If Payment is Made By Check When you provide a chock as payment, you authorize us to either use information from your chock 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, funde may be withdrown 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 in \$3.00 or 12% of the total cost of labor and parts, whichever is grater, 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 \$41.00 feet to be collected for each new the sold in the state 1,403,7191, and a \$1.50 feet to be collected for each new or remanufactured lead-acid battery sold in the state 1,303,71851. TOTALS DESCRIPTION LABOR AMOUNT 0.00 PARTS AMOUNT 0,00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 MISC, CHARGES * 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0.00 ALL PARTS ARE NEW UNLESS SALES TAX OTHERWISE INDICATED. 0.00 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.

DEATER CAP @2006 ADP (04/11) SERVICE INVOICE TYPE 2 - SIZC - AUTONATION - "LIMITED WATERSTYN" FLORIDA 960022-

0.00

PLEASE PAY THIS AMOUNT

September 10, 2013



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. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

Mira Ratcliff/Austin/GM1

To robert.dusek@gm.com

08/15/2012 03:30 PM

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

Automobile: 2013 Chevrolet Malibu

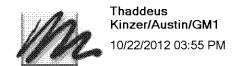
Vehicle History Overview: dealer replaced the battery, and it had a connector issue.

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



To brian.c.greuel@gm.com

СС

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

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



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



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

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



To brent.palmer@gm.com

СС

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

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

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



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

РM

brian.c.greuel@chevrolet.com

CC

То

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

Brent Palmer/US/GM/GMC From: Brian C. Greuel/US/GM/GMC@GM thaddeus kinzer@gmexpert.com Cc:

 $12/06/\overline{2}012 06:51 \text{ AM}$ Date:

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.

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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To brent.palmer@gm.com@SITELCWEB

СС

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



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@qm.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,

Brent Palmer
Business Resource Manager
GM, North Central Region
Naperville, IL
mobile: 630,659,9932

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
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

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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To brent.palmer@gm.com@SITELCWEB

СС

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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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 Brent Palmer/US/GM/GMC@GM To:

Date: 12/14/2012 03:15 PM

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

Brent.

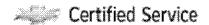
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Brian Greuel District Manager After-Sales 317 509 2404



Brent Palmer/US/GM/GMC From: 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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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,

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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 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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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

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brent.palmer@gm.c

12/17/2012 08:52 AM brian.c.greuel@chevrolet.com

thaddeus kinzer@gmexpert.com

Subject

CC

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.

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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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Let me know and have a great weekend.

Thanks

Brian Greuel District Manager After-Sales 317 509 2404

(Embedded image moved to file: pic22741.qif)

From: Brent Palmer/US/GM/GMC To: Brian C. Greuel/US/GM/GMC@GM

Cc: thaddeus kinzer@qmexpert.com, Rob Johnson/US/GM/GMC

Date: $12/10/\overline{2}012 \ 11:07 \ PM$

Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM

Approval Required, Malibu Eco, Battery Thermal Event

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Cc: thaddeus_kinzer@gmexpert.com

Date: $12/06/\overline{2}012 \ 06:51 \ AM$

Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM

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Dealership: Bradley Chevrolet, BAC 112911, Franklin IN

Dealership Contact: Matt Todd, service manager

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To brent.palmer@gm.com@SITELCWEB

СС

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.

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.

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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

СС

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mobile: 630-659-9932

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From: thaddeus_kinzer@gmexpert.com

To: brent.palmer@gm.com Date: 12/18/2012 11:21 AM

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General Motors

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12/17/2012 08:52 AM brian.c.greuel@chevrolet.com

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Tο

thaddeus_kinzer@gmexpert.com

Subject

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

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Naperville, IL

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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.

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Brian Greuel District Manager After-Sales 317 509 2404

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Cc: thaddeus_kinzer@gmexpert.com, Rob Johnson/US/GM/GMC

Date: $12/10/\overline{2}012 \ 11:07 \ PM$

Subject: Re: (IN) 71-1119553686 PAR Recommended Denial · BRM

Approval Required, Malibu Eco, Battery Thermal Event

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 $12/06/\overline{2}012 06:51 \text{ AM}$ Date:

Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Subject:

Approval Required

Brian,

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e-mail: brent.palmer@qm.com

thaddeus kinzer@gmexpert.com

To: brent.palmer@qm.com Cc: brian.c.greuel@gm.com 12/05/2012 01:43 PM Date:

Subject: (IN) 71-1119553686 PAR Recommended Denial · BRM Approval

Required

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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

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brent.palmer@GM.COM

01/15/2013 09:17 AM

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]

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,

Brent Palmer
Business Resource Manager
GM, North Central Region
Naperville, IL
mobile: 630,659,9932

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@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

[ATTACHMENT REMOVED]

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Sincerely,

General Motors

brent.palmer@gm.c

 \circ m

12/19/2012 02:47 thaddeus kinzer@gmexpert.com

ΡМ

CC

То

Subject

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Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Subject:

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12/17/2012 08:52

AM

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Subject

То

CC

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Recommended Denial · BRM Approval Required, Malibu Eco, Battery

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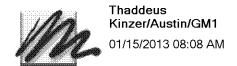
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cc brian.c.greuel@chevrolet.com

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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: $12/10/\overline{2}012 \ 11:07 \ PM$

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

Brent Palmer/US/GM/GMC From: Brian C. Greuel/US/GM/GMC@GM To: Cc: thaddeus kinzer@gmexpert.com

 $12/06/\overline{2}012 06:51 \text{ AM}$ Date:

Re: (IN) 71-1119553686 PAR Recommended Denial · BRM Subject:

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@qm.com

thaddeus kinzer@gmexpert.com

To: brent.palmer@qm.com Cc: brian.c.greuel@gm.com 12/05/2012 01:43 PM Date:

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: 2013 Chevrolet Malibu 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

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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

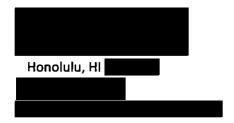


12-17-12P98901-ARNV

Cherrolet P.O. BDX 33170 Dotrolt MI 49232-5170

48232517070

70 - Ылдыныйыныйынышышышышы



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

ALCON (All Concerned) @ Chevrolet,

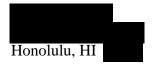
Due to a recent Lemon Law right serious nonconformity presumption, I am writing to notify you of the Lemon Law Rights on my recently purchased 2013 Chevy Malibu Eco Hybrid vehicle VIN: 1G11D5RR7D and its repair that is taking place. I do not wish to remain the sole owner of a defective vehicle. It's 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,



September 10, 2013



Dear

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.... 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.mygmlink.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

СС

bcc

Subject Notification of White Mail Escalation to ER

Re: Heffner

Service Request: 71-1136771057

Vehicle Identification No: 1G11D5RR7DF

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

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, NewPlan Customer:Individual

VIN: 1G11D5RR7DF Customer Type: Owner

Unknown.

Customer Information

Sales Information

Dealer Code: 32888 Honolulu , Hawaii , United States

Ext:

Evening Phone:

Daytime Phone:

Action: Add Protection Plan

Odometer: 4136

Delivery Date: 12/24/2012

Reference number: 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, <u>print</u> 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 INFOR	MATION			
Titled owner:		<u> </u>		
Mailing address				
City: Woodbridge			State: VA	Zip code:
Day phone	Evenir	ng phor		
Fax:	E-mai	ıl address: Mar	lene.Fercovic@	၍hotmail.com
SECTION 2: VEHICLE INFORMA	ATION			
Make: Buick		eSabre	Year: 2012	Current mileage: 18700
Name(s) that appears on the vehicle	e title:			
Selling dealer/city/state: Pontiac I	Buick Route	1, Woodbrid	ige, VA	
Primary Servicing dealer/city/state	e: Pontiac B	uick Route1,		
Acquired as 🛛 new 🗌 used 🔲 d	demo 🔲 leas	sed Is the	e vehicle in your	possession? 🛛 yes 🔲 no
Purchase/lease date: 11/24/11		Milea	ge at purchase/le	ease:
First repair attempt date: 12/20/12	2		repair attempt m	
How often is the vehicle used for business purposes (percentage):	0 %	Number of ve or leased by t		Transmission type: ☑ Automatic ☐ Manual
Has the vehicle been in an accident/				Date of accident:
Description of damage:				
	- (Deposible	I at rough	Janada	
SECTION 3: DESIRED OUTCOM I want a new vehicle.	E (Describe	: What you w	/ant done to i	resolve your concern)
I Wallt a liew vehicle.				
Please complete the missing i	nformation	in the box t	pelow and on	page 2.
VEHICLE INDENTIFICATION	NUMBER _			
Lienholder/Leasing Compan	ı y		Phe	one Number
Account Number				

Case Number: BUK1234587 **SECTION 4: VEHICLE PROBLEMS (List primary problem first)** Does the # of problem repair List the date, mileage, and days out of exist Problem Servicing dealer(s) attempts service for each repair attempt now? **Example:** 4/23/06 3,500 miles 5 days A/C won't cool properly 2 6/10/07 12,700 miles 1 day Any Dealer, Inc. yes Vehicle stopped while driving 1 yes 1 Brakes are not working yes Electrical system in vehicle 1 yes is down 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 <u>copies</u> 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 DETROIT ORDER NO. PVBQNN/TRE MI 48243-1114 STOCK NO.

VIN 1G4 GD5E R7 CF VEHICLE INVOICE 4AD50647573

MODEL & FACTORY OPTIONS MSRP INV AMT RETAIL - STOCK 4GM69 LACROSSE - PREMIUM I GROUP 32440.00 31142.40 INVOICE 09/21/11

1195.00 1051.60 SHIPPED 09/21/11 C3U POWER SUNROOF W/

2ND ROW SKYLIGHT EXP I/T 10/05/11

N/C N/C INT COM 10/05/11 FE9 50-STATE EMISSIONS

195.00 171.60 PRC EFF 09/21/11 GAR CARBON BLACK METALLIC

LUK ENGINE, 2.4L 4 CYL N/C N/C

WITH E-ASSIST WFP-S QTR OPT-1

MHH TRANSMISSION, 6-SPEED AUTOMATIC N/C N/C BANK: ALLY - 020 CHG-TO 35-374

WITH DRIVER SHIFT CONTROL

1440.00 1267.20 PCT DRIVER CONFIDENCE PACKAGE:

* HIGH INTENSITY DISCHARGE SHIP WT: 3790 HEADLAMPS WITH ADAPTIVE HP: 18.5

PREFER: 36778.21 FORWARD LIGHTING * SIDE BLIND ZONE ALERT MRM: 38075.00

DAN: HYBRD * HEAD-UP DISPLAY

PDB ENTERTAINMENT PACKAGE INCL: 600.00 528.00 ALLOW: 356.12

AM/FM/XM STEREO, CD,

HARMAN/KARDON

384-WATT 11-SPEAKER SYSTEM

POWER OUTLET, 120 VOLT

UYS AUDIO SYSTEM W/ NAVIGATION 1345.00 1183.60

AND BACKUP CAMERA

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

38075.00 36762.63 PAY 310 36762.63 TOTAL

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 VIN 1G4GD5ER7C

ROUTE 1 PONTIAC-BUICK-GMC, INC.

\$ 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 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)

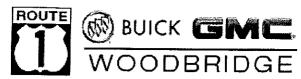
If you have further questions, please contact Customer Relationship Specialist Deb at 1-866-790-5700 41070, or by fax at 1-866-480-3636. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request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

Sincerely,

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

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Fax Transmittal

To: 6-10 15/16	Date: 12-3/-/2
Attention: Debora L Lozana	No. of Pages /
Fax# 866-480-3636	From: Tryon
Comments:	ť
	1 V - HV-1-1



ROUTE 1 PONTIAC BUICK, GMC, INC.

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







I LITTE BEN RRI BUN TREF ER BLAND FREN WELL HIT LEATT HE HEN FARM BEN TREF TREF FREN FREN FREN FREN FREN FREN

0101IPNIP129187

CUSTOMER NO.		ADVISOR				
	13600	KEVIN	108	TAG NO.	10/07/11	INVOICE NO.
 DOUTE 1	BUTCK CMC	LABOR RATE		IILEAGE	COLOR	PNIP129187 STOCK NO.
D/R-/A-WA	BUICK GMC, INC	YEAR / MAKE / MODEL			CARBON BLAC	B12135
14530 JE	FFERSON DAVIS HWY	12/BUICK/L	ACROSSE/CXL FW	D		DELIVERY MILES
WOODBRID	GE, VA 22191	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
		F. T. E. NO.	5 E R 7 C F		R. O. DATÉ	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			10/06/11	
	703-494-7121 GES					MO:
JOB# 1 CHAR	GES				STATEMENT (MO: DF DISCLAIMER
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J# 1 /JNVZ	PDI HOU!	RS: 1.40 TECH(S)	:327	136.02	the warranties with this item/items. The S	respect to the sale Seller hereby express
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	PERFORMED SAFETY INSPECTION				THANK YOU! FO	R BRINGING YOUR CAR TO US FOR SERVICE.
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FROM

	Description	Labor	Part Avail	Part \$	Total	OK?
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Route 1 Buick GMC 14530 Jefferson Davis Highway

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

18256 18256 11/12/11 12/14/12 12/14/12 13/1	BUICK	LACROSSE P	CARBON BLA	WOODRDINGE VA		14:15	
(1) OWNER STATES THAT THE CHECK ENGINE LIGHT IS ON (OWNER REPORTS THAT SLIGHT HESITATION 3200 3200 [45] 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 TEST-ING.	1	- I	LIC.	WOODBRIDGE VA		12/14/12 16:1	
ON (OWNER REPORTS THAT SLIGHT HESITATION 3200 3200 [45] 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 TEST- ING.				RES. BUS.	-	WRITER KEVIN	
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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
	.00	.00 Labor	.00
	.00	.00 Parts	.00
D/O CENEUR, CLOSED	.00	.00 Sublet	.00
R/O STATUS: CLOSED		Warr Deduct	t .00
TIME PRINTED (FROM HISTORY): 12/31/2012 10:44:32 AM	.00	.00 Waste Dispo	osal .00
	.00	.00 Oil/Grease	.00
	.00	.00 Less Disc.	.00
	.00	.00 Total	.00
Page 1 of 1 Printed 1 time(s)	.00	.00 Tax	.00
-	.00	.00 Tax2	.00
03117 Job 000766	.00	.00 Tire Tax	.00
VIEW R/O	.00	.00 TOTAL (CHRO	.00

TURE



03117

Job 000766



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

WOODBRIDGE 703117 IG4GD5ER7CF	Service	(703) 494-71. 2 (703) 494-13. SERVICE ORDI
MODEL LACROSSE P CARBON BLA N MILES W MILES OUT FRST USE 18256 11/12/11 SERVACE CONTRACT Expires: H W: ()	TIME 14:15 PROMO 0:00 WRITER KEVIN
(1) OWNER STATES THAT THE CHECK ENGINE LIGHT IS (W-45-A) ON (OWNER REPORTS THAT SLIGHT HESITATION WAS FELT AT 60 MPH CRUISE FOLLOWED BY JOLTING - C. N.T THIS OCCURED SEVERAL TIMES)		7.7.60
History Pools - Road Testel - Unable to deplicate concern a thir time	BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE WRITTEN ESTIMATE \$	Original Estimate CUSTOMER ACCEPTANCE uthorized Additions tse
WAITER		ouat cad fied DISCARD
R/O DATE MILES TECH TYPE DESCRIPTION .29187 10/06/2011 7 27 I PERFORM VIRGINIA SAFET .29187 10/06/2011 7 27 I 75PNZ	DISCLAIMER OF WAR Any warranties on the product sold here the manufacturer. The seller hereby a warranties either expressed or implied, warranty of merchantability of fitness fo and neither assumes nor authorizes any it any liability in connection with the sale product is sold by the seller "As Is" an quality and performance of the product manufacturer. If the product proves purchase, the buyer and/or manufacture assume the entire cost of all neces VEHICLES LEFT OVER 72 HOURS A STORAGE CHARGE.	reby are those made by expressly disclaims at i, including any implied or a particular purpose, y person to assume for a of said products. The of the entire risk as to is with the buyer and/or to be defective after rer, not the seller, shall ssayr remedies. ALL
TERMS: STRICTLY CASH UNLESS ARR I hereby authorize the repair work herein sel forth to be done by you along with the agree that you are not responsible for loss or damage to vehicle set in we control or for any delays caused by unavailability of parts or materials for any reas assume any liability in connection with such repair. I hereby grant you and/or you described on streets, highways or elsewhere for the purpose of testing and/or inspect on the vehicle to secure the amoust of repairs thereto. In the event that you, the completion of a repair or sending after the amoust of repairs thereto. In the event that you, the completion of a repair or sending after the amoust of repairs thereto. In the event that you, the completion of a repair or sending after will be imposed for disassembly related to completing.	necessary parts and materials to be fi hide in case of fire, theft, or any other ion and that you neither assume nor in our employees permission to operate tion. An express mechanic's lien is he	r cause beyond your authorize anyone to te the vehicle herein ereby acknowledged but do not authorize charge will be directly

Route 1 Buick GMC 14530 Jefferson Davis Highway

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

	154			5 E R 7 (CF					DATE	12/17/12
12	BUI	ICK	LACE	ROSSE P	CARBON B	LA I	OODBBIDGE	3/4	I	TIME I	09:01
NI S		MILES OUT	FIRST USE		Na Pi		OODBRIDGE	VA		CLDAE	0
829	1	18291	11/12	2/11		BUS.		CEL		12	/21/12 17:
				_			1) -	()			KEVIN
	AND I STARI REPLA	OST POWE ER-GENER	R: PERI ATOR MI TER-GEI	FORM CAMI AY FAIL NERATOR N	SAN JOLTING PAIGN #1129 MOTOR AND MODULE	5 3 2 8 F M	600 4261691 8865274 ENTERPRISE 2 IID ATLANT 2	(*GENERA (BATTERY 21744) 1	190.00 53.00 86.40	117.15 190.00 53.00 271.30
						T	otal Sublet			243.00	243.00
	(Tech	1:45) A				T	otal Repair	(Warranty)	• • • • • • •	1079.45
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	SERVI LOT	CE ENGIN	E LIGHT	CAME ON	WHEN OWNE	RIRFT	·· · · · · · · · · · · · · · · · · · ·				
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1	CODES UNABL APPLI CLEAR ROAD NO CO	E TO DUPI ED NYOGEI ED CODES TESTED 7(DES REAPI IVEABILIT	LICATE TO SI MILES EARED Y CONC Labor Total Total	ANY DRIV ARTER/GE ERNS PRE Time Labor Parts G/O/G	BABLILTY CONTRACTOR CO	LESENT ONCERNS NNECTOR TW/C 34 341.64 565.15	otal Repair INT 0 .00 .00	-Total- 34 341.64 565.15	Gross 68.2% (N/A) .0%		
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·	**/*	JINI		CUSTOMER
	341.64	.00	Labor	.00
	565.15	.00	Parts	.00
R/O STATUS: WC Open	243.00	.00	Sublet	.00
•			Warr Deduct	.00
TIME PRINTED: 12/31/2012 1:29:47 PM	.00	.00	Waste Disposal	.00
	.00	.00	Oil/Grease	.00
	.00	.00	Less Disc.	.00
	.00	.00	Total	.00
Page 1 of 1	.00	.00	Tax	.00
_	.00	.00	Tax2	.00
03154 Job 2437	.00	.00	Tire Tax	.00
	R/O00	.00	TOTAL (CHRG)	.00



14530 Jefferson Davis Highway Woodbridge, VA 22191 Main (733)-494-7121 Service (703) 494-1336

WOODBRIL	GE / /W	U^{\pm}	Parts (703) 494-131
VN	RBON BLA N WOODBRIDGE V.	A	SERVICE ORDE DATE 12/17/12 TIME 09:01 PROM.00:00
ERVICE CONTRACT Expires:		-	KEVIN
(1) OWNER STATES THAT ENGINE BEGAN. AND LOST POWER Compo	Jolting 165 RQ	(W-45-A) 200 11111111111111111111111111111111111	1 1 1 1 1 1 1 1 1 1
Burning odlar	in casinVA	RRANTY	#
JOAD TESTED CAR BAN AND STOP AND GO CAR RAN STOP EMOTENIAL FLOG RETURN 11295. 2 OF 8 TERMINA CALLED T.A.P. 714117340	INGO TO SHOP AND PER	FORMEO	
PROBABLY THE CASE OF THE STARTER-GENERATOR ASSY, TO VERLTY REPAIRS.	REDRUGACIUM VISUES. READ TESTED SOMEN	REPLACED BY LAW YOU RIGHT TO AN THE EXPECT	HAVE THE ESTIMATE OF ED COST OF ERVICES.
71-1137172222 5007			Authorized Additions ESTIMATE ORAL ESTIMATE Dete
PEPROGRAMMED E.C.N NOT HOLD CHARGE.	1.4 FOUND BATTER	mic	NO By
TESTED BATTERY AND	REPLACED. S.P.S. COPE 1	uniess specifie	new or factory rebuilt in therwise, Replaced unned unless specified DISCARD replaced under the warrantly are retained by the dealer for manufacturer.
3117A 12/14/2012 18256 45 I OV 29187 10/06/2011 7 27 I PI	WNER STATES THAT THE ERFORM VIRGINIA SAFET	Any warranties on the manufactures warranties either warranties either warrantie of merce and neither assure it any leability in oproduct is sold by quality and performanufacturer. I purchase, the but assume the enterpression of the purchase of the purchase of the purchase of the purchase of the purchase of the enterpression of the enterpressi	AIMER OF WARRANTIES In the product sold hereby are those made by The selfer hereby expressly disclaims all expressed or implied, including any implied instability of litness for a particular purpose, nes nor sufficitizes any person to assume for onnection with the sale of sald products. The ty the selfer "As is" and this entire risk as to mance of the product is with the buyer and/or the product proves to be defective after yer and/or menufacturer, not the selfer, shall ire cost of all necessary remedies. ALL OVER 72 HOURS ARE SUBJECT TO A RGE.
agn con	TERMS: STRICTLY CA reby authorize the repair work herein set forth to be dor se that you are not responsible for loss or damage to ve tron or for any delays caused by unavailability of parts tron any liability in connection with such repair. I here	phicle or articles left in vehicle in case of fi or materials for any reason and that you	and materials to be furnished by you and re, theft, or any other cause beyond your neither assume nor authorize anyone to

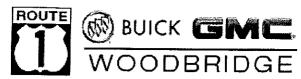
Page

03154

Job 2437

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 mechanics 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 completely work. Such charge will be directly related completely completely work. Such charges may be besed on the completely completely work.

FROM	1	 								(MC)N) DE	C 31	201	2 14	: 02/9	т. 13	:57/	No. 9	3122	4977	72 P	8
OK?	\ <u>.</u>													6					4 25	~	in my	
Total						-			, D	Anist	1990	WELTER GOOFS	011	AIVERBUIR	77	7	-					·
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Part Avail				·.·			7	1 1916 6	POCSD	DUPUIC	FO CHOES	K. TONIL	WITTCOM	HAVE NEVE		270	E 6	THE PLANTS				
Labor							W 10 # 05	3	DOC53	ROMO TESTED, CANNOT	ous, clem	PARTER-SE ROVE APPRO	NO DRIVE AB	THE TANK IN	PERFOR	AEE FO	W11.655	0	ا دُد.			
Description	STANTER GENERATION - 24261691	h12501888	PODII-Intake Comstact Asition System per	UOHZI-Invalid Pate . cc. From Born	2 of	EC 17 PI	DEC 17 pt 4:39		Poste	LWA	Land Com	3 and JOEC 18 m 11:38			12	Symbs	1861	1	1212 C	/ () () () () () () () () () (Are the training	DEC 24 out 0:25
Line #						1:58	4:39			1	0:27	11:38		41:58	3 5 0							



Fax Transmittal

To: 6-10 15/16	Date: 12-3/-/2
Attention: Debora L Lozana	No. of Pages /
Fax# 866-480-3636	From: Tryon
Comments:	ť
	1 V - HV-1-1

SIMPLE FINANCE CHARGE

		Dealer N	umber	C	ontract Number	
Buyer Name and (Including Control WOULERINGE WILL	VQ TAM		Co-Buyer Nam (Including Cou	nty and Zip C	ode)	Creditor-Seller (Name and Address) ROUTE 1 PONTIAC BUICK SMC 14530 JEFFERSON DAVIS HWY WOODBRIDGE VA 22131 PRINCE WILL
or "us" in this cor	t under the itract) the A	agreements mount Financ	on the front and b	ack of this arge in U.S	contract. You agre funds according t	By signing this contract, you choose to buy the see to pay the Creditor - Seller (sometimes "we' to the payment schedule below. We will figure you attract.
New/Used/Demo	Year	Make and Model	Vehicle I	dentificatio	n Number	Primary Use For Which Purchased
NEW	2012	BUTCK LACROSSE	16460	SER7CF		☐ personal, family or household ☐ business ☐ agricultural
	FEDERA	I TRUTH-IN	-LENDING DISCL	OSUBES		1
ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINAL CHAF The do amoun credit cost y	RGE Follar The t the cred will to on y	Amount inanced amount of lit provided by you or our behalf.	otal of yments amount you ve paid after ave made all ments as heduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ 33610.80	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.
Your Payment		Will Be:			Ψ	Check the insurance you want and sign below:
Number of Payments	Amou Paymo	ents	When Payment Are Due			Optional Credit Insurance ☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
Or As Follows:	and the second	- X Monti	nly beginning 127	10/00/11		☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both
						Premium: Credit Life \$ N/A
you will pay a la Prepayment. It Security Intere Additional Int	ate charge fyou pay c st. You are formation: out nonpay	e of <u>5</u> % off all your de e giving a sec : See this ment, defaul	red in full within _ of the part of the bt early, you will r urity interest in the contract for mon t, any required rep	payment of have to vehicle be recorded to the payment of the payme	that is late. pay a penalty. ing purchased. ition including	Insurance Company Name M/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
ITEMIZATION OF A						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
 Cash Price (include Total Downpayment Trade-In	nt =	6. 92 sales	(Model)	\$	36281.92 (1)	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
Gross Trade Less Pay Off Equals Net T + Cash + Other	In Allowance Made By Se rade In BATE payment is no Cash Price (uding Amoun	ller egative, enter "0" 1 minus 2) its Paid to Other	and see 4I below)	d)	N/A N/A 0.00 0.00 0.00 30101.92 (3)	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.
A Cost of Optional Paid to Insuranc Life Disability	Credit Insura	ince	\$ N/A		N/A	Other Optional Insurance Type of Insurance N/A Term
B Vendor's Single I	nterest Insur	ance	Φ	\$		Premium \$
Paid to Insurance	Company(ie	es)		\$	n/a n/a	1
D Optional Gap Co E Official Fees Paid	ntract		ompany or Companies	\$ \$	N/A	Home Office Address N/H
- Omologicaes Paid	io dovernim	eur võõidiõies		5		111

FROM		4:04/ST.13:57/No.9312249772 P 10
F Government Taxes Not Included in Cash Price	\$ 77	NZH
		Home Office Address N/H
G Government License and/or Registration Fees	65.75	WA
H Government Certificate of Title Fees	* <u>i v. vv</u>	Other optional insurance is not required to obtain credit
Other Charges (Seller must identify who is paid and	a ————————————————————————————————————	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
describe purpose.)	. N/A	Your choice of insurer will not affect our decision to extend
1) to Friends for Prior Credit or Lease Balance	\$N/A	credit or the terms of this contract.
	C 1	I want the insurance checked above.
Of the property of the propert	\$ 489.00	X
A) to talk of the foreign and	e N/A	Buyer Signature Date
5) to 14/4	N/H	X
5) to 107 6) to 177 for 107	\$N/A	Co-Buyer Signature Date
6) to N/A for N/A	\$	
7) to ^{ta / tr} for for the	S 1	THIS INSURANCE DOES NOT INCLUDE INSURANCE OF
8) to 4/A for 14/A	\$ 17.4	YOUR LIABILITY FOR BODILY INJURY OR PROPERTY
Total Other Charges and Amounts Paid to Others on Your Behalf	\$ 629.61 (4)	DAMAGE.
5 Amount Financed (3 + 4)	\$(5)	D. J J. Oberly Oberney If any sheet you sign
		Returned Check Charge: If any check you give
OPTION: You pay no finance charge if the Amount Financed, item 5	, is paid in full on or before	us is dishonored, we may, at our option, charge
Year SELLER'S INITIALS		you \$50
, 1621 OCCCCTO INT INCO		
contract to protect the Creditor for loss or damage to the vehicle (collision, fire your interest in the vehicle. You may choose the insurance company throu the Creditor, the cost of this insurance is \$ and is als term of the contract. See back of this contract for more information.	gh which the VSI insurance is c	btained. If you elect to purchase VSI insurance through
OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obto buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed.	tain credit and will not be provided unlessee your gap contract for details on the	ss you sign below and agree to pay the extra charge. If you choose terms and conditions it provides. It is a part of this contract.
Term Mos.		
leli		Name of Gap Contract
I want to buy a gap contract.		
Hair would a gap contiduo.		
Buyer Signs X		
	ING OFF PERIOD	
State law does not provide for a "cooling off" or car you may only cancel it if the seller agrees or for leg you change your mind. This notice does not apply t	al cause. You cannot (cancel this contract simply because
The Annual Percentage Rate may be negotiable and retain its right to receive a part of the Fina	e with the Seller. The nce Charge.	e Seller may assign this contract
HOWELING CONTRACT CAMER CHANGES THE CONTRACT OF	a with all ather decomposite a	igned by you in connection with the purchase
HOWTHIS CONTRACT CAN BE CHANGED. This contract, alon	g with all other documents s	agned 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 contra	act 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
	<u></u>	and the assigned must sign it, and
(iii) no oral changes are binding. Buyer Signs X	Co-l	Buyer Signs X
If any part of this contract is not valid, all other parts stay va	iliu. vve may delay or refra	ain from enforcing any of our rights under
this contract without losing them. For example, we may exte	nd the time for making so	ome payments without extending the time
		. ,
for making others.		
See back for other important agreements.		
NO LIABILITY INSURANCE INCLU	DED	
		some of the contrast at the time you give
NOTICE TO RETAIL BUYER: Do not sign this contract in blackeep it to protect your legal rights.	ank. You are entitled to a	copy of the contract at the time you sign.
You agree to the terms of this contract. You confirm that were free to take it and review it. You confirm that you re	t before you signed this	s contract, we gave it to you, and you
were uses in last it also leviewat, full Lullilli illici VVV l	eceived a completely fil	
11/12/	eceived a completely fil	
11/12/	eceived a completely fil	Date
Buyer Signs X Date	eceived a completely fil Co-Buyer Signs <u>X</u>	Date
Buyer Signs X Date Date Co-Buyers and Other Owners — A co-buyer is a person whose name is on the title to the vehicle but does not he	eceived a completely fil Co-Buyer Signs X ho is responsible for pay	ring the entire debt. An other owner is a
Buyer Signs X Date Date Date Date Date Date Date Date	eceived a completely file it is a completely file it is a consistency in the constant of the constant is a constant of the con	DateDate ring the entire debt. An other owner is a other owner agrees to the security interest
Buyer Signs X Date Date Date Date Date Date Date Date	eceived a completely fil Co-Buyer Signs X ho is responsible for pay	ring the entire debt. An other owner is a

BBBBBB BBBBBBBB

/IRGINI/	A BUY	ERS OF	RDER	-MA	FD	Pontiac •	UIL Buick •	GMC P	ONTIAC .	BUICK • GM	CSTOCK	10.	DEAL NO.
DATE OF SALE		/2011					O	CHANCE .	WOODBRID	on Davis Hwy. GE, VA. 22191 (703) 494-7121	B121	35	30403
PURCHASER'S NAME		/DGING	r OR TYPE)		-		HC AD	ME DRESS					
CO/PURCHASER NAME		, _	OR TYPE)				CIT ST	ATE, ZIP		BRIDGE V		DDRESS	
PLEASE	ENTER MY	ORDER FOR T		OWING:				CNII	PRINCE (VILLIAM	Linkie		
. □X ¥EM		USED					PH	ONE					
YEAR	MAKE	- -	-	IODEL		1		TRANSACT		TYPE/DOOF		COLOR	
2012	BUI	CK Vin i		LACRO	ISSE	<u> </u>	K PURC	HASE	LEASE	CXL F	RVICE DATE	CARBO	N BLACK ME
MILEAGE 63	i	1 6 4	G D	5	E R	7 C	F					11/12	/2011
PRICE INCLUDING	FREIGHT, & DELIVERY	<u> </u>	7	-,			·						37075.00
MANDLING	A DELIVERI												N/A
							-						N/A
										TOTAL	PURCHASE	PRICE	37075.00
										P	ROCESSING F	EE FOR RVICES	489.00
IF THIS BUY	ERS ORI	DER IS FOR	A NEW	/							TIT	LE TAX	1126.92
VEHICLE WI	TH MOR	E THAN 750						-	DE	ALER'S BUSIN	IESS LICENS	SE TAX	63.86
PLEASE REA	AD THIS	NOTICE.				· ·			ON-LINE	SYSTEMS	FILIN	3 FEE	11.00
Notice: This accumulated					DECISTS	RATION FE		55.	75	LE FEE	10.0	9	65. 75
miles as the r					1EGIOTI	TAHONTE					DELIVERED	PRICE	38831.53
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prospective p			took title	'					HADE-IN AS A	PPHAISED	N.	/A	
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(SEE #14 ON REVE	RSE SIDE)	SIGNAT								REBAT	E	(4)	3000.00
DAIE			CRIPTION	OF TRAI	DE-IN	· · · · · ·				TOTAL DOWN PAYM	-NT (1+:	2+3+4)	8100.00
/EAR	MAKE		MODEL		COLO	OR	TYPE/I	DOORS		EXTENDED S			
MILEAGE	VIN	And the second s			;			TAG NO.		TAX OF	N/F	·	N/A
SALESPERSON	GERALD	LESTER JE	<u>-</u>			·				BALANCE DU	<i>t</i> '`		30731.53
he front and back o	of this buyer's	order, along with	other docu	ments sig	ned by F	Purchaser(s) in con	nection with	n this order, co	emprise the ent othe concrition	tire agreemer tv. to review a	it between ti II.document	ne parties affecting the

ROUTE 1

dispute, in which case the hearing will be held in the federal district where this contract was executed. We will advance your niling, 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 yet by the arbitrator.

Annoved	ROUTE	1	PONTIAC	BUICK	GMC
Approvou -					_

Co/Purchaser

FROM (MON) DEC 31 13:57/No.9312249772 2012

12/12/2011 7:09:00 PM MARLENE FERCOVIC Brad Reynolds

ROUTE 1 PONTIAC BUICK GMC

Selling Price: \$37,075 Trade Allowance: \$3,000

Down Payment: \$5,000 Pay Off: \$0 · Rebate: \$0

Jeal type: Finance

575

Standard Dealership's Mandatory Disclosure Customer Options Preferred

\$30,521

Amount financed

\$522

Base Payment (60 mo. @ 0.99% Rate):

Customer name(s): Payment start date:

rinance manager;

EXTENDED WARRANTY

Provides COMPREHENSIVE mechanical breakdown coverage, including parts and labor, towing tental reimbersment roadside assistance, up to 100,000 miles.

EXTENDED WARRANTY

Preferred Plus

Provides COMPREHE (CIVE - Frechanica beard Kdown coverage, including parts and labor, towing rental reimbersment roadside assistance, up to 100,000 miles. EXTENDED WARRANTY Provides COMPREHENSIVE mechanical breakdown coverage, including parts and labor, towing rental reimbersment, roadside assistance, up to 100,000 miles.

Provides COMPREHENSIVE mechaniest breakdown coverage, including parts and labor, towing fental reimbersment, roadside assistance, up to 100,000 miles. EXTENDED WARRANTY Economy

Can pay the difference between actual cash value and loan balance in the event of vehicle theft or total loss. Also pays insurance deductible. GAP - TOTAL LOSS PREVENTION

S

Can pay the difference between actual cash value and loan balance in the event of vehicle theft or total loss. Also pays insurance deductible.

Can pay the difference between actual cash value and loan balance in the event of vehicle theft or total loss. Also pays insurance deductible.

Can pay the difference between actual cash value and loan balance in the event of vehicle theft or total loss. Also pays insurance deductible.

GAP - TOTAL LOSS PREVENTION

GAP - TOTAL LOSS PREVENTION

GAP - TOTAL LOSS PREVENTION

ENVIRONMENTAL PROTECTION

520

Provides EXTERIOR AND INFERIOR prodection from the eliments, passangers. Keeps vehicle looking new, Eliminates need for waxing, Increases value.

Provides EXTERIOR AND INTERIOR protection from the eliments, passangers. Keeps vehicle looking new, Eliminates need for waxing, Increases value.

Provides EXTERIOR AND INTERIOR protection from the eliments, passangers. Keeps vehicle looking new, Eliminates need for waxing, Increases value.

ENVIRONMENTAL PROTECTION

ENVIRONMENTAL PROTECTION

555. m

Starts vehicle form the comfort of your home or office. COOLING vehicle in the summer or HEATING AND DEFROSTING in the winter. NEVER SCRAPE A WINDSHIELD AGAIN!

Starts vehicle form the comfort of your home or office. COOLING vehicle in the summer or HEATING AND DEFROSTING in the winter. NEVER SCRAPE A WINDSHIELD AGAIN!

AUTO STARI

AUTO START

1 THEFT DETERRENT

Antitheff / Tracking systems available. Protects investment, Saves on auto insurance, Provides piece of mind

60 Months \$632 60 Months

For exact coorages, acusions, and limitations of the above products that you have selected, please refer to the specific product souther that who may need in the specific product see optional and can be purchased separately. You do not have to purchase any of these products to obtain 60 Months \$614

Customer(s) Signature(s):

11/19/2011 9-00-21 DNA

\$579

60 Months

\$597

brad neynolds

MARLENE FERCOVIC

Dealership's Mandatory Disclosure

Agreed Upon Options

Selling Price: \$37,075 Trade Allowance: \$3,000

Down Payment: \$5,000 Pay Off: \$0

Deal type: Finance Rebate: \$0

Products Declined

Provides COMPREHENSIVE mechanical breakdown coverage, including parts and labor, towing, tental reimbersment, roadside assistance, up to 109,000 miles.

Price \$1,39/day (60 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. 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.

31 2012 (MON) DEC Starts vehicle form the comfort of your home or office.
CODLING vehicle in the summer or HEATING AND
DEFROSTING in the winter. NEVER SCRAPE A WINDSHIELD
AGAIN Provides EXTERIOR AND INTERIOR protection from the eliments, passangers. Keeps vehicle looking new, Eliminates need for waxing, increases value. Price \$0.56/day (60 mo.*) Price \$0.45/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.

Antitheft / Tracking systems available. Protects investment, Saves on auto insurance, Provides piece of mind

Price \$0.55/day (60 mo.*)

Ргісе \$0.55/дау (60 то.*)

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 Rehal Installment Contract. All products are optional and can be purchased separately. You do not have to purchase any of these products to obtain

Customer(s) Signature(s):

\$30,521

Amount financed:

60 Months

\$522

11/19/9011 9:47:49 DM

Customer name(s):

International Internation

Base Payment (60 mo. @ 0.99% Rate); Base amount financed: Payment start date:

12/12/2011 7:09:00 PM \$30,521 \$522

ROUTE 1 PONTIAC BUICK GMC

13:57/No.9312249772



Deal # DEAL

ROUTE 1 BUICK-GMC, Inc.

14530 Jefferson Davis Hwy.

BANK NAME : BRANCH BANKING AND TRUST AGMAGNY121

F&I MGR : BRADFORD JAY REYNOLD

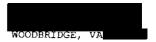
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SWORN AND SUBSCRIBED AND ACKNOWLEDGED BEFORE ME THIS DAY OF	ADDRESS. CITY	ER — BRANC	H BANKING AND T	TYPE TYPE AMOUNT STATE	DATE OF LIEN		GRS REC TX SALES TAX LIC FEE PROC FEES	63.86 1126.92 75.75 489.00
MY COMMISSION EXPIRES MY COMMISSION EXPIRES TRADE ALLOWANCE AMOUNT OWED - ON TRADE-IN \$ ON TRADE-IN \$ LICENSE NO: SERIAL NO: SERIAL NO: STOCK NO:	SWORN AN ACKNOWLE	UD SUBSCRIBED EDGED BEFORE				50	TOTAL	38830.53
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ON TRADE-IN \$ SERIAL NO: TO: ADDRESS ADDRESS STOCK NO: STOCK	TRADE ALL	OWANCE		UNIT TRADED:			CASH ON DELIVERY	5100.00
ADDRESS ADDRESS STOCK NO: STOCK NO: TITLE TO THIS PROPERTY DOES NOT PASS FROM BOUTE 1 PONTIAC-BUICK-GMC TRUCK TO THE PURCHASER UNTIL CHECKS RECEIVED IN PAYMENT ARE PAID BY THE BANK WHICH THEY ARE DRAWN.	ON TRADE	\$ V.		SERIAL NO:				
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		THIS PROPERTY I	DOES NOT PASS FROM ROUTE I	PONTIAC-BUICK-GMC TRI PAID BY THE BANK WHICH	JCK TO THE THEY ARE DRAW!		TOTAL	33730, 53



VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-0 (REV08/06)

Title Number	Veh. Identii 1G4GD5E	ication Number (VIN) IR7CE		te Issued 1/15/1		te Number	Plate Ty PA	/pe	Sticker	Expiration 11/30/	
Vehicle Make BUICK	_	Model LPR		Body SEDA	N 4DR		Year 2012	Color BLK	Fuel GAS	Vehicle Use PRIVATE	Axies 2
Purchase Date 11/12/11	Odometer a	at Titling ACTUAL	Lien at Reg Y	EW 3790	GW	GVWR	GCWR	Unit #			



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

- · Visit the DMV web site at www.dmvNOW.com, select Address Change and complete the online transaction.
- · Visit the DMV website at www.drnvNOW.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.

f 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)

Customer:	SR #: 71-1139124145	BBB# : 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	37075.00
(from Bill of Sale, before tax, tag, title, etc.)	
MSRP	- 38075.00
(from BARS Invoice screen)	
Subtract the MSRP from the Purchase Price	= -1000.00
(If positive, look for Overallowance)	

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

Section 3

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

Section 4

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

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

the service request number above.

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

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 Woodbridge, VA Trade Settlement Letter Subject: Repurchase of 2012 Buick LaCrosse VIN: 1G4GD5ER7CI Ref SR:71-1139124145 V-198497 Dear We regret that you are dissatisfied with your 2012 Buick LaCrosse, VIN 1G4GD5ER7CF 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 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 \$5,157.32 Plus upgrade \$890.00 Total Responsibility of Customer \$29,768.60 **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

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

Morley
):Manuel Zapata COMPANY:



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

Dealer Confirmation Letter - Trade

Subject: Trade Repurchase

Customer:

Vehicle: 2012 Buick LaCrosse VIN: 1G4GD5ER7CF 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 \$35,563.90 New Vehicle Sales Price: \$29,516.58 Used Vehicle Trade Value: Trade Difference: \$6,047.32 \$1,142.88 Taxes: \$83.00 Reg/Lic/Title Fees: 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.

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

MANUEL ZAPATA

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

Morley
):Manuel Zapata COMPANY



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 Plus upgrade	\$5,157.32 \$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 Sagnaw, MI 48603





Case Number: 198497

Originator Name: Deborah Lozano deborah_lozano@gmexpert.com

Created Date: 01/17/2013

Vehicle Info

*VIN: 1G4GD5ER7CF MSRP: 0.0

Year: 2012 Make: Buick Model: LaCrosse

*TAC #:

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

* Names(s) on Title: * Title State: VA

* Primary Owner:

* Address

* E-mail: * Fax Phone:

* Reason Repurchase vehicle stalls, electrical inoperable, brakes inoperable

UCC Codes (J0118) Engine - General - Stalls

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 #: 278107 Dealer Name: ROUTE 1 BUICK GMC

Region: 40 **District**: 5134

* Contact Name: Manuel Zapata * 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:

January 22, 2013 Page 1 of 2





Case Number: 198497

Originator Name: Deborah Lozano deborah_lozano@gmexpert.com

Created Date: 01/17/2013

Transaction Details

Siebel Request #: 71-1139124145

State: VA

Source: FOM Voluntary

Replacement VIN: 2G4GV5GV3D

Compliance Date:

MSRP: 0.0

* **Disposition**:Auction

* Type: Trade - New Finance

Year: 2013 Make: Buick Model: Regal

Compliance Type: N/A

Order #:

Repurchase:

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

* Processing Instructions:

Disposition:

* Processing Instructions:

Transaction Details

Group	Responsible	<u>Formula</u>	Additional Explanation	<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

January 22, 2013 Page 2 of 2

Sparting Now John white vertices fold these sox 2741 Submond, Vagnes 2251-6001

APPLICATION FOR

VSA 17A (07/01/2011)

CERTIFICATE OF TITLE AND REGISTRATION

INSTRUCTIONS: Complete this for	m and return to any DMV	- 1 107 4 1 to	0.00 - 10.00 - 0.00	Committee of the Commit	ay request pr	oof of a	ny informa	ition provided.
			************	i that apply)				
Original Title is Electronic (No paper attached)	Court Order	ĺ	Replica	I	L		ioned Veh lete VSA 4	
Leased	Replevin	[Recons	tructed			nic's Lien lete VSA 4	/ Storage Lier 1)
Rental	Seizure	{] Special	ly Constructed		Repas (Vehicl	session e must be	in your possess
					Water Care	4.180.60	13644	/s-a. pootos.
	0	WNER INFO	<u> </u>	N Title Option I w			an alastu	ania antificata
APPLICATION TYPE: Title Check one (if applicable): ** title and	Registration (license plate			for this vehicle. (TYES TIME
Check Vehicle is owned by individ	ual(s). If this applie	cation is for jo		ship, do you wish				
one: Vehicle is business owned.				the death of eith				YNUMBER/FE
,			J 1111.0 a,					
O-DWNER'S FULL LEGAL NAME (last, fi	rst, mi, suffix)			TELEPHONE NUI	MBER	SOCIAL	. SECURIT	Y NUMBER / FE
f you change your residence/home or	mailing address to a non-	√irginia addre	ss, your di	river's license an	d/or photo id	L entificat	ion card n	nay be cancele
ESIDENCE/HOME/BUSINESS ADDRESS	(Apt # if applicable)	CITY	BRIDGE		···		STATE	ZIP CODE
AILING ADDRESS (if different from above) OPTIONAL	CITY	פאו שטב				STATE	ZIP CODE
		ļ						
O-OWNER'S RESIDENCE ADDRESS (if o	ifferent from above)	CITY					STATE	ZIP CODE
ESIDENCE/BUSINESS JURISDICTION PRINCE WILLIAM	LOCATION WHERE V			GARAGED	Are a	ny of the	vehicle o	wners on activ
PRINCE WILLIAM	CITY (X)DUNTY	TOWN OF	PRI	INCE WILLI	HIT, Mintar	y duty o	r service?	☐YES ☐ N
THE ALIEN ON THE VEHICLES FOR		EN INFORA	000 St. 42, 40, 40, 40, 40, 40, 40,					
THERE A LIEN ON THIS VEHICLE? TE OF FIRST LIEN (mm/dd/yyyy)	YES - YOU MUST COMPLET LIENHOLDER NAME			NO - SKIP TO TH	E NEXT SECT	ION	LIENHOL	DER CODE
11/12/2011	BRANCH BANKI	·	RUST C	OMPANY			EL.	
enholder mailing address PO BOX 1290 MC 200-98-	01-00	WHITE	VILLE				STATE NC	ZIP CODE 28472
TE OF SECOND LIEN (mm/dd/yyyy)	LIENHOLDER NAME						LIENHOL	DER CODE
NHOLDER MAILING ADDRESS		CITY		<u> </u>			STATE	ZIP CODE
	SOURCE OF	OWNERSH	IP INFOR	RMATION				
W WAS THIS VEHICLE SOLD TO YOU? eck one) ☐ USED KNE W DEMONS	VA DEALER LICE	NSE NUMBER	RENT	OR NUMBER			ATE (mm/s /2011	Jd/yyyy)
TICLE PURCHASED FROM			SALES	SPRICE	ľ			AND USE TAX
ROUTE 1 PONTIAC BUICK				37075.00	48	9. 00		1126.92
REET ADDRESS 1 4530 JEFFERSON DAVIS	,	YTY WOODBR	RIDGE	•			STATE VA	ZIP CODE 22191
		CLE INFOR	M \$ 2 3 2 3 3 1 3 3 3			00.033	11. 10. 10. 10.	
AR MAKE	MODEL	BODY TY	PE	VEHICLE IDENT	IFICAT <mark>ION NI</mark>	MRED ()	/IN)	8 - N. C. C. C. C. C. C. C. C. C. C. C. C. C.
2012 BUICK PTY WEIGHT GROSS WEIGHT	CROSS VEHICLE	CXL	FWD OMBINATI	164GD5E	R7CF	÷	EC FUE	TYPE
PTY WEIGHT GROSS WEIGHT	WEIGHT RATING (GVWR)	WEIGHT I		ON	NOMBER	OF AXL	I	9S
ICLE PRIMARY SECONDARY OR CARBON B EBONY	PREVIOUS TITLE NUMBER		STATE	IS THIS A LOW SPEED VEHIC			IIS A LOGO CLE?	<u> </u>
HICLE STATE OR YES - enter agence	v code AGENCY CODE		NAME OF	UNIT HAVING OF	X _W ⊖			X*x0
ALITY-OWNED? NO								
PERSON/	L PROPERTY TAX RE	ELIEF ELIGI	BILITY (Passenger ve	hicles only	·)		
nswer the questions below to determine				1				YES NO
Is more than 50% of the vehicle's are employer?	ū	·			·		-	
Is more than 50% of the depreciatio	n associated with the vehic	cle deducted a			federal incon	ne tax p	urposes?	
Is the cost of the vehicle expensed in	oursuant to Section 179 of	the Internal R	evenue S	ervice Code?				1111
Is the cost of the vehicle expensed p If the vehicle is leased by an individu you answered YES to ANY of the abo	ual, does the leasing comp	any pay the ta	ax without	reimbursement			husine	

3. If you answered NO to ALL of the above questions, check Personal Use and answer the question below

ODOMETER READING (no tenths) / 2	Federal and state laws	ER STATEMENT require that you state the mile	age in connection with the transfer of own
Loodification boot of multiplication in the	Failure to complete the	statement or providing a false	statement may result in fines and/or impri
I certify to the best of my knowledge that: (c The odometer reading above is the ACTU		☐ The odometer reading	above is IN EXCESS of its mechanical
The odometer reading above is NOT the A	ACTUAL MILEAGE. (WARN	ING: Odometer discrepancy.)
The model year is at least 10 years or olds (Applicant must present the out-of-state ti	er than the current calendar tle showing the exemption)	year and was exempt from o	dometer disclosure in the prior state of t
	REGISTRATIO	ON INFORMATION	
REGISTRATION PERIOD (check one:) ONE YEAR		REGISTRATION TYPE (c	heck one:) TRANSFER PLATE
☐ TWO YEARS (\$2 discount applies)		RENTAL	PLATE NUMBER TO TRAI
	TYPE OF PLA	TE REQUESTED	PLATE NOMBER TO TRAI
New Plates (check one)			
Standard (Blue and White)	Great Seal		Vintage - Not General Transports
☐ Heritage (Dogwood-Cardinal) ☐ Scenic (check one)	(Antique plates require	eneral Transportation Use e certification, (VSA 108) and may	
☐ Mountain to ☐ □□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□□	be purchased for a pa	assenger vehicle, trailer, or motorcycle. Pellow)
Soudiford			
Permanent Plates - may be issued to trailers, trucks/tractor trucks with GVWR or GCWR of 7	ravel trailers, or semi-trailer: .501 to 26.000 lbs. if used fo	s; trucks/tractor trucks with a	GVWR or GCWR of more than 26,000
Trailer Permanent - one-time fee (check one)		· · · · · · · · · · · · · · · · ·	
Regular size plate	Small size plate	(trailer gross weight must be 4,00	00 lbs or less)
	LEASED VEHICL	E INFORMATION	
Do you wish to have the vehicle renewal card m LESSEE'S FULL LEGAL NAME (last, first, mi, suffix)			ne information requested below.
LESSEES FOLL LEGAL NAME (IBSI, IIISI, IIII, SUIIX)		CO-LESSEE'S FULL LEGAL NA	ME (last, tirst, mi, sunix)
RESIDENCE/HOME ADDRESS (Apt # if applicable)	CITY	1, 1 ₂ - 1 ₁ - 1 ₂ -	STATE ZIP CO.
POWER OF ATTORNEY FOR	NON-RESIDENT(S) AN	D CORPORATION(S) NO	IT DOMICILED IN VIRGINIA
Pursuant to the provisions of Virginia Code §46.2 Virginia, to be my/our true and legal agent upon v	:-601, I/we appoint the Comr	nissioner of the Department	of Motor Vehicles of the Commonwealth
peration and/or use of any motor vehicle registe	red in my/our name(s) in the	Commonwealth of Virginia.	I/we agree that any lawful process or no
o me/us which is served on the Commissioner sh	all have the same legal effe	ct as if served on me/us with	in the Commonwealth of Virginia.
	INSURANCE GE	RTIFICATION	
We certify that (check one):			
This vehicle is insured by a liability policy issue registered, whether or not it is operated. Penal	d through an insurance com Ities are severe for violation	pany licensed to do business of this requirement.	s in Virginia and it will remain insured wl
This vehicle is not insured; therefore, I am remi vehicle must be insured with liability coverage with liability coverage.		•	e provides no insurance coverage.) A
vehicle must be insured with liability coverage vuninsured motor vehicle fee must be paid. Pena	vhen it is registered, and it n alties are severe for violation	nust remain insured while reg of this requirement.	istered, whether or not it is operated, o
	CERTIFICA		
Ve certify and affirm that all information presente			e have presented to DMV are genuine.
it the information included in all supporting docu d I/we understand that knowingly making a false	mentation is true and accura	ite. I/We make this certification	on and affirmation under penalty of perj
SNATURE OF APPL		· · · · · · · · · · · · · · · · · · ·	DATE (mm/dd/yyyy)
NATURE OF APPL			11-12-11
NATURE OF AFFE			DATE (mm/dd/yyyy)
	PRIVACY NO	OTICE	
information, including Social Security Number, is re	equested in accordance with V	/irginia Code §§46.2-623 and 4	6.2-629. Any person who refuses to supp
required information will be denied a certificate of til ugh 46.2-214, to business, law enforcement or auth		a registration records may be d	iisseminated in accordance with §§46.2-20
	Poketo singel Hi		
			CHAIR PARK

STANDARD TRADE REPURCHASE WORKSHEET

<u>File Number</u> 71-1139124145 <u>Old Vehicle VIN:</u> New Vehicle VIN: 2G4GV5GV3D9 Worksheet filled out by:
allysha
Date:
January 31, 2013

1G4	$G\Gamma$	15	ER	7	CF1	169	114

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$35,563.90	G	231 \$36052.90 -489	
Conversion / Upfit Cost	\$0.00	Е		
State Sales Tax	\$1,142.88	N	3.17% VA Tax on PP	
Additional Tax	\$0.00	Е		
Reg./Lic./Title Fees (opt)	\$83.00	R		
Taxes Reimbursed on old vehicle	\$0.00	Α		
Fees (Explain)	\$0.00	L		
State Fees	\$489.00	М	*taxable	
Items below not shown on new Bill of	f Sale	0	GM responsible for tax/fees	
Cost to transfer Aftermarket Items	\$0.00	Т		
Unused portion of non-GMPP	\$0.00	0		
H/B, ADV, EXP	\$0.00	R		
Transportation Fees	\$0.00	s		
Misc. (Explain)	\$0.00			
Total Replacement Price	\$37,278.78			
State Sales Tax	\$0.00	$\dashv \uparrow$		
Additional Tax	\$0.00			
Reg./Lic./Title Fees (opt)	\$0.00	С		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	s		
State Fees	\$0.00	Т		
Items below contibute to trade-in allo		0		
Usage/Depreciation	\$5,157.32	М	18256*.2825	
Damage	\$0.00	Е		
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		70000	
Misc. Customer Credit	\$0.00			
Less Dealer Contribution to Cust	\$0.00			
	¥ 5.55			
Total Customer Cost	\$6,047.32			
Trade Repurchase Amount	\$31,231.46			
Attorney Fees	\$0.00			
Total Repurchase Amount	\$31,231.46			
Less Dealer Contribution to GM	\$0.00			
(30-day) Lien Payoff	\$23,721.28			
2/20/13, 0.64pd				
Dealer Due to GM	NA			
GM Due to Dealer	\$7,510.18		Authorized Signature	Date
NADA (Legal Only)	\$0.00		**This is a "work in process" unti	l approved
Est. Auction Price (Legal Only)	\$0.00		by a Authorized Representative**	
Projected (Loss)	-\$31,231.46		(Repurchase Group Only)	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	\$35,563.90
Otata Oalaa Taa	* 4.440.00
State Sales Tax	\$1,142.88
Additional Tax	\$0.00
	·
Reg./Lic./Title Fees (opt)	\$83.00
New Aftermarket Items	\$0.00
New Artermarket items	φυ.υυ
State Fees	\$489.00
Fees	\$0.00
Less Dealer Contribution to Cust	\$0.00
Less bealer contribution to cust	ψ0:00
Subtotal	\$37,278.78
	400
Trade-In Allowance	\$29,516.58
Loan Payoff	\$23,721.28
	
Net Allowance	\$5,795.30
Cook on Delivery (Boid by CM)	¢4 744 00
Cash on Delivery (Paid by GM)	\$1,714.88
Total Balance Due	\$29,768.60

Amount to Dealer for additional Fees	\$0.00
New Vehicle VIN:	
2G4GV5GV3D	
Form Poy 11/11/2005	
Form Rev 11/11/2005	



Purchase and Delivery Satisfaction Survey

	UICK	Please make telephone nu			our name,	address, c	F
D	Pissatisfied Customer Elvsburg PA	— Ho Ch Please provi	de us wit	h your <u>pre</u>	<u>eferred</u> em	ail addres	es:
mir this Yo tov	ear sank you for choosing Buick! We greatly appreciate your business. Our nutes to complete both sides of this questionnaire about our dealership's survey online by going to www.BuickDealershipSurvey.com and enter If you choose to respond online, please do not return this survey by our timely response is very important to us and will be used to direct the ward meeting the highest expectations of our customers. For information www.gm.com/privacy or call 1-866MYPRIVACY (1-866-697-7482).	s facilities and ing your perso mail.	personne nal User orts of Bui	el. If you p	refer, you o	an respond Passwo	d to ord:
Th	ank you for buying a Buick.			- 5 weeney, U	S. Vice Prees and Serv		
	Instructions						
	Please use a dark pen or pencil (preferably be Please check this box if you no longer own/lease this 20	•	, and reti	urn the qu	estionnair		
	· Company Company	About Tour	- Duick L	Jealel Sili	p s i acili	1165	
1.	Thinking about your dealership, how satisfied were you with	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
	The convenience of the dealership's showroom hours?	🗀		Ľ.			/
	- The cleanliness and attractiveness of the facilities?	🗆					
	The variety of vehicles and options available for your inspection?				<u>u</u>		
	About Your Sales Consult	ant					
2.	How satisfied are you that you were treated in a professional	Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
	How satisfied are you that you were treated in a professional and courteous manner?	Completely Satisfied		Satisfied			Apply/Not
2. 3.	How satisfied are you that you were treated in a professional and courteous manner? How satisfied were you with the Sales Consultant's	Completely Satisfied	Satisfied	_			Apply/Not
	How satisfied are you that you were treated in a professional and courteous manner?	Completely Satisfied	Satisfied	_			Apply/Not
	How satisfied are you that you were treated in a professional and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly	Completely Satisfied	Satisfied		Satisfied	Satisfied	Apply/Not
	How satisfied are you that you were treated in a professional and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs?	Completely Satisfied	Satisfied		Satisfied	Satisfled	Apply/Not
	How satisfied are you that you were treated in a professional and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs? Knowledge of Buick vehicles?	Completely Satisfied	Satisfied		Satisfied	Satisfled	Apply/Not
	How satisfied are you that you were treated in a professional and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs? Knowledge of Buick vehicles? Knowledge of other vehicles in the market? Assistance in selecting an appropriate vehicle? Were you offered a demonstration ride/drive in the model of your choice?	Completely Satisfied	Satisfied		Satisfied	Satisfled	Apply/Not
3.	How satisfied are you that you were treated in a professional and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs? Knowledge of Buick vehicles? Knowledge of other vehicles in the market? Assistance in selecting an appropriate vehicle?	Completely Satisfied	Satisfied	Does Not Apply/Not Required	Satisfied	Satisfled	Apply/Not
 3. 4. 	How satisfied are you that you were treated in a professional and courteous manner? How satisfied were you with the Sales Consultant's Willingness to take the time necessary to thoroughly understand your vehicle needs? Knowledge of Buick vehicles? Knowledge of other vehicles in the market? Assistance in selecting an appropriate vehicle? Were you offered a demonstration ride/drive in the model of your choice?	Completely Satisfied	Satisfied	Does Not Apply/Not Required	Satisfied	Satisfled	Apply/Not

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familiar with your new vehicle before taking it home?

Please complete other side

	About Your Sales Consultant (continued)			500 56%			
7.	How satisfied were you with the explanation of	Completely Satisfied	Very / Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	Does Not Apply/Not Required
	- Your vehicle's features and operations?	. 🗗					
	- OnStar® features and benefits, including Hands-Free Calling?		/ 🗆				
	- The warranty, owner's manual, and maintenance schedule?	. 🗹					
	Buick's 24-hour Roadside Assistance Program?	. 🔟					
8.	At the time of delivery, how satisfied were you with					,	,
	- The appearance of your new Buick?	. 🗆				/ 🗗	
	- The operation of your new Buick?	. 🗆					
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 . 🔲	No /	∕Óon't Know Not Sure	ri		
		Completely Satisfied	Very Satisfied	Satisfied	Somewhat Satisfied	Not At All Satisfied	
10.	Overall, how satisfied were you with the assistance you received from your Sales Consultant?						
							_
	・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・・		Abo	ut the Fi	nancial P	rocess	
11.	How satisfied were you that	Completely	Very	0.41.5.4	Somewhat	Not At All	Does Not Apply/Not
	The vehicle price and/or payments were discussed in a thorough and straightforward manner?	Satisfied .	Satisfied	Satisfied	Satisfied	Satisfied	Required
	- You were given a thorough explanation of the financing options available?	. 🗹					
12.	How satisfied were you with the review and explanation of all the paperwork?	. 🗹					
13.	Overall, how satisfied were you with how the financial process was handled by your dealership?	. 🗆					
	Summing Up Your Experie	ence		4464			
		Completely	Very		Somewhat	Not At All	
14.	Based on your overall purchase/lease <u>and</u> delivery experience, how satisfied are you with	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied	
	Alexander Family Buick?	Definitely	Probably	∐ Might/	Probably	Definitely	
15.	Based on your overall purchase/lease and delivery	Would	Would	Might Not	Not	Not/	
	experience, would you recommend this dealership?	. \square	∐ Very	П	Somewhat	Not At All	
16.	Based on your experience to date, how satisfied	Satisfied	Satisfied	Satisfied	Satisfied	Satisfied :	
17	are you with your 2012 Lacrosse?	. Ц	Ц	Ц		\$	
	Are you Male Female	_		_		_	
18.	Your age Under 25 25 - 34 2 35 - 44	Ц	45 - 54	_	55 - 64		or older
19.	May we include your name when providing this survey information to you	ur dealersh	ip?	Yes		No □	
	Do you have any other comments/recommendations about Alexander Fa		•				
	had vehicle approx. 8 days and			day	$\sim \sim$	1+ x4	State
/	γ	icle	,	,		nd	Manta
,	Selling Dealer Which Was not if you have an issue with your vehicle or a con	- an	y he	2/0!	Dana	d R we	. Case
	encourage you to first contact your dealer. If furt			-	i, please d	all the	
7		enter: 1- /Cr (/		1300 1001	2/.		
	Thank Y	nu!!		77			0399
	Your opinions will help us		you bett	er.			· -

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

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

1G4GD5ER8C 50475 20130111 014303019237 5707843799





Facsimile Transmittal





Southern Columbia Area Middle School

www.scolumbiasd.k12.pa.us

www.scoloritipi	10301K151h0103
810 Southern Drive Catawissa, PA 17820	Phone: (570)356-3400 Fax: (570)356-2202
TO: General Motors	DATE: 2-20-13
FROM:	# OF PAGES: 5
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 co- about. If the reader of this message is not the intended addressee, the duplication of this communication is strictly prohibited. If the addresses transmission by mail transmission by	e reader is hereby notified that any consideration, dissemination or ressee has received this communication in error, please return this
Comments:	
Case # 71-11486	49091
,	
Reply Requested: Yes No	
Angela M. Farronato, Principal	Charles A. Reh, Superintendent

Member Copy

LOANLINER.

ADVANCE PROCEEDS VOUCHER



PENNSYLVANIA STATE EMPLOYEES CREDIT UNION

P.O. Box 67013 Harrisburg, PA 17106-7013 800,237,7328

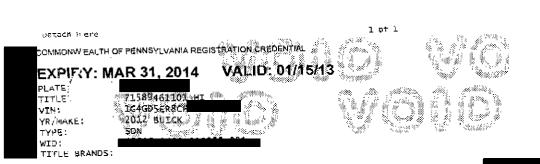
	MEMBER NAME		DATE	MEMBER ACCO	THE MAINTENANCE OF THE PROPERTY OF THE PROPERT	CANDIE NAMBEH COMMISSION
			.1/15/201	3		0001275205
		ļ	PURPOSE:			
ELYSBURG PA		e)	Dealer Pi	ırchase		
DAILY PERIODIC RATE	DISBUR ANNUAL PERCENTA	SERATE /	MOUNT REQUES	AND REPAYMENT SC		NEW BALANCE
.0218904_	7.99	· +	+ OTHER CHARG		0.00	= 40,000.00
PAYMENT 623.08		2/14/2013		PAYMENT PREQUEN	Monthly	
		5	ECURITY C	FFERED		
IN ADDITION TO THE PLEDGE	OF SHARES IN YOUR LOANLINES	R* CREDIT AGREEME	NT, THE FOLLOW	ING PROPERTY SECURES TH	IS ADVANCE.	
TEM AND PROPE	H.A. C. Galerabe de la Carenta 2000 (/ Grech	MODEL	YEAR	1.D. NUMBERS	niarasing see a congres tabe :	2019.00 00 00 00 00 00 00 00 00 00 00 00 00
1. BUICK 2.	\ \ \	ACROSSE	2012	1G4GD5ER8CF	SDN	33,300.00
3. 4. OTHER			<u>l</u>			
YOU PLEDGE SHARES AND/O	PR DEPOSITS OF \$	<u> </u>	IN ACC	DUNT NUMBER		
OLD ACCOUNT/LOAN NUMBER	(A) PAYOFF (PRINC. + INT.)	OLD ACCOUNT/LC	AN NUMBER	(B) PAYOFF (PAINC. + INT.)	OLD ACCOUNT/LOAN NUMBER	(C) PAYOFF (PAINC, + INT.)
		1	-			}
OLD ACCOUNT/LOAN NUMBER	(D) PAYOFF (PRINC. + INT.)	OLD ACCOUNT/LC	AN NUMBER	(E) PAYOFF (PRINC. + INT.)	PSECU F	EFERENÇE
	1					

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.

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PENNSYLVANIA STATE EMPLOYEES CREDIT UNION FORM #3175 CVAVC1 (Laser) (4/12

02/19/2013 20:57 PAGE 03/03



Thereby acknowledge this day that I have mostived natice of the provisions of Section 3709 of the Vehicle

ELYSBURG PA

September 10, 2013



Dear

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 or call us at 1-800-521-7300.

Sincerely,

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



DATE 02/26/13 1,246 DOLLARS

AMOUNT

1,246.00

General Motors LLC. Disbursement Account

1

ELYSBURG PA iyij

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

VENDOR

AUDIT

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

CHECK NO.

PAYMENT DATE

02/26/13

DETACH BEFORE DEPOSITING CHECK

'ENDOR NAME REGISTER NO DESCRIPTION DOC. REFERENCE NUMBER % DISC. INVOICE AMOUNT DISC. AMOUNT

NET AMOUNT

.00 02/25/13 VN 1-J51KS6 00.0000 1,246.00 1,246.00 1G4GD5ER8C Andrews St. 47

TOTAL

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

1,246.00

H3

.00

1,246.0



Monday, February 18, 2013

LANSING, MI	

Trade Settlement Letter Collateral Exchange

Subject: Repurchase of 2013 Chevrolet Malibu

VIN: 1G11D5RR1DF

Dear

We regret that you are dissatisfied with your 2013 Chevrolet Malibu, VIN 1G11D5RR1DF 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 1G11D5SR5DI Your responsibilities are outlined below. This offer is calculated by using the following figures:

Total Customer Responsibility

\$0

TO TO SURAN BUDDANCE CONTRACTOR

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 ext 1108 if you have any questions or concerns

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 appropriate.
- ⇒ 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



CHEVROLET

⇒ Factory installed equipment – needs to be intact and functional.

and result of the street bearing and the

- ⇒ 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:

Vehicle: 2013 Chevrolet Malibu VIN: 1G11D5RR1DF 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:
 1G11D5\$R5DF

 New Vehicle Sales Price:
 \$25,418.88

 Used Vehicle Trade Value:
 \$25,418.88

 Trade Difference:
 \$000

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 Alestions you may reach me at 866-802-6625 ext1108.

BUD KOUTS OFFEVROLET COMPANY INC 115195 Management Agent's Signature and Title.

BUD KOUTS CHEVROLET COMPANY INC 115/195 Management Agent's Printed Name and Title.





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 MSRP: 0.0 *TAC #:

Malibu Year: 2013 Chevrolet Make: Model:

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: | * Title State: MI

* Primary Owner:

* Address

* City * State * ZIP Code: * Cell Phone:

* Day Phone: * Home Phone:

* E-mail: * Fax Phone:

Burnt smell in the vehicle * Reason Repurchase

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

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 Name: BUD KOUTS CHEVROLET COMPANY INC * Dealer #: 115195

Region: 50 District: 5142

* Phone: (517) 374-0900 (517) 374-7504 Fax:

* Contact Name: Dan Armbruster * Contact Title E-Mail:

* Contact Name: * Contact Title:

Vehicle Location:

* Company Name:

Phone: Fax:

* Contact Name: E-Mail: * Contact Title

Address:

City ZIP Code:

February 14, 2013 Page 1 of 2





Case Number: 199116

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

Created Date: 02/12/2013

Transaction Details

* Disposition:Auction Siebel Request #:

State: * Type: Trade - Collateral

Source:

Replacement VIN: 1G11D5SR5DF Year: 2013 Make: Chevrolet Model: Malibu

Compliance Date: Compliance Type:

MSRP: 0.0 Order #:

Repurchase:

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 * Processing Instructions:

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

Group	Responsible	<u>Formula</u>	Additional Explanation	<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

February 14, 2013 Page 2 of 2

STATE OF MICHIGAN

CERTIFICATE OF TITLE

VEHICLE IDENTIFICATION S	HMBED	YEAR	MAKE	MODEL	BODY STYLE	
	OMBER	-				
1G11D5RR1DE		2013	CHEVROLET	MALIBU	FOUR	DOOR
TITLE NUMBER	ISSUE DATE		ODOMETER		BRAND/LEGEND	
AS	01/30/2	013	000068			
WEIGHT/FEE CATEGORY		00	OMETER BRAND			
24		*A0	TUAL MILEAGE*			
OWNER(S) NAME AND ADDR	FSS		STATE OF MICHIG			
20 1 CD) 10 38C OCH H 31C 51			19	2		
		/	- AA	11		
		1:		1.1		
LANSING MI			TUEBOR	1.1		
		1	/NH-	() 1		
First Secured Party		Filin	Dale	/4/		
ALLY FINANCIAL	INC		2013F7 RY OF 51	ATT		
PO BOX 8118		01-28	-2013FTARY OF 5	/		
COCKEYSVILLE	MD		21030			
Release	of First Lien:					
XSignature of Agent	_	Date				
-5		5,010				

Title Assignment by Seller

State and federal laws require the seller(s) to indicate mileage when ownership is transferred. Failure to complete or providing lalse information may result in civil hability, fines and/or impresonment. ANY ALTERATION, ERASURE, FALSE STATEMENT, FORGERY OR FRAUD VOIDS THIS TITLE AND IS A CRIME.

	Printed Name of Purchaser(s)		Date of Sale	Selling Price			
eller	Purchaser's Street Address	City	State	Zip			
by S	I (we) certify that the odometer reading is	(No Tenths	est of my knowledge the odomete mechanical limits of adometer no				
Completed	Signature of Seller(s)	re of Seller(s) Printed Name of Seller(s)					
ပိ	Seller's Street Address	(*ny	State	Zap			
3	A \$15.00 Late Fee is Due for Failure to A "I am aware of the above odometer certification made by the seller(s)"		Days of Date of Assignment	1			
er	Signature of Purchaser(s) Printed Name of Purchaser(s)						
2		10 10	1				
by Buyer	NEW LIENHOLDER INFORMATION: The information below must	t be on an application for title an	a presented to the Michigan Depa	ittment of State			

The State of Michigan, Michigan Department of State certifies that this certificate of title is issued in compliance with the laws of Michigan and constitutes prima face proof of ownership. Further on the date of title issuance, the described while was subject to the security interest(s) listed above.

MAILING ADDRESS

ALLY FINANCIAL INC PO BOX 8118 COCKEYSVILLE MD 21030 "NOTICE TO SELLERS"

Sellers must keep a receipt or photocopy of the reassigned title for their records for 18 months or accompany the purchaser to a Secretary of State Office.



STANDARD TRADE REPURCHASE WORKSHEET

<u>File Number</u> 71-1150378686 <u>Old Vehicle VIN:</u> Customer Name
New Vehicle VIN:

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

1G11D5RR1DF

1G11D5SR5DF

TRADE REPURCHASE				
Replacement Veh.Cost (231/237)	\$25,418.88	G		
Conversion / Upfit Cost	\$0.00	Ē		
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	24 taxed at 070	
Fees (Explain)	\$0.00	- î		
State Fees	\$0.00	М		
Items below not shown on new Bill or	•	0		
		T		
Cost to transfer Aftermarket Items	\$0.00	0		
Unused portion of non-GMPP	\$0.00 \$0.00	R		
H/B, ADV, EXP	*			
Transportation Fees	\$0.00	S		
Misc. (Explain)	\$0.00			
Total Replacement Price	\$25,467.32			
State Sales Tax	\$0.00			
Additional Tax	\$0.00 \$0.00	-		
	•			
Reg./Lic./Title Fees (opt)	\$0.00	С		
New Aftermarket Items	\$0.00	U		
Fees (Explain)	\$0.00	S		
State Fees	\$0.00	Т		
Items below contibute to trade-in allo		0		
Usage/Depreciation	\$0.00	М		
Damage	\$0.00	E		
MSRP Upgrade	\$0.00	R		
MSRP Downgrade (deducted)	\$0.00			
Reimb. of Aft. Mkts on Old Unit	\$0.00			
Misc. Customer Credit	\$0.00			
Less Dealer Contribution to Cust	\$0.00			
Total Customer Cost	\$0.00			
Trade Repurchase Amount	\$25,467.32			
=				
Attorney Fees	\$0.00			
Total Danwahaaa Amayust	COE 407 00		000	20
Total Repurchase Amount	\$25,467.32		800	JU
Less Dealer Contribution to GM	\$0.00			
2000 Dealer Contribution to Civi	ψυ.υυ			
(30-day) Lien Payoff	\$0.00		SOC	
Good Through (mm/dd/yy)	\$3.00			
Cood Through (min/du/yy)				
Dealer Due to GM	NA			
GM Due to Dealer	\$25,467.32		Authorized Signature	Date
S Duo to Douloi	ψ±υ, τυ 1.0£		, tationzoa digitaturo	Date
NADA (Legal Only)	\$0.00		**This is a "work in process" until a	nroved
Est. Auction Price (Legal Only)			by a Authorized Representative**	pproveu
Projected (Loss)	\$0.00			
Projected (LOSS)	-\$25,467.32	_	(Repurchase Group Only)	
				Form Rev 11/11/2005

BILL OF SALE	
Purchase Price (New Unit)	\$25,418.88
State Sales Tax	\$1.44
Additional Tax	\$0.00
Additional Tax	ψ0.00
Reg./Lic./Title Fees (opt)	\$47.00
New Aftermarket Items	\$0.00
State Fees	¢0.00
State rees	\$0.00
Fees	\$0.00
	¥ 0.00
Less Dealer Contribution to Cust	\$0.00
Subtotal	\$25,467.32
Trade-In Allowance	\$25,418.88
Trade-III Allowance	\$25,410.00
Loan Payoff	\$0.00
,	·
Net Allowance	\$25,418.88
Cash on Delivery (Paid by GM)	\$48.44
Total Balance Due	\$0.00
Total Balance Buc	ψ0.00
Amount to Dealer for additional Fees	\$0.00
New Vehicle VIN:	
1G11D5SR5DF	
Form Dov 44/44/2005	
Form Rev 11/11/2005	

Jose Garcia/Austin/GM1

To william.tayloriii@gm.com

03/29/2013 03:17 PM

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

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"Pat Burcham" <Pat.Burcham@minacs.adit yabirla.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

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.

☐ Urgent	☐ For Review	☐ Please Comment	☐ Please Reply	☐ Please Recycle
Re:		CC:		
Phone: ,	<u> . </u>	Date:	04/10/13	
Fax: 86	6 857 3	113 Pages	.	(Including cover)
To: 12	DTA	From:	IABUIH	<i>A</i>

SER REQ # 71-11685555752



South Carolina Department of Motor Vehicles Application for Certificate of Title and Registration for Motor Vehicle or

Manufactured Home/Mobile Home

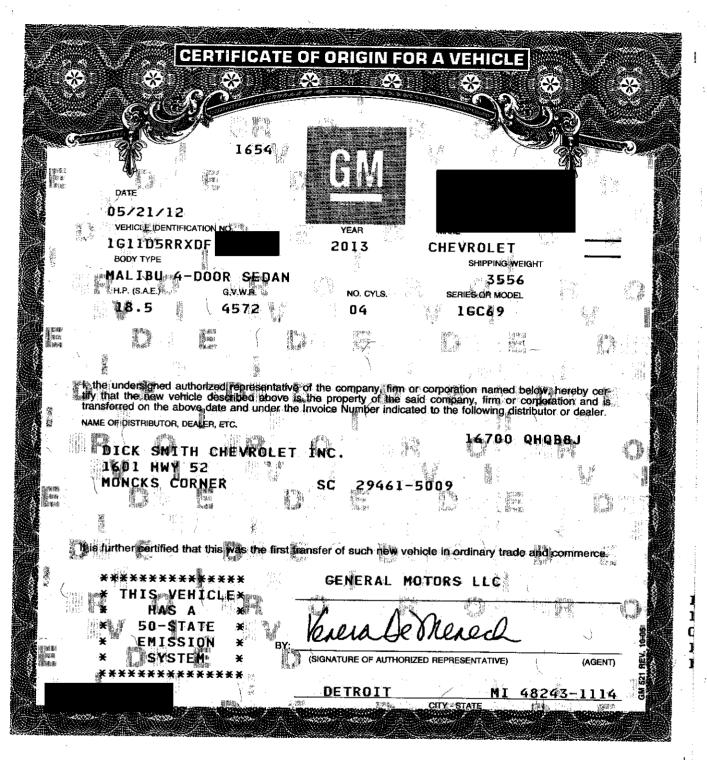
13004 Form 400 (Rev. 4/10) 135167

No strikeovers, erasures, or correction fluid is acceptable on this form. For more information, visit our website at www.scdmvonline.com or call our Customer Cail Center at (803) 896-5000. DEAL #: 13132 SECTION A EXPEDITE (additional \$20.00 fee) Check here to expedite this title. 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. TITLE AND PLATE TRANSFER LEASED VEHICLE TITLE FOR MOBILE OR TITLE ONLY NEW TITLE & REGISTRATION MANUFACTURED HOME 1) Manufacturer Certificate of Origin 1) Menufacturer Certificate of Origin Do not complete Section D. Complete Section E and all other applicable sections. Manufacturer Certificate of Origin 1) Manufacturer Certificate of Origin (MCO) or Title DMFH C (MCO) or Title. Paid Property Tax Receipt (MCO) or Title. (MCO) or Title. (MCC) or rine.

Consumer insulation Report required for \$300.00 sales tax cap, if mobile \$15.00 title fee Sales Tax (5% of selling price or Previous registration in owner's name. \$15.00 title fee and Regular registration fee, ome is energy efficient. \$300.00 max.) MAIL YOUR APPLICATION TO: 5) \$10.00 transfer fee DUPLICATE TITLE SC DMY Sales Tax (5% of selling price or 3) \$15.00 title fee P.O. Box 1498 - 10311 Wilson Blvd. Sales Tax (5% of selling price or \$300.00 max.) Insurance Information \$300.00 max.)
7) Insurance Information Blythewood, SC 29016 - 0024 2) \$15.00 title fee. SECTION B - VEHICLE INFORMATION) Please print or type in black ink only. VEHICLE IDENTIFICATION N EMPTY WEIGHT MAKE YEAR MAKE BODY STYLE MODEL GVW 2013 MAL I 1G11D5RRXDF CHEV 3556 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. (NO TENTHS) AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE ACTUAL MILEAGE OF THE LISTATE THAT THE ODOMETER NOW READS. VEHICLE DESCRIBED ABOVE UNLESS ONE OF THE FOLLOWING STATEMENTS IS CHECKED: DO NOT CHECK ONE OF THE FOLLOWING LINLESS IT APPLIES. EXEMPT I CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMÉTER 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 CUSTOME<u>R NO., DRIVER LICENSE NO., SOC. SEC., OR F</u>EIN DATE OF BIRTH SHARED OWNERSHIP DATE OF BIRTH SC CUSTOME AND OR BLE) COUNTY MONCKS CORNER COUNTY ADDRESS WHERE VEHICLE IS HOUSED (IF DIFFERENT FROM ABOVE) CITY ZIP CODE COUNTY SC DAYTIME TELEPHONE NUMBER TEMPORARY ADDRESS (IF APPLICABLE) EXPIRATION OF TEMPORARY ADDRESS SECTION E - LEASING INFORMATION) Complete only for a leased vehicle. LEASING COMPANY NAME CONTACT PERSON CUSTOMER NO. STATE ZIP CODE ADDRESS CITY DATE OF BIRTH NAME OF LESSEE (PERSON LEASING VEHICLE) DRIVER LICENSE NO., SOC. SEC. NO., OR FEIN COUNTY ZIP CODE LESSEE'S SC RESIDENCE STREET ADDRESS (APT. NO. IF APPLICABLE) CITY STATE STATE ZIP CODE COUNTY LESSEE'S MAILING ADDRESS (IF DIFFERENT FROM ABOVE) CITY ZIP CODE COUNTY ADDRESS WHERE VEHICLE IS HOUSED (IF DIFFERENT FROM ABOVE) CITY STATE SC SECTION F - LIEN INFORMATION) If you are a lienholder, are you a SC ELT participant? LIENHOLDER NAME (FIRST LIEN) Write "None" if vehicle is paid in full. CONTACT PERSON TELEPHONE NUMBER 11/09/12 ZIP CODE STATE MAILING ADDRESS CITY DATE OF LIEN CONTACT PERSON TELEPHONE NUMBER CUSTOMER NO., OR FEIN LIENHOLDER NAME (SECOND LIEN) ZIP CODE STATE MAILING ADDRESS CITY

< This section intentionally left blank >

VEHICLE PURCHASED FROM INDIVIDUALS AND TITLED IN		S TAX UNLESS EXEMPT. THE TAX IS 5% OF THE SALES				
(MOBILE HOMES ARE CALCULATED DIFFERENTLY,)						
THE VEHICLE WAS TRANSFERRED FROM: ONY PARENT ONY SPOUSE ONY CHILD ONY BROTHER/SISTER ONY GRANDPARENT ONY GRANDCHILD						
THE VEHICLE WAS TRANSFERRED TO ME AS: Clegal Heir Chenericiary Clegal Heir Chenericiary Clegal Heir Chenericiary						
I AM NON-RESIDENT MILITARY PERSONNEL	THE VEHICLE WAS A BONAFIDE GIFT	T SIGNATURE				
SECTION H - ADDITIONAL INFORMATION						
r	FIRST OPERATED IN S.C.	ENERGY EFFICIENT MANUFACTURED/MOBILE HOME	?			
11-9-12		YES NO				
NEW OR USED? PRIOR TITLE NUMBER		PRIOR TITLE STATE				
NEW mw						
THE VEHICLE DESCRIBED ON THIS APPLICATION IS:	REBUILDABLE NON-REBU	IDABLE				
THE VEHICLE SUSTAINED THE FOLLOWING DAMAGE:	COLLISION FIRE	WATER STOLEN (RECOVERED)	STOLEN (UNRECOVERED)			
AGENCY REFERENCE NUMBER	Calcula	ate the Salvage Percentage: Predamaged Value				
SALVAGE%		Estimate for Repairs				
1		Percentage				
CONTRACT OF THE PROPERTY AND ADDRESS.						
SELLER OR DEALER NAME SELLER OR DEALER NAME	ant should initial verifying the sales price SC DEALER/WHOLESALER NUI		SALES PRICE CUSTOMER INITIALS			
		VIDER SO SPEED IN HUMBER	OMECO FISIOL. CONTINUES AND PAGE			
ADDRESCK SMITH CHEVROLET, IN	C. 031280	сіту 008176920 sта	ATE 282260e63			
1001-BICHHAV. FO.		HONGIA CODILED	20.403			
1601 HIGHWAY 52	· · · · · · · · · · · · · · · · · · ·	MONCKS CORNER	SC 23481			
SECTION J - INSURANCE CERTIFICATION)					
A VEHICLE MUST BE INSURED WITH LIABILITY INSURANCE UNINSURED MOTORIST FEE MUST BE PAID. PENALTIES AF	E COVERAGE WHEN IT IS REGISTERED AND RE SEVERE FOR VIOLATION OF THIS REQUI	IT MUST REMAIN INSURED WHILE REGISTERED, WHE I REMENT.	THER OR NOT IT IS OPERATED, OR THE			
UNDER PENALTIES OF PERJURY, I (WE) DECLARE THAT TH SOUTH CAROLINA AND IT WILL REMAIN INSURED THROUG	HIS VEHICLE IS INSURED BY A LIABILITY INS	BURANCE POLICY ISSUED THROUGH AN INSURANCE CO	OMPANY LICENSED TO DO BUSINESS IN			
NAME OF INSURANCE COMPANY FEDERALS		13935				
	ED MUTUAL INS CO		<u> </u>			
SECTION K - DONATE LIFE SC	EN UNIONE THE CO					
YES, I WISH TO DONATE \$5.00, MORE OR LESS, TO DONAT	E LIFE SC. AMOUNT OF DONATI	ON: \$00				
SECTION L - SIGNATURE OF OWNER						
UNDER PENALTIES OF PERJURY, I DECLARE THAT I AM THE OW	NER OF THIS VEHICLE AND REQUEST THAT A SC	OUTH CAROLINA CERTIFICATE OF TITLE AND/OR REGISTRATI	ION BE ISSUED. I FURTHER CERTIFY THAT THE			
INFORMATION ON THIS APPLICATION IS CORRECT TO THE BEST I CERTIFY	TOF MY KNOWLEDGE. THE VEHICLE IS SUBJECT	T TO THE LIENS NAMED AND NO OTHERS. ALSO, IF REGISTEI HAZARDOUS MATERIALS REGULATIONS.	RING A COMMERCIAL VEHICLE OVER 10,000 lbs.,			
SIGNATUE	AUTHODIZED AGENT (ATTACH P	OWER OF ATTORNEY IF APPLICABLE)	DATE			
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(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						
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CHECK APPROPRIATE BOX: BRA						
RATED BY	TRANSACTION FEES					
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EXPIRATION DATE	UNINSURED FEE	TRANSF	ER			
PLATE CLASS	USE OR SALES TAX		LIFE SC			
SUSPENSE REASON	PENALTY	TOTAL				



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

No. 39862079

Personally appeare	ed beføre me	DICK SMITH CHEVE	OLET	0	08176920
\$1. 4.	Si di Cara	18828 18 19 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	(Seller)	(Dealer R	letail Tax #)
1601 HIG	HWAY 52	filitaliyas 1788219		KS CORNER, SC	29461
who being duly sw	om, deposes and s	the state of the s	ess) BTH day of	NOV	20201
he sold the followir	ng motor vehicle:	Make CHEV		Model	I lacati
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(Street)	(City)	(Co	unty)	(State)	(Zip)
	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	Special Mail	ing Address	64 1886	
i Santin Herselse	tates that there are	no liens or encumbra	nces on the said	gradina na	sted below:
Lienholder				Amount _	
Address				Date	08 NOV 2012
(1) I hereby ce its mechar	ertify that to the best nical limits.	of my knowledge, the	odometer reading	reflects the amount	of mileage in excess o
(2) I hereby ce	ertify that the odome	ter reading is NOT the	actual mileage.	WARNING - ODOM	ETER DISCREPANCY
		e) requires that you stat ult in fines and/or imp		n transfer of owners	hip. Failure to complete
			Prop	arty Tay Coation	
A 888988		6060. JK. ABAR DARK		erty Tax Section	
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AUTOMOBILE INSURANCE IDENTIFICATION CARD

IMPORTANT-Keep this card in your vehicle at all times. It may be needed to get your license plates or as evidence of mandatory insurance. Additional cards are available upon request.

Policy No.	Effective Date	Expiration Date
	07-01-2010	07-01-2011
2	limits required by law.	
Model Yr. Make	Body Type	Motor or LD. No.
2008 MERC	CASA CINARO	
Insurance Company	AND CONTRACTOR	ZMEHM75V38X6

FEDERATED MUTUAL INSURANCE COMPANY

This card is for information only; it is not a contract of insurance but attests that a policy as numbered herein (as it stands at the date of this card) has been issued by the Company. Said policy meets minimum liability limits prescribed by law. Said policy is subject to change by endorsement and to assignment and cancellation in accordance with its terms.

(See Reverse Side)

DEAL #: 13132

CUSTOMERS E-MAIL

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WHITE - OFFICE COPY

Buyer's Signature X

YELLOW - CUSTOMER COPY

PINK - BANK COPY

CHEVROLET, INC.

to be of service

GOLD-FILE COPY

CHEVROLET, INC.

for this opportunity





Case Number: 200709

Originator Name: Jose Garcia 866-790-5700 11291 jose_garcia@gmexpert.com

Created Date: 04/15/2013

Vehicle Info

 *VIN:
 1G11D5RRXDF
 MSRP:
 0.0
 *TAC #:
 N/A

 Year:
 2013
 Make:
 Chevrolet
 Model:
 Malibu

Vehicle Comments & TAC Explanation:

TAC not contacted

Vehicle Owner(s)

* E-mail:

Entity Type Company

* Names(s) on Title:

* Company Name:

* Address

* City

* Day Phone:

* Title State: SC

* Auth PersorMichelle Cooper

* State SC * Home Phone: * ZIP Code:
* Cell Phone:

* Fax Phone:

* 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 * Company: Account #:

Contact or Attention:

Address

City State ZIP Code: Day Phone: Fax: E-mail:

Original Selling Dealer

* Dealer #: 204916 Dealer Name: DICK SMITH CHEVROLET INC.

Region: 30 District: 5141

* Contact Name: Tabitha - Finance Manager * Contact Title Finance Director E-Mail:

Repurchasing Dealer: -

Repair

* Contact Name: * Contact Title:

Vehicle Location: -

April 15, 2013 Page 1 of 2





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: * Type: Straight Repurchase

Source: ADR PAC Product Asst Claims Dept

Replacement VIN:

Compliance Type: N/A **Compliance Date:**

0.0 Order #: MSRP:

Repurchase:

ESIS mandated repurchacse (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

Group	Responsible	<u>Formula</u>	Additional Explanation	<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

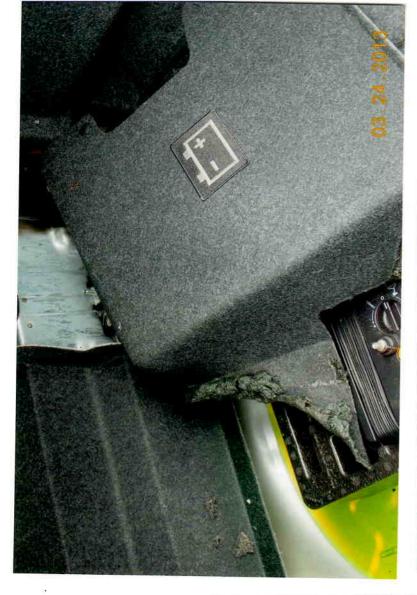
April 15, 2013 Page 2 of 2

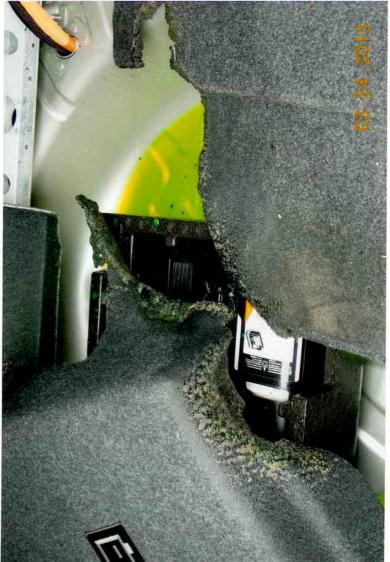




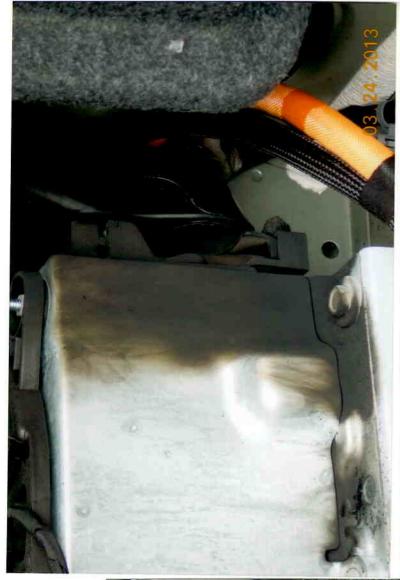








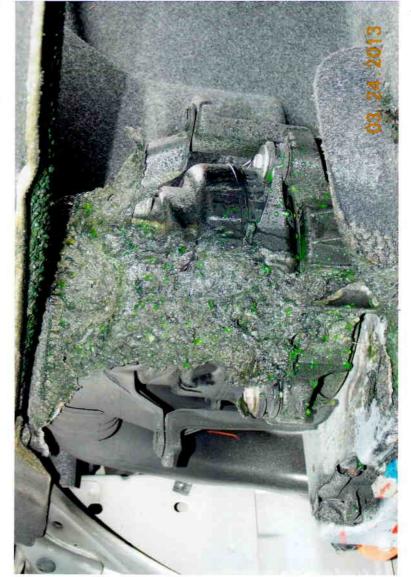




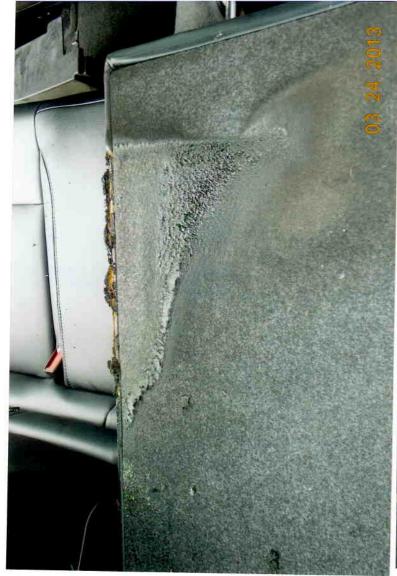


















Seaton Law Firm, LLC

FACSIMILE

Attorneys 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 E-Mall: 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

A [18311 SC] MM NDID + Stote + Annident	DD YYYY 23 2013 1-4 13-000 Dates # Station Incident by		Delete MPINE -
B Locations Dent on New In	bee to mil care that the eddress for this fruitment is provided bestion i 'libermature Londiers Specification'. Her only the Mil	A Challen M	No Activity
Intersection Surbar/Milepo	Summerville	lisc i i	Street Type Suffix
Directions Apr./Auto/Ac		State	Sip Code
C Incident Type *	or direct pre. as applicable	The state of the s	
131 Pessenger vehicle fire		daight is 0000	E2 Shift & Alare
Legidens Type	(sect power it	Year We have we	
D Aid Given or Received +	Alara # 03 29	2013 [21:39:34	Shift or Marmo District
2 Miltoratio aid recv. Their Folk	Their Restort # 03 23	2013 21:43:11	I was a second
3 Mutual aid given 4 Dautomatic aid given	CONTROLLED Optional, Except		Special Studies
5 Other aid given Their	LAST WITT CLEAKER, required	2013 22:18:24	Lecal Dpties
N E Wood	Cleared 03 23	2013 22:18:24	struck the struck Asine
F Actions Taken *	() L Resources *	To Estimated hall	ar Losses & Values
87 Investigate fire out	Aleck Cittle Box and apily this		All fires if known. Optional
Primary Action Taken (1)	Apparatus Texacucal	Reparty \$	000 , 000 K
	8:435ceston 0001 0003	Contenta 8	AAA1 1
Additional Action Taken (2)		PRE-DICIDERT VALUE:	
	Other		
Additional Action Taken (3)	Check box 1f seepurce counts	Zoperty \$	000 1 000 X
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Structure-3 Fire		10	Not Mixed X Assembly use
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HERMAT-7 H2 Detector	A Decounter and benefit of the second	re verteble basses 51	Now of stores
Wildland Firens	fined fillet. 5 Diesel fuel/fuel oil make	to feel tend on mortale Ed	Bur. 4 Residential
Apparatus-9		144 sell, aless may 59	CEFEGG UPE
Parsonnel-10 2 Detector old .	The same of the sa	60	Military use
ZEPON-11	O Cother: sent ment action and		FAIR USA
Property Uses Structures	141 Clinic, clinic type infirmer,	Mile.	Other mixed use
	342 Doctor/dentist office		le/boat sales/repairs
31 Church, place of worship	361 Prison or jail, not juvenile	571 Gas or serv	
61 X Restaurant or cafeteria 62 Baz/Tavezn or nightclub	41.9 1-or 2-really dwelling	599 Dustones of	řica –
3 Slementary school or kindergas	429 Milei-Family deelling	615 Trectate par	pereting plant
15 Nigh school or junior high	449 Commanding house	629 Tabozatory/s	
11 College, edult education	4.59 Residential, hourd and care	700 Manufecturis 819 Livestock/po	
11 Care facility for the eged	4.64 Dormitory/harrants	882 Mon-resident	
31 Sospital Outside	5.19 mood and beverage sales	891 Marehouse	20
24 Playground or park	5.16 Vacant lot	981 Construction	
5 Crops or orchard	938 Graded/dare for plot of land	984 🔲 Industrial (plant yand
69 [Pozest (timberland)	966 Lake, river, straum 951 Reilroad right of way	Lookup and enter a Frop	grty Use gods only if
07 Outdoor storage area	960 Cother street	4	
19 Dump or sanitary lenderil	9151 Eighway/divided highway	- Marine 198 198	
31 Open land or field	BIS2 Mamidential street/driveney	Restaurant or	1 Parteion 03/11/99

03/27/2013 09:14 8437614458 SEATONLAWFIRM PAGE 03/03

18311 ISC	WM DD "YYYY		
Man # State	3 23 2013	1-4 13-0000755 000	Complete
	()	Station Indident Rubber & Exposure	Manualive

Warrative:

03232013 Engine 4 responded to 21% Azalea Sq. BLVD for a car on fire in the trunk area. Upon arrival the fire was out. It had been extinguished be 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 tuned the car over to the tow truck driver and cleared scene.

18311 03/23/2013 13-0000735



To chris.roffey@gm.com

СС

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

---- Forwarded by rita sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----



Tara Weber <Tara.Weber@gmrvdchq.co 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

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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To Tara Weber <Tara.Weber@gmrvdchq.com>@SITELCWEB

СС

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

Tara Weber

Tara Weber <Tara.Weber@gmrvdchq.com>

04/16/2013 03:12:35 PM



Tara Weber <Tara.Weber@gmrvdchq.co m>

04/16/2013 03:09 PM

To "jose_garcia@gmexpert.com" <jose_garcia@gmexpert.com> cc "rita_sanchez@gmexpert.com"

cc "rita_sanchez@gmexpert.com" <rita_sanchez@gmexpert.com>

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Tara Weber

Repurchase Coordinator General Motors RVDC T 866.802.6625 x 2839 F 866.802.6668

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bobby.qureshi@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 Molors 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.qureshi@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

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

---- 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 T 866.802.6625 x 2839 F 866.802.6668

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04/25/2013 11:15

CHEVROLET

Tuesday, April 23, 2013

Moncha Corner, SC

Straight Settlement Letter

04A 405 30

Subject: Repurchase of 20:3 Chevrolet Malibu VIN: 1G11D5RRXDF

Ref SR:71-1168555752 V-20)709

Dogr

We regret that you are dissatisfied with your 2013 Chevrolet Malibu, VIN 1G11D5RRXDI that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stomming 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 Amount to Cristomer	\$30,485.39
Less Incentives	\$500,00
Base Price 10% of purchase price: Registration/License//Litle Fees Doc Fee	\$27,587.63 \$2,758.76 \$351.00 \$288.00
Total Repurchase Arrount	\$30,483.39

^{**}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.

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 Gereral Motors dealership at time of closing.



CHEVROLET

- ⇒ 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 titting purposes)
- ⇒ An "Odnmeter 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 must be provided at time of repurchase.
- **Cash backs rebates or intentives—** no cash backs rebates or incentives of any kind are applicable towards this transaction.

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

Please return this signed document to fax number 866-802-6668 by Thursday April 25, 2013

Sincerely,

General Motors RVDC 2717 Schost Rd Saginaw, MI 48603





Case Number: 200709

Originator Name: Jose Garcia 866-790-5700 11291 jose_garcia@gmexpert.com

Created Date: 04/15/2013

Vehicle Info

 *VIN:
 1G11D5RRXDF
 MSRP:
 0.0
 *TAC #:
 N/A

 Year:
 2013
 Make:
 Chevrolet
 Model:
 Malibu

Vehicle Comments & TAC Explanation:

TAC not contacted

Vehicle Owner(s)

Entity Type Company

* Names(s) on Title: * Company Name:

* Address

* City * Day Phone:

* E-mail:

* Title State: SC

* Auth PersonMichelle Cooper

* State SC

* Home Phone:

* ZIP Code: * Cell Phone:

* Fax Phone:

* 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 * Company: Account #:

Contact or Attention:

Address

City State ZIP Code: Day Phone: Fax: E-mail:

Original Selling Dealer

* Dealer #: 204916 Dealer Name: DICK SMITH CHEVROLET INC.

Region: 30 District: 5141

* Contact Name: Tabitha - Finance Manager * Contact TitleFinance Director E-Mail:

Repurchasing Dealer: -

Repair

* Contact Name: * Contact Title:

Vehicle Location: -

April 16, 2013 Page 1 of 2





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: * Type: Straight Repurchase

Source: ADR PAC Product Asst Claims Dept

Replacement VIN:

Compliance Type: N/A **Compliance Date:**

0.0 Order #: MSRP:

Repurchase:

ESIS mandated repurchacse (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>Formula</u>	Additional Explanation	Value
NA	Usage per Lemon Law	0
NA	Sales Tax	0
NA	Fees	0
NA	No Aftermarket Items	0
NA	Negative Equity	0
NA	Over Allowance	0
	NA NA NA NA NA	NA Usage per Lemon Law NA Sales Tax NA Fees NA No Aftermarket Items NA Negative Equity

April 16, 2013 Page 2 of 2



vehicle id N<mark>umber</mark>

1G11D5RRXD

YEAR MAKE 2013 CHEV MODEL MALIBU NEW/USED NEW

BODY STYLE

DATE ISSUED 12-14-2012 ODOMETER 2B

WEIGHT 3556 TITLE NUMBER

VEHICLE BRAND(S)
ACTUAL MILEAGE

THE MANNE OF CHANGEDIES

MONCKS CORNER SC

CUSTOMER NUMBER:

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. HINEDO EXECUTIVE DIRECTOR

NIKKI A. HALEY GOVERNOR

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON Worksheet Filled Out By: **File Number Customer Name** 71-1168555752 Stephanie Draft-Add question marks beside category (not in dollar fields) to indicate incomplete information **Vehicle VIN:** Date: 1G11D5RRXD April 22, 2013 **USAGE FORMULAS** STRAIGHT REPURCHASE - BASE PAYMENT (CA, FL & WV) OR LEASE REPURCHASE To calculate usage: 1 Base Price \$27,587.63 1 Down Pmt / Cap Cost Reduction \$0.00 \$2,758.76 2 Pmts (includes 1st month if lease) Use ONLY one of the 4 methods in this column or 2 10% of purchase price \$0.00 3 Reg./Lic./Title Fees \$351.00 3 Reg/Lic/Title Fees (leases only) \$0.00 follow applicable lemon law formula for your state 4 Doc Fee \$288.00 4 Tax (leases only) \$0.00 5 Aftermarket Items \$0.00 5 Aftermarket Items A. USAGE USING L.L. FORMULA \$0.00 6 Base Price/Total Repurch Price \$0.00 6 Sales Tax \$0.00 6 Other-Explain \$0.00 7 Finance Charges \$0.00 7 Other-Explain Mileage \$0.00 8 Denominator 100,000 8 GMPP (* only for WI) \$0.00 8 Other-Explain \$0.00 9 Usage **\$0.00** 9 Other-Explain \$0.00 9 Other-Explain \$0.00 \$30,985.39 10 Total Additions 10 10 Total Purchase Price \$0.00 **B. USAGE - NEGOTIATED** \$0.00 11 12 * Usage/Depreciation \$0.00 12 * Usage/Depreciation \$0.00 13 \$0.00 13 Damage 13 Damage \$0.00 14 C. USAGE USING CENTS/MILE 14 Late charges \$0.00 14 Late charges \$0.00 15 Mileage \$0.00 15 Over-Allowance 15 Over-Allowance \$0.00 16 Cents per mile \$0.000 16 Negative Equity \$0.00 16 Negative Equity \$0.00 17 Usage **\$0.00** 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 Other-Explain 20 D. USAGE-CALIFORNIA ONLY \$0.00 20 Gap Insurance \$0.00 21 Other-Explain \$0.00 21 Over Mileage Penalty 21 Base price section-Used when **NOT** financed. \$0.00 \$500.00 22 Total Deductions 22 "Actual Price Paid" (Base) \$30,485,39 22 Total Deductions \$0.00 23 Mileage 24 Usage \$0.00 24 Repurchase Subtotal \$30,485.39 24 Total Refund to Customer \$0.00 OR 25 25 Loan Payoff good thru xx/xx/xx \$0.00 25 Dir Buyout (lease) or Loan Payoff \$0.00 26 Payment/Lease-Used when financed. 26 Total Refund to Customer \$30,485.39 26 (GMAC=DL quote) good thru xx/xx/xx 27 "Actual Price Paid" (Pmt/Lease) \$0.00 27 Attorney's Fees \$0.00 27 Attorney's Fees \$0.00 28 Mileage 0 28 Total Repurchase \$30,485.39 28 Total Repurchase \$0.00 29 Any ext service contract (CA only) 29 NADA (Legal Only) \$0.00 29 NADA (Legal Only) \$0.00 30 Usage \$0.00 30 Estimated Auction Value \$0.00 30 Estimated Auction Value \$0.00 \$30,485.39 31 Projected Loss 31 Projected Loss \$0.00 PURCHASE PRICE (before t/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 DIFFERENCE (372.37)**DIFFERENCE** \$ OVERALLOWANCE if positive look for over allowance if negative=negative equity **ACTUAL PRICE** 27,087.63 TRADE ALLOWANCE \$ ACV OF TRADE Do not include fuel fill credit **Authorized Signature DIFFERENCE** Date \$ Include GM card points ACV=actual cash value Form Rev. 04/28/2006

Service Request Detail BRC Type PAR Bus. Unit DRC SR No. 71-1119553666 Ref No. Goodwill No Goodwill Offered GW SubType Account Site Last Name First Name Approval Not initiated Area PAR UCC Electrical Start/Charge - Battery / Sub-Area Initiate PAR- Other Daytime # Evening # Safety Danville involved Dir Bradley Chevrolot, inc. Yes Address City 10/22/2012 03:58:12 PM State ZipCd Con Acct Source Phone Updated Serial #/VIN 1G11D5RR7DF Model Year 2013 Priority Međum License # CHEVROL Оwлег KINZERTH Status Open 10/22/2012 02:01:55 PM Mako Chavrolet 09/14/2012 Opened Warr, Start Model Malibu Sub-Status Satisfied Closed Mileago 1000 · (ESIS) Hybrid Battery - Thermal Event Abstract Gustomer Description This is a BRC-PAR case / do not assume / forward all inquiries to Thaddous Kinzer x41039

Pre-PAR

PAR Notifier	Incident Date/Timo		ole in Veh Road Surface			Pakce Report#
)wner	10/19/2012 10:00:00 AM	Y 0	4 Asphall	Wel	r√a	n/a
inver Lasi N	ame	Driver First Name	Holght DO 5'11"	a Disobi	Liles	
INDIALICA 200	ENL LUST IYAME	msyrance Agent First Name		insurance	Аделсу	·
v/a	ann made i rait ja	r√a	.,	r√a - nol l		 -
ncident .oc	164 South near Edinburg (N		Incident Desc	burring - the	fring when there was an unit y pulled over and the batter	isual noise and then they started to smell smoke and y had lost all power - they then drove to the nearest
Component	hybrid ballery	•		dealer		
	Bradley Chevrolet		Damage Desc	,	y burned	
.00			Addilnfo)		
mgcy Svo lames	n/a		Maint Lo	c new vehicle		
PAR Det	tail	.	-			
Collision	Non Caliision	Y Property N Damage	Thermal Evt. Y	Spec Equip	None	
/ohicle Speed	70	Weather spini Gondition	kling	Prop Owner	rVa	Property r/a Type
ast Service Jato		Loc Last Service		Property Location	r√a	Prop Est Repair Cost
/ah Est Repair Cost		Spec Equip n/a (nstaller		Prop Damage Description	n/a	
rimary oh Uso	Personal	inspection Thema Type	l Event	Inspected By	inspection Not Performed	Inspection Date/Time
/oh Qamage Xescription	hybrid battery burned			Explain Other	file fory/arded to ESIS	

Report Generated for toporowm

on 10/23/2012

Page 1 of 7

Activities

Greated 10/22/2012 03:57:48 PM	Created By KINZERTH	Assigned To KINZERTH	Activity Typo Scheduled Follow-up	Activity Sub-Type	Status Scheduled Alam		Doscription V
Contact Last Name		Contact Fire	1 Name	Account		BAC Code	l I
Confidential Comments							l
Created 10/22/2012 03:57:27 PM	Created By KINZERTH	Assigned To ESISBIOU	Escalation	Activity Sub-Typo ESIS- Thermal Event	Slatus In Progress	Completed	Doscription ESIS - Thermal Event
Contact Last Name		Contact Fire		Account		BAC Code	1
Customer claims them Forwarding file to ESIS Thaddeus Kinzer/PAR/	_	ng from the hyb	nd ballery				
Confidential Comments					Chatair	Camplelad	Doscription
Prostod 10/22/2012 03:58:31 PM	Created By KINZERTH	KINZERTH	ACIIVITY TYPO BRC PAR	Activity Sub-Typo Business Case Account	Status Done	Completed 10/22/2012 03:57:25 PM BAC Code	Business Case
Contents Customer claims them Forwarding file to ESIS		Contact Fire		Account		DAC 0000	i
Theddeus Kinzer/PAR/A Confidential Comments							Ţ

Activities

. 101.111.00							
Greated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:26:06	KINZERTH	KINZERTH	Ownership Changed	Ownership Escalated to	Dona	10/22/2012 02:28:08	Ownership Escalated to BRG
PM				BRC		PM	_
Contact Last Name		Contact Firs	I Name	Account		BAC Code	
IZ-ORIALISTNA				1/2			
			•				_
Confidential Comments		•••					
CONTROL CONTROL	·					·	-
Created	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
10/22/2012 02:25:00	KINZERTH	KINZERTH	Outbound Email	DVM/CAM/Field	Dona	10/22/2012 03:56:19	(IN) 71-1119553686 PAR Case Sent t
PM	7111 - 22 411 1 7 7 7	1000-0117		7 (1.20) 0137 10,1	*****	PM	ESIS - No Action Required
Coelast Leel Nome		Contest Fire	· Na · · ·	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.

Custome Maribu 2013 Chevrolet Matibu 1G11D5RR7DI Dealership: Bradley Chevrolet, BAC 112911, Franklin IN Dealership Contact: Matt Todd, sandoe manager

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

Confidential Comments

Activities

Croated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Slatus	Completed	Description	
10/22/2012 02:24:41	KINZERTH	KINZERTH	BRC PAR	Initial Contact - Field	Done	10/22/2012 03:55:56 PM	Field noblication sent	
PM Contact Last Name		Contact First	Name	Account		BAC Code	[

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

Customer 2013 Chevrolet Malibu 1G11D5RR7DH Destenship: Bradley Chevrolet, BAC 112911, Franklin IN Destenship Contact: Maft Todd, service menager

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

Confidential Comments

Greated By		Activity Sub-Type	Status	Completed	Description	
10/22/2012 02:24:32 KINZERTH PM	KINZERTH BRC PAR	Initial Contact- Dealer	Done	10/22/2012 03:49:22 PM		
Contact Last Name	Contact First Name	Account		BAC Code		

Spoke with Matt Todd, svc mgr at Bradlay 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

Activities

Croated 10/22/2012 02:23:49	Created By KINZERTH	Assigned To KINZERTH	AGUVITY TYPE BRC PAR	 Activity Sub-Typo Initial Contact-Phone	Status Done	Completed 10/22/2012 02:31:38	Description Called	- v -
PM Contact Last Name		Contact Fire	Name	 Account		PM BAC Code	l	

Comments
Spoke With customer Kimberly Kane

- * Customer dains thermal event from hybrid battery

 * Customer dains thermal event from hybrid battery

 * Customer dains they were driving when there was an unusual noise and then they started to small smoke and burning they pulled over and the battery had lost all power they then drove to the nearest dealer

 * <u>Variable to injuries and no property damage</u>

 * Vehible is currently at <u>Pradicy Cheryforlet</u> 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 sortpling

 * Provided contact information

Thaddeus Kinzer/PAR/ATX Confidential Comments

Volume in the control of the control						<u>-</u>	•
Greated	Greated By	Assigned To	Activity Type	Activity Sub-Typo	Status	Completed	Description
10/22/2012 02:23:33 PM	KINZERTH	KINZERTH	BRC PAR	Acknowledgement	Done	10/22/2012 02:23:48 PM	initial completed during acknowledgment
Contact Last Name		Contact Firs	t Name	Account		BAC Code	I
Comments			· · · · · · · · · · · · · · · · · · ·				I
Confidential Comments	••••			··			i
Grootad	Created By	oY bonglesA	Activity Typo	Activity Sub-Typo	Status	Completed	Doscription
10/22/2012 02:23:24 PM	KINZERTH	KINZERTH	Research		Done	10/22/2012 03:52:50 PM	Research VIN
Contact Last Name		Conlact Firs	l Namo	Account		BAC Code	
оопинана							
Open Recalls:None Related Repairs:None Previous SRs:None							
Thaddeus Kinzer/PAR/A							•

Report Generaled for toporowm

on 10/23/2012

Page 5 of 7

Activities

realed	Created By		Activity Typo	Activity Sub-Type Case Assigned	Status Done	Completed 10/22/2012 02:23:23	Assigned to Thaddeus x41039
)/22/2012 02:23:02 Vi	KINZERTH	KINZERTH	BRC PAR		Done	PM	•
onfact Last Name		Gonlact Fire	si Name	Account	-	BAC Code	•
onvnents							
•							1
onfidential Comments						<u>-</u>	_
roated	Created By	Assigned To	Activity Typo	Activity Sub-Type	Status	Completed	Description
722/2012 02:10:55	KINZERTH	KINZERTH	Ownership Changed		Done	10/22/2012 02:10:56 PM	Service Request Ownership has changed FROM: CASTILPA TO:
M ontact Last Name		Contact Fire	st Name	Account		BAC Code	KINZERTH
· · · · · · · · · · · · · · · · · · ·					**		Ī
onments			· · · · · · · · · · · · · · · · · · ·				
onfidential Comments	<u> </u>						
roaled	Crealed By	Assigned To	Activity Typo	Activity Sub-Typo	Status	Completed	Ooscription
0/22/2012 02:05:18 M	CASTILPA	CASTILPA	Inbound Call Customer	Complex Request	Done	10/22/2012 02:07:28 PM	Battery Caught on Fire
m onlact Last Name		Contact Fig	sl Name	Account		BAC Code	
ommenis _							
ami							
3	E Danville IN						
IN: not handy							
ust als:							
013 chevrolet malfou ie hybrid balter caugh	d on fire while w	e are on a trip to	a different fown				
	adley Chevroldt						
ch is in franklin iN Br							
eh is in franklin IN-Br usl sks:							
eh is in fronklin IN Br usl sks: eport /Complaint							
eh is in franklin IN-Br usl sks:							
eh is in fronklin IN Br ust sks: leport /Complaint rs adv;	o PAR						_

Report Generated for toporowm

on 10/23/2012

Page 6 of 7

UCC Information Symptom Inoperatiya Description Electrical Start/Charge - Battery / Cables

Page 7 of 7

For this vehicle: - View Vehicle Summary -- Service Contract -- Branded Title Warranty Block

- View Vehicle Build View Vehicle Component Summary

View Vohicle
Transaction History
Detail

View Vehicle Delivery Information

<u>m</u> (0)	of ell Warran	ity .		Octoba	r 23. 2012		
obal War NTERFAC CUSTOME		n > Interface With Cu	islomer > Viev	,			
iew V	ehicle Summar	v				②	
ns screen oplicable !	allows IVH users to view Marranties, Transaction I and XM Radio informati	v the Summary of Vo History, Service Con	ehicle Informal Iracl(s) il appl	tion, Field Action Icable, Warrant	ns, Service Inform y Block, Branded	nation, I Tit le information	
VIN 1G1 Servico (Ordor Ty	o Information 105RR7DF Contract: Yes Bri po 70 - RETAIL - STOC ons <u>0</u> Open	anded Title [.] No K	Warranty B		9-2013 MALIBU PDI Slotus		
Requir	ed Field Actions			O _I	oen field actions	are highlighted	
Vohleid	has no current record	of required field as	ctions.	,			
*The VIN Company purpose	ed Title Information contained h y and is to be used only f whatscover b has no current record	or the purpose of vit	n derived them arranty vertica	nirom is the pro bon and shall n	prietary property of he used for ar	of The Polk ly other	
	nty Block has no current record	of warranty block					
Servic	e Information						
Туре	Number	Description		—·	Posted Date		
Εί	PIE0228 A	l		07/2012			
Rofer (contact OnStar I XM Equa	r and XM Satellite to Help page for details t 877.GET.XMST (877.4 Equipped Y pped Y /ohicle Diagnostics Y	. For OnStar contac 38.9677 Canado) a	ct 888.ON.ST	1:800-556-3600	OnSlø XA	l Radio r Status Active I Status, Active MN Enebled N	
Annlie	able Warranties				Valid warrantes	are highlighted	
Valld	Description	Warranty Add Date	Start Date	Effective Odometer	End Dale	End Odometer	
	Emission Select	09/20/2012	09/14/2012	29 MJ	09/14/2020	80,029 MI	
	Component Ltd Wly Hybrid Component	09/20/2012	09/14/2012	29 MI	09/14/2020	100,029 MI	
	Limited Warrenty Bumper to Bumper Limited Warrenty	09/20/2012	09/14/2012	29 MI	09/14/2015	36,029 MI	

<u>Logout</u>

Powertrain Umited Warranty 09/20/2012 09/14/2012 20 MI 08/14/2017 106,029 MI Corresion Limited Warranty 09/20/2012 09/14/2012 29 MI 09/14/2018 100,029 MI Service Contract Owner, KANE Policy Number Deductible Amount: 0.00 Description GMPP Major Guard New Expiration Date: 09/14/2017 Effective Date: 09/14/2012 Expiration Odometer 90029 MI Effective Odometer, 29 MI Daily Rental Limit 35.00 View Datails Transaction History Transaction Adjustment Odomeler Job Card Job Card Labour Operation Transaction Type Reading Date Number 27000 - Pre-Delivery Inspection - Base Time 1 MI ZPDI----Pre-Delivery 05/17/2012 A15763 Inspection

Global Warranty Management, Site Map

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@lobelWarranty

d Logout

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

INTERFACE WITH CUSTOMER

View Vehicle Build

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

Vehicle Information

VIN. 1G11D5RR7DF Service Contract: Yes

Branded Title, No.

Warranty Block, No.

Model 1GC69-2013 MALIBU

October 23, 2012

PDI Status, Yes

Order Type 70 - RETAIL - STOCK

Field Actions 0 Open

Vehicle Build

Model 1GC69-2013 MALIBU Gross Venida Weight 2,063

Order Number: QGZFRG Build Date: 05/15/2012 Build Plant: F

For this vehicle:

②

→ View Vehicle Summary

Service Contract

--- Branded Title

→ Warraniy Block

→ View Vehicle Build

View Vehicle Component Summary

View Vehicle Transaction History Délail

View Vehicle Delivery

Information

Option Codes

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

1SZ - OPTION PACKAGE DISCOUNT

6Y4 - WHEEL & SPARE TIRE DELETE

BAA - COMPONENT RR LH COMPUTER SEL SUSP (BAA)

A6C - SEAT ADJUST, FRT PASS 4-WAY MANUAL, 2 WAY PWR

4AJ - JET BLACK/DARK TITANIUM

AS1 - FRONT BUCKET SEATS

A90 - TRUNK RELEASE, POWER

AAJ - RESTRAINT KNEE, INFLATABLE, RH

AE2 - REAR DOOR LOCKOUT SYSTEM

DIE - COLOR SEAT DX TITANIUM TAB - TRIM COLOR DR PANEL LT TITANIUM

VERTICAL

ISA - ISA PACKAGE

2C9 - DOOR MOLDING

6AD - COMPONENT FRT LH COMPUTER SEL SUSP (6AD)

7AD - COMPONENT FRT LH

COMPUTER SEL SUSP (7AD)

BAA - COMPONENT RR LH

COMPUTER SEL SUSP (9AA)

A69 - SEAT BELT TENSIONER, FRONT

A70 - SEAT BELT TENSIONER,

FRONT

AAH - RESTRAINT KNEE.

INFLATABLE, LH

AAZ - LOCK CONTROL SIDE DOOR, VEHICLE

ACCELERATION ACTIVATED

AEC - POWER WINDOWS AEQ - POWER WINDOWS, REAR AFG - JET BLACK/TITANIUM

EXPRESS DOWN

AG1 - PWR SEAT ADJUSTER,

DRIVER

AKK - WINDSHIELD, LAMINATED AKP - GLASS, TINTED

GLASS AKX - WINDSHIELD TYPE SOLAR ALO - AIRBAG SENSING SYSTEM, PASSENGER

ABSORB AP9 - CONVENIENCE NET,

AQQ - REMOTE KEYLESS ENTRY, EXTENDED RANGE

AXJ - VEHICLE TYPE PASSENGER CAR

APG - POWER LUMBAR, DRIVER

ASV - HUMIDITYMMNDSHIELD TEMP SENSOR

AJC - HEAD RESTRAINTS, 2 WAY ADJUSTABLE

AYG - AIR BAGS, DUAL-STAGE FRONTAL THORAX SIDE-IMPACT AND KNEE DRIVER AND FRONT PASSENGER, HEAD CURTAIN SIDE-

AED - WINDOW, POWER WITH FRONT PASSENGER EXPRESS DOWN

IMPACT, FRONT AND REAR OUTBOARD POSITIONS

B34 - FLODR MATS, FRONT BTT - PANIC ALARM BUTTON 835 · FLOOR MATS, REAR BTV - REMOTE VEHICLE START

CJ2 - AIR CONDITIONING, DUAL DA1 - ARMREST, REAR CENTER W/ REAR SEAT PASS THRU.

ZONE CLIMATE CONTROL

DD8 - INSIDE REARVIEW

CUPHOLDERS

MIRROR, AUTO DIMMING

DH6 - DRIVER VISOR MIRROR-LIGHTED

EA2 - FRONT SEAT BACK POCKET RH

DP6 - MIRROR PROV HOUSING PAINTED

DWZ - MIRRORS, OUTSIDE HEATED POWER ADJUSTABLE

EA1 - FRONT SEAT BACK

POCKET LH EBZ · SEAT TRIM, CLOTH

EF7 - COUNTRY CODE U.S.A.

FAI - PLANT CODE FAIRFAX, KS, FE9 - 50-STATE EMISSIONS

USA

FHO - VEHICLE FUEL GASOLINE FJE - DOOR TRIM

FX3 - STABILITRAK-STABILITY FXJ - AXLE, 2.64 FINAL DRIVE RATIO

CONTROL SYSTEM WITRACTION CONTROL

GNC - SUSPENSION, REAR 4

GGW - TAUPE GRAY METALLIC GNA - SUSPENSION, FRONT HPS - HYBRID PROPULSION

LINK

J60 - ANTILOCK BRAKE SYSTEM, J71 - BRAKE, PARKING

4 WHEEL DISC

JJ2 - BRAKE LINING

K34 - CRUISE CONTROL

KB5 - BRAKING CONTROL ECM KB7 - TAPSHIFT MANUAL SHIFT CONTROL

GRADE

KD4 - POWER OUTLET, FRONT **CONSOLE 12 VOLT**

KPA-FRONT CONSOLE

KY2 - ELECTRIC MOTOR

LKD · LEFT HAND DRIVE

GENERATOR EASSIST LUK - ENGINE, ECOTEC 2.4L

MAH - MARKETING AREA US, PUERTO RICO/ USVI

DOHC 4CYL WITH EASSIST MDE - MOLDINGS, BRIGHT

MHH - TRANSMISSION, 6 SPD AUTOMATIC

WINDOW SURROUND MM1 - TRANSMISSION, 6-SPD

N37 - STEERING COLUMN, TILT AND TELESCOPIC

AUTOMATIC

N45 - STEERING WHEEL NJ1 - POWER STEERING. NCG - REAR DOOR LOCKS, POWER, CHILD SECURITY NT7 - FEDERAL EMISSION SYST TIER 2

ELECTRIC

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

RIU - YIRES, ALL SEASON

BLACKWALL

RON - CONTROL SALES ITEM NO. 89

RA9 - TIRES, ALL SEASON

BLACKWALL

ROO - BARS VOMS BAILMENT T4A · HEADLAMPS, HALOGEN

SLM - SALES PROCESSING

STOCK ORDER

T61 - DAYTIME RUNNING LAMPS T83 - HEADLAMPS CONTROL AUTOMATIC ON-OFF TB6 - HEADLAMPS CONTROL RH 1M7 - BATTERY, RUNDOWN PROTECTION

RULE OF THE ROAD

TSQ - BLUE AMBIENT LIGHTING U08 - HORN DUAL ELECTRIC

U2K · XM RADIO + SERVICE SUBSCRIPTION SOLD

U77 - ANTENNA, ROOF MOUNTED

SEPARATELYBY SIRIUSXFM

AFTER 3 MTHS

U80 - COMPASS DISPLAY

UDD - DISPLAY, MULTI-COLOR DRIVER INSTRUMENT INFO ENHANCED UDY - AUDIO SYSTEM FEATURE, UE1 - FLEET CONNECTIVITY PKG: 6 M7HS ONSTAR DIRECTIONS AND CONNECTIONS WITH AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)

7" SCREEN SCREEN, COMP3 PLAYER, AUX INPUT AND USB PORT

UFU - COLOR TOUGH RADIO W/ 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

UWG - AUDIO SYSTEM, 6 SPEAKER PREMIUM SOUND

SYSTEM

VAD - VEHICLE STATEMENT US VK3 - FRONT LICENSE PLATE BRACKET

VRG - VAAJCOMPONENT REL COCKPIT

VRH - VAAVCOMPONENT REL STEERING COLUMN

VRI - SHUTTERS, FRONT

VRK - VAA/COMPONENT REL ROOF TRIM

LOWER GRILLE

VRL - VAA/COMPONENT REL FRONT HORIZONTAL SUSPENSION

VRN - VAA/COMPONENT REL REAR SUSPENSION

WIY - STEERING WHEEL CONTROLS

WTR - TIRE REPAIR KIT

XL7 - FREQUENCY RATING \$15 MH

VRM - VAA/COMPONENT REL FRONT VERTICAL SUSPENSION

VRR - VAACOMPONENT REL TIRES AND WHEELS

WGA - RADIO EQUIPMENT

XFE - XFE BADGING

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Wartenly Management, Sile Map

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Got Warranty

■ Logojit

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

(?)

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

Vehicle Information

Order Type: 70 - RETAIL - STOCK

VIN 1G11D5RR7DI Service Contract: Yes

Branded Tille, No

Warranty Block: No

Model 1GC69-2013 MALIBU

Troceability 121290257

Time Scanned 00:57:00

Port / Number Broadcast.

Traccability 120580SF7

Time Scanned 07:23:00

Traceability 000013680

Time Scanned, 07:23:00

Traceability 2118A2912

Time Scanned 01:25:00

Part / Number Broadcast:

Part / Number Broadcast 5644

Part / Number Broadcast 2386

Oclober 23, 2012

PDI Sietus Yes

Scan Station.

Scan Station 02

Scan Station: 02

Scan Station

Fiold Actions: <u>0_Open</u>

Vehicle Component

Component Code 10-ENGINE ASSEMBLY

Source Plant -

Date Scanned 05/15/2012

Component Code: 38-HVAC CONTROLLER

Source Plant 8-

Dato Scanned 05/15/2012

Component Code 60-INSTRUMENT CLUSTER

Source Plant Z-

Date Scenned: 05/15/2012

Component Codo 61-TRANSMISSION

Source Plant .

Date Scanned 05/15/2012

Component Code: 74-ELECTRON BRAKE & TRACTION CTRL

Source Plant 8-

MOD ASM

Date Scanned 05/15/2012

Date Scanned. 05/15/2012

Troceability 221241066

Part / Number Broadcast

8646

Scan Station. Time Scanned: 07:23:00

Companent Code. 75-GAS TANK

Source Plant 6-

Part / Number Broadcast 0564

Traceability: 480220114

Scan Station, 00 Time Scannod 03:24:00

Companent Code 86-ELECTRONIC CONTROL MODULE

Source Plant. C-

Date Scanned: 05/15/2012

Traceability 121262068

Part / Number Broodcast

ABDL Scan Station Time Scanned: 07:23:00

Component Gods. 87-BODY CONTROL MODULE

Source Plant 4-

Date Scanned 05/16/2012

Component Code 89-RADIO/RADIO AMPLIFIER

Source Plant P-Date Scanned 05/15/2012

Source Plant: \$-TAKATA

Date Scanned: 05/15/2012

Component Code AH-IR-SENSOR ASM-LEFT

Component Code AB-IR-MODULE ASM-INFLATOR

Traceability Z212903H8

Part / Number Broadcast: 6585

Scon Station 02 Time Scanned 07:23:00

Traceability, 142594

Part / Number Broadcast 5286

Time Scanned: 07:23:00 Scan Station 02

Traceability S2C109034

Part / Number Broadcast 9889

Time Scanned, 06:32:00 Scan Station, 08

Tracoability 88L5828GL

For this vehicle:

- View Vehicle Summary

.. <u>Servico</u> Contract

Branded Title

... Warranty Block

.→ View Vehicle Build

View Vohlcig

Component Summary View Vehicle

Transaction History <u>Detail</u>

<u>View Vehicla Delivary</u>

Information

Source Plant T-TALLY AUTO PRODUCTS Date Scanned 05/15/2012	Part / Number Broadcast: 2340 Time Scanned: 07:23:00 Scan Stolign: 02
Component Code AJ-IR-SENSOR ASM-RIGHT Source Plant T-TALLY AUTO PRODUCTS Date Scanned 05/15/2012	Traceability: 9A88BA2GL Part / Number Broadcast 2340 Time Scanned: 07:23:00 Scan Station 02
Component Code. AS-SENSING DIAGNOSTIC MODE Source Plant: T-TALLY AUTO PRODUCTS Date Scanned 05/15/2012	JLE Traceability 121160439 Pert / Number Broadcast, 1598 Time Scanned, 07;23:00 Scan Station, 02
Component Code. AT-RIGHT SIDE IMPACT SENSING MODULE	G Traceability ONSFBSULQ
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 ON9519ULQ
Source Plant T-TALLY AUTO PRODUCTS	Part / Number Broadcast. 6664
Data 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 Codo: BV-COMMUNICATIONS INTERFA	CE 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 Source Plant - Date Scanned, 05/05/2012	Traceability 1251660 Part / Number Broadcast 1CZ Time Scanned. 00:16:00 Scan Station
Component Gode CP-SEQ NUM (FLEX) GEN ASM Source Plant • Date Scanned 05/14/2012	Traceability: 1970121 Part / Number Broadcast. 1AG Time Scanned: 20:32:00 Scan Station
Component Code. DC	Traceability MGJ1SHUGN
Source Plant T- Date Scanned 05/15/2012	Part / Number Broadcast 2341 Time Scanned: 07:23:00 Scan Station: 02
Component Code DD	Traceability MLG7HPUGN
Source Plant: T- Date Scenned: 05/15/2012	Part / Number Broadcast 2341 Time Scanned: 07:23:00 Scan Station: 02
Component Code DF Source Plant 9- Date Scanned 05/14/2012	Traceability T12123439 Part / Number Broadcast 2112 Time Scanned 23:08:00 Scan Station: 02
Component Code DG Source Plant 9- Date Scanned 05/14/2012	Traceability T12122233 Part / Number Broadcast 2113 Time Scanned, 23:08:00 Scan Station: 01
Component Code GA Source Plant: D- Date Scanned: 05/15/2012	Traceobility A21231411 Pen / Number Broadcast, 2285 Time Scanned: 07:23:00 Scan Stallon, 02
Component Code: HJ- Source Plant R-	Traceability: 134147039 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 Sconned
 05/15/2012
 Time Scanned
 07:23:00
 Scan Station
 02

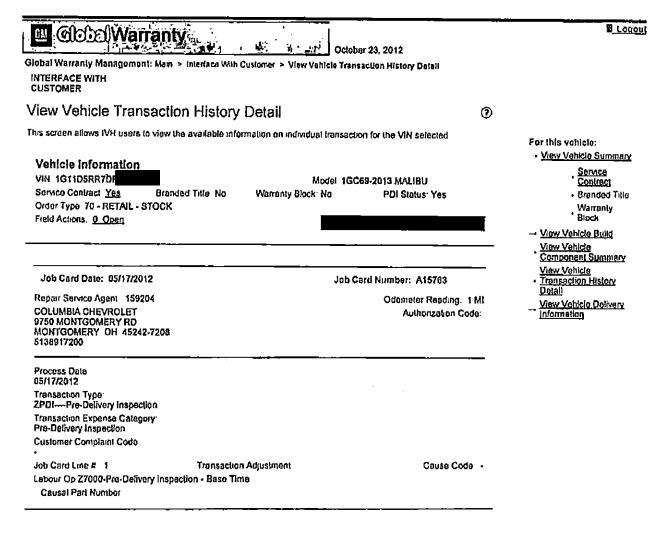
Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management, Site Map

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Glebal Warranty Management: Site Map

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M Logout ල්ලා <u>1</u> Warranty October 23, 2012 Global Warranty Management: Main > Interface With Customer > View Vehicle Delivery Information INTERFACE WITH CUSTOMER View Vehicle Delivery Information **②** This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs For this vehicle: → View Vehicle Summary Vehicle Information Service Contract VIN 1G11D5RR70 Model 1GC69-2013 MALIBU -- Branded Tillo Service Confract Yes Warrenly Block: No Branded Title No. PDI Status: Yes → Warranty Biock Order Type 70 - RETAIL - STOCK Field Actions <u>0 Open</u> → <u>View Vehiclo Build</u> View Vehicle Component Summary View Vehicle Invoice information Transaction History Invoicing Service Agent 159204 COLUMBIA CHEVROLET Detail Invoice Date 05/15/2012 View Vehicle Delivery Information 9750 MONTGOMERY RD MONTGOMERY OH 45242-7208 6138917200 Ship to information Ship to Sarvice Agent 159204 Ship to Date. N/A COLUMBIA CHEVROLET 9750 MONTGOMERY RD MONTGOMERY OH 45242-7208 5138917200 Delivery Information Delivery Service Agent 112923 PENSKE CHEVROLET 3210 E 98TH ST Delivery Date: 09/14/2012 Delivery Type: 010—INDIVIDUAL Delivery Odomoter 29 INDIANAPOLIS IN 45240-3719 3178466666 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 Odometor 0 Global Warranty Menagement Site Map Privacy Policy | Terms of Use

Kristin L Curran

All, FSE Jim Lamtman and DMA Larry Harringto

10/29/2012 02:20 36 PM

Crani	Kristin L Curran/US/GM/GMC Christopher Janik/US/GM/GMC@GM
(,	Gary Smits/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen
(4	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
	Wachtel/US/GM/GMC@GM, Kon Onand/US/GM/GM/GMC@GM, Got Tany Land Called 15/GM/GMC@GM
	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
Tate	10/29/2012 02:20 PM
Subject	Re: Fw: URGENT - 12238 SUB (8PIM - generator control module) allegation of thermal during
•	procedure

AB,

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 I., Curran | Brand Quality Manager, Advanced Propulsion General Motors Company 30501 Van Dyke, Warren, MI 48090 Cell 586.206.0611 Email kristin.curran@gm.com

Christopher Janik

inspected the vehicle at the dealership with Ron.

10/24/2012 04:08:53 F/M

1110) 71	Christopher Janik/US/GM/GMC Gary Smits/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen Gary Smits/US/GM/GMC@GM, Mayreen Falsy Gorden/US/GM/GMC@GM, Doug
e,	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,
Ter Norte	Kristin L Curran/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM
side:	Re: Fw: URGENT - 12238 SUB (BPIM - generator control module) allegation of thermal during procedure
	procedure

inspected the vehicle at the dealership with Ron Orlando and Tony Sallga. Ron started the process with ESIS to file a claim and took photos.

7.

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 Janlk

The email at the bottom of this note describes a ti-

10/24/2012/01 18:52 PM

41. 61.

Christopher Janik/US/GM/GMC

Gary Smlts/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen Poulos/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM. Doug

Ç

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,
Kristin L Curran/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM

10/24/2012 01:18 PM

100 Salgad

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 Podlum: 2K2-12

---- Forwarded by Christopher Janik/US/GM/GMC on 10/24/2012 12:45 PM ----

 μ_{α} η_{1}

Gary Smits/US/GM/GMC

ţ.

Doug Wachlel/US/GM/GMC@GM, Christopher Janik/US/GM/GMC@GM, Maureen

Foley-Gardner/US/GM/GMC@GM, greg.1.hell@gm.com

Scott A Hans/US/GM/GMC@GM 10/24/2012 12:34 PM

Date 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

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 Smlts GM Customer Care and Aftersales Group Manager - Field Performance Evaluation Warren Technical Center office 586-947-8133 cell 248-318-1182

10 29-2012 02 26 36 PM

Kristin L Curran

Alto FSL Jim Lanitman and DMA Larry Harringto.

Kristin L Curran/US/GM/GMC
Christopher Janik/US/GM/GMC@GM
Gary Smlts/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen
Poulos/US/GM/GMC@GM, Maureen Foley-Gardner/US/GM/GMC@GM, Doug
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A Hans/US/GM/GMC@GM, Ryan Brown/US/GM/GMC@GM, Tony J. Sellga/US/GM/GMC@GM,
ROBERT C WITTMANN/US/GM/GMC@GM
10/29/2012 02:20 PM
Re: Fw: URGENT - 12238 SUB (BPIM - generator control module) allegation of thermal during

- - - . . .

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10.24 2012 04 08 53 PM

Christopher Janik/US/GM/GMC
Gary Smits/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen
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Kristin L Curran/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM
10/24/2012 04:08 PM
Re: Fw: URGENT - 12238 SUB (BPIM - generator control module) allegation of thermal during procedure

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Christopher Janik

The ensul at the hottom of this note describes of the

10 24 2012 01 18 52 PM

Christopher Janlk/US/GM/GMC F: ..

Gary Smits/US/GM/GMC@GM, Kevin Diviney/US/GM/GMC@GM, Stephen ١. 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. Kristin L Curran/US/GM/GMC@GM, Tony J. Saliga/US/GM/GMC@GM

10/24/2012 01:18 PM £ dec

 $\sum_{i=1}^n (A_i) (i,j) \in \mathcal{F}$ Fw; URGENT - 12238 SUB (BPIM - generator control module) allegation of thermal during

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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 ----

Gary Smits/US/GM/GMC
Doug Wachtel/US/GM/GMC@GM, Christopher Janik/US/GM/GMC@GM, Maureen
Foley-Gardner/US/GM/GMC@GM, greg.1.hall@gm.com
Scott A Hans/US/GM/GMC@GM

11 -10/24/2012 12:34 PM

URGENT - 12238 SUB (BPIM - generator control module) allegetion of thermal during procedure

Urgent -

£ 1, ...r

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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



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: Cc: Chris Roffey/C/US/GM/GMC@GM, Dale W. Hall/US/GM/GMC@GM 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

Kristin L Curran

All. FSE Jim Lamtman and DMA Larry Harringto ...

10/29/2012 02:20:36 PM

From:

Kristin L Curran/US/GM/GMC

To:

Christopher Janlk/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

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



tisakelpajas 1,1 tua tiel latuaj ja juliusija katalyksik tikaa sendineka, senaallaitaa katalaan kirke kiri to o

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.

- 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

SR No.	71-1120403034	Ref No.	ordered and the art mark to object to the description of the second	Goodwill		***************************************	BRC Type	WA
Account	Spitzer Autoworld Lordstown, Llc	Site	163629	GW SubType		management of the party of the	Bus, Unit	TAC US
ast Name		First Name	_	Approval	Not Initiated		Area	Hybrid Energy Storage
Daytime #		Evening #		ວວກ			Sub-Area	Battery Pack
Address		City No	Jorth Jackson	Involved Dir			Safety	No
State	OH ZipCa	Con Acct	Spitzer Autoworld	Source	Phone		Updated	12/14/2012 08:56:07 AM
Serial #VIN	1G11D5RR9DF	Model Year		Priority	-	Jcense #	Owner	CIAVERBR
Make	Chevrolet	Warr. Start	03/26/2012	Status	Орел		Opened	10/24/2012 03:15:23 PM
Model	Malibu	Mileage	13	Sub-Status	Active		Closed	
Abstract Customer	12238 thermal electrical odor PAR CASE, PRC			· ·	· ·			
Pre-PAR	~		***************************************	formal op jobb padej for englefjeld bydfjalen ammer me'n ibra ibraia	And the last of the state of th	en sterriter des trestitoristes implications and services	en de la company	
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Vehicle			:	Damage Desc		: : :	; ;	
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Primary Veh Use		Inspection Type		Inspected By			Inspection Date/Time	
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Activities

RE: Case # 71-1120403034 2013 Malibu Description 12/14/2012 09:08:57 AM BAC Code Completed Created By Assigned To Activity Type Activity Sub-Type Status Done DOOLITBR Email - Inbound Contact First Name 12/14/2012 09:05:33 AM Contact Last Name

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.

Brian Ciaverella Regards

Hybrid Platform Escalation Team GM Technical Assistance Center An Associate of Morley Companies Desk 989-249-6538 Fax 866-842-9445 bnan.1.ciaverella@gm.com

From: TACHELP@gmexpert.com
To: brian_ciaveralla@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

dosure. Thanks

TARP Contact Center Consultant Brenden Doolittle

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 s.hicar f fose # 71-117An/arna 7013 Maih...

Activities

Created Created By Assigned To	y. Assigned To	Activity Type	Activity Sub-Type Status	Status	Completed	Description
12/14/2012 08:59:28 AM CIAVERBR	R CIAVERBR	TAC Outbound Email	Brand Quality	Done	12/14/2012 09:00:39 AM Email notification to BQ	Email notification to BQ
First Nar	2015 ·	t Name ()	Account Account	BAC Cod	BAC Code	
			Spitzer Autoworld Lordstown, Lic	, Llc	163629	
Comments	在一首在其 私政治	事業のよう職等となるにには次か	であるが、するとは、はないであるか。		人名英格兰 人名英格兰	

Sent email to Kristin Curran BQM.

SM - Jeff Miller 330 538 2286 Dealer Contact for pickup - Bob Calvin Confidental Continents

Created Created St. Assigned To Activity Type	, Activity Type Activity Sub-Type Status Gomoléted Description .	escription
12/14/2012 08:56:11 AM CIAVERBR CIAVERBR TAC Outbound Call	In Progress	Spoke to Lynn in service
Contact act Name and the Account of First Name and Account of Account of	Account SAC Code	
	Spitzer Autoworld Lordstown, Llc 163629	
Comments, we want of the property of the prope	1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	
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.	distin Curran of current location and status. Changed Priority to BQ.	
Confidential Comments	一条注意等注意,一个不断的,在一个图像影响的一个一般,这个主义们的,可以是是人们是感染的意思的影响的情况,我把那是	

	Description	12/14/2012 08:55:45 AM Service Request Ownership has	changed FROM: LAMTMAJA TO:	CAVE NO.	
	Completed	12/14/2012 08:55:45 AM	BAC Gode	163629	人名英英英西 医中央大学 各級
**************************************	Activity Sub-Type Status	Done	* * * * * * * * * * * * * * * * * * *	Spitzer Autoworld Lordstown, Llc	公益等所以例如其其其一人 不知此人 不致
	o Activity Type	Ownership Changed	ist Name		高を変かい いかかかりん
	Created Assigned To Activity T	12/14/2012 08:55:45 AM CIAVERBR CIAVERBR Ownership	Crather 1 and Marray		Comments of the second of the

Activities

RE: Case # 71-1120403034 2013 Description 12/12/2012 11:43:44 AM Activity Sub-Type Status Completed BAC Code Done - Account Created By Assigned To Activity Type Email - Outbound Contact First Name DOOLITBR 12/12/2012 11:35:54 AM DOOLITBR Contact Last Name: Created

THREAD ID:14RVFG0]

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle

An Associate of Morley Companies Phone: 877-446-8227 prompt 5 TARP Contact Center Consultant

Fac 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

This case was closed by FSE Jim Lamman 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 -

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

Activities

1-1120403034 2013 Malibu	
:43:44 AM Case #7	Xe
12/12/2012 11	BACC
Don	Account
Email - Inbound	st Name
DOOLITBR Email - In	Contact Fir
12/12/2012 10:49:00 AM	ontact Last Name

This case was closed by FSE Jim Larntman 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

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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Confidential Comments

Description	Spoke to dealer					
reated Status Created By Assigned To Activity Type Sub-Type Status Completed Description	11/15/2012 10:19:45 AM Spoke to dealer	Section (BAC Code Section)	163629	一年 一年 日本 日本 日本 日本 日本 日本 日本 日本 日本 日本 日本 日本 日本	Dealer Contact is Bob Cahrin. Powerpack was removed from vehicle and sent to GMCH in Kokomo. The vehicle is still at above BAC. Engineering is requesting	
pe Seins	Done		1 Lordstown, Lic	(2) (1) (2) (2) (2) (3) (3) (3) (3) (3) (3) (3) (3) (3) (3	vehicle is still at above BAC	
Activity Sub-Ty	Dealer	Contact Last Name Contact First Name Account	Spitzer Autoworld Lordstown, Lic	用機可以 的 人名英格兰 医神经 医神经炎 医外外的	to GMCH in Kokomo. The	
To Activity Type	CIAVERBR TAC Outbound Call	irst Name		名語名 人名英斯 医肾	ed from vehicle and sent	
By Assigned	BR CIAVERBR	Contact		明月 とないない意と意	erpack was remov	7
Created Sy Assig	11/15/2012 09:32:47 AM CIAVERBR	STEEL STORY		omnents	s Bob Calvin. Pow	the vehicle to be sent to Kokomo IN.
Created	11/15/2012 09:3.	Confact Last Na		Comments	Dealer Contact i	the vehicle to be

claims that the vehicle failed testing in 12238 at step 5 of procedure just before the battery indicator was up to full on DIC

Tech dains the Confidents

Activities

Completed Description Description 11/15/2012 09:32:41 AM SR in Status of Closed has been Re-	BAC Gode Opened by CIAVERBR		
Startus Completed	BAC Code	wn,Uc 163629	一名的軍事 衛衛子之國 等人名英格兰人名
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Confidential Comments

Created Created By Assigned To Activit	Cented By	Assigned To	Activity Type	Activity Sub-Ty	se Stafus	Completed	Description
10/31/2012 03:56:17 PM	KIPPKE	LAMTMAJA	LAMTMAJA SR Closed - Unlinked		Done	10/31/2012 03:56:18 PM	Service Request has been Closed Unlinked.
Contact Last Name		Contact First Name	A Name	Account		BAC Code	
				Spitzer Autoworld Lordstown, Llc	Lordstown, Llc	163629	
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				Spitzer Autoworld Lordstown, Llc	wn,Llc	163629	
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Closed case 71-1120403034	3034						

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.

Vehide inspection found soot accumulation throughout the vehide. Found the battery pac blackend at unsealed areas as well as electrical connections. Advised DMA/BQM of possible 50/50 chance of repaining vehicle without any evidence of thermal odor even with all interior fabrics replaced.

Activities

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	163629	rdstown.Llc	Spitzer Autoworld Londstown, Llc				
	BAC Code	经基本 医二苯乙基甲基	Account	Name	Contact First		Contact Last Name
	PM		1				PM
	10/31/2012 03:49:08	Done	Case Closing	TAC Update	TACCLOSE	LAMTMAJA	10/31/2012 02:14:27
Descri	Completed:	Status	Activity Sub-Type	Activity Type	Assigned To	Created By	Created -

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 Confidental Comments

Greated By Assigner	Greated By	/Assigned To	Activity Type	Activity Sub-Type	sples "	Created Status Completed By 'Assigned To Activity Type Activity Sub-Type. Status Completed Description
10/29/2012 05:41:12 LAMTMAJA TACCLOSE TAC Update	LAMTMAJA	TACCLOSE		Case Closing	Done	10/29/2012 05:46:51 . PM
Côntact Last Name		Contact First	Name	Account Spitzer Autoworld Lordstown, Lic	LUc	BA@ @cde
Concern: Battery pac thermal event during Service Update 12238	ermal event durin	ng Service Updat	te 12238	不 多等性 化多类性		中心人人 人名英格兰人姓氏克尔氏
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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.

Activities

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Comments		がある。	1000000000000000000000000000000000000	化分子的 医外宫 经经济的		文部城門等不能學不 上華
Dealer contact: Advised the SM that	e SM that I will	be onsite on 10	t I will be onsite on 10/29/12 for inspection.			

Confidential Comments

Complexed Description	Service Request Ownership has charged FROM: CIAVERBR TO:	LAMTMAJA		
Completed	10/26/2012 03:12:52 PM	BAC Code	163629	
ivity Sub-Type Status	Done	ount of the second of the seco	Spitzer Autoworld Lordstown, Llc	南京 法衛人经营官 医大大多人病死人 经营
gned To Activity Type	TMAJA Ownership Changed	ntact First Name. Acco	Spitz	飲食品は国際の問題に国情は心をはなりかりる
ated Created By Assigned To Activity 7	LAMTMAJA LAM	ontact Last Name		SAME AND ASSESSED OF THE PARTY
Created Oresled By Assigned To Activity	10/26/2012 03:12:51 LAMTMAJA LAMTMAJA Ownershi PM	Contact Last Name		A COLOR DE CONTROL DE CARTONIO DE CONTROL DE

Confidential Comments

Description	Lack of Progress					A LINE WE STREET, A SECTION AS	Engineering request for FSE	Kristin Curran - Advanced Propulsion		
Completed	10/26/2012 03:14:35 PM	BAC Code	163629		不多的 自然 一次 人名英格兰		10/26/2012 12:29:59 Engineering request for	Md	BAC Code	163629
ty Type Status Sub-Type Status	Done	我們你不是落文不 奉奉	Spitzer Autoworld Lordstown, Llc	行為其為の政治を表示	一日の一日の一日の一日の一日の一日の日の日の日の日の日の日の日の日の日の日の日	TO DEFEND THE TAXABLE TAXABLE TO A CONTRACT AND ADMINISTRAL TO A CONTRACT AND ADMINISTRATIONAL ADMINISTRAL TO A CONTRACT AND ADMINISTRATIONAL ADMINISTRATIONAL ADMINISTRAL TO A CONTRACT AND ADMINISTRATIONAL ADMINISTRA	Engineer Done		於 · · · · · · · · · · · · · · · · · · ·	Spitzer Autoworld Lordstown, Llc
Activity Sub-	FSENDCC LAMTMAJA NDCC Notify - FSE Action North Central Reqd	Account	Spitzer Autow				Field Service Engineer		. Account	Spitzer Autow
To Activity Type	NDCC Notify - FSE Reqd	irst Name			(1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	·	TAC Escalation		irst Name	
d By Assigned	DCC LAMTMAJ	Contact First Name		の対対はないというな			RBR FSENDCC		Contact First Name	
reated Created By Assigned To Activi		Contact Last Name		人名英格兰 医阿拉克氏试验检尿病	Confidential Comments		10/26/2012 10:22:57 AM CLAVERBR		Contact Last Name	
Created	10/26/2012 12:29:33 PM	Contact La		confinents.	Confidentia		10/26/2012		Contact La	

SM - Jeff Miller 330 538 2286

Activities

Description	Reviewed case on conference call with BQ and Engineering		
Completed	10/31/2012 03:52:58 PM	BAC Code	163629
Status	Done	· 一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个	Istown,∐c
Activity Sub-Type	Brand Quality Review	Account	Spitzer Autoworld Lordstown, Ll
Activity Type	TAC Review	st Name	
Assigned 10	CIAVERBR	Contact Fir	
Dreated By	CIAVERBR	中央学院学会	
Created Created By (Assigned To Activity T	10/26/2012 10:19:43 AM CIAVERBR CIAVERBR TAC Review	Contact Last Name	

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.

Created Constant Created By Assigned To Activity 1	Created By	Assigned To	Activity Type	ctivity Sub-Type Status	Completed	Description
5/2012 06:44:39	CIAVERBR CIAVERBR	CIAVERBR	Ownership Changed	Done	10/25/2012 06:44:39	Service Request Ownership has
PM					₩.	changed FROM: COONJA1 TO:
Contact Last Name.		Contact Firs	t Name	The Assessment of the Assessme	BAC Code	CIAVERBR
			<i>is</i>	Spitzer Autoworld Lordstown, Llc	153629	
Continents with the property of the property o	A 基本 图 图 10		西北京の東京の大学の大学の大学の大学の大学の大学の大学の大学の大学の大学の大学の大学の大学の	京は 国際情報 日本教師 一般 古人美女教師	大学 (A) Table 1 (A) (A) (A) (A) (A) (A) (A) (A) (A) (A)	

Greated Assign	By Assigne	C. O. A.	ned to Activity Type		Activity Sub-Type Status	35 db 1976	が変数	iles.		Comple	,		Descri	iption	
10/25/2012 08:50:39 AM CIAVERBR	BR CLAVERBR	BR T	TAC Outbound Call		Dealer			Done		<u>\$₹</u>	10/25/2012 06:44:08 PM	6:44:08	Spok	Spoke to SM Jerry	
Contact 1 act Name Contact First Name	Conta	i First Na	те	マルボルボル	Account					à	BAC Code				
				S	Spitzer Autoworld Lordstown, Llc	oworld L	ordstow	J.Lc		£	163629				
Comments				·民田の大日本の大田城内は南京大田産大学				# P					41		
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	ent to us this m	oming. O	ther than the od	or from the sr	moke that	оссите	d, most ;	all of the	thermal	event v	vas contail	ned 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.	Powerpack rep	laced onc	e PAR authoriza	s the repair t	to be perf	Smed. S	everal to	im pane	ls may al	8	d to be re	placed.			
Confidential Comments			大阪の 世の人間	意を大きる		C. 4. 2. 10. 1.	ののは、 は、 数のの きりゅう								

Activities

Organiscus, Mix. 80, 27 10/24/2012 04:30:27 PM	Greated By FLYNNKE	Assigned To FLYNNKE	Activity Type The TCC Outbound Email	AGNIN SUBTINE DMA Notify - PRC	Satus Done	Combleted 10/24/2012 04:39:21 PM	*Description larry.harrington@gm.α
Contact Last Name		Contact Firs	: Name	Account		BAC Code	
				Spitzer Autoworld Lordstown, Llc	m,∐c	163629	
Comments	医外外外 经营业		(2) (3) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4	政権を対して、大利の事金		あるなど、大学を発する	

PRC DMA Notification

Vehicle Model: 2013 Malibu VIN last 8: Df

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,

71-1120403034 Lawrence Harrington 330-464-1360 TAC Case:

DMA Name: DMA Phone:

Technician Reported Times In: 1
Technician Reported Days Down: 1
Customer Assistance Case SR#: none
Customer Name: 12238
Customer Name: n/a
VIN: 1G11D5RR9Df
Repairing Dealer BAC: 163629
Dealer Name: Spitzer Autoworld Lordstown
Dealer Contact Name: Josh Mook - Tech
Dealer Contact Phone: (330) 538-2286

Comments:

Activities

realed Canaleled by Assigned to Activity Type Activity Sub-Type Satus Canaleled Description Description Document 0/24/2012 04:15:24 COONJA1 COONJA1 TAC Alam 24 Hour Done 10/30/2012 12:06:55 oh, HV battery themal concern. M	act Last Name	Mook Josh Spitzer Autoworld Lordstown, Lc 163629	是是人们的一个,我们是一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个
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Confidential Comments

Created	Greated By Ass	Assigned To	Activity Type	Activity Sub-Type	Status	S. Completed	Description
10/24/2012 04:14:37 PM	COONUA	TACHYBD1	TAC Escalation	Hybrid Platform	Done	10/31/2012 03:55:47 PM	OH - HV battery Concern.
Contact Last Name	が (10mm 10mm 10mm 10mm 10mm 10mm 10mm 10m	Contact First	. Мате	Account	· 學術的 計解 かたか	BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown, Llc	Uc Ji	163629	
Comments		· 医多种 医多种	美国等级运输的现在分词	我 不敢為 不不多 法分			

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Greated Greates	Creates By	CASIGNATION AND A	W. Assignation Activity Type. Activity Substrate. States	Artivity Sub-Type	SHIVE	Completed	1015
10/24/2012 03:36:37 PM	COONJA1	TACTCC	TAC Escalation	Hybrid Platform	Done	10/24/2012 04:39:17 PM	KJF PRC
Contact Last Name	The second second	Contact First	Name	Account		BAC Gode	
Mook		Josh	0,	Spitzer Autoworld Lordstown, Lic	3 <u>1</u> ,	163629	
Comments 💮 💮	である はない		官員官員 送客無行用以完				

Greated - 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.	Orested By Assigned COONJA1	Assigned to COONJA1	Activity of the New TAC Part Authorized	Greated Saluts Orested By Assigned To Part Authorized eAssist PowerPack Done 10/24/2012 03:36:36 (1) OVN 24259770 PM	Satus Done 10/2 PM	Completed 10/24/2012 03:36:36 PM	Descriptions (1) OVN 24259770
Contact Last Name	· · · · · · · · · · · · · · · · · · ·	Contact Fire	it Name	Account	日本が最か	BAC Code	
Mook		losh		Spitzer Autoworld Lordstown, Llc	vn, Llc	163629	
Comments			高いのできる。 では、 では、 では、 では、 では、 では、 では、 では、		· · · · · · · · · · · · · · · · · · ·	語 · 一 · · · · · · · · · · · · · · · · ·	

Activities

Created	Created Dy	Assigned To	Activity Type	Activity Sulb-Type	Stafus	Completed Descri
10/24/2012 03:23:54	COONTAI	COONUA1	TAC Inbound Call	Diagnostics	Done	10/24/2012 03:34:38
						PM
Contact Last Name		Contact First	Name	Account	「	BAC Gode
Mook		Josh		Spitzer Autoworld Lordstown,	<u></u>	163629
Comments		はの数をはなり	等人所以 人名西西比斯 医二人人	make a second second second second second second second second second second second second second second second		一次 湯 の既 ながら 一切出年の

Number of times in for the same concem?

Number of days down as provided by the caller?

Does the vehicle have any aftermarket accessories or modifications?

Has the concem 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

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 was performing the test and he was able to get to step 11
The dealer advised that he beard 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. (201) 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

Activities

Description	12/14/2012 09:08:57 AM RE: Case # 71-1120403034 2013	Malibu
Completed	12/14/2012 09:08:57 AM	BAC Code
wity Sub-Type Status	Done	ante de la constanta de la con
d To Activity Type	3R Email - Inbound	t First Name Aco
Created By: Assigned	39:05:33 AM DOOLITBR	Name Contact
Created	12/14/2012 (Contact Last

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.

Hybrid Platform Escalation Team GM Technical Assistance Center An Associate of Modey Companies Desk 989-249-6538 Fax 866-842-9445 brian.1.ciaverella@gm.com Brian Ciaverella Regards,

From: TACHELP@gmexpert.com
To: brian_ciaverelb@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 Maibu

THREAD ID:1-IRVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or dosure. Thanks

Brenden Doolittle

An Associate of Morley Companies Phone: 877 446-8227 prompt 5 **TARP Contact Center Consultant** Faxc 866-842-9461 E-Mail: tachelp@gmexpert.com

—Original Message—

From: jeffey,lobb@gm.com
Sent: 12/12/2012 10:46:38 AM
To: TACHELP@gmexpert.com
Cc: robert_caldrone@gmexpert.com; james.lambnan@gm.com
Sibjert_Caldrone@gmexpert.com; james.lambnan@gm.com

Report Generated for toporowm

Activities

Completed Description 12/14/2012 09:00:39 AM Email notification to BO	BAC Code
Status	ordstown, Llc
Activity Sub-Type Brand Quality	Account Spitzer Autoworld Lordstown, Llo
Activity Type TAC Outbound Email	Name
Assigned To CIAVERBR	Contact First Josh
Greates 1	Contact Last Name Mook Comments

Sent email to Kristin Curran BQM.

SM - Jeff Miller 330 538 2286
Dealer Contact for pickup - Bob Calvin Confidental Comments

Description	Spoke to Lynn in service					
Activity Sub-Type Status Completed Description	ler In Progress	Account BAC Gode	Spitzer Autoworld Lordstown, Llc 163629	(大島) 通常の (東大島) 発送 (大きな) (大きな) 大きな (大きな) (大きな) (大きな)	urran of current location and status. Changed Priority to BQ,	等語言 多樣的一個人的一個人的一個的問題的多名為此
Created Created By Assigned To Activity Type	12/14/2012 08:56:11 AM CIAVERBR CIAVERBR TAC Outbound Call Dealer	Contact First Name	Josh	不正常 一名人名英格特特斯里人名 的第三人称形式 的复数 医骨髓	SM was not in today. States that the vehide is still at the dealership. I notified BQM Kristin Curran of current location and status. Changed Priority to BCI.	以下的行列 · 一次的一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一个一
Created	12/14/2012 08:56:	Contact Last Name	Mook	Comments	SM was not in toda	Confidential Comn

Description	12/14/2012 08:55:45 AM Service Request Ownership has	changed FROM: LAMTMAJA TO:	CHARTER	
Completed	12/14/2012 08:55:45 AM	BAC Code	163629	致知情不明 孫 弘至國門衛奏之五
Activity Sub-Type Status	Done	Account of the second of the s	Spitzer Autoworld Lordstown, Lic	人名 我等我你在我看到你在家住的一起不敢的
y Assigned To Activity Type	R CIAVERBR Ownership Changed	Contact First Name	fost	上京在後衛衛衛上教人衛 在上官官之情
Created Created By	12/14/2012 08:55:45 AM CIAVERBR	Contact Last Name	Mook	Comments

Activities

Description	M RE: Case # 71-1120403034 2013	Malibu
Completed	12/12/2012 11:43:44 AM	BAC Code
Status	Done	不可以致不知為不可以以 不是以 以外就以
Activity Sub	pun	Account
Activity lype	Email - Outbo	st Name
d by Assigned to A	M DOOLITBR DOOLITBR Email - O	Contact Fig
Š,	1 DOOLITBR	
Created	12/12/2012 11:35:54 AM	Contact Last Name

THREAD ID:1-IRVFG0]

Brian,

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle

An Associate of Morley Companies Phone: 877-446-8227 prompt 5 TARP Contact Center Consultant

E-Mail: tachelp@gmexpert.com Fax: 866-842-9461

-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

This case was closed by FSE Jim Lamman 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 -

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

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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Activities

Description Description	12/12/2012 11:43:44 AM	
Completed	12/12/2012 11	BAC Code
Activity Sub-Type Status	Done	Account BAC God
Activity Type	Email - Inbound	st Name
ealed By Assigned To A	DOOLITBR Email-	Contact Fir
Created - Created	12/12/2012 10:49:00 AM	Contact Last Name

Comments

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 dosure. Thanks - Jeff -

HP Enterprise Services

... Energrace Constoner Care & Aftersales Field Service Engineer, Team Lead Telephone: +1 800-363-0083 Mobile: +1 804.387.3589

e-mail: jeffrey.lobb@bp.com/jeffrey.lobb@gm.com

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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Confidential Comments

Created Created By	Assigned To	To Activity Type	Activity Sub-Type Status	Status	ompleted	Description
11/15/2012 09:32:47 AM CIAVERBR	CIAVERBR	AVERBR TAC Outbound Call	Dealer	Ооле	11/15/2012 10:19:45 AM Spoke to dealer	Spoke to dealer
Contact Last Name	Contact First	Name	Account	かり ある 大学 大学 大学 大学 大学 大学 大学 大学 大学 大学 大学 大学 大学	BAC Code	
Mook	Josh		Spitzer Autoworld Lordstown, Llc	dstown,Llc	163629	
Comments	※ はいまれる	日本教徒教 的教育教育學		一、大小人、八人大大大大大		
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	ck was removed:	from vehicle and sent to GN	ICH in Kokomo. The vehi	cle is still at above BAC.	Engineering is requesting	

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

the vehicle to be sent to Kokomo IN.

Report Generated for toporowm

Activities

Pessiolion .	11/15/2012 U9:32:41 AM SK in Status of Closed has been Re-		
Completed	11/15/2012 09:52:41 AM BAC Code	163629	是一个人的人,一定是是100mm,这是一个人的人的人们的人们的人们的人们们们们们们们们们们们们们们们们们们们们们们们们
Activity Sub-Type Status	Lone Account	Spitzer Autoworld Lordstown, Llc	美以前各其各等等以各所的各有公司各於
realed Activity Assigned To Activity Lipe	1/13/2012 09:37:40 AW CJAVERBK LAWI MAJA SK Opened Antact Last Name Contact Elist Name	Josh	Omnients ()。

Confidential Comments

Description	Service Request has been Closed Unlinked.			
- Obsipleled	10/31/2012 03:56:18 PM	BAC Gode	163629	東京 日本大三年 大学
Activity Sub-Type: Status	Done	Account to the second to the s	Spitzer Autoworld Lordstown, Llc	
To Activity Type	A SR Closed - Unlinked	First Name		· · · · · · · · · · · · · · · · · · ·
ited By Assigned	IPPKE LAMTMAJA	Contact	hsor	· · · · · · · · · · · · · · · · · · ·
Created Cres	10/31/2012 03:56:17 KIPF PM	Contact Last Name	Mook	Comments

Confidential Comments

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.

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Activities

Creation 2012 1000 1000 1000 1000 1000 1000 100	Greated By ASSIGNED IN	ASSIGNATION TATE	TAC Hadate	Activity Sub-Mpe	Status Completed 1	. De
PM			9800000		- 114	•
Contact Last Name	李 然 然 然	Contact First	Name	Account	SAC Gode	
Mook		Josh		Spitzer Autoworld Lordstown, Ll	lc 163629	
Comments		高大海の大大海の	日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日本の日	A 10 10 10 10 10 10 10 10 10 10 10 10 10	· · · · · · · · · · · · · · · · · · ·	

Concern: Battery pac thermal event during Service Update 12238

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ji Confidential Comments

10/29/2012 05:41:12 PM	LAMTMAJA	TACCLOSE TAC Update		Case Closing	Done	10/29/2012 05:46:51 PM
Contact Last Name 🕟	官具題為於	Contact First	Name	Account	大学 とのないないない	BAC Code
Mook		Josh		Spitzer Autoworld Lordstown,1	기기	163629
Comments	出学用学家会		こうがあるので ある 人物語のな	一年の大学大学 あぞから		一度不可以以及其自由

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.

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Activities

Created	Sreated By	Assigned To	Activity Type	Activity Sub-Ty	e Status	aged By Assigned To Activity Type	Descr
10/26/2012 03:12:56 L	LAMTMAJA	MTMAJA LAMTMAJA TAC Update	TAC Update	,	Done	10/26/2012 03:14:40 PM	
Contact Last Name		Contact First Name		Account	高級提下 A. A. M. M. M.	BAC Code	
Mook		Josh		Spitzer Autoworld Londstown, Llc	Lordstown, Llc	163629	
Comments Dealer contact: Advised the Si	SM that I will	be onsite on 10	M that I will be onsite on 10/29/12 for inspection.		が心でなける時間	我是我们的人们是我是我们的	

j Confidental Comments

Created	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Compfeted	Description
10/26/2012 03:12:51 PM	LAMTIMAJA	LAMTMAJA LAMTMAJA OW	Ownership Changed		Done	10/26/2012 03:12:52 PM	Service Request Ownership has changed FROM: CLAVERBR TO:
Contact Last Name	語がは、連合な	Contact First Nan	t Name	Account:	ははなりませんではい	BAC Code	LAMTMAJA
Mook		Josh		Spitzer Autoworld Lordstown, Lic	'dstown, Llc	163629	
Comments		金子 できる		不信司 都名住者以前官官会院	· 我就是我们的一个	京本のまたのでは、 一日の大学の	

Created	Created By	Assigned To	Created Ceated By Assigned To Activity Type Status Completed. Description	Activity Sub-Type	Status	Completed	Description
10/26/2012 12:29:33 PM	FSENDCC	LAMTMAJA	NDCC Notify - FSE Action North Central Regd	North Central	Done	10/26/2012 03:14:35 PM	Lack of Progress
Contact Last Name		Contact Firs	t Name	Account		BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown, Llc	stown, Llc	163629	
Contractis			· 以及為於一次為為人物或者	海南京村 分門 高樓馬	一年の一十十十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二	を変換するのでは ないないないとは ではませ	

Greated Created By	Assigned to	Activity Type	Activity Sub-Type	Status	Completed	Description
10/26/2012 10:22:57 AM CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	Done	10/26/2012 12:29:59 PM	Engineering request for FSE Kristin Curran - Advanced Propulsion
Contact Last Name	Contact Fits	Name	Account		BAC Code	
Mook	Josh		Spitzer Autoworld Lordstown, Lic	J,Llc	163629	
Comments	等 的 化二二二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十	河南 軍軍軍 医多角 医阿里氏病	以其本文法於其本 心時以往		夏德方言是 可要時間	
SM - Jeff Miller 330 538 2286						
Confidential Comments		を記述を入るとのでは	大きになる。 東京などを表	官不野の家	公司 かれない からない ないないない	

Activities

Description	Reviewed case on conference call with BO and Engineering		
Completed	10/31/2012 03:52:58 PM	BAC Code	163629
pe Status	eview Done	公子の一本の一本 でいかか	utoworld Lordstown, Lic
Activity Sub-Ty	Brand Quality Review	- Account	Spitzer Autowork
lo Activity Type	TAC Review	Inst Name	
Assigned	CIAVERBR	Contact	hsol
Created By	CIAVERBR		
	0/26/2012 10:19:43 AM CIAVERBR	ast Name	
Created	10/26/201	Contact L	Mook

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 evernt. 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 anived and has identified extent of repairs needed.

				4 (Principle of the principle of the pri		١	
Created	Created By	Created By Assigned To	Activity Type	Activity Sub-Type S	Status	Completed	Description
10/25/2012 06:44:39 PM	CIAVERBR	CIAVERBR	CIAVERBR CIAVERBR Ownership Changed		Jone	10/25/2012 06:44:39 PM	Service Request Ownership has changed FROM: COONJA1 TO:
Contact Last Name		Contact First Name	Name	Account		BAC Code	CLAVERBR
Mook		Josh		Spitzer Autoworld Lordstown, Llc	ي	163629	
Comments	1月 1日 1日 1日		ないは、一般などのないないとのである。	· 不可以不可以 · · · · · · · · · · · · · · · · · · ·		京舎を大きる 本語	
Confidential Comments				· · · · · · · · · · · · · · · · · · ·			

Created	ated By	Assigned To	reated: Status Ceated By Assigned To Addivity Lype Status Satus Description	Activity Sub-Type	Stafus	Completed	Description
10/25/2012 08:50:39 AM CIAVERBR	WERBR	CIAVERBR	CIAVERBR TAC Outbound Call	Dealer	Done	10/25/2012 06:44:08 PM	Spoke to SM Jerry
Contact Last Name		Contact First N	ontact Lest Name Contact First Name	Account	艾 以多数图为 更	BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown, Llc	ਜ੍ਰਾ	163629	
Conments	图 医精合		おり、こののないのでは、日本には、日本のでは、日本のでは、日本のでは、日本のでは、日本のでは、日本には、日本のでは、日本には、日本には、日本には、日本	京本方 といと、大学の 会院			
States that the pictures are being sent to us the	sing sent to	us this morning.	this morning. Other than the odor from the smoke that occurred, most all of the thermal event was contained within	smoke that occurred, most a	Il of the thermal ev	ent 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.	d the Power	pack replaced or	nce PAR authorizes the repai	r to be performed. Several tri	m panels may also	need to be replaced.	
Confidential Comments >			一句是一句,我也有一句话, <u>一個女人的問題的</u> 可能是不好的問題的情報的時間的問題的問題的問題的問題,可以在我們的問題的問題的	· 管理語 という ではないとれ	· 新門地方 · · · · · · · · · · · · · · · · · · ·	下のいい あるの 考を無い	

Activities

0/24/2012 04:30:27 M	FLYNNKE	FLYNNKE FLYNNKE	TCC Outbound Email	DMA Notify - PRC	Done	10/24/2012 04:39:21 PM 3AC 0046	Jarry.harrington@gm.com
Mook Comments		Josh		Spitzer Autoworld Lordstown,	,Uc	163629	

PRC DMA Notification

Vehicle Model: 2013 Malibu VIN last 8: DF

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 customert'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.

71-1120403034 Lawrence Hamington 330-464-1360

DMA Name:

BMA Phone:
330-464
Technician Reported Times In: 1
Technician Reported Days Down: 1
Customer Assistance Case SR#: none

Customer Concem: 12238
Customer Name: n/a
VIN: 1G11D5RR9DF
Repairing Dealer BAC: 163629

Spitzer Autoworld Lordstown Dealer Name:

Dealer Contact Name: Josh Mook - Tech Dealer Contact Phone: (330) 538-2286

Comments:

Activities

Desoription on the battery thermal concern.			
10/30/2012 12:06:55 PM	BAC Code	153629	· · · · · · · · · · · · · · · · · · ·
ype Status Done	丁丁的 電報 東京 原	td Lordstown, Lic	
Acivity Sub-15 24 Hour	Account	Spitzer Autoworld Lordstown	· A 医唇唇管检查 100mm
o Activity Mps.	st Name		
Assigned T COONUA1	Contact Fi	Josh	
COONJA1		٠	
Greated Mark 15:24 10/24/2012 04:15:24 PM	Contact Last Name	Mook	Conments

Confidential Comments

1024/2012 04:14:37 COONUA1 TACHYBD1 TAC Escalation Hybrid Platform Done 10/31/2012 03:55:47 OH - HV battery Concern.	COONUA	TACHYBD1	TAC Escalation	Hybrid Platform	Done	10/31/2012 03:55:47	OH - HV battery Concern.
Last Name	下数字 公格司	Contact First	Name	Account		PM BAC Code	ننجا
		Josh		Spitzer Autoworld Lordstown, Llc	stown, Llc	163629	ı
nts)	不是 粉湯	安护星 海國語		在 一個 人名英格兰人姓氏 医二氏氏	· · · · · · · · · · · · · · · · · · ·	於安全 衛門 医医院大名的	
ntial Comments			正教者為其事的	おける こうかん できる 大きになる		はは、はなるとは、 大き神経的を	_

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Oceated	Created By	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
10/24/2012 03:36:37	COONJA1	TACTCC	TAC Escalation	Hybrid Platform	Done	10/24/2012 04:39:17	KJF PRC
Contact Last Name		Contact Firs	k Name	Account		FIVI BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown, Llc	위	163629	
Comments		· · · · · · · · · · · · · · · · · · ·	· 國外官衛山衛衛衛衛衛	五百百百百百百百五五五		できる ないない からない	

Groated (1975) 10/24/2012 03:36:12 PM	COONJA1	Assignet ro COONJA1	To Activity Type III. TAC Part Authorized	Activity Sub-Type eAssist PowerPack	Status Done	Gompleted: 4	1) OVN 24259770
Contact Last Name	· · · · · · · · · · · · · · · · · · ·	Contact First	Name	Account	蒙安安安 安全	BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown, Lic	wn,∐c	163629	
Comments	(A) (A) (A) (A) (A) (A) (A) (A) (A) (A)		1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1	不知以明明教育 等等 美人	九级等 致感	医多氏 经过多的	

Activities

COONJA1 COONJA1 TAC Inbound Call Diagnostics Done 1024/2012 03:34:38 Describtion PM PM	Contact First Name (Josh Spitzer Autoworld Lordstown, Llc 163629	化工作的 医多种性 医多种性 医多种性 医多种性 医多种性 医多种性 医多种性 医多种性
<u></u>	Confact First Name	hsol	A 1 大大多数の () () () () () () () () () (
Design Created By 10/24/2012 03:23:54 COONJA1 PM	ontact Last Name	Mook	omments

Number of times in for the same concern?

Number of days down as provided by the caller?

Does the vehicle have any aftermarket accessories or modifications?

Has the concern been duplicated?

Are keywords FRA, ADR, DMA, PRC, TIDD, or PEREQ present in the

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, Whaf'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. (201) LQ 6841412081039 Fax# 13305384021

TAC Recommendations: TAC advised the battery pack assembly to be ordered and will need pictures of the battery as well....jc

Activities

RE: Case # 71-1120403034 2013 Description Majibu 12/14/2012 09:08:57 AM BAC Code Created By Assigned to Activity Type Activity Sub-Type Saus Completed Pone Account Email - Inbound Contact First Name DOOLITER 12/14/2012 09:05:33 AM Contact Last Name

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.

Brian Ciaverella Regards,

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_daverella@gmexpert.com
Cc: robert_caktrone@gmexpert.com, james.lam/man@gm.com,

jeffrey.lobb@gm.com Date: 12/12/2012 11:46 AM Subject RE: Case # 71-1120403034 2013 Malibu

[THREAD ID:1-IRVFG0]

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: jeffreylobb@gm.com Sent: 12/12/2012 10:46:38 AM To: TACHELP@gmexpert.com Cc: robert_caldrone@gmexpert.com; james.lamtman@gm.com &shicort_Case # 71,1120Ansas.2013 Malbs.

Activities

Created	Assigned To	Activity Type	Activity Sub-Type	Status	Completed	Description
12/14/2012 08:59:28 AM CIAVERBR	CIAVERBR	TAC Outbound Email	Brand Quality	Done	12/14/2012 09:00:39 AM Email notification to BQ	Email notification to BQ
Contact Last Name	Contact First	Name	Account "		BAC Code	
Mook	Josh		Spitzer Autoworld Lordstown, Ll	wm,∐c	163629	
Comments		自由於 · 於 · 於 · 於 · 於 · 於 · 於 · 於 · 於 · 於 ·	無部以後間次人物的於不正		下以為後 医二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十	
Sent email to Kristin Curran BOM						

SM - Jeff Miller 330 538 2286
Dealer Contact for pickup - Bob Calvin Confidential Comments

Created	d By Assigned	l To Activity Type	ed To Activity Type Activity Sub-Type Status Completed Description	GD
12/14/2012 08:56:11 AM CIAVERBR	CIAVE	CIAVERBR TAC Outbound Call	Dealer In Progress Spoke to Ly	Spoke to Lynn in service
Contact Last Name	Contact	Contact First Name	Account Account	•
Mook	Josh		Spitzer Autoworld Lordstown, Llc	
Comments		のはのはの名をおりが、男子をなられる	计分离子的分类经验 化硫甲基酚甲基 经支票 网络沙漠 经现代的第三人称形式的	
SM was not in today. States that the vehicle is still	the vehicle is still a	the dealership. I notified BQN	l at the dealership. I notified BQM Kristin Curran of current location and status. Changed Priority to BQ.	
Confidential Comments		東京の連絡であるが、本本を持ち	医多种性神经病 化二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十	

Description	12/14/2012 08:55:45 AM Service Request Ownership has	changed FROM: LAMTMAJA TO:	CHVERBR	
Completed	12/14/2012 08:55:45 AM	BAC Code	163629	· · · · · · · · · · · · · · · · · · ·
Activity Sub-Type Status	Done	* Account () Account	Spitzer Autoworld Londstown, Llc	以上各個人衛門在外外以外外人 一個一個 衛門 西班牙
Oteated Created By Assigned To Activity Type	12/14/2012 08:55:45 AM CIAVERBR CIAVERBR Ownership Changed	Contact Last Name Contact First Name	Mook	Comments, 18 Constants and the second of the

Activities

RE: Case #71-1120403034 2013 Completed Completed 12/12/2012 11:43:44 AM BAC Code Done Activity Sub-Type Account Created By Assigned To Activity Type Email - Outbound Contact First Name DOOUTER 12/12/2012 11:35:54 AM DOOLITBR Contact Last Name

(THREAD ID:1-IRVFG0)

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle

An Associate of Morley Companies Phone: 877-446-8227 prompt 5 JARP Contact Center Consultant

Fax: 866-842-9461 E-Mail: tachelp@gmexpert.com

-Onginal 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

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 -

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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Report Generated for toporowm

Activities

Description	12/12/2012 11:43:44 AM	
Completed Completed	12/12/2012 11:43:44 AM	BAC Code
Activity Sub-Type	Done	Account ()
o Activity Type	Email - Inbound	rst Name
ealed By. Assigned II	DOOLITBR	Contact Fi
Greated Cr	12/12/2012 10:49:00 AM	Contact Last Name

Guys.

This case was closed by FSE Jim Lamman 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-

e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com Representing GM Customer Care & Aftersales Field Service Engineer, Team Lead Telephone: +1 800-363-0083 Mobile: +1 804.387.8589 Jeff Lobb HP Enterprise Services

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Confidential Comments

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

Activities

Description	11/15/2012 09:32:41 AM SR in Status of Closed has been Re-	Opened by CIAVERBR		
Gompleked	11/15/2012 09:32:41 AN	BAC Code	163629	では、一次では美し
Activity Sub-Type Status	Done	Account of Same and Same and the same and th	Spitzer Autoworld Lordstown,Llc	等軍以應為 等的最高於為強於於 的人名英加纳人名
Created Created By Assigned To Activity Type	11/15/2012 09:32:40 AM CIAVERBR LAMTMAJA SR Opened	Contact Last Name Contact First Name	Mook	Comments

Confidential Comments

Description	Service Request has been Closed Unlinked.			
Completed	10/31/2012 03:56:18 PM	BAC Code	163629	不不可以 學事一年
Activity Sub-Type Status	Done	Account of the second of the s	Spitzer Autoworld Lordstown, Llc	通過日本等最報行為中國國軍部人在軍官級的人
A ch	LAMTMAJA SR Closed - Unlinked	Contact First Name	Josh	大田 ある かんかん とん あんしょう 人名の あんしょう かん
	10/31/2012 03:56:17 KIPPKE 1 PM	Contact Last Name	Mook	Comments

Confidential Comments

N					
Created Activity	ty Type	Activity Sub-Type) snp	Completed	Description
10/31/2012 03:53:00 KIPPKE KIPPKE TAC Update		Case Closing Do	Dane	10/31/2012 03:54:56	UNLINKED
₩.			_	W.	
Contact Last Name Contact First Name	W To See The	ACCOUNT A STATE OF THE STATE OF	1000年110日本	BAC Code	
Mook	S	Spitzer Autoworld Lordstown, Llc		163629	
Comments.	自分等 的复数形式	事が見る。 はないである。 はないできない。 ないでもない。 もいでもない。 もいでもない。 ないでもない。 もいでもない。 もいでもない。 もいでもない。 もいでもない。 もいでもない。 もいでもない。	高年 1966 新		
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.

Vehide inspection found soot accumulation throughout the vehide. 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.

-

Activities

Completed Description	10/31/2012 03:49:08 PM	BAC Code	163629	丁等は一日の大阪大学 のは、「大学」のは
Activity Sub-Type Status	Case Closing Done	Comment of the Commen	Spitzer Autoworld Lordstown, Llc	ができる。 10 mm 10
Assigned for Activity Type	TACCLOSE TAC Update	Contact First Name	Josh	医对抗性性 医二种种 医二种种种种种种种种种种种种种种种种种种种种种种种种种种种种种种
eated	10/31/2012 02:14:27 LAMTMAJA PM	pntad Last Name	Mook	sueumo

Corxem: 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.

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ji Confidential Comments

Created Sy Assigned To Activity	Created By	Assignadalo	E	pe Setúvity Sub-Type Status Compléted	Status	Completed	otion
10/29/2012 05:41:12 LAMTMAJA PM		TACCLOSE TAC Update	TAC Update	Case Closing	Done	10/29/2012 05:46:51 . PM	
Contact Last Name	正其是不可以意	Contact First	Name	Account	不知 本名 等 外間	· IBAC Code	
Mook		Josh		Spitzer Autoworld Lordstown, Llc	-	163629	
Comments		是水水水 不不	奉以首席 五姓子 三峰大東北			医红色 新国内 医三种基	

Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

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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.

Activities

Scription	
Completed De 10/25/2012 03:14:40 PM	163629
Activity Sub-flype. Satus. Done	Account Spizer Autoworld Lordstown, Llc
Assignedatos Pacifytiy I yeos prinsista LAMTMAJA TAC Update	Contact First Name Josh
Greated St. Created by Ass 10/26/2012 03:12:56 LAMTMAJA LAM PM	Contact Last Name Mook Comments

Dealer contact: Advised the SM that I will be onsite on 10/29/12 for inspection.

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Confidential Comments

Greated Assigned to Activity Bype. 10/26/2012 03:12:51 LAMTMAJA LAMTMAJA Ownership Changed PM Contact Last Name Mook	neo ro Activityatype M MAJA Ownership Changed actairst Name	Activity Sub-type Done Account Account Independent In	Oompleted 10/26/2012 03:12:52 PM IBAC Code 16:36/2	feled Descriptions 2012 03:12:52 Service Request Ownership has changed FROM: CIAVERBR TO: LAMTMAJA
The state of the s			2000 1 Com 10 Co	

Confidential Comments

Created Activity Assigned To Activity	ealed By	(S)(gned) To	Activity Type	Activity	ctivity Sub-Type	Status	Completed	Created Created By Assigned To Activity Type Activity Sub-Type Status Completed Description
10/26/2012 12:29:33 FS PM	SENDCC 1	AMTMAJA	FSENDCC LAMTMAJA NDCC Notify - FSE Action North Central Regd	ction North C		Done	10/26/2012 03:14:35 PM	Lack of Progress
Contact Last Name		Contact First Name	Name	Account			BAC Code	
Mook		Josh		Spitzer	Spitzer Autoworld Lordstown, Llc	اد	163629	
Comments	(大学と学)		· 医多类素 三氢	KARA MA		其為是官官官	製造があるかのの 下午日	
Confidential Comments		THE THE WAY			唐 等 多 答 等 等			
	:	1						
Greated Created By Assigned To Activity	eated By	Assigned To	Activity Type	Activit	y Sub-Type	SErvis	Completed	Activity Substype Servis Completed Description
10/26/2012 10:22:57 AM CIAVERBR		FSENDCC	TAC Escalation	Field S	Field Service Engineer	Done	10/26/2012 12:29:59 PM	Engineering request for FSE Kristin Curran - Advanced Propulsion
Contact Last Name	語名の名をすれた	Contact First Name	Name	Accoun	Account: 10 10 10 10 10 10 10 10 10 10 10 10 10		BAC Code	
Mook		Josh		Spitzer	Spitzer Autoworld Lordstown, Lic	٦Ļ	163629	

SM - Jeff Miller 330 538 2286 Confidential Comments

Activities

Description	Reviewed case on conference call with BQ and Engineering				
Completed	10/31/2012 03:52:58 PM	BAC Code	163629	· · · · · · · · · · · · · · · · · · ·	replaced besides the Powerpack
Activity Sub-Type Status	Brand Quality Review Done	Constitution of the season of	Spitzer Autoworld Lordstown, Llc	· 上下下 というのうない かんかい ないない はない はない ないかん ないかん ないない ないない はない はない はない ないかい かいかい かいかい かい	pain a better perspective as to what needs to be r
Created By Assigned To Activity Type	0/26/2012 10:19:43 AM CJAVERBR CLAVERBR TAC Review	Contact First Name	Josh	おおきられの近れば、時間のよう人とおきし	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
Greated Cr	10/26/2012 10:19:43 AM CL	Contact Last Name	Mook	Comments	TAC was advised to get an F.

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 exterit of repairs needed.

Created	Created By	Assigned To	Activity Type	Activity Sub-Type Stal	Status Completed	· · · · · · · · · · · · · · · · · · ·	Description
10/25/2012 06:44:39 (PM	CIAVERBR CIAVERBR		Ownership Changed	Done	ne 10/25/2012 06:44:39 PM		Service Request Ownership has changed FROM: COONJA1 TO:
Contact Last Name	意味を生ま	Contact First	Name	Account: 100 miles	BAC Code	20 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	CIAVERBR
Mook		Josh		Spitzer Autoworld Lordstown, Llc	163629		
Comments			"我们将我们还是这个苦了家	自己的人 不不不不不 人名英格兰		京が (本) から (大) (株)	
			or a transfer of the state of t				

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Description	Spoke to SM Jerry						
ssigned for Activity Type	10/25/2012 06:44:08 PM	BAC Code	163629	では、 かき、 近年の主	nt was contained within	eed to be replaced.	
) Status	Done	Contact First Name Account Account	stown,Llc	医甲二氏 化糖 计记录记录 化电影 计加速记记 经不记记 有人 医多种 经现金的事物 医阿尔克氏 网络克拉尔 医多种性神经神经神经神经	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.	不完於人物是軍事所以以為此人以及軍事人的衛衛等或者的以及軍事等等 有等 经收收的股份的人的
Activity Sub-Type	Dealer	Account	Spitzer Autoworld Lordstown, Lic		s smoke that occurred, m	air to be performed. Seve	
wity Type	Courbound Call	Company of the second		· · · · · · · · · · · · · · · · · · ·	er than the odor from the	PAR authorizes the repa	并并各 存軍軍官官
Assigned To Act	CIAVERBR TAC Outbound Call		Josh	256	to us this morning. Oth	werpack replaced once	
reated Sy A	0/25/2012 08:50:39 AM CIAVERBR CI	ontact Last Name		Somments	 pictures are being sent 	k. They will need the Po	onfidential Comments: 🌲 💮 💮
Created	10/25/2012 08	Contact Last	Mook	Comments	States that the	the Powerpac	Confidential C

Activities

Created	Greafed By:	Assigned To	A ALAKA IVBA	Activity Sub-Type	Status	Completed	Description
10/24/2012 04:30:27 PM	FLYNNKE	FLYNNKE	TCC Outbound Email	DMA Notity - PRC	Done	10/24/2012 04:39:21 PM	lamy,hamington@
Contact Last Name		Contact First	(Name	Account		BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown, L	wm,Uc	163629	
Contractits	1000年在日本大		· · · · · · · · · · · · · · · · · · ·	· · · · · · · · · · · · · · · · · · ·		医骨髓性炎 教育中部	

2gm.com

PRC DMA Notification

Vehicle Model: 2013 Majibu ViN last 8: Di

This is Kevin Frynn 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.

71-1120403034 Lawrence Hamington 330-464-1360 TAC Case:

DMA Name:
DMA Phone:
330-464
Technician Reported Times In: 1
Technician Reported Days Down: 1
Customer Assistance Case SR#: none
Customer Concem: 12238

Costomer Name: n/a
VIN:
1G11D5RR9DF
Repairing Dealer BAC: 163629
Dealer Name: Spitzer Autoworld Lordstown
Dealer Contact Name: Josh Mook - Tech
Dealer Contact Phone: (330) 538-2286

Comments:

Activities

oh, HV battery thermal concern.			
10/30/2012 12:06:55 PM	BAC Code	163629	
Done		.ordstown, Llc	一年 一次 不好 一年 一次 二十五
24 Hour	Account	Spitzer Autoworld L	一 八美成分的人
TAC Alarm	irst Name		医医院 经经济 医二氏性神经 医二氏
COONUA1	Contact F	Josh	
COONJA1			The second second
10/24/2012 04:15:24 PM	Contact Last Name	Mook	Comments
	COONJA1 COONJA1 TAC Alarm 24 Hour Done	COONJA1 COONJA1 TAC Alarm 24 Hour Done 10/30/2012 12:06:55 PM PM BAC Gode	2012 04:15:24 COONJA1 TAC Alarm 24 Hour Done 10/30/2012 12:06:55 PM PM PM BACCOUNT RACCOUNT RACCOUNT BACCOUNT BACCOUNT BACCOUNT BACCOUNT BACCOOK BACCOOK

Confidential Comments

Created	reated Sy	Assigned To	Activity Type	Activity Sub-Type Stat	Status	Completed	. Description
10/24/2012 04:14:37 PM	COONJA1	TACHYBD1	TAC Escalation	Hybrid Platform	Done	10/31/2012 03:55:47 PM	OH - HV battery Concern.
Contact Last Name	· 有力量化等 的	Contact First	Name	Account	八 はん かい 八 をなる	BAC Code	
Mook		Josh		Spitzer Autoworld Lordstown, Ll	,1Ic	163629	
Comments		等这次是 表示		不是不是不是一個		は 数 は 数 は の の の の の の の の の の の の の	

Confidential Comments 🐇

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10/24/2012 03:36:37	COONJA1	TACTCC	ation	Hybrid Platform	Done	:39:17	KJFPRO
PM				•		₽M	
Contact Last Name	11日本の日本の	Contact First	Name	Account	原於於於江 等於	BAC Code	
Mook	•	Josh		Spitzer Autoworld Lordstown, Llc),Uc	163629	
Comments 🚿 💮		· 《《《《································	りからのははははないなりはない	高河 有分節 安全分差			

Confidential Comments

Greated Created	Oreated By	Assignedato	Activity Type	Activity Sub-Type	Status	Completed	FTo Activity Type Sub-Type Status Completed Description
10/24/2012 03:36:12 PM	COONDA1	COONJA1	TAC Part Authorized	eAssist PowerPack	Done	10/24/2012 03:36:36 PM	(1) OVN 24259770
Contact Last Name	を という はない	Contact Firs	Name .	Account		BAC Code	
Mook		hsor		Spitzer Autoworld Lordstown, Lic	J,E	163629	
Comments		· 医克勒氏管 医皮肤炎		京都衛衛衛門官都等	一次 神 の間である	日本 大統一各京都寺	

Activities

Created	Oreated By	Assigned To	Activity Type: "	Activity Sub-Type Status	Status	Completed Desc
10/24/2012 03:23:54 PM	COONJA1	COONJA1	COONJA1 TAC Inbound Call	Diagnostics	Done	10/24/2012 03:34:38 PM
Contact Last Name	のでは、質問の	Contact First	Name	No Account		BAC Code
Mook		Josh		Spitzer Autoworld Lordstown, Llc	J,Lc	163629
Comments			では、これを表現できます。			· 重要是一個人一個人人一個一個工作

Number of times in for the same concern? ~ ~ ~ >

Number of days down as provided by the caller?

Does the vehicle have any aftermarket accessories or modifications?

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.

(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

Activities

RE: Case # 71-1120403034 2013 Malibu Description 12/14/2012 09:08:57 AM BAC Code Ketivity Sub-Type Status Oontoleled Done Account Created By Assigned To Activity Type Email - Inbound Contact First Name DOOLITBR 12/14/2012 09:05:33 AM Contact Last Name Created

Comments Brendan

I reviewed, reassumed and changed the Priority to $B\Omega$ for this case. I am not certain but I think that Engineering wants the car for testing.

An Associate of Morley Companies Desk 989-249-6538 Fax 866-842-9445 Brian Claverella Hybrid Platforn Escalation Team GM Technical Assistance Center Fax 866-842-9445 brian.1.ciaverella@gm.com Regards,

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 brian_ciaverella@gmexpert.com From: TACHELP@gmexpert.com ق

[THREAD ID:1-JRVFG0]

When you have time, please review TAC SR 71-1120403034 for re-dispatch or dosure. Thanks

Brenden Doolittle

An Associate of Morley Companies Phone: 877-446-8227 prompt 5 Fax: 866-842-9461 TARP Contact Center Consultant

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

Activities

+ 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1 + 1						
Greated	Assigned To	Activity Type	Activity Sub-Type	Status	Activity Sub-Type Status Completed D	Description
12/14/2012 08:59:28 AM CIAVERBR	CIAVERBR	TAC Outbound Email	Brand Quality	Dane	12/14/2012 09:00:39 AM Email notification to BQ	Email notification to BQ
Contact Last Name	Contact Firs	Name	Account		BAC Code	
Mook	Josh		Spitzer Autoworld Lordstown, Lic	(stown, Llc	163629	
Comments		京中の大大名というかとなり	有軍人不可以以及強請其	は起来に対している	不然不好 一下 八年四個人	

Sent email to Kristin Curran BQM.

SM - Jeff Miller 330 538 2286
Dealer Contact for pickup - Bob Calvin
Confidential Comments

Description	12/14/2012 08:55:45 AM Service Request Ownership h	changed FROM: LAMTMAJA	CHVERBA	
Completed	12/14/2012 08:55:45 AM	Charles Code Charles C	163629	いいは、これは、日本のはいればからは、
tebito fire	Done	A Account	Spitzer Autoworld Lordstown, Llc	是 1000
Assigned for Activity Type	CIAVERBR Ownership Changed	Contact First Name	Josh	最心以及以及如此一年的人也以及其一次
Greated	12/14/2012 08:55:45 AM CIAVERBR	Contact Last Name	Mook	Comments

Activities

RE: Case # 71-1120403034 2013 Maibu Status Completed Description 12/12/2012 11:43:44 AM BAC Code Sone Activity Sub-Type Email - Outbound W. OPERICOLOGY CONTROL ENGINEER OUTDONN Contact First Name 12/12/2012 11:35:54 AM DOOLITBR Contact Last Name

THREAD ID:1-IRVFG0]

When you have time, please review TAC SR 71-1120403034 for re-dispatch or closure. Thanks

Brenden Doolittle

An Associate of Morley Comparies TARP Contact Center Consultant Phone: 877-446-8227 prompt 5 E-Mail: tachelp@gmexpert.com Fax: 866-842-9461

—Original Message—

From: jeffrey.lobb@gm.com Sent: 12/12/2012 10:46:38 AM

This case was dosed by FSE Jim Lamman 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 dosure. Thanks - Jeff -

e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com HP Enterprise Services
Representing GM Customer Care & Aftersales
Field Service Engineer, Team Lead
Telephone: +1 800-363-0083
Mobile: +1 804.387.8589

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Activities

Description	12/12/2012 11:43:44 AM	
Completed	12/12/2012 11:43:44 AM	BAC Code
ub-Type Status	Done	A The second of the second of
Type - Activity S	Inbound	Account
By Assigned To Activit	DOOLITBR Email-	Contact First Name
Created . Created	12/12/2012 10:49:00 AM	Contact Last Name

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

e-mail: jeffrey.lobb@hp.com/jeffrey.lobb@gm.com Mobile: +1 804.387.8589

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Confidential Comments

Created Created By Assigned To Activity Type:	Activity Sub-Type Status Completed	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	Spoke to dealer
Contact Last Name Contact First Name	Account	BAC Code	
Mook	Spitzer Autoworld Lordstown, Llc	163629	
Comments of the second	於原獨理以及一下 治行 生產人民意經濟	びかる中華 大人は前衛 大変 (Angel	
Dealer Contact is Bob Calvin. Powerpack was removed from vehicle and sent to GMCH in Kokorno. The vehicle is still at above BAC. Engineering is requesting	th in Kokomo. The vehide 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

Activities

Description	1/15/2012 09:32:41 AM SR in Status of Closed has been Re-	Opened by CIAVERSIR		
Completed	11/15/2012 09:32:41 AM	BAC Code	163629	新姓 八年 本器 (位下)
Activity, Sub-Type	Done	Account	Spitzer Autoworld Lordstown, Llc	一直 馬をおかけるいの おとををかいてある
Created Coested By Assigned To Activity Type	11/15/2012 09:32:40 AM CIAVERBR LAMTMAJA SR Opened	Confact Last Name Confact First Name	Mook	Comments of the second and the second

Confidential Comments

Description	:56:18 Service Request has been Closed Unlinked.			1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
S	10/31/2012 03:56:18 PM	BAC Code	163629	
Activity Sub-Type Status	Done	Account.	Spitzer Autoworld Lordstown, Llc	為於 法国民間 無可 医甲酰素的尿管
Activity Type	SR Closed - Unlinked	st Name		(1) 10 10 10 10 10 10 10 10 10 10 10 10 10
iy Assigned To	LAMTMAJA	Contact Fig	Josh	
Sreated 3v 7. Created By 74s	17 KIPPKE	6		
Created	10/31/2012 03:56:17 PM	Confact Last Nam	Mook	Comments

Confidential Comments:

Created	Greated By	Assigned To	chvity Type	Activity Sub-Type	Status	Completed	Description
10/31/2012 03:53:00 PM	KIPPKE	KIPPKE	FAC Update	Case Closing	Done	10/31/2012 03:54:56 PM	UNLINKED.
Contact Last Name		Contact First N	ame	Account		BAC Gode	
Mook		Josh		Spitzer Autoworld Lordstown, I	의(163629	
Comments				等 四十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二十二			
ACOCOLOGE AV ASSOCIATION	7000						

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/BCM of possible 50/50 chance of repairing vehicle without any evidence of thermal odor even with all interior fabrics replaced.

Activities

Created (1) 10 10 10 10/31/2012 02:14:27 PM	Greated By LAMTMAJA	Assignad fo Activity Type 1 TACCLOSE TAC Update		Activity Stilo-Type Case Closing	Spires Done	. completed
Contact Last Name		Contact First	Name	Account:		BAC Code
Mook		Josh		Spitzer Autoworld Lordstown, L	ы. Э	163629
Comments		并不為其	《新聞》(1985年) 1985年	· · · · · · · · · · · · · · · · · · ·	其為 養養	· 一等 一等 一方 一方 一方 一方 一方 一方 一方 一方 一方 一方 一方 一方 一方

Concern: Battery pac thermal event during Service Update 12238

Cause: Shorted circuit board with battery pac assembly

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Confidential Comments

Greated By Assignating Related By Assignating Related 2029:2012 05:41:12 LANTMAJA TACCLOSE 1	Created By ASSIGN LAMTMAJA TACCL	Assignedato TACCLOSE	Activity Types TAC Update	Activity Sub-Type Case Closing	Status	Completed 1. 1. 1. 2. 2. 10/29/2012 05:46:51	escription
PM						PM	
Contact Last Name		Contact First	Name	Account		BACICode.	
Mook		Josh		Spitzer Autoworld Lordstown,	음	163629	
Comments				化水子医子 计数据处理子经过	は必要を必られ	次のなることの 大田を	

Concern: Battery pac thermal event during Service Update 12238

Gause: Shorted circuit board with battery pac assembly

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Activities

Description				
Completed	10/26/2012 03:14:40 PM	SAC Code	153629	
Activity Sub-Type Status	Done	Account and the second and the secon	Spitzer Autoworld Londstown, Lic	等人不是一個人一個人一個人一個人一個人一個人一個人一個人一個人一個人一個人一個人一個人一
Created By Assigned To Activity Type	:12:56 LAMTMAJA LAMTMAJA TAC Update	ame 👙 👙 💮 💮 Contact First Name 💍 😽	Josh	(2) (2) (2) (3) (3) (3) (4) (4) (4) (4) (4) (4) (4) (4) (4) (4
Created	10/26/2012 03:12:56 PM	Contact Last No	Mook	Comments

Dealer contact: Advised the SM that I will be onsite on 10/29/12 for inspection.

ji Confidential Comments

Troising the second sec	Service Request Ownership has changed FROM; CIAVERBR TO:	LAMTMAJA		
	10/26/2012 03:12:52 PM	BAC Code	163629	1 題の語の形物の工事品間以下から
Twity Type Skatus	Done	Account ()	Spitzer Autoworld Lordstown, Uc	一次年の先出がいるとなるから、それない方は
Assigned To Arrivate Type	AMTMAJA LAMTMAJA Ownership Changed	Contact First Name	Josh	在我道路 史多道之名為一名其全衙門
Created By:	/26/2012 03:12:51 LAMTMAJA	astName		1年大ないとないなどの大なかないでは
Created	10/26/201 PM	Contact	Mook	Commen

Description	Lack of Progress			
9: Szatus Completed Description	10/26/2012 03:14:35 PM	BAC Code	163629	我 医马克尔氏医克拉氏
Status	Ооле	とうなり はなれる 大きな	-ordstown, Llc	Commence of the second
Activity Sub-Type	North Central	Account	Spitzer Autoworld Lordstown, Llc	· · · · · · · · · · · · · · · · · · ·
Activity Type	AMTMAJA NDCC Notfry - FSE Action North Central Regd	L'Name () Service ()		
Assigned To	LAMIMAJA	Contact Firs	Josh	电影影响
(Created Sy	FSENDCC	されてはる自己		
Greated	10/26/2012 12:29:33 PM	Contact Last Name	Mook	Continents

Created Sy	Assigned to	Activity Type	Activity Sub-Type	tatus	Status Completed Description	Description
10/26/2012 10:22:57 AM CIAVERBR	FSENDCC	TAC Escalation	Field Service Engineer	D one	10/26/2012 12:29:59 PM	Engineering request for FSE Kristin Curran - Advanced Propulsion
Contact Last Name	Contact Firs	t Name	Account	经分支行物	BAC Code	
Mook	Josh		Spitzer Autoworld Lordstown, Llc	د	163629	
Comments	The State of the S	京は下の本 三日本の家 · 年 日本 「			· 清京教務所以為 無機以等為四	
SM - Jeff Miller 330 538 2286						
Coordinated Commonts		以下 (A) (A) (A) (A) (A) (A) (A) (A) (A) (A)	小震力 大学人の 丁丁丁 一日にある	A Section Section 1		

Activities

Description Description	Reviewed case on conference call with BQ and Engineering			
Completed	10/31/2012 03:52:58 PM	BAC Code	163629	重要的人的 化二二二二二二二二二二二二二二二二二二二二二二二二二二二二二二二二二二二
Activity Sub-Type Status	Brand Quality Review Done	Jan S. Account Committee C	Spitzer Autoworld Lordstown, Llc	日本人為日本 一次一次 日本人 人名英格兰 医多种性
Created By Assigned To Activity Type	10/26/2012 10:19:43 AM CIAVERBR CIAVERBR TAC Review	Contact First Name	Josh	的人因此是我是一大我也知 養子 法不可管的 我们
Greated	10/26/2012 10:19:43 AM	Confact Last Name	Mook	Comments

Tornistates
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 evert. 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

Везсприол	Service Request Ownership has changed FROM: COONJA1 TO:	CIAVERBR		
Completed	10/25/2012 06:44:39 PM	BAC Code	163629	
Activity Sub-Type Status	Ооле	Account .	Spitzer Autoworld Lordstown, Lic	· · · · · · · · · · · · · · · · · · ·
red To Activity Type	RBR Ownership Changed	act First Name		
Created By Assign	CIAVERBR CIAVERBR	Cont	Josh	
Created	10/25/2012 06:44:39 PM	Contact Last Name	Mook	Comments

Created Status Created By Assigned To Activity Type Activity Sub-Type Status Completed Description	Assigned To	Activity Type	Activity Sub-Type	atus	Campleted	Description
10/25/2012 08:50:39 AM CIAVERBR CIAVERBR TAC Outbound Call	CIAVERBR	TAC Outbound Call	Dealer	Done	10/25/2012 06:44:08 PM	Spoke to SM Jerry
Contact Last Name Contact First Name BAC Code	- Contact First	Name	Account		BAC Code	
Mook	Josh		Spitzer Autoworld Lordstown, Llc	ŭ	163629	
Conments	A 大學 在 11 11 11 11 11 11 11 11 11 11 11 11 1	の一次を養養さればは気を	一次の方面 日本大田 田文田 家		京京等次 等文等の五	
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	t to us this moming	. Other than the odor from t	he smoke that occurred, most all of	f the thermal eve	nt was contained within	
the Powerpack. They will need the Powerpack replaced once PAR authorizes the repair to be performed. Several trim panets may also need to be replaced.	werpack replaced	once PAR authorizes the rej	pair to be performed. Several trim p	anels may also	need to be replaced.	
Confidential Community, and the confidence of th		有知者不可以不過不可以不可以不可以	少日子以 日本五十五十二十五十五十五十五十五十五十五十五十五十五十五十五十五十五十五十五十五		文章 人名西班牙里姓氏 不是	

Activities

PRC DMA Notification

Vehicle Model: 2013 Malibo VIN læst 8: DF

This is Kevin Fiynn 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,

71-1120403034 Lawrence Harrington 330-464-1360 DMA Name: DMA Phone:

Technician Reported Times In: 1
Technician Reported Days Down: 1
Customer Assistance Case SR#: none
Customer Concern: 12238
Customer Concern: 1/2
VIN: 1G/1D5RR9DF

Spitzer Autoworld Lordstown Dealer Name:

Dealer Contact Name: Josh Mook - Tech Dealer Contact Phone: (330) 538-2286

Comments:

Activities

Description of the poly by battery thermal concern.	
Completed	5AC Code 153629
Safus Done	ordstown, Lic
Activity Sub-fyree 24 Hour	Account Spitzer Autoworld Lordsto
Activity Type TAC Alam	st Name
Assigned Tr COONJA1	Contact Fir Josh
COONJA1	
Greated Py 10/24/2012 04:15:24 COONJA1 PM	Contact Last Name Mook Comments

Confidential Comments

Description Consess	on the particular of the parti			
Completed Description	PM	BAC Gode	163629	· · · · · · · · · · · · · · · · · · ·
Status		· (1) (1) (1) (1) (1) (1) (1) (1) (1) (1)	dstown,∐c	
e Satus ion Hybrid Platform Done		Account	Spitzer Autoworld Lordstown, Llc	A CANADA CARAGAS
Addivity Type III TAC Escalation		st Name		The state of the s
ASSIGNED TO TACHYBD1		· Contact Fire	Josh	A Section Section 1
COONJA1				
Ordered 10/24/2012 04:14:37	PM	Contact Last Name	Mook	Comments

Confidential Comments:

Greated 1	Orested by	Assigned TO	Activity Type II	Type Completed Description	Satus	-Completed	Description
PM	X 5000	3	IAC Escalation	Hybnd Platform	Done	10/24/2012 04:39:17 PM	KJF PRC
Contact Last Name	· 1000年 100	Contact Fire	t Name	Account		BAC Gode	/
Mook		hoch		Spitzer Autoworld Lordstown, Llc	wm,∐c	163629	
Comments			· 新加州 · 阿拉斯 · 阿拉 · 阿拉	公司 大学 はいかい かんき			

onfidential Comments

Activities

Description	
Combleted 10/24/2012 03:34:38 PM	6AC Cpde 163629
ne Status Done	d Lordstown,Llc
Activity Sub-ry Diagnostics	Account. Spitzer Autoworld Lordstown
Activity stytocy TAC Inbound Call	Name
ASSIGNED IO COONUA1	Contact First Josh
COONIA1	
Greated 10724/2012 03:23:54 PM	Confact Last Name Mook Comments

Number of times in for the same concem?

Number of days down as provided by the caller?

Does the vehicle have any aftermarket accessories or modifications?

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

Dealer Comments/Diagnosis (DTC's, Whaf'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. (201) 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



Fwd: Malibu Eco that caught fire William M Taylor III to: Chris Roffey

03/28/2013 01:56 PM

From: To

William M Taylor III/US/GM/GMC Chris Roffey/C/US/GM/GMC

2 attachments

1903

2994_0001.pdf 2986_0001.pdf

Sent from my iPad

Begin forwarded message:

```
> From: "William M Taylor III" <william.tayloriii@chevrolet.com>
> To: "ROBERT C WITTMANN" <robert.c.wittmann@gm.com>, "Ryan Brown"
<ryan.brown@gm.com>
> Cc: "Wes M. Preece" <wes.m.preece@gm.com>, "Keith Battle"
<keith.battle@gm.com>
> Subject: Malibu Eco that caught fire
> Hello guys,
    Here are some pics from the Malibu Eco that caught fire while the customer
>
was driving it.
>
>
>
>
>
```

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

March 25, 2013

Mr. Greg Messenger, General Manager Dick Smith Chevrolet 1601 US Hwy. 52

Moncks Corner, SC 29461

RE: Our Client:

intra 2013 Chevrolet Malibu Eco

Dear Mr. Messenger:

Please be advised that I represent 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

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Service Request Activity	
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SR No.	71-1168555752	Ref No.		Goodwill	No Goodwill Offered	BRC Type	NA
Account		Site		GW SubType	A service and the second section of the second second section in	Bus, Unit	BRC
Last Name		First Name	an (beath research and an an an an ann an an an an an an an an	Approval	Not Initiated	Area	PAR
Daytime #		Evening #	2 2 2		Body - Trunk / Tailgate / Hatchback	Sub-Area	Initiate PAR- Other
Address	11.11.11.11.11.11.11.11.11.11.11.11.11.	City	The second control of the second control of	2.6	Involved Dir Dick Smith Chevrolet Inc.	Safety	Yes
State	Postal Cd	Con. Acct	er partie et de receive par est est est est est est est est est est	Source	Phone	Updated	3/28/2013 12:12:10 PM
Serial #/VIN	Serial #/VIN 1G11D5RRXDI	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	Malibu	Mileage	2,000	Sub-Status	Dissatisfied	Closed	a constant particular and the contract of the
Abstract Customer Description	Trunk Thermal Event - 2013 Chevrolert Malibu This is a BRC PAR Case. Do not assume case. Forward any inquiries to Rita Sanchez x41345.	evrolert Malibu t assume case. Forwa	ard any inquiries to Rita	Sanchez x41345.	en plej september per per per per per per per per per p	9 1	Antonia de a de la constanta de la constanta de la constanta de la constanta de la constanta de la constanta d

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Component Coverage Component Coverage

Codificate Number Certificate Details

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Repair Order #

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Pre-Authorization Basics

Activities

3/28/2013 11:58:14 AM SANCHERI SANCHERI Scheduled Outbound Call	ERI SANCHERI	Scheduled Outbound Call Cust	Scheduled Alarm	2nd att
Contact Last Name	Contact Fi	st Name Account	BAC Cade	
Cooper	Michallo		Name and Advantage of the Control of	

Activities

Comments	Contact Hast Name Account Account BAC Code	3/28/2013 11:04:44 AM RAUSCHBE SANCHERI Ownership Changed Done 3/28/2013 11:04:44 AM	©reated Created By Assigned To Addwity Type Addwity SubType Status Completed
	changed FROM: HICKMAAM TO: SANCHERI	Service Request Ownership has	Description

	de	EAC GO	Account	s Name	Contact Fist Name		Control en least a Nei II e
Called	C	In Progress	Initial Contact - Field	BRC PAR	SANCHERI	RAUSCHBE	3/28/2013 11:03:52 AM RAUSCHBE SANCHERI BRC PAR
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	e e	BAC God	Account	st Name	Contact First Name		Contact Last Name
Called	0	In Progress	Initial Contact- Dealer	BRC PAR	SANCHERI	RAUSCHBE	3/28/2013 11:03:57 AM RAUSCHBE SANCHERI BRC PAR
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Account	Configuration Name
mittal Collact Flicia	S/28/2013 11:03:44 AM CACCETTE GANCETTE GEO TAX
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called and left a message for customer to call in at 866-7905700 x 41345

rita sanchez/ATX/PAC

Activities

CASIVITED	BACICOGE		Account	Conact Historiante	Confactions		Contact Last Name Comments
*** Informing of contact with the	3/28/2013 09:11:27 AM	Done	Customer Called	Notify CRM	HICKMAAM	BALISMI	3/28/2013 08:56:19 AM
							Continuents
Dissatisfied.	BAC/Code		Account	t Name	Contact/First Name		Contact Last Name
Service Request has been Closed	Jesotration Jesotration 3/28/2013 11:00:09 AM Service Request has b	Siatus Done	:Activity:SubType ad	HICKMAAM SR Closed - Dissatisfied	HICKMAAM	RAUSCHBE	3/28/2013 11:00:08 AM
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Besonbien Assigned to SANCHERI x 41345	©0]n∂ ⊴te3 3/28/2013 11:56:21 AM	Status	Activity SubType Case Assigned	AGIVIN TUDE BRC PAR	SANCHERI BRC PAR	RAUSCHBE	3/28/2013 11:00:35 AM
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File Assigned	M	Done		Notify CRM	SANCHERI	RAUSCHBE	3/28/2013 11:00:58 AM
Description	Completed	Status	Activity SubType	Activity Type	Assigned To Activity Type:	Created By Assigned I	Created William Representation
							comments
	BAC Code		Account	Name	Contact First Name		Contact Last Name
Research VIN				Research	SANCHERI	RAUSCHBE	11:03:20 AM
npleted Description	Completed	Status	Activity SubType	Activity Type	Assigned To	Created By	Created

Activities

NAME: M	Port of the second of the sec	3/28/2013 08:54:40 AM BALISMI BALISMI Inbound Call Dealer Complex Request Done 3/28/2013 08:56:18 AM **Distr	
	back	"District manager of the dealer called	

Dick Smith DEALER INVOLVED: VIN: 1G11D5RRxD MILEAGE: 2000

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 advd:
- pulled up file, i see someone from the dealer called in just few minutes ago
- they're in the process of contacting PAC team

- SF#

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

Michell / T1 / CAC / MLA / LVL 1 1-866-790-5700 ext 22853

Activities

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AmyHickmanCAC/Tier1/Sag/GW1

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TAC	3/28/2013 08:50:39 AM	Done	Left Message	3/28/2013 08:44:49 AM HICKMAAM HICKMAAM Outbound Call I hird Party Left Message	HICKMAAM	HICKMAAM	28/2013 08:44:49 AM

^{*}Left vm in regards to case w/ dlrshp and cust concact info, and SR #.

AmyHickmanCAC/Tier1/Sag/GW1

	BAC code		Account	Name	Contact First Name		Contact Last Name
Thermal Event in Trunk	3/28/2013 08:44:47 AM	Done	Complex Request	Inbound Call Dealer	HICKMAAM	HICKMAAM	3/28/2013 08:43:06 AM HICKMAAM HICKMAAM Inbound Call Dealer
Cayonolion.	Completed.	Oralles .	Created By: Assigned to Activity type: Activity Sub-Type Status: Com	Activity type	Assigned to	(Created By	(Greated

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 veh to us, but the towing comp has not yet delievered the veh -have not spoken directly to the cust -lawyer sent pictures and a letter; DSM has letter and pictures

CRS Advises:
-I will try to contact a PAC agent for you.

AmyHickmanCAC/Tier1/Sag/GW1

UCC Codes

CTI	\$ (a/o-(a-c)-(a))
No Symptom Indicated	Jice Sympton
Body - Trunk / Tailgate / Hatchback	<u>lecobeserapion</u>

For this vehicle:

View Vehicle Summary

Service Contract

View Vehicle Build

Component Summary View Vehicle Transaction History

View Vehicle Delivery

View Vehicle

Detail

Information

· a Brancied Talle

--- Warranty Elluck

M Logar



Global Warranty Management: Main - Interlace With Customer - View Volute Summary

INTERFACE MITH CUSTOMER

View Vehicle Summary

(2)

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

Vehicle Information

MIN. 1G11D5RRXD

Model, 1GC69-2013 MALIBU

Service Contract: No

Branded Title: No

Warraniy Block: No

I'DI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: O Open



Required Field Actions

Original Homber

Description

Release Date

highlighted Status

Open field actions are

Service Update N120238

Bulletins

Mhe 12238

LOSS OF BATTERY CHARGE - INSPECT GENERATOR CONTROL MODULE

10/19/2012

Closed

Branded Title

Type

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

Vehicle has no current record of branded titles.

Warranty Block

Valido has no current record of warranty block.

Service Information

Тура	Huesher	Description	Posted Date
El	PIE0249	Service Power Steering and/or Traction Control System (TCS)/StabiliTrak® Light Illuminated	03/15/2013
El	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 OnSter contact 888.ON.STAR1 (888.957.9271) and for XM Radio gontact 977, GET, XMST (877, 430, 9677 Canada) and in the USA: 800-586-3600,

OnStar Equipped: Y

Aid Equipped Y

XM Radio ID: HYTRK2C3

OnStar Status: Active

XM Status: Active

DMM Enabled: Y

CinStar Volikle Diagnostics: Y

Applicable 1	Warranties
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C. Californ	ALTERNATION C		a transfer	12.11. 24

Vaild	Description	Wacranty Add Date	Start Date	Effective Odometer	End Date	End Odomotor	
	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

Vaintale has no current record of pervice contracts.

Transactio	on History				View Details
Joh Gard Dafe	Joh Gard Number	Transaction Type	Transaction Adjustment	Labour Operation	Odomaler Reading
12/18/2012	161223	ZFATField Action Recall	Add Credit	V2675 - 12238 - Generator Control Module Performance Inspection	946 MI
12/18/2012	161223	ZFATField Action Recall	Full Debit - Reversal	V2675 - 12238 - Generator Control Module Performance Inspection	946 MI
12/18/2012	161223	ZFATField Action Recall		V2675 - 12238 - Generator Control Module Performance Inspection	946 MI
05/23/2012	A16521	ZPDIPre- Delivery Inspection		Z7000 - Pre-Delivery Inspection - Base Time	1 MI

Global Marranty Maurigement: Site Map

Payacy Policy | Teams of Use

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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.taylorili@chevrolet.com

Cc:

Deborah Roche/C/US/GM/GMC@GM, Pat.Burcham@minacs.adilyabirla.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> <chris.roffey@gm.com>, <deborah.roche@gm.com>

To: 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

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. 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

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.taylorili@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 71-1168555752

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

Wes M. Preece/US/GM/GMC, Keith Battle/US/GM/GMC, Ryan Brown/US/GM/GMC

03/28/2013 08:52 AM Date:

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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E Logor

vvarranty

March 20, 2013

ALLEGA LEASTER PROPERTY OF THE PARTY OF THE

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

MITERFACE WITH GUSTOMER

View Vehicle Build

图

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

Vehicle Information

MR-1G11D5RRXDI Service Contract: No

Branded Title No

Warranty Block: No

Model: 1GC69-2013 MALIBU

POLStatus: Yes

Order Type. 70 - RETAIL - STOCK

Field Actions: 0 Open

STREETIS STANFIELDS AND S

Vehicle Build

Model, 1GC69-2013 MALIBU

Gross Vehicle Weight: 2,076

Order Number QHQB8J Build Date: 05/21/2012

Build Plant F

View Vehicle Component Summary

View Vehicle Build

 View Vehicle Summary Service * Contract

· Elrandest Title

— Warranty Bleek

View Vehicle Transaction History

For this vahicle:

Detail View Vehicle Delivery Information

Option Codes

there be any questions about the vehicle's original build or RPO information please rator to the original vehicle involese or vandow sticker.

DIA - COLOR SEAT JET BLACK

18A - 1SA PACKAGE

SAD - COMPONENT FRT LH COMPUTER SEL SUSP (6AD)

AATT RESTRAINT KNEE, INFLATABLE, LH

AAZ LOCK CONTROL SIDE DOOR, VEHICLE

AFC - POWER WINDOWS

ACM - PWR SEAT ADJUSTER, DRIVER

AKX WINDSHIELD TYPE SOLAR ABSORB

AGG - REMOTE KEYLESS ENTRY, EXTENDED RANGE

AX J VEHICLE TYPE PASSENGER CAR

HAB - TRIM COLOR DR PANEL LT TITANIUM

152 - OPTION PACKAGE DISCOUNT

AAA JET BLACK

6Y4 - WHEEL & SPARE TIRE DELETE

8AA - COMPONENT RR LH COMPUTER SEL

SUSP (8AA)

A51 - FRONT BUCKET SEATS

ABC - SEAT ADJUST, FRT PASS 4-WAY

MANUAL, 2 WAY PWR VERTICAL

A90 - TRUNK RELEASE, POWER

AAJ RESTRAINT KNEE, INFLATABLE, RH

AE2 - REAR DOOR LOCKOUT SYSTEM

AED - WINDOW, POWER WITH FRONT

PASSENGER EXPRESS DOWN

AFF - JET BLACK

AJG - HEAD RESTRAINTS, 2 WAY ADJUSTABLE

AKP - GLASS, TINTED

ALO- AIRBAG SENSING SYSTEM, PASSENGER

APG - POWER LUMBAR, DRIVER

ASV - HUMIDITY/WINDSHIELD TEMP SENSOR

AYG - AIR BAGS, DUAL-STAGE FRONTAL

THORAX SIDE-IMPACT AND KNEE DRIVER AND FRONT PASSENGER, HEAD CURTAIN SIDE-IMPACT, FRONT AND REAR OUTBOARD

POSITIONS

835 - FLOOR MATS, REAR

BTV - REMOTE VEHICLE START

C.12 - AIR CONDITIONING, DUAL ZONE

CLIMATE CONTROL

TVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should

200 DOOR MOLDING

7AD - COMPONENT FRT LH COMPUTER SEL SUSP (7AD)

MA - COMPONENT RR LH COMPUTER SEL SUSP (9AA)

A69 SEAT BELT TENSIONER, FRONT

AZO - SEAT BELT TENSIONER, FRONT

ACCELERATION ACTIVATED

AFO - POWER WINDOWS, REAR EXPRESS DOWN

AKK - WINDSHIELD, LAMINATED GLASS

APP CONVENIENCE NET, TRUNK

1834 - FLOOR MATS, FRONT BIT! - PANIC ALARM BUTTON 1375 - POWER SUNROOF

https://gmvis2.gotd.gm.com/gmvis2/showVehicleBuild.do?_SEC_TOKEN_=42463036444354694c666...

DAT - ARMREST, REAR CENTER W/ REAR SEAT PASS THRU, CUPHOLDERS

DHS - DRIVER VISOR MIRROR-LIGHTED

DWZ - MIRRORS, OUTSIDE HEATED POWER ADJUSTABLE

EA2 - FRONT SEAT BACK POCKET RH

FIT - COUNTRY CODE U.S.A.

FEG - 50-STATE EMISSIONS

THE DOOR TRIM

FX.1 - AXLE, 2.64 FINAL DRIVE RATIO

OMA - SUSPENSION, FRONT 1478 - HYBRID PROPULSION

J71 - BRAKE, PARKING KM - CRUISE CONTROL

TAPSHIFT MANUAL SHIFT CONTROL

KITA - FRONT CONSOLE

UND LEFT HAND DRIVE

MARKETING AREA US, PUERTO RICO/ USVI

MILL - TRANSMISSION, 6 SPD AUTOMATIC

1937 - STEERING COLUMN, TILT AND TELESCOPIC

MGG - REAR DOOR LOCKS, POWER, CHILD SECURITY

NT7 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

RON - CONTROL SALES ITEM NO. 89

ROO - BARS VOMS BAILMENT

TAA - HEADLAMPS, HALOGEN

T83 - HEADLAMPS CONTROL AUTOMATIC ON-OFF

TMF - BATTERY, RUNDOWN PROTECTION

HORN DUAL ELECTRIC

11/7 - ANTENNA, ROOF MOUNTED

(456) 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

UMM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE UMN - SPEEDOMETER TIRE)

TIPO - CHEVROLET MYLINK TOUCH

UTJ - CONTENT THEFT ALARM, THEFT DETERRENT SYSTEM

UPA - AUDIO SYSTEM, 6 SPEAKER PREMIUM SOUND

VRG - VAA/COMPONENT REL COCKPIT

VIN - SHUTTERS, FRONT LOWER GRILLE

VAL - VAA/COMPONENT REL FRONT HORIZONTAL SUSPENSION

WRN - VAA/COMPONENT REL REAR SUSPENSION

1008 - INSIDE REARVIEW MIRROR, AUTO DIMMING

DPS - MIRROR PROV HOUSING PAINTED EA1 FRONT SEAT BACK POCKET LH

HBZ - SEAT TRIM, CLOTH

PAL PLANT CODE FAIRFAX, KS, USA

FHO - VEHICLE FUEL GASOLINE

FX3 - STABILITRAK-STABILITY CONTROL SYSTEM W/ TRACTION CONTROL

GAN - SILVER ICE METALLIC

GNC - SUSPENSION, REAR 4 LINK

JGO - ANTILOCK BRAKE SYSTEM, 4 WHEEL

DISC

3.12 - BRAKE LINING

KBB - BRAKING CONTROL, ECM GRADE

KD4 - 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

N45 - STEERING WHEEL

NUI - POWER STEERING, ELECTRIC

MAN - EXHAUST, SINGLE-OUTLET STAINLESS

STEEL

RTU - TIRES, ALL SEASON BLACKWALL

RA9 - TIRES, ALL SEASON BLACKWALL

SIM - SALES PROCESSING STOCK ORDER

TOT - DAYTIME RUNNING LAMPS

TBS - HEADLAMPS CONTROL RH RULE OF

THE ROAD

TSO - BLUE AMBIENT LIGHTING

U2K - XM RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELYBY SIRIUSXFM AFTER 3

MTHS

USO - 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

USR - USB PORT

UVC - REAR VISION CAMERA SYSTEM

V8D - VEHICLE STATEMENT US

VRM VAA/COMPONENT REL STEERING

COLUMN

VRK - VAA/COMPONENT REL ROOF TRIM

VRM - VAA/COMPONENT REL FRONT

VERTICAL SUSPENSION

VRH - VAA/COMPONENT REL TIRES AND

Global Warranty Management

WIY - STEERING WHEEL CONTROLS

WIR TIRE REPAIR KIT

XL7 - FREQUENCY RATING 315 MH

WHEELS
WGA - RADIO EQUIPMENT
KFE - XFE BADGING

Added Option Codes

Vehicle has no current record of SAIO codes.

Global Warranty Management Stio Map

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B Logiu



Warranty

Global Warranfy Neusgement: Main > Interface With Gustomer > View Vehicle Component Summary

INTERFACE WITH CUSTOMER

View Vehicle Component Summary

(9)

This screen allows IVIT users to view the information on various major components added to the VIM selected during wincle build.

Vehicle Information

VIN: 1G11D5RRXDF Service Contract No.

Held Actions: 0 Open

Branded Title No

Warranty Block: No

Model: 1GC69-2013 MALIBU PDi Status: Yes

ายสมัยเราะ เพลายเลยเป็น

Order Type, 70 - RETAIL - STOCK

Vehicle Component Carmonent Code. 10-ENGINE ASSEMBLY

Source Plant: N-BOC - V6 LANSING, MICHIGAN

Data Scanned: 05/21/2012

Component Carle: 38-HVAC CONTROLLER

Source Plant, 8-

Date Seamned: 05/21/2012

Component Code 50-INSTRUMENT CLUSTER

Source Plant Z-

Data Scannari. 05/21/2012

Component Code 61-TRANSMISSION

Source Plant Y-HYDRAMATIC TOLEDO, OHIO

Date Scanned: 05/21/2012

MOD ASM

Source Plant 8.

Date Scanoed: 05/21/2012

Companent Cede: 74-ELECTRON BRAKE & TRACTION CTRL

Component Code: 75-GAS TANK

Source Plant 6-

Date Scanned 05/21/2012

Component Code: 86-ELECTRONIC CONTROL MODULE

(ECM)

Source Plant C-

Date Stanned: 05/21/2012

Gompanent Gade: 87-BODY CONTROL MODULE

Source Plant 4.

Date Soumed 05/21/2012

Component Code: 89-RADIO/RADIO AMPLIFIER

Grance Plant: P-

Pale Conned 05/21/2012

Fraceability: 121360998

Pag / Number Breadcast:

Scan Station: 06 Time Scanned: 01:44:00

Tracembility: 620330W62

Paul Number Broadcast: 5644

Time Scanned: 07:49:00 Scan Station: 03

Traceability: 000025117

Part / Number Broadcast: 2366

Scan Station: 03 Time Scanned: 07:49:00

Traceability: 2129A1177

Part / Number Broadcast.

Time Stranned: 01:45:00 Scan Station: 05

Traceability: 221241189

Part Friumber Broadcast:

8646

Time Scanned: 07:49:00 Scan Station

tracaability: 480221996

Part / Number Broadcast: 0564

Sean Station: 00 Time Scannod: 03:41:00

Traccability 121360809

Part / Number Broadcast:

ABDL

firme Schmadt: 07:49:00 Scan Station:

Traceability: Z212502F3

Parl / Number Broadcast: 6585

Time Scanned: 07:49:00

Sean Station 03

Tracephily: 143354

Part / Number Broadcast: 5286

Time Scanned, 07:49:00

Scan Station: 03

For this vehicle:

- View Vehicle Summary

Service

Contract

. Branded Title

--- Warranty Block

View Vehicle Build

View Vehicle

Component Summary

View Vehicle

Transaction History Detail

View Vehicle Delivery Information

Global Warranty Management

Component Code: AB-IR-MODULE ASM-INFLATOR Source Plant: S-TAKATA	Traconhility: \$1C13105L Part / Number Broadcast: 9889	
Data 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 Sceneed: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03
Component Gode. 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
Coreponent Gode: AS-SENSING DIAGNOSTIC MODU	JLE Traceability: 121160658	
Seurce Plant: T-TALLY AUTO PRODUCTS	Part / Number Broudcast: 1598	
Dale Scanned: 05/21/2012	Fime Scanned: 07:49:00	Scan Station: 03
Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE	G fraceability: 0N9CFPULC	Q.
Bource Plant: T-TALLY AUTO PRODUCTS	Part / Number Brendcast: 666	
0.000 to 1.000 Time Scanned: 07:49:00		
Trate Scanned 05/21/2012	Moder, 10 Domission Barrier	03
Component Code: AU-LEFT SIDE IMPACT SENSING MODULE	Traceability ONBFQ26LC)
Sauce Plant: T-TALLY AUTO PRODUCTS	Pari / Number Broadcast 666	
A POLICE AND LINES.	Time Scanned: 07:49:00	
Date Scanned: 05/21/2012	(Aug. 38600000 07.40.00	03
Component Codo: BL-ELECTRIC POWER STEERING CONTROLLER	1 raceability L0084676	2
Source Plant 3-	Part / Number Broadcast 813	
C-0.00 00 00 00 00 00 00 00 00 00 00 00 00	Time Scanned: 07:49:0	
Date Scanned 05/21/2012	180% 5.4000000 0111000	03
Component Code: BV-COMMUNICATIONS INTERFACE	CE Traceability: 12098057	6
Source Plant L-	Part / Number Groadcast 521	
Date Scannold, 05/21/2012	Time Scanned: 07:49:0	
thes scarned 00/21/2012		03
Government Gode: CC-SEQ NUM (FLEX) BODY ASM	Traceability: 128055	50
Source Plant .	Part / Number Broadcast 10	Z
Unite Seamment 05/12/2012	Time Scanned: 00:17:0	00 Sesur Mation:
Component Code: CP-SEQ NUM (FLEX) GEN ASM	Tracoobility, 197538	5
Saura Plant -	Part / Number Broadcash 1A	G
Date Scannod. 05/18/2012	Time Scanned: 20:50:0	00 Scan Station:
Component Code: DC	Traceability: 6GC72A6GN	
Source Plant T-	Part / Number Broadcast: 2341	
Date Seamed: 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03
Component Codo DD	Traceneitly: MLC4L26GN	
Source Plant T-	Part / Number Broadcast: 2341	
Date Scannock 05/21/2012	Time Scannad. 07:49:00	Som Station: 03
Commonent Gode. DF	Transability: T12131199	
Source Plant: 9-	Part / Number Broadcast: 2112	
Date Scanned 05/20/2012	Fine Scanned: 23:36:00	Som Station: 02
EMIC OCCURRATE OUIZOIZOIZ	Burn that was been disting the property area.	

Global Warranty Management

Component Coda: DG	Traceability. T12129080	
Source Plant 9-	Part / Number Broadcast: 2113	
Date Scannart. 05/20/2012	Time Scanned: 23:36:00	Scan Station: 01
Component Code: GA	Trachability B21292007	
Source Plant: D-	Part / Number Broadcast, 2265	
Onto Scannod: 05/21/2012	Time Scanned 07:49:00	Scan Station: 03
Georgeneent Gode. HJ-	Traceability, 134156934	
Source Plant: R-	Pan / Number Broadcast: 2204	
Date Roanned: 05/21/2012	Time Scanned. 07:49:00	Scen Station: 03
Commonent 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	
Data Scannad. 05/21/2012	Time Scanned: 07:49:00	Scan Station: 03

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Calobal Warranty Management: Sile Map

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2 Logoi

Mr.

Warranty

March 29, 2013

Global Marrauty Management: Main > Interface With Customer > View Vehicle Transaction History Defail

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

(3)

This screen allows IVH users to view the available information on individual transaction for the VIM selected.

Vehicle Information

VIN. 1G11D5RRXDR Service Contract: No

Branded fitte: No

filde: No Warranty Block, No

Model: 1GC69-2013 MALIBU k. No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Fiald Actions: <u>0_Open</u>

Subones Ablesties Alls

Job Card Date: 12/18/2012

Repair Service Agent: 204916

DICK SMITH CHEVROLET INC.

1601 HWY 52 MONCKS CORNER SC 29461-5009 8437618084 Job Card Number: 161223

Joh Gard Number: 161223

Odometer Reading 946 MI

Authorization Code:

Oxiometer Reading: 946 MI

Authorization Code:

Process Liste.

02/07/2013

Transaction Type.

ZFAT----Field Action Recall
Transaction Expense Category:

Field Action Recall

Customer Complaint Code:

Job Card Line 3: 1

Transaction Adjustment: Add Credit

Cause Gode. •

Labour Op V2675-12238 - Generator Control Module Performance Inspection

Cremai Part Number

- See other Parts and/or Net Ilems

Joh Card Date: 12/18/2012

Rapair Service Again: 204916

DICK SMITH CHEVROLET INC.

1601 HWY 52

MONCKS CORNER SC 29461-5009

8437618084

Process Date:

02/07/2013

Transaction Type:

ZFAT----Field Action Recall

fransaction Expense Category

Field Action Recall

Customer Comptaint Corie:

Joh Card Line #: 1

Transaction Adjustment. Full Debit

Cause Codo. •

Labour Op V2675-12238 - Generator Control Module Performance Inspection

Causal Part Humber

For this vehicle:

- View Vehicle Summary

Service

Contract

- Bounded Title

- Whiteanty Block

View Vehicle Build

View Vehicle

Component Summary

View Vehicle

· Transaction History

Detail

View Vehicle Delivery Information

Job Card Date: 12/18/2012

Job Card Number: 161223

Repair Service Agent: 204916 DICK SMITH CHEVROLET INC.

Odometer Reading 946 MI

1601 HWY 52

Authorization Code:

MONCKS CORNER SC 29461-5009

8437618084

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

Causai Part Mumber

Job Card Date: 05/23/2012

Joh Card Homber: A16521

Repair Gervice Agent. 204916 DICK SMITH CHEVROLET INC. 1601 HWY 52 Odomator Reading. 1 MI Authorization Code:

MONCKS CORNER SC 29461-5009

8437618084

Process Date: 05/23/2012

Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Category

Pre-Delivery Inspection

Customer Complaint Codo:

Job Clard Line #1. 1

Transaction Adjustment

Cause Code: -

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Cannot that bumber

Chihal Warranty Management: Site Map

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For this vehicle:

View Vehicle Summary
 Service
 Contract

Branded Tille

- Warranty Block

View Vehicle Build

View Vehicle Delivery

View Vehicle Component Summary View Vehicle Transaction History

Detail

Information





Warranty

March 29, 2013

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

WITERFACE WITH CUSTOMER

View Vehicle Delivery Information

(3)

This screen allows IVITusers to view the available information for the selected VIVI delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VIVIs.

Worranny Block: No

Vehicle Information

VIN 1G11D5RRXD

Model: 1GC69-2013 MALIBU

Serving Contract, No.

Branded Little No.

PDI Status: Yes

Onler Typo: 70 - RETAIL - STOCK

Field Actions: 0 Open

....

सिवंशन् इंडर्यालम्भीवर्यग्री

invoice information

Inverting Service Agent: 204916 DICK SMITH CHEVROLET INC. 1601 HWY 52

MONCKS CORNER SC 29461-5009 8437618084

Silvery and a series

Involce Date: 05/21/2012

Ship to Information

Ship to Service Agent. 204916 DICK SMITH CHEVROLET INC. 1601 HWY 52 MONCKS CORNER SC 29461-5009 8437618084 Ship to Date: N/A

Delivery Information

Onlivery Service Agent: 204916 DICK SMITH CHEVROLET INC. 1601 HWY 52 MONCKS CORNER SC 29461-5009 8437618084 Delivery Date: 11/09/2012 Delivery Type: 018---BUSINESS/ORGANIZATION Delivery Odometer: 27

in Service information mvoleing Service Agent.

In Service Date. N/A In Service Type: 0000 In Service Odemeter: 0

Registration Information Registration Service Agent: N/A

Registration Date: N/A Registration Number: N/A Registration Oxformator: 0

Global Warranty Management. Site Map

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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

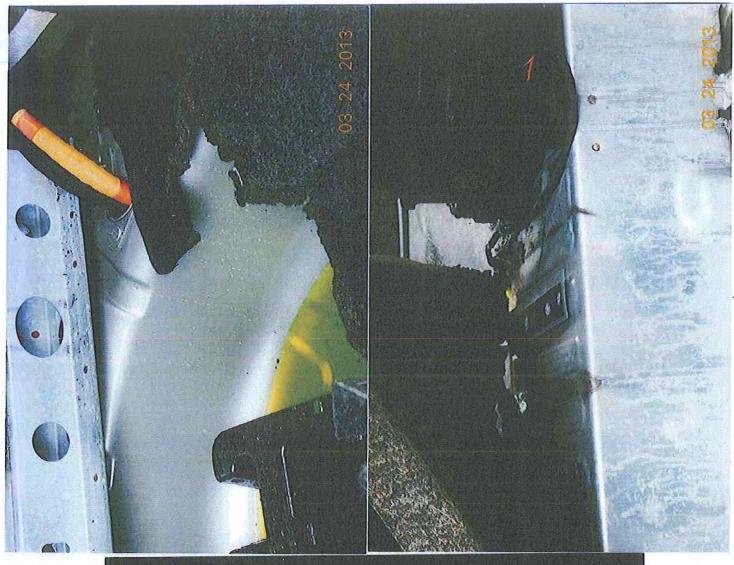
Ryan -

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

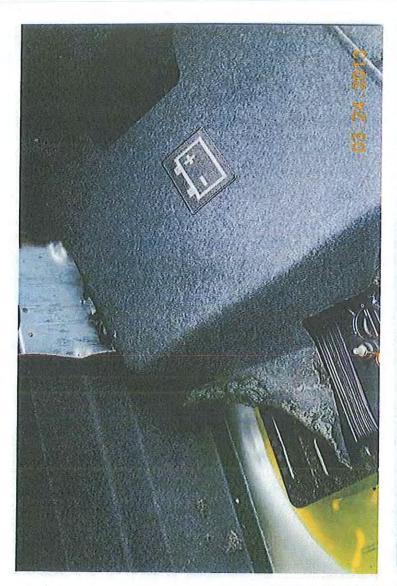
Vicki.R.Williams@gm.com

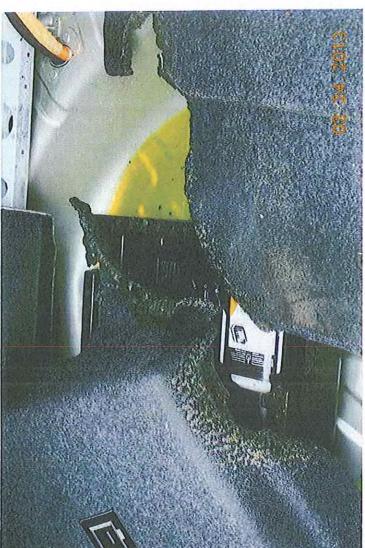




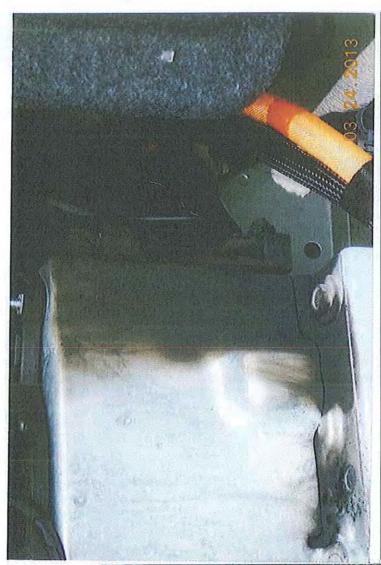






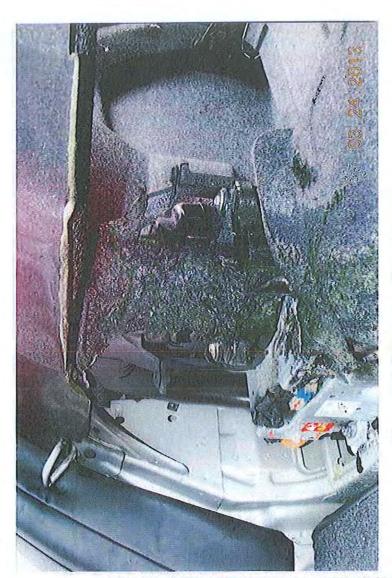






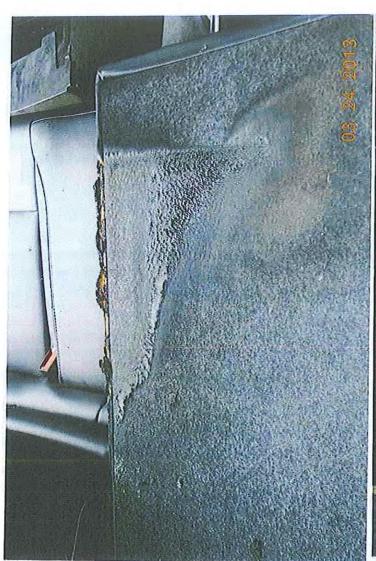


















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B Locations		Angleton that the obtains for this limited to provided on it "Attenuative Location Specialization", they only for Wildi		Tract
Intersection	Amber/Milepost P24	Azalea Square		BLAD SARRIA
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C Incident Type		esci sua, en applicable	night to 0000	
C Andident Type 131 Destender w		(deck boxs if Bonth Bay stances Alexa ALM shays required	Your De Min I	The A second
D Aid Given or		MANUAL COUNTERS. ENGLESS CONCE	2013 [21:39:3	A Shift on Alema District
2 Attroughts and res	W. Their Fold Their	[K] APESVAL # 03 28 CONTROLLED OPTIONS. Except to	2013 [21:43:1	1 E3 Special Studies
4 Dantomete mid gr 5 Dehar aid given		[Controlled 03 23]	2013/ 22:18:2	
И Жиоре	Coctonic winder	Il cleated 03 23	2013 22:18:20	Apablet Special Study Value
F Actions Taken	w	(i) Resources w		llar Losses & Values
87 Invastig	nto fixe out on	Pottonall form is used.	COBBERT Required to for hon fix	er all firms if Jennes. Optional Morses, 000, 000
Additional Aution Taken		525 t 201	atenta 8	, 000 , 000 K
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Additional Action Tokan	(3)	Check box if sayourge counts	operty \$	N (000), (000 区
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DE-6	H2 Detector	4 Because to paid diffe to		1 Row of stores
HAMMAR-7	Hadriday for Contines	Finks. 5 Diesel fuel/fuel oil mainte	feel tend or purifice 5	
Mildland Fire-8 X Apparatus-9	1 Detector elected and			
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Araon-11	UTUNBOOM	O Other! hand much esting a light by		5 Fara use 0 Deber missel use
J Property Uses	Stevetuses	341 Clinic, clinic type infirmary 942 Doctor/dentity seffice	539 🗖 Rousepold	level .
131 Common, place t	qtdaxow 3c	361 Raison on Jail, not juvenile	571 Tan or so	
L61 X Pastaurent or o		41.9 1-on 2-really dwelling	599 🔲 Buskbans	200000000000000000000000000000000000000
62 Per/Tevern or 1 13 Blosentary scho	THE PERSON NAMED OF THE PERSON NAMED IN COLUMN 2 IN CO	439 Maici-Femily deciling	615 Theoryte	
15 High school or		419 Command hotel or motel	700 Taborator	
di College, edgli	education	4.59 Residential, house and care	819 Thevorteet/	poultry storage (barn)
11 Care facility f	for the eged	4.64 Dozmitory/becreaks 5.19 Trood and beverage unless	882 Non-Equida	merer beenrod deredo
OnteAda	-	\$16 Twant Lot	981 Constaut	ion sits
24 Dlayground or 1	mek	9:38 Graded/ours for plot of lend	984 Tindustria	
555 Crops or orohes		946 Zaka, zivar, strana	Icekub and enter o	roperty lies some sale of
669 Forest (Cirber) 107 Outdoor storege		9 51 Reilsond sight of way 9 50 Other street		roperty Use sods snly 11
19 Dum or senter		3121 Arthurd graphy propert	Property Une	2 7 7 W to 2 2
31 Open land or 21	And the second of the second	BIS2 Manadential street/driveway	Restaurant	or cafeteria

PAGE 03/03

03/27/2013 09:14 8437614458

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19311 mm #	State #	Incident Date	1-4	Incident Staber & Exposure &	Couplete Fairsettes
	7	The state of the s		M redocate &	THE PARTY OF THE P

Marrativa:

03232013 Engine 4 responded to 21% Azelea Sq. BLVD for a car on fire in the trunk area. Upon arrival the fire was out. It had been extinguished be the driver of the car with an excinguisher from inside the business. We investigated to make sure the fire was completely out. Engine 4 crew slso checked the place of ignition with the TIC, temperature had decreased to less than 100 degrees, we tuned the car over to the tow truck driver and cleared scene. Engine 4 returned to quarrers.

MERVILLE

18311 03/23/2013 13-0000755

DEAL #: 13132 CUSTOMERS E-MAIL

DEWT #: 1919¢	COOTONERO E MISS	DATE	T STOCK#	INVOICE NO.	CUSTOMER#	KEY
DICKSMITH Dick S	Smith Chevrolet, Inc.	DATE	- Clount	64084		1
CHEVROLET, INC. 1601 High	way 52, Moncks Corner, SC 29461	11/08/12	11.0	04004	135167	KEY
	ncks Corner: 843-761-8084 Charleston: 843-723-2584	DESCRIPTI MAL I BU	ON		27587-63	- Ve
	Sugnestori off-152 5004		-6-10		27587.63	-
		TOTAL SALES PR	IICE	ng sangang san Sangang sangang	27307700	5
PHONE NO:	3	CAR DEAL N	O	ាតិស៊ីកើត ប្រជាជាក្រុមប្រើ ការក្រុមប្រកាសមានក្រុមប្រើ	27587.63	
ADDRESS		LICENSE & TITLE			39.00	
MONCKS CORNER,	SC	ELECTRONIC FIL	AND RESIDENCE AND ADDRESS OF THE PARTY OF TH	· 徐建 · 李建 · 徐阳	12.00	-
NEW/USED YEAR MAKE	1) COEL BODY STYLE	SALES TAX			300.00	-
NEW 2013 CHEVROLE	T MALIBU				27938 - 63	3
1G11DSRRXD	IILES: 28	OLD REPU	BLIC			7 -
ALESMAN NO. 1234 HUXFORD,		TYRECARE		da ta karanda da karanda da karanda da karanda da karanda da karanda da karanda da karanda da karanda da karand Karanda da karanda da k) -
1634 110/0 0101	1417	CL & AH	2000) -
FEDERATED MUTUA	RAGE/LIEN IN FORMATION	FIRST PL	ACE F		288.00	
FEDERATED MUTUA	L INS CO	FINANCE CHARG	ars 2		Maria Company	3
AGENT	PH, NO,	s) T(STAL TIME PRICE	28226.6	3
ADDRESS POLICY NO.	POLICY DATES FR: R0, TO 20	E DEPOSIT -	CR# DELIVERY - CR#	22500 22500	27726.6	3
LIEN:	*	T ACCTS, RE	LIE PLANE AND AREA	22000	500.00	3
to; DES	CRIPTION	REPATE		26132 30100	The state of the s	0
		E USED CAR	ALLOWANCE	30100	The second second	0
		M NET DIFFE	-			0
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		DEFERRE	PRICE			
				2000	a product	
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The selling dealer hereby expressly dis including any implied warranties of mero neither assumes nor authorizes any othe with the sale of this vehicle. Buyer shall	"AS 18" his vehicle and those offered by the manufactur sclaims all we ranties, either express or impli- hantability of it ress for a particular purpose, a r person to assume for it any liability in connect not be entitled to recover from the selling des	ed, Ind ion lier		\'x'		
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SR No.	71-1168555752	Ref No.		Goodwill	No Goodwill Offered	BRC Type	PAR
Account		Site		GW SubType		Bus. Unit	BRC
Last Name		First Name		Approval	Not Initiated	Area	PAR
Daytime #		Evening #		ucc	Body - Trunk / Tailgate / Hatchback	Sub-Area	ESIS Escalation
Address		City		Involved Dir	Involved DIr Dick Smith Chevrolet Inc.	Safety	Yes
State	ZipCd	Con Acct		Source	Phone	Updated	4/1/2013 11:58:18 AM
Serial #NIN	1G11D5RRXD	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	Malibu	Mileage	2000	Sub-Status	Dissatisfied	Closed	
Abstract	Trunk Thermal Event - 2013 Chevrolert Malibu	Chevrolert Malibu					

Customer This is a BRC PAR Case. Do not assume case. Forward any inquiries to Rita Sanchez x41345. Description

Pre-PAR

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Loc						Add'I Info		contact attorney involved	
Emgcy Svc Names	unk					Maint Loc	oc unk		
PAR Detail	a								
Collision	Non Collision	~	Property Damage	z	Thermal Evt	~	Spec Equip	unk	
Vehicle Speed	٥		Weather Condition	unk			Prop Owner	n/a	Property n/a Type
Last Service Date			Loc Last Service				Property Location	n/a	Prop Est \$0.00 Repair Cost
Veh Est Repair Cost	\$0.00		Spec Equip Installer	unk			Prop Damage Description	n/a	
Primary Veh Use	Personal		Inspection Thermal Event Type	Therma	I Event		Inspected By	Inspection Not Performed	Inspection Date/Time
Veh Damage Description	thermal event unk damage						Explain Other	being sent to ESIS	

Activities

Laio	BAC Code		Account	SI Name	Contact E		Contact Last Name
Theraml event - Attorney Involvement -		In Progress	ESIS- Thermal Event	Escalation	ESISBIQU	GARCIAJR	4/1/2013 11:55:44 AM
Description	Completed	Status	Аспуду Sub-Туре	o.W. Widings	Assigned	Greated By	Greated

2013 Chevrolet Malibu - thermal event

Attomey Involvement

Mr Grover 843-761-8365

Joe G/PAR/ATX

	JOE GITANAIA
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	Confidential Companies

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inspection not required	3/30/2013 05:19:38 PM inspection not required	Done	Inspection Not Required Done	BRC PAR	SANCHERI	SANCHERI	3/30/2013 05:19:05 PM SANCHERI SANCHERI BRC PAR
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Activities

rnr grover 843-761-8365 - called to advise that he was the attorney	Contact Last Name Contact Tist Name	3/30/2013 05:15:13 PM SANCHERI SANCHERI Inbound Call Third Party	Greated Sy Assigned To Activity Type
	Ассоний	ird Party Voice Mail Received	Activity Subalyse
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		attorney called in	Description

rita sanchez/aTX/PAC

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Confidential Comments

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	Done	000000
BAC Code	3/29/2013 03:30:00 PM	Sompleide.
	spoke w/third party	100 100 100 100 100 100 100 100 100 100

Called daytime phone #,

Crm stated calling to speak w/cust.

Third party stated not avail.

Crm left message for cust to c/b ocrs.

Joe G/PAR/ATX

Confidential Comments:

Activities

5:02 PM	5:02 PM GARCIAJR	5:02 PM GARCIAJR GARCIAJR	3/29/2013 03:16:02 PM GARCIAJR GARCIAJR BRC PAR	5:02 PM GARCIAJR GARCIAJR BRC PAR Business Case	
	SARCIAJR	SARCIAJR GARCIAJR	SARCIAJR GARCIAJR BRC PAR		Business Case Done

Veh experienced a thermal event, file being sent to ESIS

Joe G/PAR/ATX

Confidential Comments

							HILDOGONICZ ACONTOCONICZ ACONTO		ESIS ESIS
	BAC Code		· · · · · · · · · · · · · · · · · · ·	count	Ac	tName	Contact First Name		niad Last Name
no inspection	3/29/2013 03:16:01 PM	Done	Required	Inspection Not Required Done	ins	BRC PAR	GARCIAJR	GARCIAJR	3/29/2013 03:14:36 PM GARCIAJR GARCIAJR BRC PAR
* Condition	Completed	Status	ADD.	Activity Sub-Type		A CHILLY MANY	Assigned To Activity Type	Greated By	eated

3/29/2013 03:13:36 PM GARCIAJR

GARCIAJR

Outbound Email

Contact First-Name

Account DVM/CAM/Field Activity Sub-Type

Done

BAC Code

3/29/2013 03:14:28 PM FYI email sent to DDMA

Assigned To Activity Type

Contact Last Name

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

Cooper 2013 Chevrolet Malibu 1G11D5RRXD MONCKS Comer SC, BAC 204916 Dick Smith Chevrolet Inc., MOncks Comer 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

Confidential Comments

Activities

			William William Control			73	Ashley/BRC-ADR/21373
	ey . contact cust @ 843-761-	trunk. Has attomi	13 Malibu, thermal event in	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.	-761-8084. Rega	contact @ 843	Mike at the dealership, 8027.
						PAC VM:	Crs adv the following in PAC VM:
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							rita sanchez/ATX/PAC
				er to call in at	to call in at	for customer	called and left message for customer to call in at
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	3/28/2013 06:45:53 PM	Done	Left Message	Outbound Call Customer		SANCHERI	3/28/2013 06:44:45 PM
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Ownership Escalated to BRC	2	Done	Ownership Escalated to BRC	Ownership Changed	GARCIAJR	GARCIAJR	3/29/2013 03:05:01 PM
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Activities

3/28/2013 11:58:14 AM	SANCHERI	SANCHERI	3/28/2013 11:58:14 AM SANCHERI SANCHERI Scheduled Outbound Call Cust	Done	3/28/2013 05:25:39 PM 2nd attempt	2nd attempt
Competitive Name			ret Name Account		BAC Code	
Comments						
Confidential Comments						

3/28/2013 11:04:44 AM RAUSCHBE SANCHERI

Confect Last Name

Contact First Name

Account

Done

3/28/2013 11:04:44 AM Service Request Ownership has changed FROM: HICKMAAM TO: SANCHERI

Ownership Changed

Confidential Comments

comments

	BACCode		Account	t Name -	Contact Firs		Contact Last Name
Dick Smith Chevrolet	3/29/2013 03:10:46 PM	Done	Initial Contact- Dealer	BRC PAR	SANCHERI	RAUSCHBE	3/28/2013 11:03:57 AM RAUSCHBE SANCHERI BRC PAR
Description	Completed :	SEES	Activity Sub-Type	Activity Type	Assigned To	Created By	Created

Cmm stated calling to get any details on cust's veh.

Called daytime phone #

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

Comidential Comments

Activities

Created Created By Assigned To Activity Type Activity Sub-Type Status	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 Account B	Account		BAC Code	
Comments				
FYI email sent to DDMA				
Confidential Comments				

3/28/2013 11:03:44 AM RAUSCHBE SANCHERI BRC PAR

Created By Assigned To Activity Type

Activity Sub-Type Initial Contact- Phone

Done

// Completes 4/1/2013 11:53:14 AM BAC Code

Called

Contact Last Name

unable to speak with customer attorney left information on voicemail, that he is the person retained to handle this

rita sanchez/ATx/PAc

rita sanchez/ATx./PAC

	BAC Code	を の	Account	OCION DE LA CONTRACTOR	Ser Harden Selection of Street, Section 19	A (CONSTITUTION AND AND AND AND AND AND AND AND AND AN	
Calle	3/28/2013 11:58:08 AM	Done	Acknowledgement	BRC PAR	SANCHERI	RAUSCHBE	3/28/2013 11:03:29 AM RAUSCHBE SANCHERI BRC PAR

called and left a message for customer to call in at 866-7905700 \times 41345

rita sanchez/ATX/PAC

Confidential Comments

Activities

Summary:	Conta	3/28/2013 11:03:20 AM RAUSCHBE SANCHERI Research	0
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Repairs - no related repairs

Recalls - no open recalls

SR's - no other files for this veh

Joe G/PAR/ATX
Confidential Comments

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Contact Last Name Contact First Name	Ассони		BAC Code	
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Confidential Comments

ompleted 28/2013 11:00:11 AM 9AC Code	Comments	Contact Last Name Contact First Name Account	3/28/2013 11:00:11 AM	Created
		BAC Code	3/28/2013 11:00:11 AM	Completed

Report Generated for preistti

Confidential Comments

Activities

Contact Last Name	3/28/2013 11:00:08 AM	Created
	RAUSCHBE	Created By
ConadidisiNa	HICKMAAM	ASSIGNED TO SE
Name Account	3/28/2013 11:00:08 AM RAUSCHBE HICKMAAM SR Closed - Dissatisfied	о Асбиту Туре Асбиту Ѕњ-Туре
	Done	Status
BAC Code	3/28/2013 11:00:09 AM	Completed
Dissatisfied.	Service Request has been Closed	Description

Confidential Comments

CUSWITE	BAC Code		Account	Name	Contact First		Contact Last Name
*** Informing of contact v	3/28/2013 09:11:27 AM	Done	Customer Called	Notify CRM	HICKMAAM Notify CRM	A BALISMI	3/28/2013 08:56:19 AM
Description	Completed	Stafus	Akdivity Sub-Type	Activity (Vpc)	Assigned to	Greated By	Created

Confidential Comments

with the

Activities

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"District manager of the dea	3/28/2013 08:56:18 AM	Done	Complex Request	Inbound Call Dealer	BALISMI	M BALISMI	3/28/2013 08:54:40 AM	

NAME: Mr. William Taylor BNTC: 9124299089

VIN: 1G11D5RRxDF MILEAGE: 2000

DEALER INVOLVED: Dick Smith

- 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 advd:
 pulled up file, i see someone from the dealer called in just few minutes ago
 they're in the process of contacting PAC team

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

Michell / T1 / CAC / MLA / LVL 1 1-866-790-5700 ext 22853

Activities

						Sag/GW1	AmyHickmanCAC/Tier1/Sag/GW1
	BAC Code		Account	Contact Trist Name	Contact Firs		Contact Last Name
Thermal Event in Trunk	3/28/2013 10:59:36 AM	Done	Customer Called	Notify CRM	BRCPARQ	HICKMAAM	3/28/2013 08:51:45 AM HICKMAAM BRCPARQ Notify CRM
Description	் மதாறிeted	Status	Activity Sub-Type	Created By Assigned To Activity Type	വട്ടിയിലെ 10	Created By	Greatied

3/28/2013 08:44:49 AM HICKMAAM HICKMAAM Outbound Call Third Party Left Message Created Created By Assigned To Activity Type Activity Sub-Type Contact Last Name Done 3/28/2013 08:50:39 AM BAC Code

PAC

AmyHickmanCAC/Tier1/Sag/GW1

*Left vm in regards to case w/ dlrshp and cust concact info, and SR #.

Confidential Comments

Activities

			The state of the s	The state of the s	-	-	
13 08:44:47 AM Thermal Event in Trur	3/28/20	Done	Complex Request	Inbound Call Dealer	HICKMAAM	HICKMAAM	3/28/2013 08:43:06 AM HICKMAAM HICKMAAM Inbound Call Dealer

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 veh to us, but the towing comp has not yet delievered 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:

CRS Advises:
-I will try to contact a PAC agent for you.

AmyHickmanCAC/Tier1/Sag/GW1

Confidential Comments : : :

UCC Information

No Symptom Indicated ಶೀರ್ವಾಗುಗಾಗಿ / Tailgate / Hatchback



Fw: Esis Repurchase Request

71-1168555752

Chris Roffey to: Pat.Burcham, Michelle Mock

Cc: Ashley Palomarez, Jessica A McCrea, Kelly Kufel

760121: SR#

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

71-1168555752

Chris Roffey to: Pat.Burcham, Michelle Mock

Cc: Kelly Kufel

04/04/2013 06:49 AM

760121: SR #

From:

Chris Roffey/C/US/GM/GMC

TO

Pat.Burcham@minacs.adityabirla.com, Michelle Mock

<Michelle.Mock@minacs.adityabirla.com>

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: Cc: Pat.Burcham@minacs.adityabirla.com, Michelle Mock < Michelle.Mock@minacs.adityabirla.com>

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

760121: SR # 71-1168555752

Pat and Michelle,

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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

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NET 30 DAYS, A FINANCE CHARGE OF 1 172% PEB 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 -

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 RenaissanceCenter Mail Code 482 C19 B61 P. O. Box300 Detroit, MI 48265 313.665.3376 fax: 313.778.1817

'n.

Cc: Date: <kelly.kufel@gm.com> 04/04/2013 09:57 AM

Subject:

RE: Esis Repurchase Request -

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

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 -

60121: 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

71-1168555752

Pat Burcham to: chris.roffey Cc: kelly.kufel, "Michelle Mock"

760121: SR #

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

"Pat Burcham" <Pat.Burcham@minacs.adityabirla.com> <chris.roffey@gm.com>, "Michelle Mock" <Michelle.Mock@minacs.adityabirla.com>

1.

GENERAL MOTORS LLC 2013 MALIBU ECO 1SA GAN SILVER ICE METALLIC /V4G RENAISSANCE CENTER AFE JET BLACK MI 48243-1114 DETROIT ORDER NO. QHQB8J/TRE STOCK NO. VEHICLE INVOICE 10D12808845 VIN 1G1 1D5R RX DE MSRP INV AMT RETAIL - STOCK MODEL & FACTORY OPTIONS 25235.00 24099.43 INVOICE 05/21/12 1GC69 MALIBU ECO 1SA 1000.00 880.00 SHIPPED 05/21/12 CF5 POWER SUNROOF N/C EXP I/T 06/01/12 N/C FE9 50-STATE EMISSIONS N/C INT COM 06/01/12 LUK ENGINE, ECOTEC 2.4L DOHC 4CYL N/C PRC EFF 05/21/12 WITH EASSIST MHH TRANSMISSION, 6 SPD AUTOMATIC N/C N/C 965.00 849.20 WFP-S QTR OPT-1 PCN POWER CONVENIENCE PACKAGE: * PWR SEAT ADJUSTER, DRIVER BANK: SUNTRUST BA 8 WAY INCLUDES 4 WAY POWER CHG-TO 16-700 LUMBAR SHIP WT: 3556 * REAR VISION CAMERA SYSTEM * REMOTE VEHICLE START HP: 18.5 PREFER: 27048.20 * INSIDE REARVIEW MIRROR, AUTO MRM: 27960.00 DIMMING 219.51 ALLOW: * UNIVERSAL HOME REMOTE * CONVENIENCE NET, TRUNK

TOTAL MODEL & OPTIONS
DESTINATION CHARGE

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TATION

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.

Fw: Esis Repurchase Request

71-1168555752

Chris Roffey to: rita sanchez

Cc: Kelly Kufel

04/10/2013 11:16 AM

760121: SR#

From

Chris Roffey/C/US/GM/GMC

Too Cc: rita sanchez@gmexpert.com 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.

(760121)_4076767.PDF ESIS PHOTOS (FROM ATTY)

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

Fw: Esis Repurchase Request Subject:

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

Fw: Esis Repurchase Request -Subject:

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

Repurchase 71-1168555752

Chris Roffey to: Tara.Weber Cc: rita_sanchez, Kelly Kufel

04/17/2013 07:18 AM

From

Chris Roffey/C/US/GM/GMC

To:

Tara.Weber@gmrvdchq.com

Co

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:

Repurchase 71-1168555752 Fw: 200709

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

---- 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 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: To:

Chris Roffey/C/US/GM/GMC rita_sanchez@gmexpert.com Kelly Kufel/C/US/GM/GMC@GM 04/16/2013 07:11 PM

Cc: Date:

Subject:

Re: Fw: 200709

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

10

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: Subject: 04/16/2013 04:02 PM Fw: 200709

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 Repurchase 71-1168555752

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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 rita_sanchez@gmexpert.com

To: Cc:

Kelly Kufel/C/US/GM/GMC@GM

Date:

04/16/2013 07:11 PM

Subject:

Re: Fw: 200709

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

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 Dial Murray Repurchase 71-1168555752

10

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Thank you.

Tara Weber Repurchase Coordinator General Motors RVDC T 866.802.6625 x 2839 F 866.802.6668

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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:

Repurchase 71-1168555752; 760121 FW: 200709

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]

1.

Sent: Monday, April 22, 2013 10:56 AM

To: Stephanie Nietzke

Cc: Pat.Burcham@minacs.adityabirla.com
Subject: Fw: 200709
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

From: Chris Roffey/C/US/GM/GMC
To: <u>rita_sanchez@gmexpert.com</u>
Cc: Kelly Kufel/C/US/GM/GMC@GM
Date: 04/16/2013 07:11 PM
Subject: Re: Fw: 200709

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: <u>chris.roffey@gm.com</u>
Date: 04/16/2013 04:02 PM
Subject: Fw: 200709

Repurchase 71-1168555752

Λ

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

---- Forwarded by rita sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----

Tara Weber <Tara.Weber@gmrvdchq.com>

04/16/2013 03:09 PM

To_{"jose garcia@gmexpert.com"} <jose garcia@gmexpert.com>

cc_{"rita sanchez@gmexpert.com"} <<u>rita sanchez@gmexpert.com</u>>
Subject200709

Repurchase 71-1168555752

Good Afternoon,

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Tara Weber Repurchase Coordinator General Motors RVDC T 866.802.6625 x 2839 F 866.802.6668

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RE: FW: 200709 Repurchase 71-1168555752; 760121

Stephanie Nietzke to: chris.roffey@gm.com Cc: "kelly.kufel@gm.com" 04/22/2013 02:11 PM

From: To: Co: Stephanie Nietzke <Stephanie.Nietzke@gmrvdchq.com> chris.roffey@gm.com <chris.roffey@gm.com>

"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 Repurchase 71-1168555752; 760121

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

10

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 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

32 3

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 Repurchase 71-1168555752

1.

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: Subject: 04/16/2013 04:02 PM Fw: 200709

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

---- Forwarded by rita sanchez/Austin/GM1 on 04/16/2013 04:00 PM -----

Tara Weber < Tara.Weber@gmrydchq.com>

04/16/2013 03:09 PM

- To "jose_garcia@gmexpert.com" < jose_garcia@gmexpert.com>
- cc "rita_sanchez@gmexpert.com" < rita_sanchez@gmexpert.com>

Subj 200709 Repurchase 71-1168555752 ect

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Tara Weber Repurchase Coordinator General Motors RVDC 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: To: Kelly Kufel/C/US/GM/GMC 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 - (760121)_#4101750_v1.PDF

ESIS POA - (760121)_#4101574_v1.PDF

ESIS POA -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

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April 25, 2013 RECET TERMAN 0 1 2013 ESIS-GMCLAIMS UNIT

Mrs. Kelly Kufel ESIS/GM Central Claims Unit Mail Code 482 C19 B61 PO Box 300 Detroit, MI 48265

Re:

Power of Attorney and Property Damage Release

Dear Kelly:

Power of Attorney as well as the Please find enclosed the executed copy of Mrs 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