

PE14-010

GM

6/6/2014

Q 08 D





Karen Morley
April 25, 2014

 [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: 2G1115SL4E9 [REDACTED] Model: 1GY69-2014 IMPALA LT
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)

Vehicle Build

Model: 1GY69-2014 IMPALA LT Order Number: RHPN1H
Gross Vehicle Weight: 2,122 Build Date: 11/05/2013
Build Plant: 9

For this vehicle:

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

Option Codes

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

06D - TRIM COLOR SEAT NONE	1D3 - TRIM COLOR SE PANEL
1LT - 1LT PACKAGE	1SZ - LT PREMIUM PACKAGE DISCOUNT
4AI - INTERIOR TRIM JET BLACK/ BROWNSTONE	6X1 - COMPONENT FRT LH NON-COMPUTER SEL SUSP
7X1 - COMPONENT FRT RH NON- COMPUTER SEL SUSP	8XA - COMPONENT RR LH COMPUTER SEL SUSP (8XA)
9XA - COMPONENT RR RH COMPUTER SEL SUSP (9XA)	A51 - FRONT BUCKET SEATS
A69 - SEAT BELT TENSIONER, FRONT	A70 - SEAT BELT TENSIONER, FRONT
A90 - TRUNK RELEASE, POWER	AE2 - REAR DOOR LOCKOUT SYSTEM
AED - WINDOW, POWER WITH FRONT PASSENGER EXPRESS DOWN	AEQ - POWER WINDOWS, FRONT & REAR WITH EXPRESS DOWN
AG1 - SIX-WAY POWER DRIVER SEAT	AG2 - SEAT ADJUSTER FRONT PASSENGER POWER
AHR - HEAD RESTRAINTS	AKK - WINDSHIELD, LAMINATED GLASS
AKP - GLASS, TINTED	AKX - WINDSHIELD TYPE SOLAR ABSORB
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AP9 - CONVENIENCE NET, TRUNK
APG - PWR SEAT ADJUSTER, DRIVER, 4- WAY LUMBAR	APH - CONTROL SEAT, POWER LUMBAR, RH
AQQ - POWER DOOR LOCKS W/ REMOTE KEYLESS ACCESS	ASV - HUMIDITY/WINDSHIELD TEMP SENSOR
AXG - POWER WINDOW W/ EXPRESS DRIVER UP/DOWN	AXJ - VEHICLE TYPE PASSENGER CAR
AYF - AIRBAGS, DRIVER & PASSENGER FRONTAL AND KNEE FRT/OTBRD RR - HEAD CURTAIN AND SIDE	AYR - HEAD RESTRAINTS, REAR ADJUSTABLE, FOLDING
B36 - TRUNK MAT	B58 - FLOOR MATS, FRONT & REAR
BTT - PANIC ALARM BUTTON	BTV - REMOTE VEHICLE STARTER SYSTEM
C59 - VENT AIR CONSOLE RR	CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL
D53 - CONSOLE, FLOOR	D75 - OUTSIDE DOOR HANDLES
DA5 - ARMREST, REAR CENTER	DCP - ONSTAR PROCESSING DIRECTIONS & CONNECTIONS
DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING	DH6 - DRIVER VISOR MIRROR-LIGHTED
DLL - POWER DUAL OUTSIDE MIRRORS, HEATED, TURN SIGNAL	E3E - HANDLE O/S, L/GATE, R/CMPT, CHROME

EA1 - FRONT SEAT BACK POCKET LH	EA2 - FRONT SEAT BACK POCKET RH
EF7 - COUNTRY CODE U.S.A.	EWV - TRIM SEAT NONE
F82 - AXLE, 3.23 FINAL DRIVE	FE9 - 50-STATE EMISSIONS
FHO - VEHICLE FUEL GASOLINE	FLY - TRIM DOOR NONE
FX3 - STABILITRAK-STABILITY CONTROL SYSTEM W/ TRACTION CONTROL	GNA - SUSPENSION, FRONT
GNC - SUSPENSION, REAR 4 LINK	GXH - BLUE RAY METALLIC
H0T - JET BLACK/BROWNSTONE	I14 - ENGINEERING MODEL YEAR
IO5 - AUDIO SYSTEM, CHEVROLET MYLINK RADIO, AM/FM STEREO W/ CD PLAYER	J61 - ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC
J71 - BRAKE, PARKING	JJ2 - BRAKE LINING
K34 - CRUISE CONTROL	KA1 - DRIVER & FRONT PASSENGER HEATED SEATS
KD4 - POWER OUTLET, FRONT CONSOLE 12 VOLT	KG8 - GENERATOR 130 AMP
KPA - FRONT CONSOLE	LHD - LEFT HAND DRIVE
LKW - ENGINE, ECOTEC 2.5L DOHC	MAH - MARKETING AREA US, PUERTO RICO/ USVI
MCR - MEMORY CARD	MCY - USB PORTS, 3
MDE - MOLDINGS, BRIGHT WINDOW SURROUND	MH7 - TRANSMISSION, 6 SPD AUTOMATIC
MM1 - TRANSMISSION, 6-SPD AUTOMATIC	N37 - STEERING COLUMN, TILT AND TELESCOPIC
NCG - REAR DOOR LOCKS, POWER, CHILD SECURITY	NJ1 - POWER STEERING, ELECTRIC
NKC - NOISE CONTROL SYSTEM	NR0 - LEATHER WRAP STEERING WHEEL
NT7 - FEDERAL EMISSION SYST TIER 2	NWT - TAILPIPE DUAL, TURNED TURNED DOWN. HIDDEN
OSH - PLANT CODE OSHAWA 1, ONT, CANADA	PCP - LT CONVENIENCE PACKAGE * REAR PARK ASSIST W/ CAMERA * AUTO-DIMMING INSIDE REARVIEW MIRROR * REMOTE VEHICLE STARTER SYSTEM * UNIVERSAL HOME REMOTE * PREMIUM CARPETED FRONT & REAR FLOOR MATS * CARPETED TRUNK MAT
PCU - ADVANCED SAFETY PACKAGE * FORWARD COLLISION ALERT * REAR CROSS TRAFFIC ALERT * LANE DEPARTURE WARNING * SIDE BLIND ZONE ALERT	PCV - PREMIUM SEATING PACKAGE * HEATED DRIVER & FRONT PASSENGER SEATS * 8-WAY POWER FRONT PASSENGER SEAT ADJUSTER * CONVENIENCE NET, TRUNK HEATED SEATS
QCL - TIRE, COMPACT SPARE	QGK - TIRES, ALL SEASON BLACKWALL
R9N - CONTROL SALES ITEM NO. 89	RT4 - WHEELS, 19" PAINTED ALLOY
RV9 - 17" COMPACT STEEL SPARE WHEEL TIRE (REPLACES COMPACT SPARE TIRE)	SLM - SALES PROCESSING STOCK ORDER
T4A - HEADLAMPS, HALOGEN	T67 - BATTERY, RUNDOWN
T83 - HEADLAMP CONTROL AUTO ON/OFF ON-OFF	TU2 - LAMP MARKER, SIDE
U2M - SIRIUSXM AND HD RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U77 - ANTENNA, ROOF MOUNTED
U80 - COMPASS DISPLAY	UD7 - REAR PARKING ASSIST
UDD - DISPLAY, MULTI-COLOR DRIVER INSTRUMENT INFO ENHANCED	UDT - AUDIO SYSTEM FEATURE, 8" DIAGONAL COLOR INFO DISPLAY, TOUCHSCREEN
UE1 - 6 MTHS ONSTAR DIRECTIONS AND CONNECTIONS WITH AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC	UEU - FORWARD COLLISION ALERT
UFG - REAR CROSS TRAFFIC ALERT	UFL - LANE DEPARTURE WARNING
UFT - SIDE BLIND ZONE ALERT	UG1 - UNIVERSAL HOME REMOTE
UH1 - SEAT BELT WARNING	UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
UMN - SPEEDOMETER	UQG - AUDIO SYSTEM, 6 SPEAKER, 100 WATTS
UTJ - THEFT DETERRENT SYSTEM DETERRENT SYSTEM	UVC - REAR VISION CAMERA
V33 - TOOL KIT	V8D - VEHICLE STATEMENT US
VAV - ALL WEATHER FLOOR MATS (DEALER INSTALLED)	VLI - CARGO AREA PREMIUM ALL WEATHER MAT (DEALER INSTALLED)
VRG - VAA/COMPONENT REL COCKPIT	VRH - VAA/COMPONENT REL STEERING COLUMN
VRI - SHUTTERS, FRONT LOWER GRILLE	VRK - VAA/COMPONENT REL ROOF TRIM
VRL - VAA/COMPONENT REL FRONT HORIZONTAL SUSPENSION	VRM - VAA/COMPONENT REL FRONT VERTICAL SUSPENSION
VRN - VAA/COMPONENT REL REAR SUSPENSION	VRR - VAA/COMPONENT REL TIRES AND WHEELS
VY7 - LEATHER TRIMMED SHIFT LEVER	VZE - MODEL YEAR 2014
W1Y - STEERING WHEEL CONTROLS	XFE - XFE BADGING

XL7 - FREQUENCY RATING 315 MH

YM8 - LPO PROCESSING CODE

Added Option Codes

Vehicle has no current record of SAIO codes.

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 **GlobalWarranty**

Karen Morley
April 25, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

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

Vehicle Information
VIN: 2G1115SL4E
Service Contract: **No** Branded Title: **No** Warranty Block: **No** PDI Status: **Yes**
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)

Job Card Date: 02/26/2014 **Job Card Number:** 405610 **Transaction Detail**

Repair Service Agent: 115097
MATTHEWS-HARGREAVES CHEVROLET COMPA
2000 E TWELVE MILE RD
ROYAL OAK MI 48067-1503
2483988800

Odometer Reading: **3,180 MI**
Authorization Code:

Process Date:
02/27/2014
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint -
Maintenance
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Cp 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
[See other Parts and/or Net Items](#)

Line Total: **{**}**

Job Card Date: 11/11/2013 **Job Card Number:** 400014 **Transaction Detail**

Repair Service Agent: 115097
MATTHEWS-HARGREAVES CHEVROLET COMPA
2000 E TWELVE MILE RD
ROYAL OAK MI 48067-1503
2483988800

Odometer Reading: **4 MI**
Authorization Code:

Process Date:
11/15/2013
Transaction Type:
ZPDI—Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-
Job Card Line #: 3 Transaction Adjustment: Cause Code: -

Labour Cp 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Line Total: **{**}**

For this vehicle:
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→ [View Vehicle Delivery Information](#)

Job Card Date: 11/11/2013	Job Card Number: 400014	Transaction Detail
Repair Service Agent: 115097 MATTHEWS-HARGREAVES CHEVROLET COMPA 2000 E TWELVE MILE RD ROYAL OAK MI 48067-1503 2483988800		Odometer Reading: 4 MI Authorization Code:
Process Date: 11/15/2013		
Transaction Type: ZPDI—Pre-Delivery Inspection		
Transaction Expense Category: Pre-Delivery Inspection		
Customer Complaint Code: -		
Job Card Line #: 2	Transaction Adjustment:	Cause Code: -
Labour Op 0590052-PDI Related Fluid Adds		
Causal Part Number		
—See other Parts and/or Net Items		Line Total { ** }

Job Card Date: 11/09/2013	Job Card Number: A00052	Transaction Detail
Repair Service Agent: 115097 MATTHEWS-HARGREAVES CHEVROLET COMPA 2000 E TWELVE MILE RD ROYAL OAK MI 48067-1503 2483988800		Odometer Reading: 1 MI Authorization Code:
Process Date: 11/10/2013		
Transaction Type: ZPDI—Pre-Delivery Inspection		
Transaction Expense Category: Pre-Delivery Inspection		
Customer Complaint Code: -		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: -
Labour Op 0590072-Pre-Delivery Inspection - Base Time		
Causal Part Number		
		Line Total: { ** }

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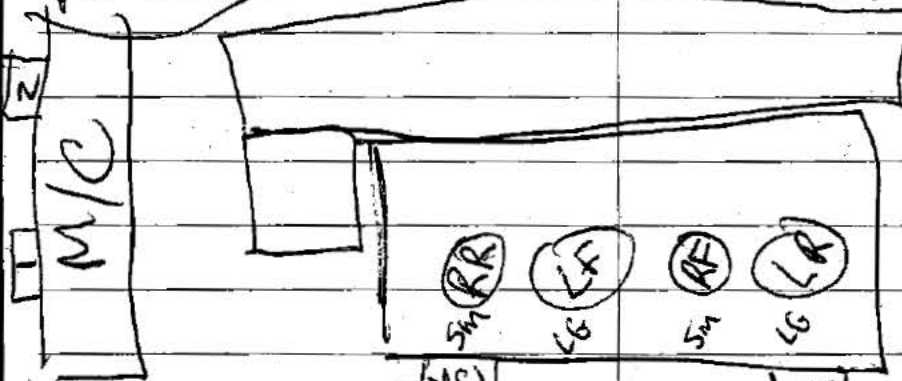
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Boost

Brake Inspection

5/4/2014



Vin# E9

Owner:

2014 Impala

Brake System
check

GDS2

"Service
Tool"



Passed
Wheel
Speed
Sensors

Service GDS2 Control Functions

Passed	☒	ABS	LF	Solenoid Valve
Passed	☒	"	RF	"
Passed	☒	"	LR	"
Passed	☒	"	RR	"
Passed	☒	(Pressure remained in RR)	LF	Traction Control Valve
Passed	☒	(RF test released also LF)	RF	" " "
Pressure remained in RR			RR	correct operation with service tool
Passed	☒	(Pressure remained in RR)	RR	Traction Control Valve
Passed	☒	(RF released also)	LR	" " "

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Global Warranty

Karen Morley
April 25, 2014

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

**INTERFACE WITH
CUSTOMER**View Vehicle Summary

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

Vehicle Information

VIN: 2G1115SL4E9 [REDACTED] Model: 1GY69-2014 IMPALA LT
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

- [View Vehicle Summary](#)
 - Service Contract
 - Branded Title
 - Warranty Block
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- [View Vehicle Component Summary](#)
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Required Field Actions

Open field actions are highlighted

Vehicle has no current record of required field actions.

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0292	Malfunction Indicator Lamp Illuminated, DTCs P055B, P055C	03/20/2014
EI	PIE0277	Water Leak in Rear Compartment (Trunk)	04/02/2014

OnStar and XM Satellite Radio Information

Refer to Help page for details. For OnStar contact 888.ON.STAR1 (888.667.8271) and for XM Radio contact 877.GET.XMST (877.438.9677 Canada) and in the USA: 800-556-3600.

OnStar Equipped: Y OnStar Status: **Active**
XM Equipped: Y XM Radio ID: Q4KPZ20L XM Status: **Active**
OnStar Vehicle Diagnostics: Y DMN Enabled: **N**

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Corrosion Limited Warranty	12/10/2013	11/26/2013	124 MI	11/26/2019	100,124 MI
	Powertrain Limited Warranty	12/10/2013	11/26/2013	124 MI	11/26/2018	100,124 MI
	Chevrolet 2 Year Scheduled Maintenance	12/10/2013	11/26/2013	124 MI	11/26/2015	24,124 MI

Emission Select Component Ltd Wty	12/10/2013	11/26/2013	124 MI	11/26/2021	80,124 MI
Bumper to Bumper Limited Warranty	12/10/2013	11/26/2013	124 MI	11/26/2016	36,124 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/26/2014	405610	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	3,180 MI
11/11/2013	400014	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	4 MI
11/11/2013	400014	ZPDI----Pre-Delivery Inspection		0590052 - PDI Related Fluid Adds	4 MI
11/09/2013	A00052	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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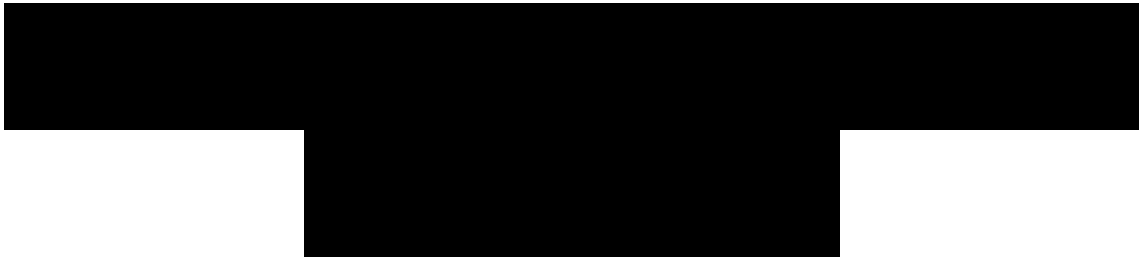
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From Brian Quinn 6-2-14

Hi Karen,

Here is the summary for Bldg. 32 Vehicle Brake Inspections:

2014 Impala (Driver: Dave Sweet – VIN# E9

- 5/4/2014 – Brakes Inspected – GM Brake Engineers - Brian Quinn, Vince Sicilia, and Steve Weber
- EBCM Brake Modulator hydraulic inspection for correct plumbing – RESULT: PASSED
- EBCM Brake Modulator pump motor tested with GDS2 – RESULT: PASSED
- EBCM Brake Modulator solenoid valve cartridge testing to confirm operation and plumbing with GDS2 – RESULT: PASSED
- Verified Wheel Speed Sensor to EBCM module signal operation and wiring was mapped correctly to each corner location; using Service Tool GDS2 - RESULT: PASSED
- Mechanical inspection of all brake system components. RESULT: PASSED
- WRITTEN NOTES & GDS2 REPORT



26C1159149000...Vehicle Wide DTC
Read 26C11591...

FINAL RESULT: PASSED ALL BRAKE INSPECTION

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Howell, Rosa (NHTSA)

From: Nichole Dean
Sent: Thursday, April 24, 2014 11:05 AM
To: Dale A. Furney; Karen Morley
Subject: FW: 2014 Braking

Hi Karen, Dale,
Received this email today, forwarding to you as part of Karen's investigation.

Nichole

From: [REDACTED]
Sent: Thursday, April 24, 2014 9:52 AM
To: Nichole Dean; Paul Kang
Cc: Greg Gruber
Subject: 2014 Braking

Hi Nicole and Paul,

I just read the below article on the 2014 Impala and wanted to share my experience with you or whoever it may help investigate the issue. I was driving on the freeway going 70 MPH with no cars within 100 yards in front of me and the car audible warning sounds went off and the car slammed on the brakes as if I was going to hit something. Needless to say it scared the hell out of me and my family was questioning me why I slammed on the brakes even though I did not touch the brakes. It only did it for a few seconds then it continued on as normal. It was during the winter months with salt and dirt on the vehicle but I normally keep my cars relatively clean. It has not happened again.

If there is any way that I can help, please let me know. I was not sure who to contact. . I was not sure if you need me to report it to N.H.T.S.A. as well. As a closing comment, the Impala is by far the best vehicle that I have ever driven.

Sincerely,

[REDACTED]

N.H.T.S.A. Investigates 60,000 Chevrolet Impalas for Braking Problem

By CHRISTOPHER JENSEN APRIL 23, 2014

Inside
Photo



The 2014 Chevrolet Impala. Credit General Motors

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Based on a single complaint, the National Highway Traffic Safety Administration is investigating whether the forward-collision warning system on about 60,000 Chevrolet Impalas from the 2014 model year may malfunction and slow or stop the vehicle when a collision is not imminent.

Acting on one complaint stands in contrast to [the agency's failure to open an investigation](#) into ignition-switch problems that eventually caused General Motors to recall 2.6 million small cars.

The investigation into the Impalas was based on a consumer complaint filed on March 11, according to an agency report [posted on its website](#).

That driver, who was not identified, told N.H.T.S.A. that he was driving 20 miles an hour when “the brakes independently seized” and “the vehicle came to a complete stop, then eventually resumed proper function.” The

next day, the driver reported, the problem occurred again, preceded by three warning beeps “followed by the brakes independently seizing. As a result another vehicle crashed into the rear.” There were no injuries.

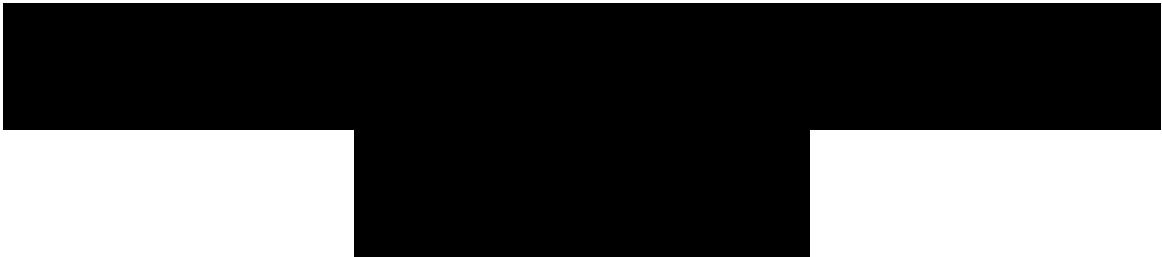
The Impala’s “crash imminent braking” system uses radar to detect and alert the driver of an impending hazard, and General Motors says “if the driver does not appear to react quickly enough or doesn’t react at all, this feature intervenes to apply the brakes in an effort to avoid the crash.”

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Howell, Rosa (NHTSA)

From: Michele Metz-Tippy
Sent: Wednesday, May 21, 2014 2:02 PM
To: Karen Morley
Cc: Lisa L. Norton; Michele Metz-Tippy
Subject: RE: draft - investigation report for NHTSA
Attachments: Autofix Data 4-26-2014 9-36-21 am 4-26-2014 9-36-28 am.csv; 2G1115SL4E[REDACTED]
Part Numbers 2014-4-26 8-31-9.csv; 2014 Impala [REDACTED].docx; TAC Data 4-26-2014
9-36-04 am 4-26-2014 9-36-09 am.csv

Hi Karen,

I am attaching the data that we took on the Impala Vehicle on 4/26/14. It included the following items

1. Confirmed FCM HW, OP SW and Calibration Part Numbers were correct. (Data Attached - filename - 2G1115SL4E[REDACTED] Part Numbers 2014-4-26 8-31-9.csv).
2. Confirmed Bracket Part Number was the correct bracket (Data Attached – filename - 2014 Impala 9200052.docx).
3. Confirmed camera was properly aligned (Data Attached – **includes Steve's stuff**).
4. Confirmed no front camera module DTCs (Data Attached - Data Attached - filename - 2014 Impala 9200052.docx).
5. Confirmed that the correct FCM messages were being sent when an imminent alert occurred (Visual Confirmation).
6. Subjective evaluation of the FCA functionality with no concerns. (visual confirmation)

I have attached our files, however, these files are already uploaded to the share drive by Lisa Norton. If you need to know location, please let me know.

Also, saw in note below this wording - Camera module alignment and software confirmation – We did NOT align the camera, we confirmed that the camera was properly aligned – just for clarification.

Thanks.

Regards,

Michele Metz-Tippy

Front Camera Module Engineering

E-mail Address – michele.metz-tippy@gm.com

Cell Phone – 586-246-4372

From: Karen Morley
Sent: Wednesday, May 21, 2014 1:30 PM
To: Michele Metz-Tippy
Subject: draft - investigation report for NHTSA

Action 8-B Inspection 2014 Impala VIN 2G1115SL4E9[REDACTED] (Employee reported incident)
Start Date: April 26, 2014

End Date: April 28, 2014

Engineering Group: General Motors; TRW; Magna

Attachments: Notification emails; Global Diagnostic System Download; Interview of driver (D. Sweet);

Description: Inspect Vehicle; Vehicle system testing - GMLAN interfaces related to crash imminent braking and camera module. Code review of all of the Variables related to GMLAN decel requests through the EBCM software.

Summary of Action: Confirmed that EBCM did not respond except to EPB request. Enabled ACC/CIB Decel requests and confirmed that the EBCM set DTCs and disabled the function. Camera module alignment and software confirmation. No inappropriate braking incident or other performance anomaly. Data gathered for further analysis

Karen Morley

karen.morley@gm.com

C 586-907-2588



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Howell, Rosa (NHTSA)

From: Dave Sweet
Sent: Friday, April 25, 2014 11:10 AM
To: Karen Morley
Subject: RE: VIN for your Impala?

I was just ready to send it to you.

VIN: 2G1115SL4E9 [REDACTED]

Date of Incident: Sunday Feb 2, 2014

Time: Between 4:30 to 6 PM

Traveling [REDACTED].

Weather conditions were around 30 degrees but not snowing

There were no vehicles in front of me or the front sides of me by at least 100 yards or more

The collision warning sounds and lights went off and the car braked hard for a moment then resumed without further incident

I believe that cruise control was on but I'm not 100% certain

From: Karen Morley
Sent: Friday, April 25, 2014 10:42 AM
To: Dave Sweet
Subject: VIN for your Impala?

Where you able to get the VIN copied down last night?

Karen Morley

karen.morley@gm.com

C 248-907-2588

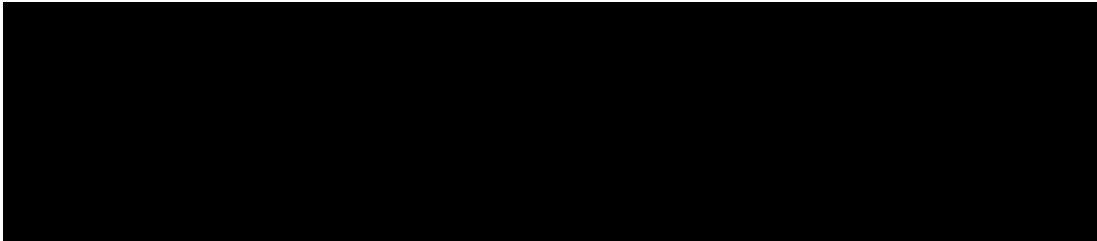


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Global Diagnostic System 2

Read Vehicle Wide DTC and ID Information

Overview

MDI Serial Number	22110062
Vehicle Identification Number (VIN)	2G1115SL4E9[REDACTED]
Diagnostic End Date	2014-05-04 19:44:51
Diagnostic Start Date	2014-05-04 19:44:51
Number of Times Diagnostic Session Resumed	0
Make	Chevrolet
Model	Impala
Model Year	2014

Engine Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	2G1115SL4E9[REDACTED]
End Model Part Number	12657778
Base Model Part Number	12655629
Software Module 1 Identifier	12657779
Software Module 2 Identifier	12659412
Software Module 3 Identifier	12659410
Software Module 4 Identifier	12659413
Software Module 5 Identifier	12659408
Software Module 6 Identifier	12659406

No DTCs Stored

Chassis Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	2G1115SL4E9[REDACTED]

Subscriber ID	PCO1STN#99
Date Programmed	20131104
Diagnostic Data Identifier	0303
Base Model Part Number	20979977
End Model Part Number	22872265
End Model Part Number Alpha Code	AA
Software Module 1 Identifier	22872238
Software Module 1 Identifier Alpha Code	AB
Software Module 2 Identifier	22932650
Software Module 3 Identifier	22957277
Software Module 4 Identifier	
Software Module 5 Identifier	
System Code	03

No DTCs Stored

Transmission Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	2G1115SL4E9 [REDACTED]
Date Programmed	20131104
Diagnostic Data Identifier	0
End Model Part Number	24268412
Base Model Part Number	24261679
Software Module 1 Identifier	24268413
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	24270706
Software Module 2 Identifier Alpha Code	AB
Software Module 3 Identifier	24263698
Software Module 3 Identifier Alpha Code	AN
Software Module 4 Identifier	24263699
Software Module 4 Identifier Alpha Code	AL
System Code	0

No DTCs Stored

Electronic Brake Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	2G1115SL4E9 [REDACTED]
Subscriber ID	PCO1STN#99
Date Programmed	Monday, November 4, 2013

Diagnostic Data Identifier	2B02
XML Configuration Compatibility Identifier	1284
XML Data File Part Number	23143412
XML Data File Alpha Code	DA
Previous Subscriber ID	ÿÿÿÿÿÿÿÿÿÿ
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	1113296KDDAN00CC
Module Diagnostic Address	28
End Model Part Number	23208063
Base Model Part Number	23183131
End Model Part Number Alpha Code	DA
Base Model Part Number Alpha Code	DA
Boot Software Part Number	23115283
Software Part Number Alpha Code	CA
Software Module 1 Identifier	23185009
Software Module 1 Identifier Alpha Code	DA
Software Module 2 Identifier	23185011
Software Module 2 Identifier Alpha Code	DA
Software Module 3 Identifier	23143292
Software Module 3 Identifier Alpha Code	DA
Software Module 4 Identifier	
Software Module 4 Identifier Alpha Code	
Software Module 5 Identifier	
Software Module 5 Identifier Alpha Code	
Software Module 6 Identifier	
Software Module 6 Identifier Alpha Code	
Software Module 7 Identifier	
Software Module 7 Identifier Alpha Code	
Software Module 8 Identifier	
Software Module 8 Identifier Alpha Code	
GMLAN Identification Data - Bus 1 Type	High Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	50402
GMLAN Identification Data - Bus 2 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 2 Version	300
GMLAN Identification Data - Data Dictionary 2 Version	50402
System Code	2B

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
-------------	--------------	-----------------	---------------------	--------

U0140	00	Lost Communication with Body Control Module	- - -	History	
				This Ignition Cycle	Not Run
				DTC Current Status	Not Current
				DTC History Status	History
U0100	00	Lost Communication with Engine Control Module	- - -	MIL Status	Not Requested
				History	
				This Ignition Cycle	Passed
				DTC Current Status	Not Current
U0101	00	Lost Communication with Transmission Control Module	- - -	DTC History Status	History
				MIL Status	Not Requested
				History	
				This Ignition Cycle	Passed
				DTC Current Status	Not Current
				DTC History Status	History
				MIL Status	Not Requested

Distance Sensing Cruise Control Module

No Communication

Parking Brake Control Module

Identification Information

End Model Part Number

Value

23119497

Base Model Part Number	13501701
Manufacturer's Traceability Number	HJ9497NAIIE40456
Software Part Number	23119528
Calibration Part Number	23119528

No DTCs Stored

Power Steering Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	2G1115SL4E9 [REDACTED]
Subscriber ID	PCO1STN#99
Date Programmed	Monday, November 4, 2013
Diagnostic Data Identifier	0224
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	BL40333M01014426
Module Diagnostic Address	31
Broadcast Code	
End Model Part Number	13414033
Base Model Part Number	13394503
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Software Module 1 Identifier	13414032
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	22799851
Software Module 2 Identifier Alpha Code	AA
GMLAN Identification Data - Bus 1 Type	High Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	50403
System Code	02

No DTCs Stored

Steering Wheel Angle Sensor Module

Identification Information	Value
Diagnostic Data Identifier	301
Manufacturer's Traceability Number	SA9709E131935544
Module Diagnostic Address	34
End Model Part Number	13579709
Base Model Part Number	13579709
End Model Part Number Alpha Code	AA

Base Model Part Number Alpha Code	AA
GMLAN Identification Data - Bus 1 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	50101
System Code	3

No DTCs Stored

Body Control Module

Identification Information	Value
End Model Part Number	13589093
Boot Software Part Number	13501505
Manufacturer Enable Counter	0
Calibration Part Number 1	13589095
Calibration Part Number 2	23143236
Calibration Part Number 3	23187714
Calibration Part Number 4	22992938
Calibration Part Number 5	23113143
Calibration Part Number 6	23183276
Calibration Part Number 7	22982978
Calibration Part Number 8	23129412
Calibration Part Number 9	22940373
Calibration Part Number 10	22839034
Calibration Part Number 11	23143268
Calibration Part Number 12	22839119
Calibration Part Number 13	13338869
Calibration Part Number 14	23144044
Calibration Part Number 15	13505711
Calibration Part Number 16	13505709
Calibration Part Number 17	13505710
Calibration Part Number 18	20919233
Calibration Part Number 19	20919235
Calibration Part Number 20	22839110
Diagnostic Data Identifier	303
Module Diagnostic Address	40
Vehicle Identification Number (VIN)	2G1115SL4E9 [REDACTED]
Odometer	5371

No DTCs Stored

Inflatable Restraint Sensing and Diagnostic Module

Identification Information

	Value
Vehicle Identification Number (VIN)	2G1115SL4E9 [REDACTED]
End Model Part Number	13589692
Base Model Part Number	13589692
Manufacturer's Traceability Number	1313296050333213
Inflatable Restraint Sensing and Diagnostic Module Primary Key	8702
Software Part Number	13589693
Calibration Part Number 1	23128702
Calibration Part Number 2	23128703
Diagnostic Data Identifier	0911
Software Module 1 Identifier	0
Software Module 2 Identifier	0
Transmitting Acceleration Sensor Reading on Bus	Enabled

No DTCs Stored**Passenger Presence Module****Identification Information**

	Value
End Model Part Number	23101687
Base Model Part Number	23101687
Manufacturer's Traceability Number	BR1687R29230107L
Software Part Number	23101696
Calibration Part Number 1	23101693

No DTCs Stored**Instrument Cluster****Identification Information**

	Value
Vehicle Identification Number (VIN)	2G1115SL4E9 [REDACTED]
Subscriber ID	PCO1STN#99
Date Programmed	Monday, November 4, 2013
Diagnostic Data Identifier	065F
XML Configuration Compatibility Identifier	8
XML Data File Part Number	23454622
XML Data File Alpha Code	AA
Previous Subscriber ID	yyyyyyyyyy
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Module Diagnostic Address	60
End Model Part Number	23155289

Base Model Part Number	23155289
Software Module 1 Identifier	23193437
Software Module 2 Identifier	
Software Module 3 Identifier	
Software Module 4 Identifier	
Software Module 5 Identifier	23145286
Software Module 6 Identifier	23119621
Software Module 7 Identifier	22839425
Software Module 8 Identifier	22839428
Software Module 9 Identifier	22839430
Software Module 10 Identifier	22839431
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	50403
System Code	06
Calibration Part Number 12	
Manufacturer's Traceability Number	5052895330400301
Odometer	5371
Steering Wheel Control Switches Part Number	0
Total Engine Run Time	
Total Engine Idle Run Time	

No DTCs Stored

Radio Controls

Identification Information	Value
Boot Software Part Number	22822982
Calibration Part Number 1	23113227
Calibration Part Number 2	
Calibration Part Number 3	
End Model Part Number	23151543
Base Model Part Number	23151543

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
				History	
				DTC Current Status	Not Current
				DTC History Status	History
U150E	00	LIN Bus 14	- - -		

HVAC Controls

Identification Information	Value
Boot Software Part Number	22822986
Calibration Part Number 1	23113228
Calibration Part Number 2	
Calibration Part Number 3	
Diagnostic Data Identifier	FFFF
End Model Part Number	23113226
Base Model Part Number	23113226

No DTCs Stored

Radio

Identification Information	Value
End Model Part Number	23115521
Boot Software Part Number	287454020
Software Module 1 Identifier	23115518
Software Module 2 Identifier	22761695
Software Module 3 Identifier	23152826
Software Module 4 Identifier	23172880
Software Module 5 Identifier	22970004
Software Module 6 Identifier	23132160
Software Module 7 Identifier	23152830
Software Module 8 Identifier	22969974
Software Module 9 Identifier	22997533
Software Module 10 Identifier	22969969
Software Module 11 Identifier	22969968
Digital Radio Receiver ID	Q4KPZ20L
DVD Region Code	
DVD Region Code Changes Remaining	
Manufacturer Enable Counter	0
VIN Digits 2-17	G1115SL4E9 [REDACTED]
Diagnostic Data Identifier	203

No DTCs Stored

Amplifier

Identification Information	Value
Calibration Part Number 1	23108047

Calibration Part Number 10	23170293
End Model Part Number	23106183
Diagnostic Data Identifier	0

No DTCs Stored**Human Machine Interface Control Module**

Identification Information	Value
End Model Part Number	23174399
Boot Software Part Number	23174395
Calibration Part Number 1	23174395
Calibration Part Number 2	23190033
Calibration Part Number 3	23152221
Calibration Part Number 4	23198343
Calibration Part Number 5	23120111
Calibration Part Number 6	23169828
Calibration Part Number 7	23120132
Calibration Part Number 8	23153281
Calibration Part Number 9	23120118
Calibration Part Number 10	23169877
Calibration Part Number 11	23199110
Calibration Part Number 12	0
Calibration Part Number 13	0
Calibration Part Number 14	23150274
Calibration Part Number 15	22993544
Calibration Part Number 16	0
Calibration Part Number 17	10000001
Calibration Part Number 18	23174410
Calibration Part Number 19	23174402
Control Module Production Date	18.10.2013
Software Freeze Date	21.03.2013
VIN Digits 2-17	G1115SL4E9 [REDACTED]
Diagnostic Data Identifier	8F01
Manufacturer Enable Counter	0
Hardware Version	PP 1.10

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
U0029	00	MOST Bus	- - -	History DTC Current Status Not Current

Performance

DTC History
Status

History

Telematics Communication Interface Control Module

Identification Information

Value	
Bluetooth	Disabled
Call Mode	CDMA A Band
Current Transceiver Identifier	21
End Model Part Number	13505319
Firmware Over-the-Air Version	4308
GSM Network Code	65535
GSM Station Identifier	21
Manufacturer	LG
Manufacturer's Traceability Number	1113268000003080
Mobile Directory Number	0310002489147198
Mobile Identification Number	0310002489149469
Mobile Equipment Identifier	270113193915703107
Module Generation Identifier	9
Network Access Identifier	M:2489147198@vzw3g.com
Network Access Identifier Password	vzw
Off-Board Navigation	Enabled
OnStar Customer Identifier	89749337
Option Configuration	On
Preferred Roaming List Outdated Status	No
Preferred Roaming List Update Command	Inactive
Preferred Roaming List Version Number	51716
Remote Vehicle Speed Limiting	Active
Software Module 1 Identifier	344E36
Utility File Part Number	22914372

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status	
U0184	00	Lost Communication with Radio	- - -	History DTC Current Status DTC History Status	Not Current History

HVAC Control Module

Identification Information

Vehicle Identification Number (VIN)	2G1115SL4E9
Date Programmed	Monday, November 4, 2013
Diagnostic Data Identifier	406
End Model Part Number	13591315
Base Model Part Number	13591315
Software Module 1 Identifier	13591307
Software Module 2 Identifier	23124313
Software Module 3 Identifier	23177544

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
U0184	00	Lost Communication with Radio	- - -	History DTC Current Status Not Current DTC History Status History

Keyless Entry Control Module

No Communication

Right Side Object Detection Control Module**Identification Information**

Manufacturer's Traceability Number	GP38128344018371
Software Module 1 Identifier	23133816
Software Module 2 Identifier	23133817
End Model Part Number	23133812
Base Model Part Number	23133812
Manufacturer Enable Counter	0
Module Diagnostic Address	5B
Software Release Level	0
Software Module 1 Identifier Alpha Code	HB
Software Module 2 Identifier Alpha Code	HA
End Model Part Number Alpha Code	HH
Base Model Part Number Alpha Code	HH

No DTCs Stored

Left Side Object Detection Control Module

Identification Information	Value
Manufacturer's Traceability Number	FC38128343967475
Software Module 1 Identifier	23133816
Software Module 2 Identifier	23133817
End Model Part Number	23133812
Base Model Part Number	23133812
Manufacturer Enable Counter	0
Module Diagnostic Address	B9
Software Release Level	0
Software Module 1 Identifier Alpha Code	HB
Software Module 2 Identifier Alpha Code	HA
End Model Part Number Alpha Code	HH
Base Model Part Number Alpha Code	HH

No DTCs Stored

Parking Assist Control Module

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
U0422	00	Invalid Data Received From Body Control Module	- - -	History DTC Current Status DTC History Status
				Not Current History
U0184	00	Lost Communication with Radio	- - -	History DTC Current Status DTC History Status
				Not Current History

Frontview Camera Module

No DTCs Stored

Steering Column Lock Control Module

No Communication

PE14-010

GM

6/6/2014

Q_08_E



██████ interviewed while in Florida golfing on vacation on Friday, April 25 by Nichole Dean. Asked for his recollection of the CTF event he called in over a year ago. He stated it was a long time ago but he remembered it happening while in cruise control. He felt it was not just a cruise cancel as the decel was significant in his mind. He was on his way to work so probably on 696 around 70-75mph. He had a RLAD and beeping noise indicating a imminent collision but there were no cars around him or anything he recalls. It was maybe light snow but nothing significant at all. When the system went off he thought it was odd and noticed at the same time cruise cancelled and he felt the vehicle was braking. He immediately put his foot on the accelerator pedal and at the same time the braking event stopped. He was able to re-set cruise control and continue driving.

Subsequent interview on Friday, May 2. At this time I provided ██████ with all the issues he called in the same day as the event. I was asking if he could recall anything else that was wrong with the vehicle that may have been related at the same time as the incident or not. He recalled at that time he had just picked up the vehicle new from CVO the Friday before and he was driving to Oshawa for launch activities. He was on the 401 near Milton, ON. He recalls cruise set to 70mph and nothing around him, it was a long stretch of road that is pretty empty. Same explanation as before that the RLAD and beeps went off, vehicle felt as if it was braking like a brake jab decel. He recalls getting on the accelerator pedal and was able to get back to set speed without any "drag" issue to get back up to speed.

PE14-010

GM

6/6/2014

Q 08 F





Karen Morley
April 24, 2014

 [Logout](#)

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

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 1G6AM5S32D0 [REDACTED] Model: 6AM69-2013 ATS AWD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)

For this vehicle:

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

Job Card Date: 04/05/2014	Job Card Number: 482024	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 15,783 MI Authorization Code: N8W8
Process Date: 04/18/2014		
Transaction Type: ZREG---Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0290-Audio/Entertainment/Navigation - Other issues		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 7081- Wiring/Electrical/Sensors - Registers Incorrectly
Labour Op 6421400-Forward Range Radar Module Replacement		
Causal Part Number 000000000022960661-SENSOR ASM-SHORT RANGE RADAR		
→ See other Parts and/or Net Items		Line Total: USD 486.33

Job Card Date: 03/04/2014	Job Card Number: 478963	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 14,207 MI Authorization Code:
Process Date: 03/05/2014		
Transaction Type: ZREG---Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0221-Audio/Entertainment/Navigation - Audio		
Job Card Line #: 5	Transaction Adjustment:	Cause Code: 9096-Other - No trouble found - adjusted / reprogrammed
Labour Op 2810335-Radio Reprogramming with SPS		
Causal Part Number		
		Line Total: USD 64.72

Job Card Date: 03/04/2014	Job Card Number: 478963	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 14,207 MI Authorization Code: E
Process Date: 03/05/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0590-Features/Controls/Displays - O her issues		
Job Card Line #: 4	Transaction Adjustment:	Cause Code: 7081-Wiring/Electrical/Sensors - Registers Incorrectly
Labour Op 2810435-Active Safety Control Module Reprogramming with SPS Causal Part Number		
Line Total: USD 194.17		

Job Card Date: 03/04/2014	Job Card Number: 478963	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 14,207 MI Au horization Code:
Process Date: 03/05/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0132-Brakes - Noise		
Job Card Line #: 3	Transaction Adjustment:	Cause Code: 9090-Other - Field Action / Tech Bulletin
Labour Op 2480038-Apply Lubricant to Front Disc Brake Pads Causal Part Number 000000000019303310-LUBRICANT - FRT BRK CLPR RET 2G PACK → See o her Parts and/or Net Items		
Line Total: USD 65.69		

Job Card Date: 03/04/2014	Job Card Number: 478963	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 14,207 MI Authorization Code:
Process Date: 03/05/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0021-No Customer Complaint -		

Maintenance

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 9094-Other - Follow operation

Labour Op 0600513-Cadillac Premium Care - Tire Rotation

Causal Part Number

Line Total: USD 16.18

Job Card Date: 03/04/2014	Job Card Number: 478963	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 14,207 MI Authorization Code:
Process Date: 03/05/2014		
Transaction Type: ZREG---Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0021-No Customer Complaint - Maintenance		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 9094-Other - Follow operation
Labour Op 0600503-Cadillac Premium Care - Oil Change		
Causal Part Number 00000000019293000-OIL,ENG ACDELCO DEXOS1 5W30 1QT LTL		
→ See o her Parts and/or Net Items		
		Line Total: USD 55.43

Job Card Date: 08/20/2013	Job Card Number: 462272	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 7,875 MI Authorization Code:
Process Date: 09/04/2013		
Transaction Type: ZFAT---Field Action Recall		
Transaction Expense Category: Field Action Recall		
Customer Complaint Code: -		
Job Card Line #: 3	Transaction Adjustment:	Cause Code: -
Labour Op 9100082-N130198 - Reprogram HVAC System Control Module with SPS		
Causal Part Number		
		Line Total: USD 31.57

Job Card Date: 08/20/2013	Job Card Number: 462272	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 7,875 MI Authorization Code:
Process Date: 09/04/2013		

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0021-No Customer Complaint -
Maintenance

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 9094-Other - Follow
operation

Labour Op 0600513-Cadillac Premium Care - Tire Rotation

Causal Part Number

Line Total: USD 15.79

Job Card Date: 08/20/2013	Job Card Number: 462272	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 7,875 MI Authorization Code:
Process Date: 09/04/2013		
Transaction Type: ZREG---Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0021-No Customer Complaint - Maintenance		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 9094-Other - Follow operation
Labour Op 0600503-Cadillac Premium Care - Oil Change		
Causal Part Number 000000000019114105-FILTER ASM,OIL		
→ See o her Parts and/or Net Items		
		Line Total: USD 54.84

Job Card Date: 03/18/2013	Job Card Number: 448936	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 1,956 MI Authorization Code:
Process Date: 03/27/2013		
Transaction Type: ZREG---Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0090-No Customer Complaint - O her issues		
Job Card Line #: 3	Transaction Adjustment:	Cause Code: 9094-Other - Follow operation
Labour Op 0600021-Cadillac Vehicle Update		
Causal Part Number		
→ See o her Parts and/or Net Items		
		Line Total: USD 55.69

Job Card Date: 03/18/2013	Job Card Number: 448936	Transaction Detail
----------------------------------	--------------------------------	---------------------------

Repair Service Agent: 113075
DELLENBACH MOTORS
3111 S COLLEGE
FORT COLLINS CO 80525-2603
9702262438

Odometer Reading: 1,956 MI
Authorization Code:

Process Date:
03/27/2013
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op V2775-13059 - Inspect Transfer Case Oil Delivery Tube - No Further Action Required
Causal Part Number

Line Total: USD 31 57

Job Card Date: 03/18/2013

Job Card Number: 448936

[Transaction Detail](#)

Repair Service Agent: 113075
DELLENBACH MOTORS
3111 S COLLEGE
FORT COLLINS CO 80525-2603
9702262438

Odometer Reading: 1,956 MI
Authorization Code:

Process Date:
03/27/2013
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 V2773-12293 - CUE System Update
Causal Part Number

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

Line Total: USD 206 38

Job Card Date: 01/04/2013

Job Card Number: 598965

[Transaction Detail](#)

Repair Service Agent: 113025
MEDVED CHEVROLET CADILLAC
11001 W I70 FRONTAGE RD N
WHEAT RIDGE CO 80033-2186
3034210100

Odometer Reading: 1 MI
Authorization Code:

Process Date:
01/22/2013
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op Z6998-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Line Total: USD 9.95

Job Card Date: 12/09/2012

Job Card Number: A44347

Transaction Detail

Repair Service Agent: 113025
MEDVED CHEVROLET CADILLAC
11001 W I70 FRONTAGE RD N
WHEAT RIDGE CO 80033-2186
3034210100

Odometer Reading: 1 MI
Au horization Code:

Process Date:
12/09/2012

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 126 23

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PE14-010

GM

6/6/2014

Q 08 F





Dale Furney
April 18, 2014

 [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: 1G6AM5S32D0 [REDACTED] Model: 6AM69-2013 ATS AWD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

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

Vehicle Build

Model: 6AM69-2013 ATS AWD Order Number: QQBRNZ
Gross Vehicle Weight: 2,086 Build Date: 12/07/2012
Build Plant: 0

Option Codes

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

1SW - PREMIUM PACKAGE	1SZ - OPTION DISCOUNT
4AA - INTERIOR TRIM JET BLACK	5A7 - NO SPARE TIRE
6SV - COMPONENT FRT LH COMPUTER SEL SUSP (6SV)	7SV - COMPONENT FRT RH COMPUTER SEL SUSP (7SV)
8GR - COMPONENT RR LH COMPUTER SEL SUSP (8GP)	9GR - COMPONENT RR RH COMPUTER SEL SUSP (9GR)
9L3 - SPARE TIRE DELETE	A45 - MEMORY SEAT ADJUSTER
AE8 - PWR SEAT ADJUST DRIVER AND FRONT PASSENGER 8-WAY	AHE - SEATS, PERFORMANCE DRIVER 12-WAY AND FRONT PASSENGER 10-WAY
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AM9 - SEAT, REAR SPLIT-FOLDING WITH ARM REST, PASS THROUGH
AQ9 - SEATS, FRONT BUCKET	AT8 - REAR CHILD SEAT LATCH SYSTEM
ATH - EZ KEY PASSIVE ENTRY SYSTEM	AXJ - VEHICLE TYPE PASSENGER CAR
AYF - AIR BAGS, REAR THORAX FOR OUTBOARD SEATING POSITIONS CURTAIN & SIDE	BTV - ADAPTIVE REMOTE VEHICLE START
CE1 - WINDSHIELD WIPERS, RAINSENSE	CF5 - POWER SUNROOF
CJ2 - DUAL ZONE CLIMATE CONTROL	DCP - ONSTAR PROCESSING DIRECTIONS & CONNECTIONS
DD8 - AUTO DIMMING ISRMV	DR2 - MIRRORS, OUTSIDE HEATED & PWR W/ DRIVER SIDE AUTO DIMMING
EF7 - COUNTRY UNITED STATES OF AMERICA (USA)	EPM - MODEL CONVERSION ALL WHEEL DRIVE
F46 - ALL WHEEL DRIVE	FE2 - SUSPENSION, SPORT
FE9 - 50-STATE EMISSIONS	FHS - VEHICLE FUEL GAS E85
GGC - MIDNIGHT CHROME ACCENT GRILLE	GW6 - AXLE, 3.27 RATIO
GWS - GLACIER BLUE METALLIC	H0Y - JET BLACK W/ JET BLACK ACCENT
HD7 - DOOR HANDLES, ILLUMINATING	I13 - ENGINEERING MODEL YEAR
ITF - BLUETOOTH FOR PHONE & AUDIO	J55 - PERFORMANCE BREMBO FRT BRAKES
J77 - BRAKE, ELECTRONIC PARKING	JF5 - PEDALS, SPORT ALLOY
KA1 - DRIVER & FRONT PASSENGER HEATED SEATS	KB7 - MAGNESIUM PADDLE SHIFTERS
KSG - ADAPTIVE CRUISE CONTROL	LAL - PLANT CODE LANSING, MI, USA (GRAND RIVER)
LFX - ENGINE, 3.6L V6 321HP DIRECT INJECTION	MAH - MARKETING AREA NORTH AMERICA
MYA - TRANSMISSION, 6 SPD AUTOMATIC	NP5 - LEATHER WRAP STRG WHL/SHIFTER

NT7 - EMISSION - FEDERAL	R9N - CONTROL SALES ITEM NO. 89
RAO - AM/FM STEREO, DUAL USB PORTS, BOSE SOUND SYSTEM	RB7 - TIRES, ALL SEASON RUN FLAT
ROO - BARS VOMS BAILMENT	RT4 - WHEELS, 18" MACHINED-FINISH ALUMINUM
SLM - STOCK ORDERS	T4F - HEADLAMPS, HIGH INTENSITY W/ ADAPTIVE FORWARD LIGHTING
TG5 - AUDIO SYSTEM FEATURE, CD/MP3, SINGLE DISC	TSQ - LED INTERIOR LIGHTING ACCENTS
TUJ - LAMP MARKER, REFLEX, FRONT SIDE	U2M - SIRIUSXM AND HD RADIO + SERVICE SUBSCRIPTION SOLD BY SIRIUSXM AFTER 3 MONTHS
UA3 - 8" FULL-COLOR TOUCH DISPLAY	UD7 - REAR PARKING ASSIST
UDD - 5.7" FULL-COLOR DIC	UDF - FRONT PARKING ASSIST
UE1 - 12 MOS. ONSTAR DIRECTIONS & CONNECTIONS W/AUTOMATIC CRASH RESPONSE, TURN-BY-TURN NAVIGATION, AND ONSTAR REMOTELINK (ASK DEALER ABOUT GEOGRAPHIC COVERAGE)	UEU - FORWARD COLLISION ALERT
UFL - LANE DEPARTURE WARNING	UFT - SIDE BLIND ZONE ALERT
UG1 - UNIVERSAL HOME REMOTE	UGN - AUTOMATIC COLLISION PREPARATION
UQS - BOSE SURROUND SOUND 10 SPEAKERS	UV6 - HEAD-UP DISPLAY
UVC - REAR VISION CAMERA SYSTEM	UVD - HEATED STEERING WHEEL
UVZ - REAR AUTOMATIC BRAKING	UY4 - NAVIGATION SYSTEM
V8D - VEHICLE STATEMENT US	VAV - FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)
VH9 - ENVELOPE - OWNERS MANUAL	VK3 - FRONT LICENSE PLATE BRACKET
VRG - VAA/COMPONENT REL COCKPIT	VRH - VAA/COMPONENT REL STEERING COLUMN
VRJ - VAA/COMPONENT REL POWERTRAIN DRESS	VRK - VAA/COMPONENT REL ROOF TRIM
URL - VAA/COMPONENT REL FRONT HORIZONTAL SUSPENSION	VRM - VAA/COMPONENT REL FRONT VERTICAL SUSPENSION
VRN - VAA/COMPONENT REL REAR SUSPENSION	VRR - VAA/COMPONENT REL TIRES & WHEELS
VT7 - OWNERS MANUAL	VZD - MODEL YEAR IDENTIFIER
Y19 - COLD WEATHER PACKAGE: * DRIVER & FRONT PASSENGER HEATED SEATS * HEATED STEERING WHEEL	Y26 - NAVIGATION SYSTEM
Y40 - LUXURY PACKAGE: * SEAT, REAR SPLIT-FOLDING WITH ARM REST, PASS THROUGH * EZ KEY PASSIVE ENTRY SYSTEM * MIDNIGHT CHROME ACCENT GRILLE * REAR PARKING ASSIST * FRONT PARKING ASSIST	Y43 - PREMIUM PACKAGE: * SEATS, PERFORMANCE DRIVER 12-WAY AND FRONT PASSENGER 10-WAY * MAGNETIC RIDE CONTROL * SUSPENSION, PERFORMANCE * LIMITED SLIP DIFFERENTIAL * DOOR HANDLES, ILLUMINATING * PEDALS, SPORT ALLOY * MAGNESIUM PADDLE SHIFTERS * HEADLAMPS, HIGH INTENSITY W/ ADAPTIVE FORWARD LIGHTING * HEAD-UP DISPLAY * COOLING SYSTEM, EXTRA CAPACITY
Y44 - SEATING PACKAGE * MEMORY SEAT ADJUSTER * PWR SEAT ADJUST DRIVER AND FRONT PASSENGER 8-WAY * ADAPTIVE REMOTE VEHICLE START * AUTO DIMMING ISRVN * MIRRORS, OUTSIDE HEATED & PWR W/ DRIVER SIDE AUTO DIMMING * UNIVERSAL HOME REMOTE * REAR VISION CAMERA SYSTEM	Y66 - DRIVER ASSIST PACKAGE: * ADAPTIVE CRUISE CONTROL * SIDE BLIND ZONE ALERT * REAR CROSS TRAFFIC ALERT * FRT & RR AUTOMATIC BRAKING * AUTOMATIC COLLISION PREPARATION * REAR CROSS TRAFFIC ALERT * AUTONOMOUS COLLISION MITIGATION BRAKING
YM8 - IDENTIFIER - LPO	

Added Option Codes

Vehicle has no current record of SAIO codes.

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PE14-010

GM

6/6/2014

Q 08 F





S E R V I C E

1G6AM5S32DC

13/CADILLAC/ATS

CHEYENNE, WY

4347

CDZZ

15,646 974

SEAN MEYER

09:45am 05.05.14 05:00pm

✱

TOTAL

1

COMMENTS

RENTAL RESERVED MARTY E

† W*03GDZ STARTING & CHARGING
BRAKES WILL LOCK UP ON HIGHWAY WHEN USING ADAPTIVE
CRUISE CONTROL

2. **W*0300226 RADIO/TAPE/CD UNIT**
WHEN TURN THE CAR ON SATELLITE RADIO WILL NOT TURN ON
UNLESS THROUGH THE ANTENNAE BUTTON

C* 01CDZZ WASH FREE CAR WASH



CHEVROLET CADILLAC
3111 S. College Ave.
P.O. Box 271065
Fort Collins, CO 80527
H. Collins (970) 226-2435
Denver (303) 571-5768



3068RU
3100 S. College Ave.
P.O. Box 271065
Fort Collins, CO 80527
H. Collins (970) 226-2435
Denver (303) 572-7541



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
01CDZ08-18K	18,000 MILE SERVICE	MI	0.00	01CDZ22-F6	TIRE ROTATION	MI	0.00
01CDZLOF	LOF	MI	0.00	06CDZ19-F7	WHEEL ALIGNMENT	MI	0.00
01CDZ07-15K	15,000 MILE SERVICE	MI	0.00	01CDZ06-12K	12,000 MILE SERVICE	MO	0.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/05/14	482024	15783	39175	36402	W	03CDZ	STARTING & CHARGING
03/04/14	478963	14207	973	36402	W	13CDZ01	LOF
				36402	W	13CDZ02	ROTATE TIRES
				36402	W	07CDZ	*BRAKES/TRACTN CTRL*
				36402	C	01CDZZ-WASH	FREE CAR WASH
				36402	W	03CDZ	STARTING & CHARGING

SALESPERSON NO.

SERVICE

VEHICLE ID NO.	1G6AM5S32D0	YEAR MAKE MODEL	13/CADILLAC/ATS	PRODUCTION DATE	STOCK NO.	WEEKEND	
TELEPHONE		CUSTOMER SIGNATURE		SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	05/05/14
CHEYENNE, WY		COLOR	BLUE/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	
		TYPE	CDZZ	MILEAGE	16,646	973	SEAN MEYER
APPOINTMENT	09:45am	05/05/14	05:00pm	PRIORITY	7		
CELL:							

JOB	ORIGINAL CUSTOMER ESTIMATE:	TOTAL	0.00
X	COMMENTS:		
	RENTAL RESERVED MARTY E		
1	W*03CDZ	STARTING & CHARGING	
	BRAKES WILL LOCK UP ON HIGHWAY WHEN USING ADAPTIVE CRUISE CONTROL		
AS IS: This work is done on a "best effort" basis. It is not intended to be a warranty. The work is done on a "best effort" basis. It is not intended to be a warranty. The work is done on a "best effort" basis. It is not intended to be a warranty.			
NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED			
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE			
SAVE PARTS ☐ DISCARD PARTS ☐			
DATE NOTIFIED OF COMPLETION			
☐ CUSTOMER PW ☐ WARRANTY ☐ INTERNAL			

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/05/14	482024	15783	39175	36402	W	03CDZ	STARTING & CHARGING
03/04/14	478963	14207	973	36402	W	13CDZ01	LOF
				36402	W	13CDZ02	ROTATE TIRES
				36402	W	07CDZ	*BRAKES/TRACTN CTRL*
				36402	C	01CDZZ-WASH	FREE CAR WASH
				36402	W	03CDZ	STARTING & CHARGING

SALESPERSON NO.

SERVICE

VEHICLE ID NO. **1G6AM5S32D0** SEATBELT LABEL **13/CADILLAC/ATS**

CUSTOMER NO. **[REDACTED]** SERVICE CONTRACT **[REDACTED]**

CITY **CHEYENNE, WY** STATE **WY** ZIP **[REDACTED]** DATE **05/05/14**

COLOR **BLUE/** MAKE **CDZZ** MODEL **16,646** YEAR **973** NAME **SEAN MEYER**

ARRIVAL TIME **09:45am** DATE **05/05/14** DEPARTURE TIME **05:00pm** PRIORITY **7**

CELL: **[REDACTED]**

I DO NOT WISH TO RECEIVE ANY ESTIMATE OTHER THAN BY MAIL TO WHICH I AM ENTITLED BY LAW. REPAIRS ARE AUTHORIZED

CUSTOMER SIGNATURE **[REDACTED]**

ORIGINAL CUSTOMER ESTIMATE: TOTAL
0.00

COMMENTS:
RENTAL RESERVED MARTY E

- 1 **W*03CDZ** **STARTING & CHARGING**
BRAKES WILL LOCK UP ON HIGHWAY WHEN USING ADAPTIVE CRUISE CONTROL
- 2 **W*03CDZ26** **RADIO/TAPE/CD UNIT**
WHEN TURN THE CAR ON SATELLITE RADIO WILL NOT TURN ON UNLESS THROUGH THE ANTENAE BUTTON
- 3 **C*01CDZZ-WASH** **FREE CAR WASH**

NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

SAVE PARTS ☐ DISCARD PARTS ☐

DATE NOTIFIED OF COMPLETION

☐ CUSTOMER PAY ☐ WARRANTY ☐ INTERNAL

CUSTOMER ADVISED OF ☒ MILE SERVICE INTERVAL **X**

*SUPPLIES— To our customers we found it is not practical to itemize the many environmental disposal charges and miscellaneous material used on each repair. A standard charge for such items is made on each R.O. The amount of the charge will be 8% of the total labor charge up to a maximum of \$5.00.



1G6AM5S32D0











dellenbach.com

LEER

V8 SRS

4x4

ATS

36

2









F/P

ZERO PRESSURE

DOT

4MCR

013X

4012

TREADWEAR 500

TRACTION A

TEMPERATURE A

SAFETY INSTRUCTIONS

84

M+S

TPCC SPEC 1395 MS

DO NOT USE THESE TIRES WITHOUT A LOW TIRE PUMPING Machine

DO NOT EXCEED 100 MPH

DO NOT EXCEED 100 MPH

DO NOT EXCEED 100 MPH

DO NOT EXCEED 100 MPH

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DO NOT EXCEED 100 MPH







TREAD PLYS: TRAYON
1 POLYAMIDE + 2 STEEL
SIDEWALL PLYS: TRAYON

(1500 LBS)



PRIMA AC
TUBELESS RADIAL X
MICHELIN M+S
84





225/40R18



WARNING:

SERIOUS INJURY MAY RESULT FROM: TIRE FAILURE

PRESSURE WARNING SYSTEM.
55 MPH AVOID SEVERE CORNERING AND ABRUPT MANEUVERS.

E2 0212 02 07



507-S

92

225/40R18

92V

EXTRA

EXTRA LOAD
EXPLOSION OF

OKA 166



TUBELESS

DO NOT MIX DIFFERENT TIRE SIZES ON THE SAME VEHICLE. MIXING DIFFERENT TIRE SIZES

DO NOT MIX DIFFERENT TIRE SIZES ON THE SAME VEHICLE. MIXING DIFFERENT TIRE SIZES

DO NOT MIX DIFFERENT TIRE SIZES ON THE SAME VEHICLE. MIXING DIFFERENT TIRE SIZES

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DO NOT MIX DIFFERENT TIRE SIZES ON THE SAME VEHICLE. MIXING DIFFERENT TIRE SIZES

DO NOT MIX DIFFERENT TIRE SIZES ON THE SAME VEHICLE. MIXING DIFFERENT TIRE SIZES





SAFETY
TRACTION A
TEMPERATURE A

4012

013X

4MCR

DOT

91

M+S

TREADWEAR 500

PRESSURE

ZERO





OUTSIDE

MICHELIN

FOR COMPLETE INSTRUCTIONS BEFORE USING MICHELIN'S SELF-SUPPORTING TIRES

FOR A LOW PRESSURE WARNING HAS BEEN INDICATED

MINIMIZE DISTANCE TRAVELED BEFORE TAKING CORRECTIVE ACTION

TPC

TPC SPEC 1395 MS

LINE'S SELF-SUPPORTING TIRES. * DO NOT USE THESE TIRES WITHOUT A LOW TIRE PRESSURE WARNING SYSTEM.
TAKING CORRECTIVE ACTION

* DRIVE MINIMUM SAFE SPEED. DO NOT EXCEED 55 MPH

DO NOT EXCEED 55 MPH

DO NOT EXCEED 55 MPH / - AVOID SEVERE CORNERING AND ABRUPT MANEUVERS

225 /



225/40R18



WARNING; SERIOUS INJURY MAY RESULT FROM TIRE FAILURE DUE TO UN



0212525
02 07507-8

MS

USE TIRES WITHOUT A LOW TIRE PRESSURE WARNING SYSTEM.
DO NOT EXCEED 65 MPH - AVOID SEVERE CORNERING AND ABRUPT MANEUVERS.





PRIMACY

TUBELESS

RADIAL

MIXING DIFFERENT TIRE SIZES ON THE SAME AXLE

275

Michelin

M+S



S1

DOT

4MCR

013X

3812

SAFETY

ZERO PRESSURE

TREADWEAR

600

TEMPERATURE B

TRACITION A





TDO SPEC 1395 MS

DO NOT USE THESE TREADS FOR HIGH SPEED DRIVING

DO NOT USE THESE TREADS FOR HIGH SPEED DRIVING





EXTRA LOAD

92V

40R18

SEE OWNER'S MANUAL OR TIRE PLACARD IN VEHICLE FOR PROPER TIRE INFLATION

225/40R18

EXPLOSION PROTECTION

MAX. CANADA AND U.S. CODES ONLY
MAX. LOAD 650 kg (1433 LBS)
MAX. PRESS. 340 kPa (50 P.S.I.)



NEVER INFLATE BEYOND 40 PSI TO SEAT BEADS

ONLY SPECIALLY TRAINED PERSONNEL SHOULD MOUNT TIRES



TREAD PLIES: 1 RAYON
1 POLYAMIDE + 2 STEEL
SIDEWALL PLIES: 1 RAYON

DO NOT MIX BIAS TIRES WITH RADIALS ON THE SAME VEHICLE

DESIGN ONLY (1389 LBS)
PSI (50 P.S.I.)
ONLY SPECIALLY TRAINED PERSONS SHOULD MOUNT TIRES





ZERO PRESSURE

M+S

91

DOT

4MCR

013X

3912

TREADWEAR 500

TEMPERATURE A

SAFETY INSTR

TRACTION





SPEC 139S MS

DO NOT EXCEED 88 MPH / DO NOT EXCEED 140 KM/H WITHOUT A LOW TIRE PRESSURE WARNING SYSTEM



AVOID SEVERE CORNERING AND ABRUPT STOPPING



WARNING: SERIOUS INJURY MAY RESULT FROM
TIRE FAILURE DUE TO
FAILURE TO MAINTAIN PROPER CORNERING AND AERIAL MANEUVERS.

WARNING: SERIOUS INJURY MAY RESULT FROM
TIRE FAILURE DUE TO
FAILURE TO MAINTAIN PROPER CORNERING AND AERIAL MANEUVERS.

WARNING: SERIOUS INJURY MAY RESULT FROM
TIRE FAILURE DUE TO
FAILURE TO MAINTAIN PROPER CORNERING AND AERIAL MANEUVERS.



EXTRA LOAD (EXCEEDING OF LOADS)
92V
225/40R18
0212228
02 07307-S 92
THIS FAILURE DUE TO UNDERINFLATION/OVERLOADING -- SHOULD OWNER'S MANUAL ON TIRE PLACED IN VEHICLE



CANADIAN MANUFACTURED
MAX. LOAD 3500 LBS. (1588 KG.)
MAX. PRESS. 34 PSI (2.3 BAR)



NEVER INFLATE BEYOND 40 PSI TO SEAT, BEADS

55-60 77 67 01

TRA 190

EXTRA LOAD
EXPLOSION OF THE RIM ASSEMBLY DUE TO IMPROPER MOUNTING



TREAD PLIES: 1 RAYON
1 POLYAMIDE + 2 STEEL
SIDEWALL PLIES: 1 RAYON

KNIXING BIAS TIRES WITH RADIALS ON THE SAME YEAR

TUBELESS

Mazda



PRIMACY

RADIAL X®

MICHELIN

TUBELESS

NEVER MIX DIFFERENT TIRE SIZES ON THE SAME AXLE



PRIMACY XZ
TUBELESS

MIXING DIFFERENT TIRE SIZES ON THE SAME VEHICLE

OUTSIDE

TPC SPEC 1300

INSPECTION BEFORE USING MICHELIN'S SELF-SUPPORTING TIRES
CORRECTIVE ACTION

DO NOT







2 15
DISABLED-V
D V
WYOM



TIRE AND LOADING INFORMATION

SEATING CAPACITY TOTAL 5 FRONT 2 REAR 3

The combined weight of occupants and cargo should never exceed 396 kg or 873 lbs.

TIRE	ORIGINAL SIZE		COLD TIRE PRESSURE
FRONT	225/40R18	V	240 kPa, 35 PSI
REAR	225/40R18	V	280 kPa, 40 PSI
SPARE	NONE		NONE

SEE OWNER'S
MANUAL FOR
ADDITIONAL
INFORMATION

1G6AM5S32D0



Personal Identification Number
[REDACTED]







V6 VVT
DIRECT INJECTION



















23104167 7933



Com
Fabriqué

Y0724679
Made in Germany
HW: C4.4
1988

CE 06
1833-A
YARS3-A





many/E

202YK072 Made in

C1A - An
CC ID-0A



Cor

HW: C4
ARS330

ARS3











PASSENGER AIR BAG

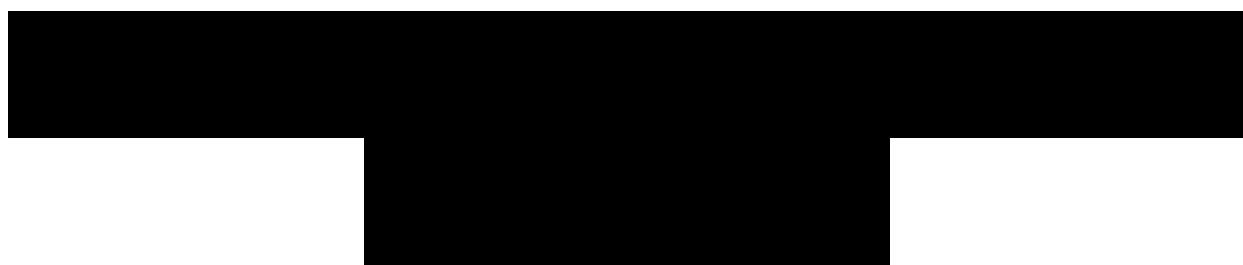


PE14-010

GM

6/6/2014

Q 08 F



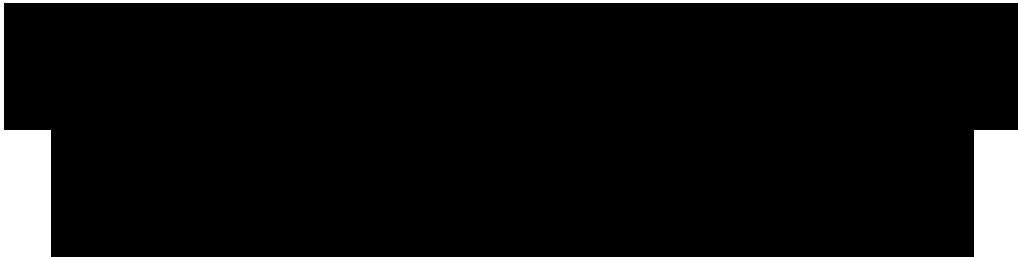


PE14-010

GM

6/6/2014

Q 08 F



Inspection 2013 ATS VIN 1G6AM5S32D0 [REDACTED]

Start Date: May 5, 2014

End Date: May 5, 2014

Engineering Group: General Motors (Bryan Joyner and Brian E. Thompson); ESIS (Jon Ball)

Attachments:

Data downloaded from SV

Photos of SV

Google Screen shot of area where braking event was observed.

Description: Inspect Vehicle; gather software and calibration part numbers, Active Safety EDR data, and vehicle DTCs; 100+ mile drive evaluation in areas of customer reported incidents with Neovi monitoring.

Summary of Action: Software and Calibration released part numbers installed by service found to be from different software releases. Photos of SV show LHS wheels have damage to rim flange. 1 braking event observed under Exit 4 overpass headed southbound on I-25 in Colorado (High Plains Road). Braking appeared to be triggered by overpass. Drove route 2 more times and could not duplicate. No evidence that SV was not functioning as designed.

PE14-010

GM

6/6/2014

Q 08 I



Brake Inspection

5/4/2014

2014 Malibu

Vin EU [REDACTED]

Libby

QRD

Service GDS2 EBCM Control Functions

Passed ☒ ABS LF Solenoid Valves

Passed ☒ " RF " "

Passed ☒ " LR " "

Passed ☒ " RR " "

Passed ☒ (Observation During Test LF locked RR locked) LF Traction Value

Passed ☒ (RF + locked LR) RF " "

Passed ☒ (LR + ~~RF~~ locked) LR " "

Passed ☒ (RR + ~~LF~~ locked other released) RR " "

EBCM 2013 Buick LaCrosse

Wheel Speed Sensors ☒

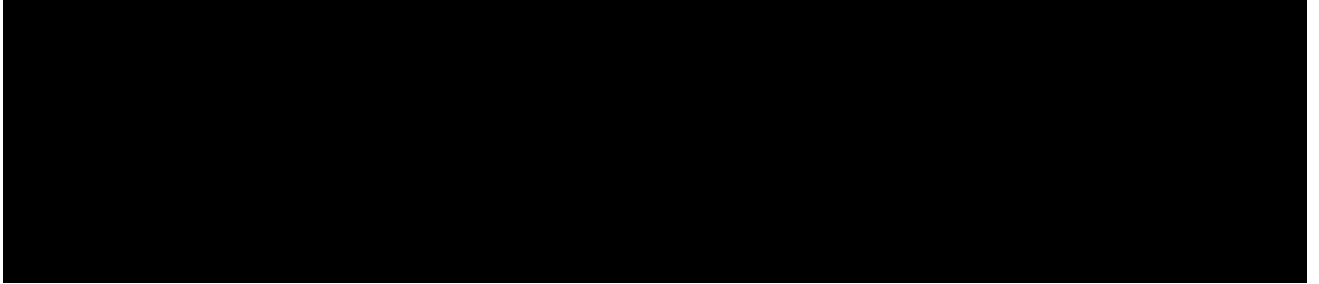
Passed service inspection with GDS2

PE14-010

GM

6/6/2014

Q 08 I



From Brian Quinn (6-2-14)

Hi Karen,

Here is the summary for Bldg. 32 Vehicle Brake Inspections:

2014 Malibu (Driver: Libby Brown – VIN# EU[REDACTED])

- 5/4/2014 – Brakes Inspected – GM Brake Engineers - Brian Quinn, Vince Sicilia, and Steve Weber
- EBCM Brake Modulator hydraulic inspection for correct plumbing – RESULT: PASSED
- EBCM Brake Modulator pump motor tested with GDS2 – RESULT: PASSED
- EBCM Brake Modulator solenoid valve cartridge testing to confirm operation and plumbing with GDS2 – RESULT: PASSED
- Verified Wheel Speed Sensor to EBCM module signal operation and wiring was mapped correctly to each corner location; using Service Tool GDS2 - RESULT: PASSED
 - o NOTE: During inspection of Left Rear Bearing Wheel Speed Sensor (WSS) Magnetic Encoder Ring there were three small sliver's (.5 x 5 mm) metallic debris were found. No EBCM code sets for this contamination. No functional degradation was observed. Follow-up WSS debris robustness testing completed by Vince Sicilia.
- Mechanical inspection of all brake system components. RESULT: PASSED
- WRITTEN NOTES & GDS2 REPORT



Read Vehicle 161145913015...
Write DTC: WinJL...

FINAL RESULT: PASSED ALL BRAKE INSPECTION

PE14-010

GM

6/6/2014

Q 08 I



Inspection(s) 2014 Malibu VIN 1G11H5SL1EU
Per Notebook in vehicle (supplied 6-2-14 by Cindie Niemann)

5/6/14:

Data pulled from EBCM – no changes made – Jeff Hribar, TRW 734-536-4156

Evaluate Front Camera Module – Michele Metz-Tippy 586-246-4372:

- Front camera module part numbers correct
- Corner of beauty cover was not fully pushed into place, however, would not affect camera performance
- Camera was mounted in the bracket properly
- Camper was functioning all features properly

Added info From Michele Metz – Tippy (6-2-14 email)

2014 Malibu for Impala Braking NHTSA which was at building 32 in Milford (Forward Camera Module)

1. We did an evaluation of the front camera and confirmed that it was the correct part, installed properly and was working properly. Cindie Nieman captured the notes that I put in the log book below which state the same thing
2. It was also determined that when the scan tool/service tool was put on the vehicle, it stated that the Front Camera was not aligned. This scan tool/service tool was providing incorrect information which I confirmed when I checked the vehicle above. The issue was that the scan tool/service tool was looking for a calibrated state (01) or a not calibrated state (00). There is a third state that the camera can be in which is identified as the dynamically calibrated state (02) and the scan tool/service tool did not look for this state. The scan tool/service tool software is being updated to now look for all three states (not calibrated state (00), calibrated state (01), dynamically calibrated state (02)). The scan tool/service tool software will be updated by June 9th per service engineer Chetan Patel.

5/7/14:

Evaluate Wheel Speed Sensors - Bernie Slovan 586-907-2715

- o Removed wheels and wheel liners to expose WSS in-line connectors. At each corner inspected connections for mating. All connections fully mated. Front connector have CPA's
- o Un-mated inline WSS connectors. All four showed no signs of foreign materials and appeared clear of fretting corrosion
- o Performed test on female terminals. All terminals are tight. No issues noted.
- o Re-assembled connections

5/8/14:

Measure pedal force preload (name listed as Callaghan, no other contact information).

Added info Per 6-2-14 conversation with Morley – Vinnie Sicilia in charge of this item and providing data.

5/12:14:

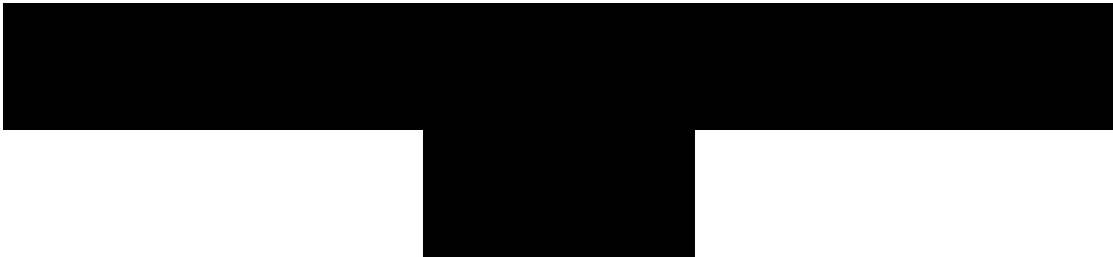
Installed RT sensor # LTM-0185 to measure Lat, decl, yaw rate – Rob Taylor

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██████████ interview with Libbey (Elizabeth) on Thurs May 1, 2014. GM Employee.

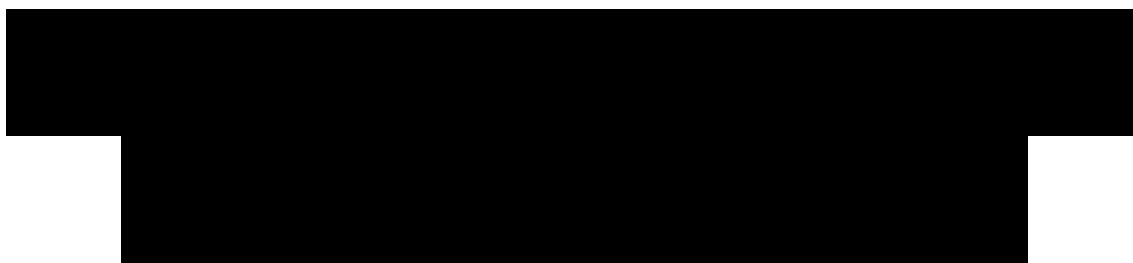
Was notified via email that Libbey had turned a Malibu into service garage with an issue regarding a braking event. I called her Thurs 5/1. She stated she had driven to Chicago the weekend before to visit her family (4/25). She was traveling on the turnpike in the area where Illinois and Indiana meet, not yet in Illinois. She had cruise control set around 55 or 70 mph, whatever the speed limit was in that area. She had a cement barrier on the left and a semi that she was passing to her right. She was in the fast lane. When she came up to the cab on the semi truck, it had large mirrors she recalls, the RLAD and beeping sounds came indicating an imminent collision on the collision alert system. At the same time, with no delay, the vehicle had a hard jerk or deceleration feel – like someone stepped on the brakes for just a moment. She had her phone connected via Bluetooth and was not on a call at the time. She was able to use the accelerator to regain vehicle speed, estimates she lost about 15mph not realizing the cruise control had been kicked out. She was able to re-set cruise and continue her drive.

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Global Diagnostic System 2

Read Vehicle Wide DTC and ID Information

Overview

MDI Serial Number	22110062
Vehicle Identification Number (VIN)	1G11H5SL1EU[REDACTED]
Diagnostic End Date	2014-05-04 20:49:49
Diagnostic Start Date	2014-05-04 20:49:49
Number of Times Diagnostic Session Resumed	0
Make	Chevrolet
Model	Malibu
Model Year	2014

Engine Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1G11H5SL1EU[REDACTED]
End Model Part Number	12659501
Base Model Part Number	12655629
Software Module 1 Identifier	12659502
Software Module 2 Identifier	12659989
Software Module 3 Identifier	12659985
Software Module 4 Identifier	12659993
Software Module 5 Identifier	12661669
Software Module 6 Identifier	12661666

No DTCs Stored

Chassis Control Module

No Communication

Transmission Control Module

Identification Information

	Value
Vehicle Identification Number (VIN)	1G11H5SL1EU [REDACTED]
Date Programmed	20140123
Diagnostic Data Identifier	0
End Model Part Number	24270720
Base Model Part Number	24261679
Software Module 1 Identifier	24270721
Software Module 1 Identifier Alpha Code	AA
Software Module 2 Identifier	24272159
Software Module 2 Identifier Alpha Code	AB
Software Module 3 Identifier	24263698
Software Module 3 Identifier Alpha Code	AN
Software Module 4 Identifier	24263699
Software Module 4 Identifier Alpha Code	AL
System Code	0

No DTCs Stored

Electronic Brake Control Module

Identification Information

	Value
Vehicle Identification Number (VIN)	1G11H5SL1EU [REDACTED]
Subscriber ID	PCDHSTN#54
Date Programmed	Thursday, January 23, 2014
Diagnostic Data Identifier	1A03
XML Configuration Compatibility Identifier	1
XML Data File Part Number	23196239
XML Data File Alpha Code	AA
Previous Subscriber ID	yyyyyyyyyy
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Manufacturer's Traceability Number	7435988233011154
Module Diagnostic Address	28
End Model Part Number	22863598
Base Model Part Number	22863596
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Boot Software Part Number	13314058
Software Part Number Alpha Code	AA

Software Module 1 Identifier	22864990
Software Module 1 Identifier Alpha Code	DA
Software Module 2 Identifier	23425665
Software Module 2 Identifier Alpha Code	DB
Software Module 3 Identifier	22984431
Software Module 3 Identifier Alpha Code	DA
Software Module 4 Identifier	22984430
Software Module 4 Identifier Alpha Code	DA
Software Module 5 Identifier	22984429
Software Module 5 Identifier Alpha Code	DA
Software Module 6 Identifier	22984428
Software Module 6 Identifier Alpha Code	DA
Software Module 7 Identifier	25992332
Software Module 7 Identifier Alpha Code	AA
Software Module 8 Identifier	25992332
Software Module 8 Identifier Alpha Code	AA
GMLAN Identification Data - Bus 1 Type	High Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	50102
GMLAN Identification Data - Bus 2 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 2 Version	300
GMLAN Identification Data - Data Dictionary 2 Version	50102
System Code	1A

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
				History
				This Ignition Cycle
				Passed
				DTC
U0140	00	Lost Communication with Body Control Module	- - -	Current Status
				Not Current
				DTC History Status
				History
				MIL Status
				Not Requested
				History
				This Ignition Cycle
				Passed
				DTC

					Current Status	Not Current
C0242	00	Powertrain Control Module Indicated Traction Control	- - -		DTC History Status	History
					MIL Status	Not Requested
					History This Ignition Cycle	Not Run
C025E	5A	Brake Booster Vacuum Sensor Circuit	Not Plausible		DTC Current Status	Not Current
					DTC History Status	History
					MIL Status	Not Requested

Parking Brake Control Module

No Communication

Multi-Axis Acceleration Sensor Module

Identification Information	Value
Vehicle Identification Number (VIN)	
Diagnostic Data Identifier	0401
XML Configuration Compatibility Identifier	1
XML Data File Part Number	0
XML Data File Alpha Code	
Manufacturer's Traceability Number	LR11202313349YNJ
Module Diagnostic Address	2C
End Model Part Number	13581120
Base Model Part Number	13581120
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
Boot Software Part Number	
Software Module 1 Identifier	20100210
Software Module 1 Identifier Alpha Code	AB
GMLAN Identification Data - Bus 1 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300

GMLAN Identification Data - Data Dictionary 1 Version 30401
System Code 04

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
				History
				This Ignition Cycle
				Passed
				Last Test
				Passed
U0121	00	Lost Communication with Electronic Brake Control Module	Malfunction	Since DTC Clear
				Passed
				DTC History
				History
				Status
				MIL Status
				Not Requested

Power Steering Control Module

Identification Information

Value
Vehicle Identification Number (VIN) 1G11H5SL1EU [REDACTED]
Subscriber ID PCDHSTN#54
Date Programmed Thursday, January 23, 2014
Diagnostic Data Identifier 0224
Manufacturer Enable Counter 0
Manufacturer's Traceability Number BL40333M01081782
Module Diagnostic Address 31
Broadcast Code
End Model Part Number 13414033
Base Model Part Number 13394503
End Model Part Number Alpha Code AA
Base Model Part Number Alpha Code AA
Software Module 1 Identifier 13414032
Software Module 1 Identifier Alpha Code AA
Software Module 2 Identifier 22799851
Software Module 2 Identifier Alpha Code AA
GMLAN Identification Data - Bus 1 Type High Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version 300
GMLAN Identification Data - Data Dictionary 1 Version 50403
System Code 02

No DTCs Stored

Steering Wheel Angle Sensor Module

Identification Information	Value
Diagnostic Data Identifier	301
Manufacturer's Traceability Number	SA9709E132715288
Module Diagnostic Address	34
End Model Part Number	13579709
Base Model Part Number	13579709
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AA
GMLAN Identification Data - Bus 1 Type	Chassis Expansion CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	50101
System Code	3

DTC Display	Symptom Byte	DTC Description	Symptom Description	Status
				History
				This Ignition Cycle
				Passed
				Last Test
				Passed
U0121	00	Lost Communication with Electronic Brake Control Module	- - -	Since DTC Clear
				Passed
				DTC History Status
				History
				MIL Status
				Not Requested

Suspension Control Module

No Communication

Body Control Module

Identification Information	Value
End Model Part Number	13591300
Boot Software Part Number	13578437
Manufacturer Enable Counter	0
Calibration Part Number 1	13591303
Calibration Part Number 2	23171743
Calibration Part Number 3	23171729

Calibration Part Number 4	23171735
Calibration Part Number 5	23171720
Calibration Part Number 6	23171705
Calibration Part Number 7	23171708
Calibration Part Number 8	23171711
Calibration Part Number 9	23171700
Calibration Part Number 10	23171748
Calibration Part Number 11	23171739
Calibration Part Number 12	23171716
Calibration Part Number 13	13338869
Calibration Part Number 14	22886694
Calibration Part Number 15	13505711
Calibration Part Number 16	13505709
Calibration Part Number 17	13505710
Calibration Part Number 18	13505707
Calibration Part Number 19	13344472
Calibration Part Number 20	23171727
Diagnostic Data Identifier	601
Module Diagnostic Address	40
Vehicle Identification Number (VIN)	1G11H5SL1EU [REDACTED]
Odometer	2426

No DTCs Stored

Inflatable Restraint Sensing and Diagnostic Module

Identification Information	Value
Vehicle Identification Number (VIN)	1G11H5SL1EU [REDACTED]
End Model Part Number	13592409
Base Model Part Number	13592409
Manufacturer's Traceability Number	AS2409T133402642
Inflatable Restraint Sensing and Diagnostic Module Primary Key	7311
Software Part Number	13592404
Calibration Part Number 1	23137311
Calibration Part Number 2	13577610
Diagnostic Data Identifier	0301
Software Module 1 Identifier	0
Software Module 2 Identifier	0

No DTCs Stored

Passenger Presence Module

Identification Information

End Model Part Number	22920148
Base Model Part Number	22920148
Manufacturer's Traceability Number	BR0148J130301XL2
Software Part Number	92249460
Calibration Part Number 1	22928289

No DTCs Stored**Instrument Cluster****Identification Information**

Vehicle Identification Number (VIN)	1G11H5SL1EU [REDACTED]
Subscriber ID	PCDHSTN#54
Date Programmed	Thursday, January 23, 2014
Diagnostic Data Identifier	0269
XML Configuration Compatibility Identifier	13
XML Data File Part Number	23459807
XML Data File Alpha Code	AA
Previous Subscriber ID	yyyyyyyyyy
2nd Previous Subscriber ID	
Manufacturer Enable Counter	0
Module Diagnostic Address	60
End Model Part Number	23128277
Base Model Part Number	23128277
Manufacturer's Traceability Number	508277Z010544664
Software Module 1 Identifier	23134075
Software Module 2 Identifier	92266421
Software Module 3 Identifier	22914245
Software Module 4 Identifier	92266791
Software Module 5 Identifier	22921885
Software Module 6 Identifier	22921915
Software Module 7 Identifier	22921939
Software Module 8 Identifier	22921926
Software Module 9 Identifier	23454629
Software Module 10 Identifier	22921933
Software Module 11 Identifier	22921937
GMLAN Identification Data - Bus 1 Type	Low Speed CAN Bus
GMLAN Identification Data - GMLAN Kernel 1 Version	300
GMLAN Identification Data - Data Dictionary 1 Version	60402
System Code	02

Odometer 2426

No DTCs Stored

Headlamp Control Module

No Communication

Radio

Identification Information	Value
End Model Part Number	23206559
Boot Software Part Number	99999989
Manufacturer Enable Counter	0
Calibration Part Number 1	23206558
Calibration Part Number 2	22950164
Software Part Number 2	23206819
Calibration Part Number 3	22933684
Calibration Part Number 4	22897633
Calibration Part Number 5	22892875
Calibration Part Number 6	22897640
Calibration Part Number 7	23194585
Calibration Part Number 8	23163386
Calibration Part Number 9	23188802
Calibration Part Number 10	22795821
Calibration Part Number 11	23133100
Calibration Part Number 12	23164544
Calibration Part Number 13	
Calibration Part Number 14	3389593106
Calibration Part Number 15	84157748
Calibration Part Number 16	22950148
Digital Radio Receiver ID	Y0N053MC
DVD Region Code	
DVD Region Code Changes Remaining	
VIN Digits 2-17	G11H5SL1EU [REDACTED]
Diagnostic Data Identifier	21C

No DTCs Stored

Digital Radio Receiver Control Module

No Communication

Multimedia Player Interface Module

No Communication

Mobile Telephone Control Module

No Communication

Telematics Communication Interface Control Module

Identification Information	Value
Bluetooth	Disabled
Call Mode	CDMA A Band
Current Transceiver Identifier	21
End Model Part Number	95328112
Firmware Over-the-Air Version	4308
GSM Network Code	0
GSM Station Identifier	0
Manufacturer	LG
Manufacturer's Traceability Number	1213313000000199
Mobile Directory Number	0310002483023069
Mobile Identification Number	0310002483023069
Mobile Equipment Identifier	270113193916070048
Module Generation Identifier	9
Network Access Identifier	M:2483023069@vzw3g.com
Network Access Identifier Password	vzw
Off-Board Navigation	Enabled
OnStar Customer Identifier	90018090
Option Configuration	On
Preferred Roaming List Outdated Status	No
Preferred Roaming List Update Command	Inactive
Preferred Roaming List Version Number	27020
Remote Vehicle Speed Limiting	Active
Software Module 1 Identifier	344E36
Utility File Part Number	22824128

No DTCs Stored

HVAC Control Module

Identification Information	Value
Vehicle Identification Number (VIN)	1G11H5SL1EU [REDACTED]

Date Programmed	Thursday, January 23, 2014
Diagnostic Data Identifier	400
End Model Part Number	13591963
Base Model Part Number	13591963
Software Module 1 Identifier	13591955
Software Module 2 Identifier	23159957
Software Module 3 Identifier	23159961

No DTCs Stored

Front Seat Heating Control Module

Identification Information	Value
End Model Part Number	13577725
Base Model Part Number	13501105
Calibration Part Number 1	22810933
End Model Part Number Alpha Code	CM
Diagnostic Data Identifier	0401
Module Diagnostic Address	A9
Date Programmed	Thursday, January 23, 2014
Software Module 1 Identifier Alpha Code	AD

No DTCs Stored

Rear Seat Heating Control Module

No Communication

Keyless Entry Control Module

No Communication

Left Side Object Detection Control Module

Identification Information	Value
Manufacturer's Traceability Number	2313319000006726
Manufacturer Enable Counter	0
Module Diagnostic Address	B9
Software Module 1 Identifier	23173665
Software Module 2 Identifier	23187345
End Model Part Number	23173663
Base Model Part Number	22844404

Software Module 1 Identifier Alpha Code	AC
Software Module 2 Identifier Alpha Code	EA
End Model Part Number Alpha Code	AA
Base Model Part Number Alpha Code	AG

No DTCs Stored

Parking Assist Control Module

No Communication

Vehicle Direction Camera Control Module

No DTCs Stored

Steering Column Lock Control Module

No Communication

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GM

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Vehicle requirements

3 Impala -UEU, 3 confirmed

10 Impala + UEU, 5 confirmed, 4 confirmed PT

10 Malibu + LKW +UEU, 3 confirmed, 6PT, 1 PEP (Lisa Kupser)

I 696 pre ride complete Tom Schindler

Chicago pre ride coincident with ride . Libby Berger 248-930-5018

Driver list

Neovi's confirmed, set up

Drive plan Mark and Mike

Drive plan

Safety protocol

Drive protocol FCA on, cruise engaged, 55-80 mph no special maneuvers for inducement

Data logger, Neovi, script etc

Route

Schedule

Meet/kick off meeting Saturday 7:30 am, bldg. 104 conf rm 1B4-25

Bucket 1- Impala -UEU

1DGP4433 MPG H3

EU100050 **Heritage Ctr**

1EGS4441 MPG

Bucket 2- Impala +UEU

EU100357 SLC

EU100352 SLC

E9109335 SLC

EU100009 MPG

E9189458 MPG

E9105048 SLC

E9226108 **MPG Bldg 12**

E9171832

E9226399

E9232882

Bucket 3-Malibu +UEU

14G76124 MPG

Zisler MPG

EU135207 **QEK**

EU153048 **QEK**

EF284410 **MPG Bldg 12**

EF285037

EF282261

EU164469

EF284591

EF100174

Participants

Mark Meyers (10 total)

Mike Mueller

Mike Finch

Don Robare

Greg Martuch

Don White

Tom Schinderle

Dong Song

Van Childers

Chuck Taylor

Raj Kommareddy

Philip Steele Jr

Nathan Smart

Maria Trudgeon

Ted Tedeschi

Jason Taepke

Chris Biddle

Hector Valerio

Dave Larson

Mike Thompson

Greg Smith

Jose Urqieta

Ken Murphy

Taylor Reeves

Pete DeLuca

Michael Onyia

PE14-010

GM

6/6/2014

Q 08 J



Action: 2014 Impala and Malibu Ride to reproduce FCA Decel event. – Milford, MI to Chicago, Ill.

Start Date: May 3rd, 2014

End Date: May 4th, 2014

Engineering Group: General Motors Vehicle Performance

Attachments: Vehicle and Driver List.

Description: Engineering drive event to attempt to reproduce FCA decel event. 23 vehicles were drove to Warren Michigan and Chicago, Ill with Neovi monitoring on each vehicle to record all data. 26 engineers worked both Sat and Sun overtime 14 hours on Saturday and 9 hours on Sunday. Brought GM employee that had decel event in Chicago on trip to detail exact spot on I-90 toll road. Total miles driven for all 23 vehicles on trip was 10,750 mi. Total hours driven 525 hrs.

Summary of Action: No inappropriate braking incident or other performance anomaly was duplicated



Brake investigation
drive 5-3-14.docx

Action: 2014 Impala and Malibu Roush Testing to reproduce FCA Decel event. – Warren, Southfield, and Detroit, MI

Start Date: May 8th, 2014

End Date: May 22nd, 2014

Engineering Group: Roush Industries

Attachments: Drivers log with test overall summary.

Description: Roush Industries drive event to attempt to reproduce FCA decel event. 14 vehicles being driven daily 10 hrs, 7 days a week. Test loop from Warren I696, to Southfield fwy, to I94 Detroit Loop with Neovi monitoring on each vehicle to record all data. Loop is reversed in afternoon to maximize sunlight into camera. Total number test summary to date 1960 hours and 70,360 miles.

Summary of Action: No inappropriate braking incident or other performance anomaly was duplicated



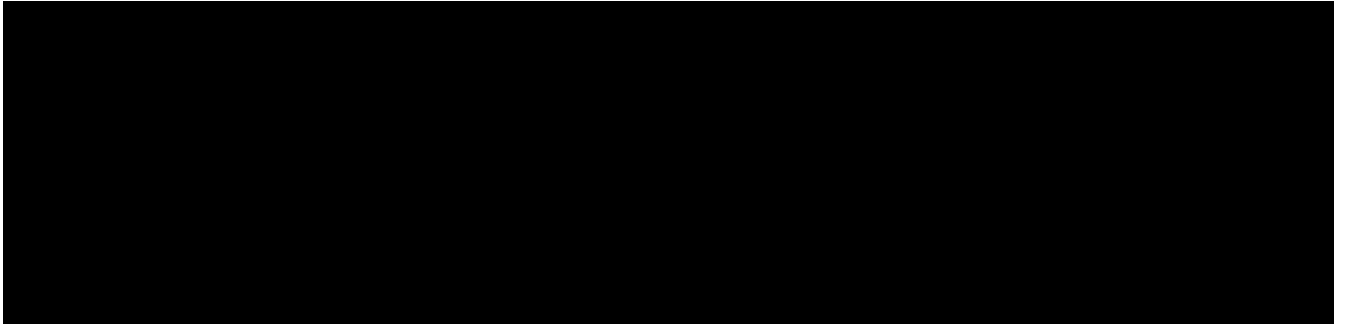
Roush FCA Event
Log (Epsilon) 5-22-1.

PE14-010

GM

6/6/2014

Q_08_M



FLORIDA TRAFFIC CRASH REPORT

LONG FORM ☐ SHORT FORM ☒ UPDATE ☐

(Electronic Version)

HIGHWAY SAFETY & MOTOR VEHICLES,
TRAFFIC CRASH RECORDS
NEIL KIRKMAN BUILDING, TALLAHASSEE, FL 32399-0537

Date of Crash 11/Mar/2014 12:00 AM	Time of Crash 11/Mar/2014 12:00 AM	Date of Report 11/Mar/2014 12:17 PM	Invest. Agency Report Number [REDACTED]	HSMV Crash Report Number [REDACTED]
---------------------------------------	---------------------------------------	--	--	--

CRASH IDENTIFIERS

County Code 38	City Code	County of Crash [REDACTED]	Place or City of Crash	Within City Limits No	Time Reported 11/Mar/2014 12:05 PM	Time Dispatched 11/Mar/2014 12:08 PM
Time on Scene 11/Mar/2014 12:15 PM	Time Cleared Scene 11/Mar/2014 12:45 PM	Completed Yes	Reason (if Investigation NOT Completed)			Notified By Law Enforcement

ROADWAY INFORMATION

Crash Occurred On Street, Road, Highway [REDACTED]			At Street Address # [REDACTED]		At Latitude and Longitude 24.710475494971609 -81.095032707800502	
At Feet	Or Miles	Direction	From Intersection With Street, Road, Highway [REDACTED]			Or From Milepost #
Road System Identifier 3 State		Type Of Shoulder 1 Paved	Type Of Intersection 1 Not at Intersection			

CRASH INFORMATION (Check if Pictures Taken) ☐

Light Condition 1 Daylight	Weather Condition 1 Clear	Roadway Surface Condition 1 Dry	School Bus Related 1 No	Manner Of Collision 1 Front to Rear
First Harmful Event Type	First Harmful Event 14	First Harmful Event Location 1 On Roadway	Within Interchange No	First Harmful Event Relation to Junction 1 Non Junction
Contributing Circumstances: Road 1 None		Contributing Circumstances: Road		Contributing Circumstances: Road
Contributing Circumstances: Environment 1 None		Contributing Circumstances: Environment		Contributing Circumstances: Environment
Work Zone Related 1 No	Crash In Work Zone	Type Of Work Zone	Workers In Work Zone	Law Enforcement In Work Zone

VEHICLE (Check if Commercial) ☐

Vehicle 1	Motor Vehicle Type 1 Vehicle in Transport	Hil and Run 1 No	Veh License Number [REDACTED]	State MA	Reg. Expires 31/Oct/2014	Permanent Reg. No	VIN 1GJHG35U8311 [REDACTED]		
Year 2003	Make GMC	Model SPORTVAN	Style VAN	Color GRY	Extent of Damage Minor	Est. Damage 800	Towed Due To Damage No	Vehicle Removed By	Rotation
Insurance Company HANOVER INS GROUP				Insurance Policy Number [REDACTED]					
Name of Vehicle Owner (Check Box if Business) ☐				Current Address (Number and Street) [REDACTED]			City and State LEXINGTON MA		Zip Code [REDACTED]
Trailer One	License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length	Axes
Trailer Two	License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length	Axes
Vehicle Traveling	Direction West	On Street, Road, Highway SR5 SB 62MM				At Est. Speed 40	Posted Speed 55	Total Lanes 2	
CMV Configuration			Cargo Body Type			Area of Initial Impact		Most Damaged Area	
Comm GVWR/GCWR			Trailer Type (Trailer one)			Trailer Type (Trailer two)			
Haz. Mat. Release		Haz Mat. Placard	Number	Class					
Motor Carrier Name				US DOT Number					
Motor Carrier Address				City and State				Zip Code	Phone Number
Comm/Non-Commercial	Vehicle Body Type 2 Passenger Van	Vehicle Defects (one) 1 None		Vehicle Defects (two)		Emergency Vehicle Use 1 No	Special Function of MV 1 No Special Function		
Vehicle Maneuver Action 1 Straight Ahead	Trafficway 1 Two-Way, Not Divided	Roadway Grade 1 Level	Roadway Alignment 1 Straight	Most Harmful Event 2 Collision with Non-Fixed Object		Most Harmful Event Detail 14 Motor Vehicle in Transport			
Traffic Control Device For This Vehicle 1 No Controls		First (1) Sequence of Events 2 Collision with Non-Fixed Object 14 Motor Vehicle in Transport		Second (2) Sequence of Events		Third (3) Sequence of Events		Fourth (4) Sequence of Events	

VEHICLE (Check if Commercial) ☐

Vehicle 2	Motor Vehicle Type 1 Vehicle in Transport	Hil and Run 1 No	Veh License Number [REDACTED]	State TN	Reg. Expires 30/Jun/2014	Permanent Reg. No	VIN 2G1116SL8E8 [REDACTED]		
Year 2014	Make CHEVY	Model IMPALA	Style SEDAN	Color GRY	Extent of Damage Minor	Est. Damage 600	Towed Due To Damage No	Vehicle Removed By	Rotation
Insurance Company FARMERS				Insurance Policy Number [REDACTED]					

Date of Crash 11/Mar/2014 12:00 AM		Date of Report 11/Mar/2014 12:00 AM		Invest. Agency Report Number		HSMV Crash Report Number	
Name of Vehicle Owner (Check Box If Business) ☒ HERTZ VEHICLE LLC			Current Address (Number and Street) 2107 ACOLA HWY			City and State ALCOA TN	
Zip Code 37701		Trailer One		Trailer Two			
License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length
License Number	State	Reg. Expires	Permanent Reg.	VIN	Year	Make	Length
Vehicle Travelling:	Direction West	On Street, Road, Highway				At Est. Speed 50	Posted Speed 55
Total Lanes 2		CMV Configuration		Cargo Body Type		Area of Initial Impact	
Comm GVWR/GCWR		Trailer Type (trailer one)		Trailer Type (trailer two)		Most Damaged Area	
Haz. Mat. Release		Haz. Mat. Placard		Number		Class	
Motor Carrier Name		US DOT Number		18. Undercarriage 19. Overturn 20. Windshield 21. Trailer		18. Undercarriage 19. Overturn 20. Windshield 21. Trailer	
Motor Carrier Address		City and State		Zip Code		Phone Number	
Comm/Non-Commercial		Vehicle Body Type 1 Passenger Car		Vehicle Defects (one) 77 Other, Explain in Narrative		Vehicle Defects (two)	
Emergency Vehicle Use 1 No		Special Function of MV 1 No Special Function		Vehicle Maneuver Action 77 Other, Explain in Narrative		Traffway 1 Two-Way, Not Divided	
Roadway Grade 1 Level		Roadway Alignment 1 Straight		Most Harmful Event 2 Collision with Non-Fixed Object		Most Harmful Event Detail 14 Motor Vehicle in Transport	
Traffic Control Device For This Vehicle 1 No Controls		First (1) Sequence of Events 2 Collision with Non-Fixed Object 14 Motor Vehicle in Transport		Second (2) Sequence of Events		Third (3) Sequence of Events	
Fourth (4) Sequence of Events							

PERSON RECORD

Person# 1	Description 1 Driver	Vehicle # 1	Name	Date of Birth	Sex	Phone Number	Re-Exam No
Address		City LEXINGTON		State MA		Zip Code	
Driver License Number		State MA	Expires 20/Jul/2016	DL Type 5 E/Operator	Req. End.	Injury Severity 1 None	Ejection 1 Not Ejected
Restraint System 3 Shoulder and Lap Belt Used		Air Bag Deployed 2 Not Deployed	Helmet Use	Eye Protection 3 Not Applicable	Seating Location Seat 1 Left	Seating Location Row 1 Front	Seating Location Other 1 Not Applicable
Drivers Actions at Time of Crash (first) to Followed too Closely		Drivers Actions at Time of Crash (second)		Driver Distracted By 1 Not Distracted		Vision Obstruction 1 Vision Not Obscured	
Drivers Actions at Time of Crash (third)		Drivers Actions at Time of Crash (fourth)		Drivers Condition at Time of Crash 1 Apparently Normal			
Suspected Alcohol Use 1 No	Alcohol Tested 1 Test Not Given	Alcohol Test Type	Alcohol Test Result	BAC	Suspected Drug Use 1 No	Drug Tested 1 Test Not Given	Drug Test Type
Source of Transport to Medical Facility 1 Not Transported		EMS Agency Name or ID		EMS Run Number		Medical Facility Transported To	

PERSON RECORD

Person# 2	Description 1 Driver	Vehicle # 2	Name	Date of Birth	Sex	Phone Number	Re-Exam No
Address		City NEVIS		State MN		Zip Code 55467	
Driver License Number		State MN	Expires 13/Jun/2015	DL Type 5 E/Operator	Req. End.	Injury Severity 1 None	Ejection 1 Not Ejected
Restraint System 3 Shoulder and Lap Belt Used		Air Bag Deployed 2 Not Deployed	Helmet Use	Eye Protection 3 Not Applicable	Seating Location Seat 1 Left	Seating Location Row 1 Front	Seating Location Other 1 Not Applicable
Drivers Actions at Time of Crash (first) 1 No Contributing Action		Drivers Actions at Time of Crash (second)		Driver Distracted By 1 Not Distracted		Vision Obstruction 1 Vision Not Obscured	
Drivers Actions at Time of Crash (third)		Drivers Actions at Time of Crash (fourth)		Drivers Condition at Time of Crash 1 Apparently Normal			
Suspected Alcohol Use 1 No	Alcohol Tested 1 Test Not Given	Alcohol Test Type	Alcohol Test Result	BAC	Suspected Drug Use 1 No	Drug Tested 1 Test Not Given	Drug Test Type
Source of Transport to Medical Facility 1 Not Transported		EMS Agency Name or ID		EMS Run Number		Medical Facility Transported To	

PERSON RECORD

Person# 3	Description 3 Passenger	Vehicle # 2	Name	Date of Birth	Sex	Injury Severity 1 None	Ejection 1 Not Ejected
Address		City NEVIS		State MN		Zip Code	

Date of Crash 11/Mar/2014 12:00 AM	Date of Report 11/Mar/2014 12:00 AM	Invest. Agency Report Number [REDACTED]	HSMV Crash Report Number [REDACTED]
Restraint System 3 Shoulder and Lap Belt Used	Air Bag Deployed 2 Not Deployed	Helmet Use [REDACTED]	Eye Protection 3 Not Applicable
Seating Location Seat 3	Seating Location Row 1	Seating Location Other 1	
Source of Transport to Medical Facility 1 Not Transported	EMS Agency Name or ID [REDACTED]	EMS Run Number [REDACTED]	Medical Facility Transported To [REDACTED]

NARRATIVE

ID Number 9522	Rank DEPUTY	Name BOURCIER, LEON	Troop / Post PATROL 4/5	Officer Agency MONROE COUNTY SO	Phone Number 305-289-2430	Date Created Mar 11, 2014
-------------------	----------------	------------------------	----------------------------	------------------------------------	------------------------------	------------------------------

Both Vehicle 1 and Vehicle 2 were traveling SB on SR5 around the 62MM. Driver of Vehicle 2 stated that for an unknown reason the vehicles brakes and steering mechanisms just "locked up" as he had no control. Vehicle 1 then hit the rear of Vehicle 2. Driver of Vehicle 1 also stated that Vehicle 2 just locked up for no reason.

Vehicle 1 sustained damage to the front passengers corner.

Vehicle 2 sustained damage to the rear driver side corner.

Both vehicles were off the roadway upon my arrival and were both operational.

This all occurred in Monroe County Florida.

REPORTING OFFICER

ID/Badge # 0522	Rank and Name DEPUTY BOURCIER, LEON	Department MONROE COUNTY SO	Type of Department SO
--------------------	--	--------------------------------	--------------------------

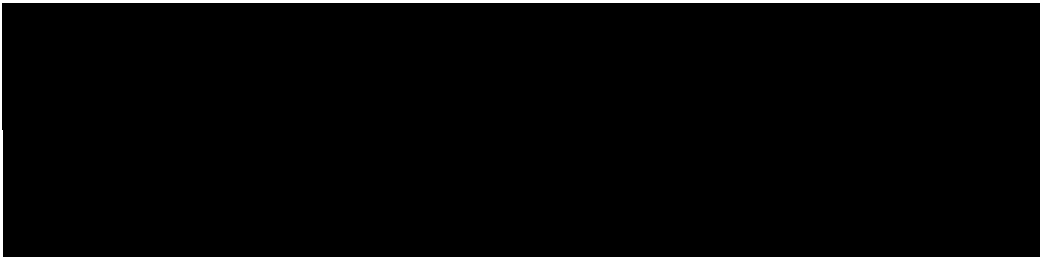
Date of Crash 11/Mar/2014 12:00 AM	Date of Report 11/Mar/2014 12:00 AM	Invest. Agency Report Number [REDACTED]	HSMV Crash Report Number [REDACTED]
---------------------------------------	--	--	--

PE14-010

GM

6/6/2014

Q_08_N





2014 Impala Deceleration Event



Project Focus:	2014 Impala Green Y: Collision Alert followed by a Deceleration Event
Start Date:	5/2/14
Completion Date:	TBD
Red X Masters:	Christina Connor Cindie Niemann
Project Team:	John Schult III Nichole Dean Susan Eckel Lee Nicholas Paul Shaub Steven Weber Robert Leschuk Jason Fudala Frank Pichler Jr Dave Bodenmiller Vince Sicilia

Red X PRTS # 1566612



2014 Impala Deceleration Event



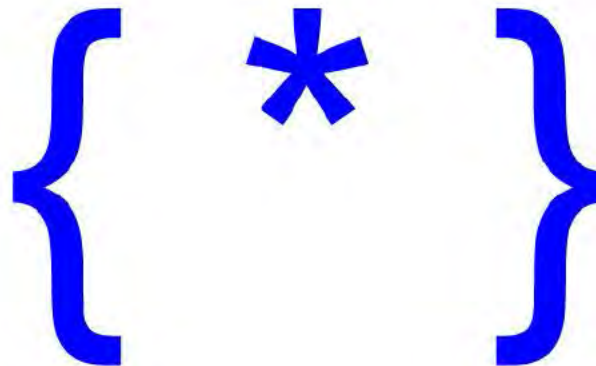
Green Y = Collision Alert
followed by a Deceleration Event

Malibu EU150578
Impala E9200052
Impala E9100129



Project Strategy Diagram

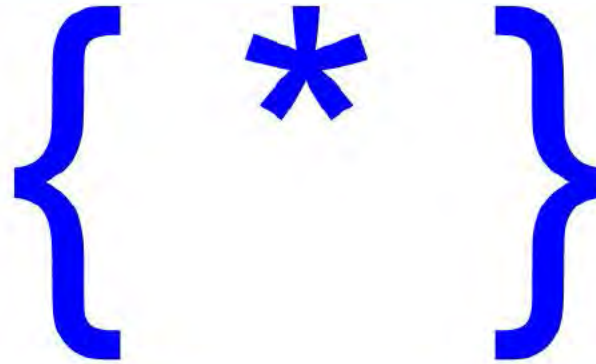
Deceleration Event





Project Definition Tree

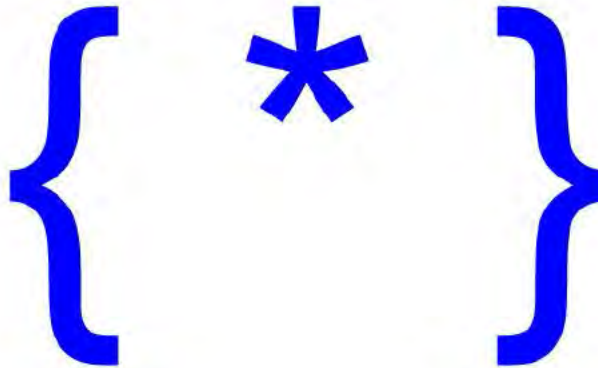
Deceleration Event





Project Definition Tree

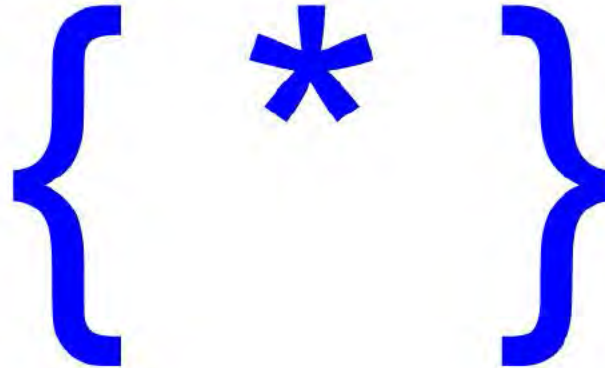
Deceleration Event





Project Definition Tree

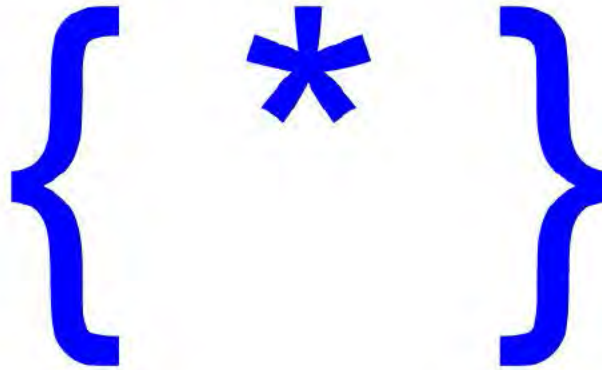
Deceleration Event





Project Definition Tree

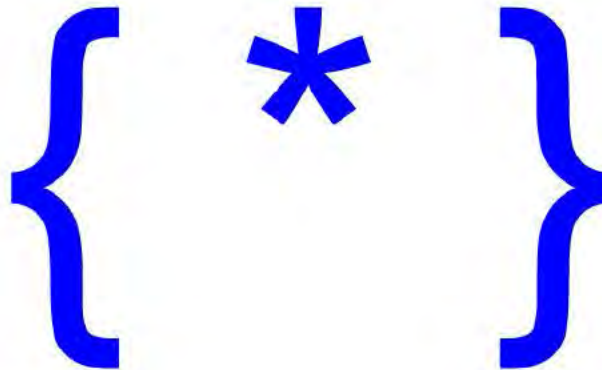
Deceleration Event





Project Definition Tree

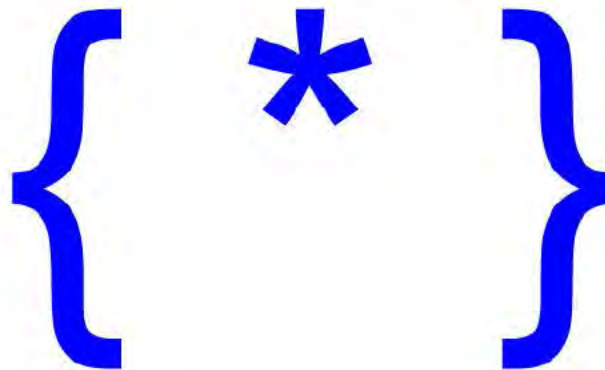
Deceleration Event





Project Definition Tree

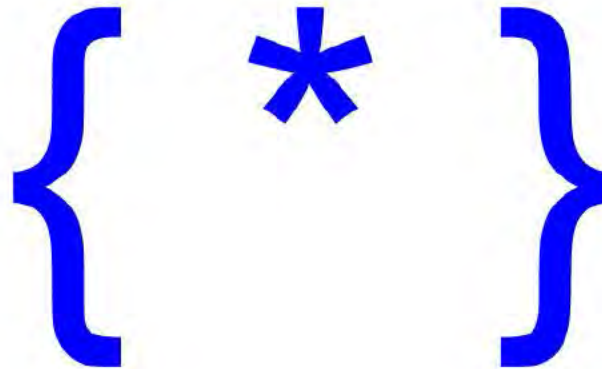
Deceleration Event





Project Definition Tree

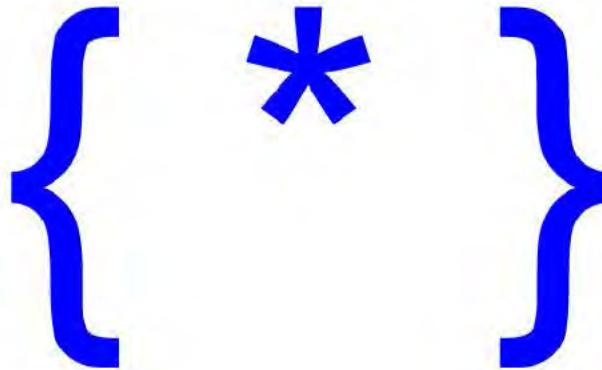
Deceleration Event





Project Definition Tree

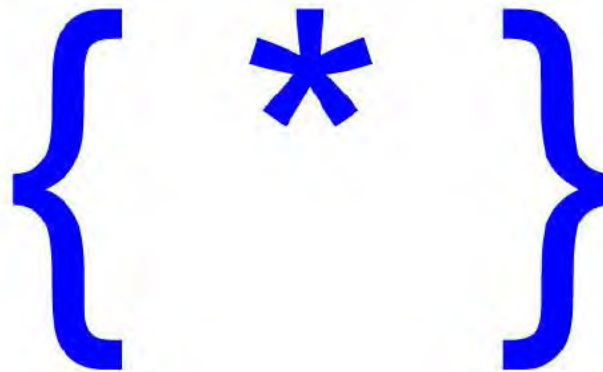
Deceleration Event





Project Definition Tree

Deceleration Event





Project Definition Tree

Deceleration Event



{ * }



Deceleration Event



{ * }



2014 Impala Deceleration Event



Project Focus:	2014 Impala Green Y: Deceleration Event consistent with Park Brake apply
Start Date:	5/02/14
Completion Date:	TBD
Red X Masters:	Christina Connor Cindie Niemann
Project Team:	John Schult III Nichole Dean Susan Eckel Lee Nicholas Paul Shaub Steven Weber Robert Leschuk Jason Fudala Frank Pichler Jr Dave Bodenmiller Vince Sicilia

Red X PRTS # 1566612



2014 Impala Deceleration Event



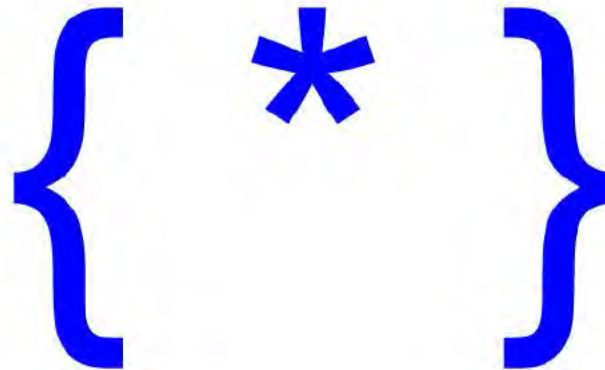
Green Y = Deceleration Event
consistent with Park Brake apply

Impala E9217551
Impala E9129885



Project Strategy Diagram

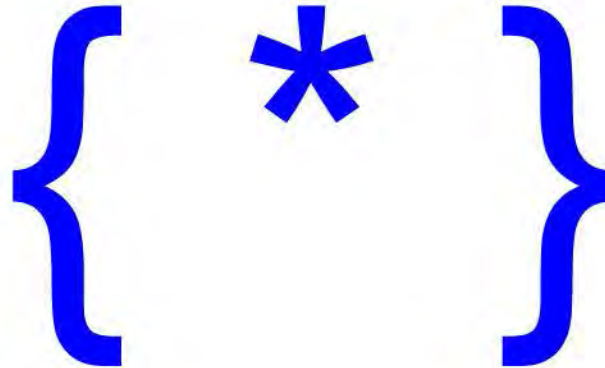
Deceleration Event





Project Definition Tree

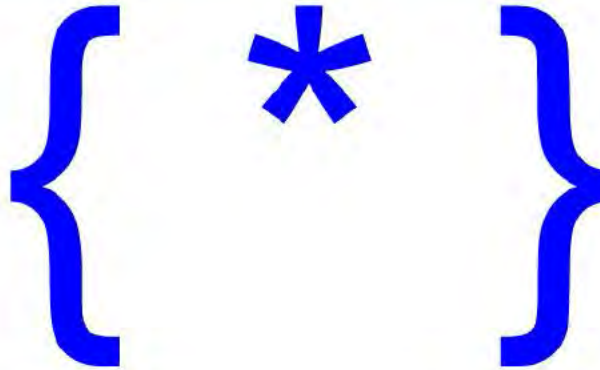
Deceleration Event





Project Definition Tree

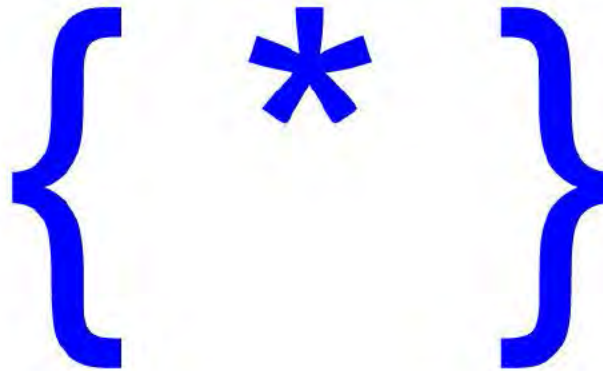
Deceleration Event





Project Definition Tree

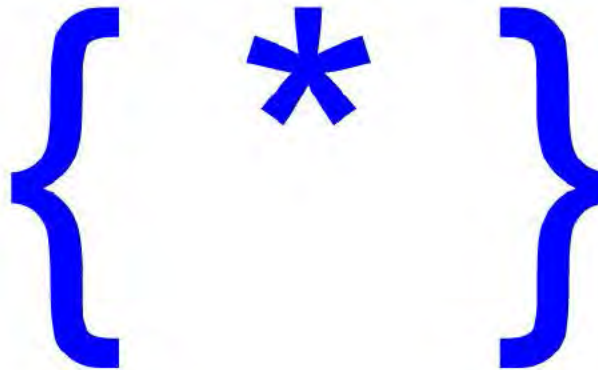
Deceleration Event





Project Definition Tree

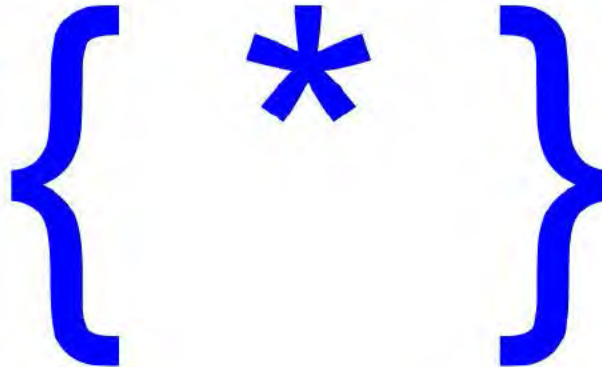
Deceleration Event





Project Definition Tree

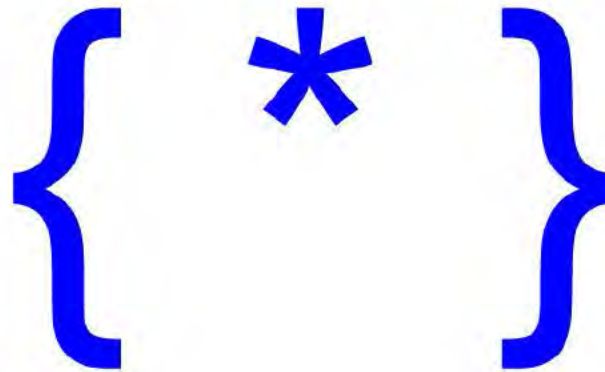
Deceleration Event





Project Definition Tree

Deceleration Event



PE14-010

GM

6/6/2014

Q_08_P





DATE : May 23, 2014

TO : Mark Laskowski

SUBJECT : GM EMC SE Michigan, Indiana/Illinois Field Survey

Mark,

Attached are the results of two field surveys – the first one was performed on I-696 bounded by I-75 and Evergreen (SE Michigan) and the second performed on I-90 between Indiana and Illinois. Both of these locations were provided as incident locations from the Impala team.

{ * }

I-696 Survey (refer to Google Map Appendix A)

- The survey was performed while driving both Westbound and Eastbound on I-696 between Evergreen and I-75. Additionally, major side roads in the area formed by 12 mile/Evergreen/9 mile/I-75 were also driven. The weather was dry/overcast and the time was between 4 & 6 PM. The test speed on the freeway was typical – 40 to 70 MPH, for a Friday afternoon and road conditions were crowded.
- { * }

I-90 Survey (refer to Google Map Appendix B)

- This survey was conducted on I-90 in Indiana and Illinois. The weather was dry/overcast and the time was between 11AM & 3:30 PM. The area of concern was broken up into two laps:
 1. Started at mile marker 17 westbound on I-90 until the Stoney Island Avenue toll exit where we turned around and then reentered I-90 Eastbound until we exited I-90 at mile marker 20. The vehicle speed was approximately 55 MPH.
 2. Started at mile marker 20 westbound on I-90 until the first exit past the Stoney Island Avenue toll exit – 87th St., where we turned around and then reentered I-90 Eastbound until we exited I90 at mile marker 17. The vehicle speed was approximately 45 MPH.
- { * }

{ * }

Respectfully,

Ron Webb





APPENDIX A

I 696 Google Map







APPENDIX B

I 90 Google Map





APPENDIX C

I 90 Data Table



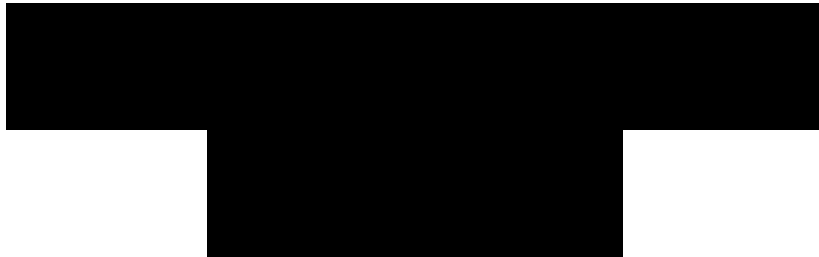
I 90 Survey Data Table									
Freeway	Lap #	State		Direction		Mile Marker	{ * }		Comments
		Indiana	Illinois	West	East		{ * }	{ * }	
I 90	1	x		x		17	{ * }	{ * }	Transition ramp from I65 to I90 just slightly east of mile marker 17
		x		x		0.2	{ * }	{ * }	Slightly east of mile marker
			x	x		2.1	{ * }	{ * }	Slightly east of 87 th St.
			x	x		4.2	{ * }	{ * }	Stoney Island Ave. Toll Booth Exit ramp
			x		x	4.2	{ * }	{ * }	Stoney Island Ave. Toll Booth Entrance ramp
			x		x	2.1	{ * }	{ * }	Slightly east of 87 th St.
		x			x	6.6	{ * }	{ * }	Near "Double high concrete"
		x			x	19	{ * }	{ * }	near exit ramp
I 90	2	x		x		20.5	{ * }	{ * }	Just East of the first toll booth
		x		x		8.9	{ * }	{ * }	
		x		x		6.5	{ * }	{ * }	Near "Double high concrete"
		x		x		3.1	{ * }	{ * }	on overpass
		x		x		1.4	{ * }	{ * }	
			x	x		1.8	{ * }	{ * }	Just west of metal bridge
			x	x		5.5	{ * }	{ * }	exit at 73rd St - one exit past Stoney Island
			x		x	5.5	{ * }	{ * }	enter at 73rd St - one exit past Stoney Island
			x		x	1.8	{ * }	{ * }	Just west of metal bridge
		x			x	0.3	{ * }	{ * }	
		x			x	1.7	{ * }	{ * }	
		x			x	3.3	{ * }	{ * }	
		x			x	11.1	{ * }	{ * }	just south of airport
		x			x	17	{ * }	{ * }	Transition ramp from I90 to I65

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GM

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Q_08_Q





ACTIVE SAFETY VERIFICATION SUMMARY - EU100357

Contents

1. Introduction	2
1.1. Purpose	2
1.2. Abbreviations	2
2. Test Vehicle Details	2
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2.2. VIN#:.....	2
3. Test Details.....	2
3.1. Test dates:.....	2
3.2. Miles Covered:	2
3.3. Routes:	2
4. Results.....	2
5. Test Environment details.....	3
5.1. Data collection system	3
5.2. FCM SW Version.....	3
5.3. SW Version Details/Part number details	3

1. Introduction

1.1. Purpose

This document report is a summary of performance function check testing for the active safety features.

1.2. Abbreviations

FCA	Forward collision Alert
CIB	Collision Imminent Braking
ACC	Adaptive Cruise Control
DIA	Driver Intervention Alert

2. Test Vehicle Details

2.1. Vehicle#:

N/A

2.2. VIN#:

1G1115SL4EU

3. Test Details

3.1. Test dates:

2014/05/07 -2014/05/22 (15 days)

3.2. Miles Covered:

6326 Miles.

3.3. Routes:

Pittsburg, PA.

4. Results

Event Type	Count
False FCA	15

5. Test Environment details

5.1. Data collection system

GM Data collection system CLIR used.

5.2. FCM SW Version

Magna 2.0

5.3. SW Version Details/Part number details



1G1115SL4EU10035
7 Part Numbers 2014

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Q 08 R



 **Global Warranty**

Karen Morley
May 2, 2014

 [Logout](#)

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

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 1G1155S31EU [REDACTED] Model: 1GZ69-2014 IMPALA LTZ
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

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

Job Card Date: 03/05/2014**Job Card Number:** A48998**Transaction Detail**

Repair Service Agent: 257856
CONCORD CHEVROLET
1330 CONCORD AVENUE
CONCORD CA 94520-4908
9256826400

Odometer Reading: **1 MI**
Authorization Code:

Process Date:
03/05/2014

Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment:
Labour Op 0590072-Pre-Delivery Inspection - Base Time
Causal Part Number

Cause Code: -

Line Total: USD { ** }

Job Card Date: 02/21/2014**Job Card Number:** 62981**Transaction Detail**

Repair Service Agent: 257856
CONCORD CHEVROLET
1330 CONCORD AVENUE
CONCORD CA 94520-4908
9256826400

Odometer Reading: **2 MI**
Authorization Code:

Process Date:
03/07/2014

Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 3 Transaction Adjustment:
Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Cause Code: -

Line Total: USD { ** }

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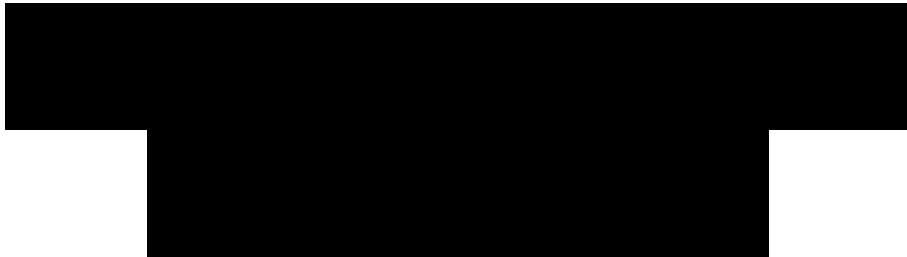
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 **Global Warranty**

Karen Morley
May 4, 2014

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

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

Vehicle Information

VIN: 1G11H5SL1EU  Model: 1GD69-2014 MALIBU LTZ
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 10 - P.E.P./SPL EVENT
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

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

Job Card Date: 01/31/2014	Job Card Number: 128381	Transaction Detail
Repair Service Agent: 254821 GM COMPANY VEHICLE OPERATIONS 7111 E. 11 MILE ROAD WARREN MI 48092-2709		Odometer Reading: 2 MI Authorization Code:
Process Date: 03/22/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0350-Tires/Wheels - Fit/Finish		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 1027-Surface (exterior) - Missing
Labour Op 8060880-Jack Replacement		
Causal Part Number		
Line Total: USD { ** }		

Job Card Date: 01/28/2014	Job Card Number: 127745	Transaction Detail
Repair Service Agent: 284227 QEK GLOBAL SOLUTIONS 7111 11 MILE ROAD WARREN MI 48092-2709		Odometer Reading: 3 MI Authorization Code:
Process Date: 03/12/2014		
Transaction Type: ZPDI----Pre-Delivery Inspection		
Transaction Expense Category: Pre-Delivery Inspection		
Customer Complaint Code: -		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: -
Labour Op 0590072-Pre-Delivery Inspection - Base Time		
Causal Part Number		
Line Total: USD { ** }		

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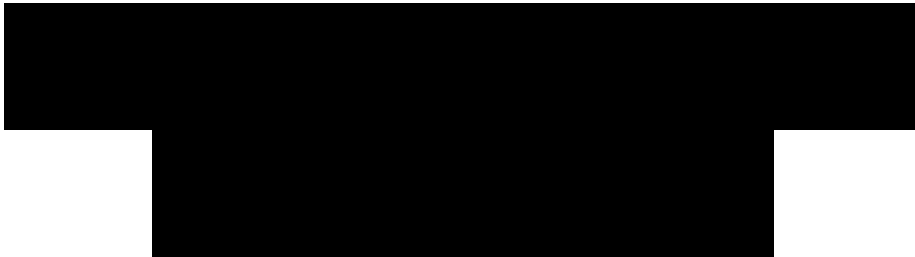
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 **Global Warranty**

Karen Morley
May 6, 2014

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 1G4GD5G31EF [REDACTED] Model: 4GT69-2014 LACROSSE
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 10 - P.E.P./SPL EVENT
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

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

Job Card Date: 09/20/2013	Job Card Number: 328376	Transaction Detail
Repair Service Agent: 206192 GM SERVICE OPERATIONS 30501 VAN DYKE WARREN MI 48093-2355 58694796980000		Odometer Reading: 8,470 MI Authorization Code:
Process Date: 09/24/2013 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0328-Engine/Fuel/Exhaust - No Start		
Job Card Line #: 4	Transaction Adjustment:	Cause Code: 7079-Wiring/Electrical/Sensors - Shorted
Labour Op 4041510-Battery Replacement Causal Part Number 000000000088865244-BATTERY ASM → See other Parts and/or Net Items		
		Line Total: USD { ** }

Job Card Date: 09/20/2013	Job Card Number: 328376	Transaction Detail
Repair Service Agent: 206192 GM SERVICE OPERATIONS 30501 VAN DYKE WARREN MI 48093-2355 58694796980000		Odometer Reading: 8,470 MI Authorization Code:
Process Date: 09/24/2013 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0221-Audio/Entertainment/Navigation - Audio		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 6589-Module/Component - Incorrect Version
Labour Op 2810335-Radio Reprogramming with SPS Causal Part Number		
		Line Total: USD { ** }

Job Card Date: 06/06/2013	Job Card Number: 325751	Transaction Detail
Repair Service Agent: 206192 GM SERVICE OPERATIONS 30501 VAN DYKE WARREN MI 48093-2355 58694796980000		Odometer Reading: 1,548 MI Authorization Code:
Process Date: 06/06/2013		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0312-Steering/Suspension - Handling/Responsiveness		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 6033-Module/Component - Poor Metal Finish/Machining
Labour Op 8033790-Strut, Strut Component, or Spring Replacement Causal Part Number		
		Line Total: USD { ** }

Job Card Date: 05/24/2013	Job Card Number: 101167	Transaction Detail
Repair Service Agent: 254821 GM COMPANY VEHICLE OPERATIONS 7111 E. 11 MILE ROAD WARREN MI 48092-2709		Odometer Reading: 895 MI Authorization Code:
Process Date: 05/31/2013		
Transaction Type: ZPDI----Pre-Delivery Inspection		
Transaction Expense Category: Pre-Delivery Inspection		
Customer Complaint Code: -		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: -
Labour Op 0590072-Pre-Delivery Inspection - Base Time Causal Part Number		
		Line Total: USD { ** }

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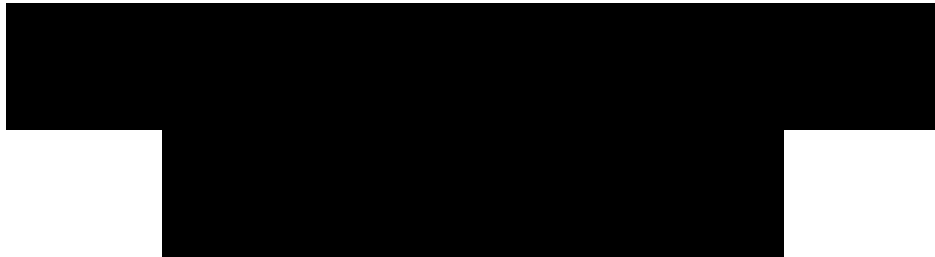
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6/6/2014

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Global Warranty

Karen Morley
 April 24, 2014

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 1G6AF5SXXD0 [REDACTED] Model: 6AB69-2013 ATS SEDAN
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

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

Job Card Date: 03/18/2014	Job Card Number: 228486	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 11,343 MI Au horization Code:
Process Date: 03/31/2014 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0021-No Customer Complaint - Maintenance Job Card Line #: 3 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin Labour Op 0600503-Cadillac Premium Care - Oil Change Causal Part Number 000000000012640445-FILTER ASM-OIL (PF64) → See other Parts and/or Net Items		
		Line Total: USD { ** }

Job Card Date: 03/18/2014	Job Card Number: 228486	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 11,343 MI Au horization Code: E3H8
Process Date: 04/04/2014 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0621-Features/Controls/Displays - Gauges/Warning Lights Job Card Line #: 1 Transaction Adjustment: Cause Code: 6581-Module/Component - Registers Incorrectly Labour Op 4041710-Battery Positive Cable Replacement Causal Part Number 000000000023104255-CABLE ASM-BAT POS CBL EXTN → See other Parts and/or Net Items		
		Line Total: USD { ** }

Job Card Date: 03/14/2014	Job Card Number: 228311	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 11,097 MI Authorization Code: E
Process Date: 03/18/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0621-Features/Controls/Displays - Gauges/Warning Lights		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 9096-O her - No trouble found - adjusted / reprogrammed
Labour Op 2810625-Power Steering Control Module Reprogramming with SPS		
Causal Part Number → See o her Parts and/or Net Items		
		Line Total: USD { ** }

Job Card Date: 03/14/2014	Job Card Number: 228311	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 11,097 MI Au horization Code:
Process Date: 03/18/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0221-Audio/Entertainment/Navigation - Audio		
Job Card Line #: 2	Transaction Adjustment:	Cause Code: 9099-Other - Not Duplicated
Labour Op 3429969-Customer Concern Not Duplicated (CCND) - Entertainment/Radio/Navigation/USB/Bluetoo h		
Causal Part Number		
		Line Total: USD { ** }

Job Card Date: 02/28/2014	Job Card Number: 227589	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 9,566 MI Au horization Code:
Process Date: 02/28/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0590-Features/Controls/Displays - Other issues		

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9099-Other - Not
Duplicated

Labour Op 3439929-Customer Concern Not Duplicated (CCND) - Cluster/Head Up Display

Causal Part Number

Line Total: USD { ** }

Job Card Date: 02/10/2014	Job Card Number: 226615	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 9,287 MI Au horization Code: D8E3
Process Date: 03/12/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0621-Features/Controls/Displays - Gauges/Warning Lights		
Job Card Line #: 1	Transaction Adjustment: Add Credit	Cause Code: 6581- Module/Component - Registers Incorrectly
Labour Op 6421100-Active Safety Control Module Replacement		
Causal Part Number 00000000023133472-MODULE ASM-ACTIVE SAFETY CONT		
→ See o her Parts and/or Net Items		
		Line Total: USD { ** }

Job Card Date: 02/10/2014	Job Card Number: 226615	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 9,287 MI Authorization Code: D8E3
Process Date: 03/12/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0621-Features/Controls/Displays - Gauges/Warning Lights		
Job Card Line #: 1	Transaction Adjustment: Full Debit	Cause Code: 6581- Module/Component - Registers Incorrectly
Labour Op 6421100-Active Safety Control Module Replacement		
Causal Part Number 00000000023133472-MODULE ASM-ACTIVE SAFETY CONT		
→ See o her Parts and/or Net Items		
		Line Total: USD { ** }

Job Card Date: 02/10/2014	Job Card Number: 226615	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 9,287 MI Authorization Code: D8E3P5

Process Date:

02/28/2014

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0621-Features/Controls/Displays -
Gauges/Warning Lights

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 6581-Module/Component -
Registers Incorrectly

Labour Op 6421100-Active Safety Control Module Replacement

Causal Part Number 00000000023133472-MODULE ASM-ACTIVE SAFETY CONT

→[See o her Parts and/or Net Items](#)

Line Total: USD { ** }

Job Card Date: 12/23/2013	Job Card Number: 224357	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 8,383 MI Au horization Code: D8E2

Process Date:

01/08/2014

Transaction Type:

ZREG----Regular Vehicle
Transaction

Transaction Expense

Category:

Warranty

Customer Complaint Code:

0921-Interior - Seats

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 6063-Module/Component - Noise
during operation

Labour Op 6440850-Rear Seat Center Retractor Side Belt Replacement

Causal Part Number 00000000019260992-BELT KIT,R/SEAT CTR (RETR SI) *BLK/PLAT

→[See o her Parts and/or Net Items](#)

Line Total: USD { ** }

Job Card Date: 11/14/2013	Job Card Number: 222606	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 7,746 MI Authorization Code:

Process Date:

11/15/2013

Transaction Type:

ZREG----Regular Vehicle
Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0021-No Customer Complaint -
Maintenance

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 9090-Other - Field Action /
Tech Bulletin

Labour Op 0600513-Cadillac Premium Care - Tire Rotation

Causal Part Number

Line Total: USD { ** }

Job Card Date: 11/14/2013	Job Card Number: 222606	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 7,746 MI Authorization Code:
Process Date: 11/15/2013 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0021-No Customer Complaint - Maintenance Job Card Line #: 1Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin		
Labour Op 0600503-Cadillac Premium Care - Oil Change Causal Part Number 000000000012640445-FILTER ASM-OIL (PF64) → See o her Parts and/or Net Items Line Total: USD { ** }		

Job Card Date: 09/23/2013	Job Card Number: 220035	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 5,594 MI Au horization Code:
Process Date: 09/26/2013 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0524-Features/Controls/Displays - Locks/Keys/Keyless Remote Job Card Line #: 6Transaction Adjustment: Cause Code: 9096-Other - No trouble found - adjusted / reprogrammed		
Labour Op 6430345-Remote Control Door Lock Transmitter Programming Causal Part Number → See o her Parts and/or Net Items Line Total: USD { ** }		

Job Card Date: 09/13/2013	Job Card Number: 219583	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 5,345 MI Authorization Code:
Process Date: 09/19/2013 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0526-Features/Controls/Displays - Seat Features/Functions		

Job Card Line #: 5 Transaction Adjustment: Cause Code: 9096-Other - No trouble found - adjusted / reprogrammed

Labour Op 7011320-Driver or Passenger Seat Adjuster Memory Module Replacement

Causal Part Number

Line Total: USD { ** }

Job Card Date: 09/13/2013	Job Card Number: 219583	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 5,345 MI Au horization Code:
Process Date: 09/19/2013		
Transaction Type: ZREG---Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0223-Audio/Entertainment/Navigation - Communication		
Job Card Line #: 4	Transaction Adjustment:	Cause Code: 9099-Other - Not Duplicated
Labour Op 3429969-Customer Concern Not Duplicated (CCND) - Entertainment/Radio/Navigation/USB/Bluetooth		
Causal Part Number		
Line Total: USD { ** }		

Job Card Date: 09/13/2013	Job Card Number: 219583	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 5,345 MI Au horization Code:
Process Date: 09/19/2013		
Transaction Type: ZREG---Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0726-Heating/Ventilation/Air Conditioning - Noise		
Job Card Line #: 2	Transaction Adjustment:	Cause Code: 9090-Other - Field Action / Tech Bulletin
Labour Op 4412860-Heater Inlet And Outlet Pipe Replacement		
Causal Part Number		
→ See o her Parts and/or Net Items		
Line Total: USD { ** }		

Job Card Date: 08/16/2013	Job Card Number: 218228	Transaction Detail
Repair Service Agent: 162341 TEAM CHEVROLET CADILLAC 301 AUTOMALL PKWY VALLEJO CA 94591-3870 7076488170		Odometer Reading: 5,001 MI Authorization Code:
Process Date:		

08/20/2013

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 9100082-N130198 - Reprogram HVAC System Control Module with SPS

Causal Part Number

Line Total: USD { ** }

Job Card Date: 08/16/2013

Job Card Number: 218228

Transaction Detail

Repair Service Agent: 162341
TEAM CHEVROLET CADILLAC
301 AUTOMALL PKWY
VALLEJO CA 94591-3870
7076488170

Odometer Reading: 5,001 MI

Authorization Code:

Process Date:

08/20/2013

Transaction Type:

ZFAT----Field Action Recall

Transaction Expense Category:

Field Action Recall

Customer Complaint Code:

-

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

Labour Op 9100113-N130234 - Reprogram ECM

Causal Part Number

Line Total: USD { ** }

Job Card Date: 04/18/2013

Job Card Number: 212251

Transaction Detail

Repair Service Agent: 162341
TEAM CHEVROLET CADILLAC
301 AUTOMALL PKWY
VALLEJO CA 94591-3870
7076488170

Odometer Reading: 3,314 MI

Authorization Code:

Process Date:

04/18/2013

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 V2773-12293 - CUE System Update

Causal Part Number

Line Total: USD { ** }

Job Card Date: 02/20/2013

Job Card Number: 209402

Transaction Detail

Repair Service Agent: 162341
TEAM CHEVROLET CADILLAC
301 AUTOMALL PKWY
VALLEJO CA 94591-3870
7076488170

Odometer Reading: 1,928 MI

Authorization Code:

Process Date:
02/21/2013

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 3 Transaction Adjustment:
Labour Op V2765-13013 - Tighten Exhaust Manifold Bolts
Causal Part Number

Cause Code: -

Line Total: USD { ** }

Job Card Date: 02/20/2013

Job Card Number: 209402

Transaction Detail

Repair Service Agent: 162341
TEAM CHEVROLET CADILLAC
301 AUTOMALL PKWY
VALLEJO CA 94591-3870
7076488170

Odometer Reading: 1,928 MI
Authorization Code:

Process Date:
02/21/2013

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment:
Labour Op V2719-12262 - Reprogram Seat Memory Control Module
Causal Part Number

Cause Code: -

Line Total: USD { ** }

Job Card Date: 11/30/2012

Job Card Number: A40348

Transaction Detail

Repair Service Agent: 162341
TEAM CHEVROLET CADILLAC
301 AUTOMALL PKWY
VALLEJO CA 94591-3870
7076488170

Odometer Reading: 1 MI
Authorization Code:

Process Date:
11/30/2012

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment:
Labour Op Z7000-Pre-Delivery Inspection - Base Time
Causal Part Number

Cause Code: -

Line Total: USD { ** }

PE14-010

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6/6/2014

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Global Warranty

Karen Morley
April 24, 2014

 Logout

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

INTERFACE WITH
CUSTOMER

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 1G6AM5S32D0 [REDACTED] Model: 6AM69-2013 ATS AWD
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

REQUEST ANOTHER VIN

For this vehicle:

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

Job Card Date: 04/05/2014

Job Card Number:
482024

Transaction Detail

Repair Service Agent: 113075
DELLENBACH MOTORS
3111 S COLLEGE
FORT COLLINS CO 80525-2603
9702262438

Odometer Reading: 15,783 MI
Authorization Code: N8W8

Process Date:
04/18/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0290-Audio/Entertainment/Navigation -
Other issues

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 7081-
Wiring/Electrical/Sensors - Registers
Incorrectly

Labour Op 6421400-Forward Range Radar Module Replacement

Causal Part Number 000000000022960661-SENSOR ASM-SHORT RANGE RADAR

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

Line Total: USD { ** }

Job Card Date: 03/04/2014

Job Card Number:
478963

Transaction Detail

Repair Service Agent: 113075
DELLENBACH MOTORS
3111 S COLLEGE
FORT COLLINS CO 80525-2603
9702262438

Odometer Reading: 14,207 MI
Authorization Code:

Process Date:
03/05/2014

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0221-Audio/Entertainment/Navigation
- Audio

Job Card Line #: 5

Transaction Adjustment:

Cause Code: 9096-Other - No trouble found -
adjusted / reprogrammed

Labour Op 2810335-Radio Reprogramming with SPS

Causal Part Number

Line Total: USD { ** }

Job Card Date: 03/04/2014	Job Card Number: 478963	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 14,207 MI Authorization Code: E
Process Date: 03/05/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0590-Features/Controls/Displays - Other issues		
Job Card Line #: 4	Transaction Adjustment:	Cause Code: 7081-Wiring/Electrical/Sensors - Registers Incorrectly
Labour Op 2810435-Active Safety Control Module Reprogramming with SPS Causal Part Number		
Line Total: USD { ** }		

Job Card Date: 03/04/2014	Job Card Number: 478963	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 14,207 MI Authorization Code:
Process Date: 03/05/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0132-Brakes - Noise		
Job Card Line #: 3	Transaction Adjustment:	Cause Code: 9090-Other - Field Action / Tech Bulletin
Labour Op 2480038-Apply Lubricant to Front Disc Brake Pads Causal Part Number 00000000019303310-LUBRICANT - FRT BRK CLPR RET 2G PACK → See other Parts and/or Net Items		
Line Total: USD { ** }		

Job Card Date: 03/04/2014	Job Card Number: 478963	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 14,207 MI Authorization Code:
Process Date: 03/05/2014		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0021-No Customer Complaint -		

Maintenance

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 9094-Other - Follow operation

Labour Op 0600513-Cadillac Premium Care - Tire Rotation

Causal Part Number

Line Total: USD { ** }

Job Card Date: 03/04/2014	Job Card Number: 478963	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 14,207 MI Authorization Code:
Process Date: 03/05/2014 Transaction Type: ZREG---Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0021-No Customer Complaint - Maintenance		
Job Card Line #: 1	Transaction Adjustment:	Cause Code: 9094-Other - Follow operation
Labour Op 0600503-Cadillac Premium Care - Oil Change		
Causal Part Number 00000000019293000-OIL,ENG ACDELCO DEXOS1 5W30 1QT LTL → See o her Parts and/or Net Items		
		Line Total: USD { ** }

Job Card Date: 08/20/2013	Job Card Number: 462272	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 7,875 MI Authorization Code:
Process Date: 09/04/2013 Transaction Type: ZFAT---Field Action Recall Transaction Expense Category: Field Action Recall Customer Complaint Code: -		
Job Card Line #: 3	Transaction Adjustment:	Cause Code: -
Labour Op 9100082-N130198 - Reprogram HVAC System Control Module with SPS		
Causal Part Number		
		Line Total: USD { ** }

Job Card Date: 08/20/2013	Job Card Number: 462272	Transaction Detail
Repair Service Agent: 113075 DELLENBACH MOTORS 3111 S COLLEGE FORT COLLINS CO 80525-2603 9702262438		Odometer Reading: 7,875 MI Authorization Code:
Process Date: 09/04/2013		

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0021-No Customer Complaint -
Maintenance

Job Card Line #: 2

Transaction Adjustment:

Cause Code: 9094-Other - Follow
operation

Labour Op 0600513-Cadillac Premium Care - Tire Rotation

Causal Part Number

Line Total: USD { ** }

Job Card Date: 08/20/2013

Job Card Number:
462272

Transaction Detail

Repair Service Agent: 113075

DELLENBACH MOTORS

3111 S COLLEGE

FORT COLLINS CO 80525-2603

9702262438

Odometer Reading: 7,875 MI

Authorization Code:

Process Date:

09/04/2013

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0021-No Customer Complaint -
Maintenance

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9094-Other - Follow
operation

Labour Op 0600503-Cadillac Premium Care - Oil Change

Causal Part Number 000000000019114105-FILTER ASM,OIL

→[See o her Parts and/or Net Items](#)

Line Total: USD { ** }

Job Card Date: 03/18/2013

Job Card Number:
448936

Transaction Detail

Repair Service Agent: 113075

DELLENBACH MOTORS

3111 S COLLEGE

FORT COLLINS CO 80525-2603

9702262438

Odometer Reading: 1,956 MI

Authorization Code:

Process Date:

03/27/2013

Transaction Type:

ZREG---Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0090-No Customer Complaint - O her
issues

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 9094-Other - Follow
operation

Labour Op 0600021-Cadillac Vehicle Update

Causal Part Number

→[See o her Parts and/or Net Items](#)

Line Total: USD { ** }

Job Card Date: 03/18/2013

Job Card Number: 448936

Transaction Detail

Repair Service Agent: 113075
DELLENBACH MOTORS
3111 S COLLEGE
FORT COLLINS CO 80525-2603
9702262438

Odometer Reading: 1,956 MI
Authorization Code:

Process Date:
03/27/2013
Transaction Type:
ZFAT----Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op V2775-13059 - Inspect Transfer Case Oil Delivery Tube - No Further Action Required
Causal Part Number

Line Total: USD { ** }

Job Card Date: 03/18/2013

Job Card Number: 448936

Transaction Detail

Repair Service Agent: 113075
DELLENBACH MOTORS
3111 S COLLEGE
FORT COLLINS CO 80525-2603
9702262438

Odometer Reading: 1,956 MI
Authorization Code:

Process Date:
03/27/2013
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 V2773-12293 - CUE System Update
Causal Part Number

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

Line Total: USD { ** }

Job Card Date: 01/04/2013

Job Card Number: 598965

Transaction Detail

Repair Service Agent: 113025
MEDVED CHEVROLET CADILLAC
11001 W I70 FRONTAGE RD N
WHEAT RIDGE CO 80033-2186
3034210100

Odometer Reading: 1 MI
Authorization Code:

Process Date:
01/22/2013
Transaction Type:
ZPDI----Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection
Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op Z6998-PDI - Dealer Installed - Factory Invoiced Options
Causal Part Number

Line Total: USD { ** }

Job Card Date: 12/09/2012

Job Card Number: A44347

Transaction Detail

Repair Service Agent: 113025
MEDVED CHEVROLET CADILLAC
11001 W I70 FRONTAGE RD N
WHEAT RIDGE CO 80033-2186
3034210100

Odometer Reading: 1 MI

Au horization Code:

Process Date:

12/09/2012

Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Pre-Delivery Inspection

Customer Complaint Code:

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op Z7000-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD { ** }

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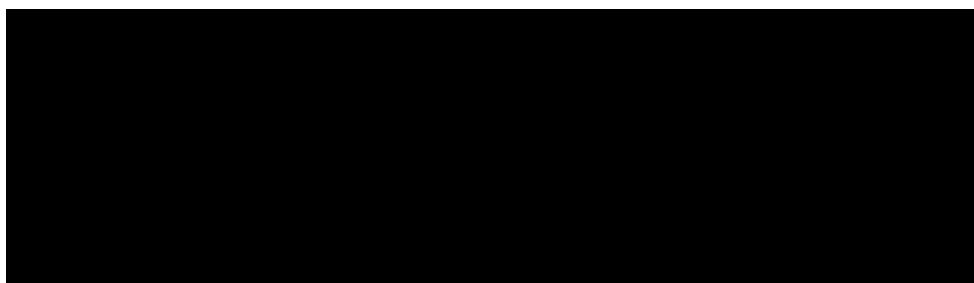
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PE14-010

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6/6/2014

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 **Global Warranty**

Karen Morley
April 25, 2014

 [Logout](#)

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 2G1115SL4E9 [REDACTED] Model: 1GY69-2014 IMPALA LT
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

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

Job Card Date: 02/26/2014**Job Card Number:**
405610**Transaction Detail**

Repair Service Agent: 115097
MATTHEWS-HARGREAVES CHEVROLET COMPA
2000 E TWELVE MILE RD
ROYAL OAK MI 48067-1503
2483988800

Odometer Reading: 3,180 MI

Authorization Code:

Process Date:
02/27/2014Transaction Type:
ZREG---Regular Vehicle TransactionTransaction Expense Category:
WarrantyCustomer Complaint Code:
0021-No Customer Complaint -
Maintenance

Job Card Line #: 1

Transaction Adjustment:

Cause Code: 9094-Other - Follow
operation

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

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

Line Total: USD { ** }

Job Card Date: 11/11/2013**Job Card Number:** 400014**Transaction Detail**

Repair Service Agent: 115097
MATTHEWS-HARGREAVES CHEVROLET COMPA
2000 E TWELVE MILE RD
ROYAL OAK MI 48067-1503
2483988800

Odometer Reading: 4 MI

Authorization Code:

Process Date:
11/15/2013Transaction Type:
ZPDI---Pre-Delivery InspectionTransaction Expense Category:
Pre-Delivery InspectionCustomer Complaint Code:
-

Job Card Line #: 3

Transaction Adjustment:

Cause Code: -

Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options

Causal Part Number

Line Total: USD { ** }

Job Card Date: 11/11/2013

Job Card Number: 400014

Transaction Detail

Repair Service Agent: 115097

Odometer Reading: 4 MI

MATTHEWS-HARGREAVES CHEVROLET COMPA

Au horization Code:

2000 E TWELVE MILE RD

ROYAL OAK MI 48067-1503

2483988800

Process Date:

11/15/2013

Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Pre-Delivery Inspection

Customer Complaint Code:

-

Job Card Line #: 2

Transaction Adjustment:

Cause Code: -

Labour Op 0590052-PDI Related Fluid Adds

Causal Part Number

→[See o her Parts and/or Net Items](#)

Line Total: USD { ** }

Job Card Date: 11/09/2013

Job Card Number: A00052

Transaction Detail

Repair Service Agent: 115097

Odometer Reading: 1 MI

MATTHEWS-HARGREAVES CHEVROLET COMPA

Au horization Code:

2000 E TWELVE MILE RD

ROYAL OAK MI 48067-1503

2483988800

Process Date:

11/10/2013

Transaction Type:

ZPDI----Pre-Delivery Inspection

Transaction Expense Category:

Pre-Delivery Inspection

Customer Complaint Code:

-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD { ** }

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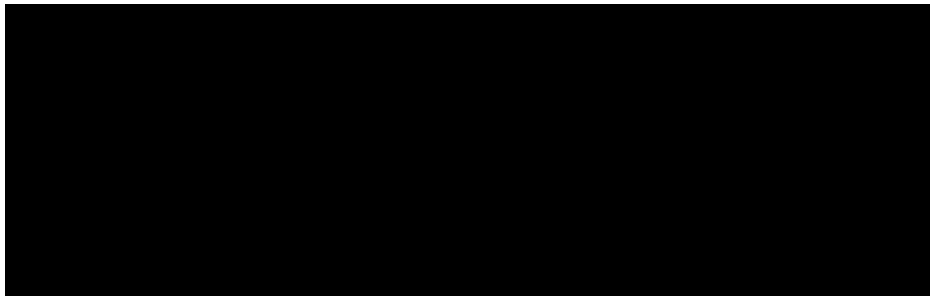
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 **Global Warranty**

Karen Morley
April 23, 2014

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

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 2G1115SL8E9 [REDACTED] Model: 1GY69-2014 IMPALA LT
Service Contract: No Branded Title: No Warranty Block: No PDI Status: No
Order Type: 50 - FLEET
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

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

Job Card Date: 11/30/2013

Job Card Number: A17551

Transaction Detail

Repair Service Agent: 126643
HERTZ CORPORATION-MIAMI
2121 NW 39 AVENUE
MIAMI FL 33142-0000

Odometer Reading: 1 MI
Authorization Code:

Process Date:
11/30/2013

Transaction Type:
ZPDI---Pre-Delivery Inspection
Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1

Transaction Adjustment:

Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD { ** }

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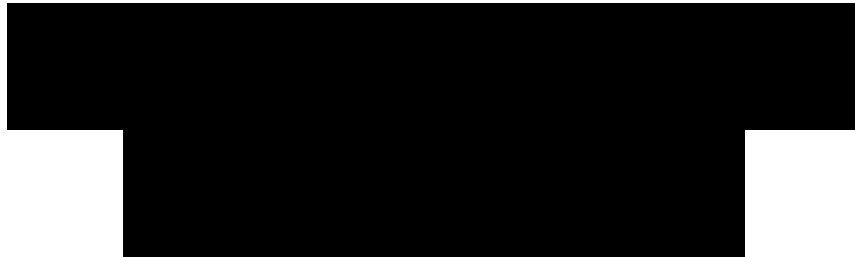
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Karen Morley

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May 4, 2014

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 2G1125S36E9 [REDACTED] Model: 1GY69-2014 IMPALA LT
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 50 - FLEET
Field Actions: [1 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

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

Job Card Date: 08/13/2013 Job Card Number: 535180 **Transaction Detail**

Repair Service Agent: 112630 Odometer Reading: 1,490 MI
SANDY SANSING CHEVROLET, INC. Au horiza ion Code:
6200 PENSACOLA BLVD
PENSACOLA FL 32505-2214
8504762480

Process Date: 08/15/2013
Transaction Type: ZREG---Regular Vehicle Transaction
Transaction Expense Category: Warranty
Customer Complaint Code: 0329-Engine/Fuel/Exhaust - SES/Check-Engine/MIL
Job Card Line #: 1 Transaction Adjustment: Cause Code: 6581-Module/Component - Registers Incorrectly

Labour Op 4027990-Flexible Fuel Sensor Replacement
Causal Part Number 00000000013577429-SENSOR ASM-FLEX FUEL
→ [See other Parts and/or Net Items](#) Line Total: USD { ** }

Qty	Part Number	Description	Major Assembly	Traceability
1	00000000013577429	SENSOR ASM-FLEX FUEL	No	
	Net Item Code	Description		

Job Card Date: 07/31/2013 Job Card Number: A29885 **Transaction Detail**

Repair Service Agent: 125828 Odometer Reading: 1 MI
EAN HOLDINGS, LLC Authoriza ion Code:
6211 TIPPIN AVE.
PENSACOLA FL 32504-8221

Process Date: 07/31/2013
Transaction Type: ZPDI---Pre-Delivery Inspection
Transaction Expense Category: Pre-Delivery Inspection
Customer Complaint Code: -
Job Card Line #: 1 Transaction Adjustment: Cause Code: -
Labour Op 0590072-Pre-Delivery Inspection - Base Time
Causal Part Number
Line Total: USD { ** }

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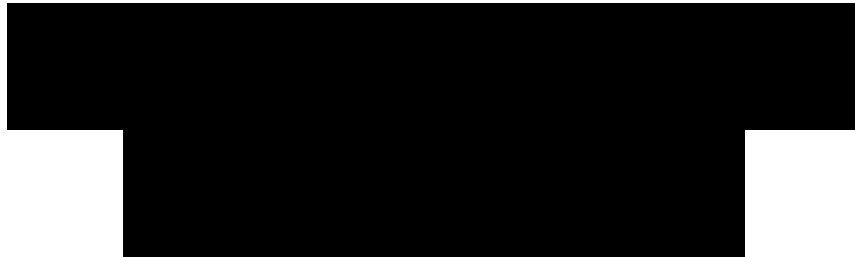
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**Global Warranty**

Karen Morley
April 23, 2014

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

**INTERFACE WITH
CUSTOMER**

View Vehicle Transaction History Detail



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

Vehicle Information

VIN: 2G1155S30E9

Model: 1GZ69-2014 IMPALA LTZ

Service Contract: No

Branded Title: No

Warranty Block: No

PDI Status: Yes

Order Type: 81 - DEALER USED CAR (CVMS USE)

Field Actions: [0 Open](#)[REQUEST ANOTHER VIN](#)**For this vehicle:**[→ View Vehicle Summary](#)[→ Service Contract](#)[→ Branded Title](#)[→ Warranty Block](#)[→ View Vehicle Build](#)[→ View Vehicle](#)[→ Component Summary](#)[View Vehicle](#)[→ Transaction History
Detail](#)[→ View Vehicle Delivery
Information](#)

Job Card Date: 02/15/2013	Job Card Number: 323014	Transaction Detail
Repair Service Agent: 206192 GM SERVICE OPERATIONS 30501 VAN DYKE WARREN MI 48093-2355 58694796980000		Odometer Reading: 22 MI Authorization Code:
Process Date: 02/18/2013		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0310-Steering/Suspension - Electronics		
Job Card Line #: 3	Transaction Adjustment:	Cause Code: 7075-Wiring/Electrical/Sensors - Routing
Labour Op N6655-Harness Replacement Causal Part Number		
Line Total: USD { ** }		

Job Card Date: 02/15/2013	Job Card Number: 323014	Transaction Detail
Repair Service Agent: 206192 GM SERVICE OPERATIONS 30501 VAN DYKE WARREN MI 48093-2355 58694796980000		Odometer Reading: 22 MI Authorization Code:
Process Date: 02/18/2013		
Transaction Type: ZREG----Regular Vehicle Transaction		
Transaction Expense Category: Warranty		
Customer Complaint Code: 0132-Brakes - Noise		
Job Card Line #: 2	Transaction Adjustment:	Cause Code: 4011-Interface (Gasket, Seal, Hose, Weld..) - Align/Adjust
Labour Op H0799-Brake Pipe Replacement Causal Part Number		
Line Total: USD { ** }		

Job Card Date: 02/13/2013		Job Card Number: 89740	Transaction Detail
Repair Service Agent: 254821		Odometer Reading: 19 MI	
GM COMPANY VEHICLE OPERATIONS		Authorization Code:	
7111 E. 11 MILE ROAD			
WARREN MI 48092-2709			
Process Date:			
03/20/2013			
Transaction Type:			
ZPDI----Pre-Delivery Inspection			
Transaction Expense Category:			
Pre-Delivery Inspection			
Customer Complaint Code:			
-			
Job Card Line #: 1		Transaction Adjustment:	Cause Code: -
Labour Op Z7000-Pre-Delivery Inspection - Base Time			
Causal Part Number			
Line Total: USD { ** }			

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	Date of Incident	mileage	description	VIN	EBCM	FCM	EPB	Chime Heard	
CAR #1	3/11/2014	2500	THE CONTACT OWNS A 2014 CHEVROLET IMPALA. THE CONTACT WAS USING THE VEHICLE AS A RENTAL. THE CONTACT WAS DRIVING 20 MPH WHEN THE BRAKES INDEPENDENTLY SEIZED. THE VEHICLE CAME TO A COMPLETE STOP THEN EVENTUALLY RESUMED PROPER FUNCTION. THE NEXT DAY THE FAILURE RECURRED WHILE DRIVING 40 MPH, THE CONTACT HEARD 3 TO 4 BEEPS FOLLOWED BY THE BRAKES INDEPENDENTLY SEIZING. AS A RESULT, ANOTHER VEHICLE CRASHED INTO THE REAR OF THE CONTACT'S VEHICLE. THERE WERE NO INJURIES AND A POLICE REPORT WAS NOT FILED OF THE INCIDENT. THE DEALER AND MANUFACTURER WERE NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 1,500.	2G1115SL8E9	TRW 460 base	None	Mando	Yes	Pull TRW Failure records Pull Mando Failure records
CAR #4			Driver is traveling on expressway approx 71mph. Vehicle was impacted from behind by another vehicle. Pre-crash data shows vehicle decel at 0.56g on average prior to the impact. From 5 to 4 seconds it was slowly reducing speed. Cruise was not engaged. Claim was that vehicle stalled on driver. Confirmed that this was not a stall through the SDM. In 5 seconds of data, there was a 0.5 second of brake apply. Driver claims that there is an beeping noise during the event. No codes on park brake were available after the event. Confirmation that the brake lights worked. Transmission was confirmed that there was no issue. Indications were that the vehicle was in Panic Brake Apply, this would have resulted in a similar deceleration.	2G1125S36E9	TRW 460 base	None	Mando	Yes	Lots of DTC's
CAR #5			TREAD - Self declared....GM CTF Vehicle While driving on I696. Vehicle was driving under an overpass. Driver indicated that forward collision alert beeped with imminent collision. Brake applied harshly, quick jab. Indicated was in cruise control. Drive applied the accelerator and went out of braking. Need further discussion with driver...	2G1155S30E9	TRW 460 base	Magna	Mando	Yes	No DTC info
CAR #6			I just read the below article on the 2014 Impala and wanted to share my experience with you or whoever it may help investigate the issue. I was driving on the freeway going 70 MPH with no cars within 100 yards in front of me and the car audible warning sounds went off and the car slammed on the brakes as if I was going to hit something. Needless to say I scared the hell out of me and my family was questioning me why I slammed on the brakes even though I did not touch the brakes. It only did it for a few seconds then it continued on as normal. It was during the winter months with salt and dirt on the vehicle but I normally keep my cars relatively clean. It has not happened again. If there is any way that I can help, please let me know. I was not sure who to contact. . I was not sure if you need me to report it to N.H.T.S.A. as well. As a closing comment, the Impala is by far the best vehicle that I have ever driven. VIN: 2G1115SL4E9 Date of Incident: Sunday Feb 2, 2014 Time: Between 4:30 to 6 PM Traveling east bound on I-696 at 70 MPH around Woodward avenue. Weather conditions were around 30 degrees but not snowing There were no vehicles in front of me or the front sides of me by at least 100 yards or more The collision warning sounds and lights went off and the car braked hard for a moment then resumed without further incident I believe that cruise control was on but I'm not 100% certain	2G1115SL4E9	TRW 460 base	Magna	Mando	Yes	No DTC's set 2 months later Failure record info corrupted
Car #10	Last Week		Driving 70 on the highway near Chicago. Driver crested a hill and heard chime a chime. Says they saw the FCA alert display. Vehicle Decelerated on it's own down to 50 mph over 3 - 4 seconds. Pushed accelerator to accelerate out of it	1G11H5SL1EU150578	TRW 450	Magna	None	Yes	I do DTC info TRW pull failure records

400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	524	525	526	527	528	529	530	531	532	533	534	535	536	537	538	539	540	541	542	543	544	545	546	547	548	549	550	551	552	553	554	555	556	557	558	559	560	561	562	563	564	565	566	567	568	569	570	571	572	573	574	575	576	577	578	579	580	581	582	583	584	585	586	587	588	589	590	591	592	593	594	595	596	597	598	599	600	601	602	603	604	605	606	607	608	609	610	611	612	613	614	615	616	617	618	619	620	621	622	623	624	625	626	627	628	629	630	631	632	633	634	635	636	637	638	639	640	641	642	643	644	645	646	647	648	649	650	651	652	653	654	655	656	657	658	659	660	661	662	663	664	665	666	667	668	669	670	671	672	673	674	675	676	677	678	679	680	681	682	683	684	685	686	687	688	689	690	691	692	693	694	695	696	697	698	699	700	701	702	703	704	705	706	707	708	709	710	711	712	713	714	715	716	717	718	719	720	721	722	723	724	725	726	727	728	729	730	731	732	733	734	735	736	737	738	739	740	741	742	743	744	745	746	747	748	749	750	751	752	753	754	755	756	757	758	759	760	761	762	763	764	765	766	767	768	769	770	771	772	773	774	775	776	777	778	779	780	781	782	783	784	785	786	787	788	789	790	791	792	793	794	795	796	797	798	799	800	801	802	803	804	805	806	807	808	809	810	811	812	813	814	815	816	817	818	819	820	821	822	823	824	825	826	827	828	829	830	831	832	833	834	835	836	837	838	839	840	841	842	843	844	845	846	847	848	849	850	851	852	853	854	855	856	857	858	859	860	861	862	863	864	865	866	867	868	869	870	871	872	873	874	875	876	877	878	879	880	881	882	883	884	885	886	887	888	889	890	891	892	893	894	895	896	897	898	899	900	901	902	903	904	905	906	907	908	909	910	911	912	913	914	915	916	917	918	919	920	921	922	923	924	925	926	927	928	929	930	931	932	933	934	935	936	937	938	939	940	941	942	943	944	945	946	947	948	949	950	951	952	953	954	955	956	957	958	959	960	961	962	963	964	965	966	967	968	969	970	971	972	973	974	975	976	977	978	979	980	981	982	983	984	985	986	987	988	989	990	991	992	993	994	995	996	997	998	999	1000
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Car #1 - 201115SLR09 - 7th Gen vehicle - Buil 11/26/13

596183B022 SPEAKER AMPLIFIER
 895211N00 RADIO/RADIO AMPLIFIER/DOV
 878093G131 BODY CONTROL MODULE
 86A8J0C132 POWERTRAIN/VEHICLE CONTROL MODULE (PCM/VCM)
 614KWP322 TRANSMISSION
 5052895320 INSTRUMENT PANEL CLUSTER
 881158031 HVAC CONTROLLER
 22A10000A1 ONSTAR MEID
 2X 008982 ONSTAR STATION IDENTIFIER-STD
 ZW 23131 SOAR RECEIVER PART NUMBER
 ZV NK9A00 SOAR SERIAL PART NUMBER
 ZU H4G5 SOAR RECEIVER ESN
 SA8709E125 STEERING ANGLE SENSOR
 KA7859422 PARK ASSIST ONLY
 HJ9497N4F0 ELECTRICAL PARKING BRAKE
 GA2265DA3 FUEL SYSTEM CONTROL MODULE
 DV48126G3 TRANSMISSION ELECTRO-HYDRAULIC CONTROL MODULE (ETHCM)
 DB4470E00 RIGHT REAR SIDE IMPACT SENSING MODULE
 DA4470E00 LEFT REAR SIDE IMPACT SENSING MODULE
 B40333M0 SENSOR ASSY - INFL REST PASSENGER PRESENCE DETECT
 A14422E04 LEFT SIDE IMPACT SENSING MODULE
 A14470E06 RIGHT SIDE IMPACT SENSING MODULE
 A14470E06 SENSOR ASSEMBLY - RIGHT
 A14470E06 SENSOR ASSEMBLY - LEFT

Car #4 - 2011253J01 - 7th Gen Vehicle - Buil 01/17/13

596183B022 SPEAKER AMPLIFIER
 895211N00 RADIO/RADIO AMPLIFIER/DOV
 878093G131 BODY CONTROL MODULE
 86A8J0C132 POWERTRAIN/VEHICLE CONTROL MODULE (PCM/VCM)
 614KWP322 TRANSMISSION
 5052895320 INSTRUMENT PANEL CLUSTER
 881158031 HVAC CONTROLLER
 22A10000A1 ONSTAR MEID
 2X 008982 ONSTAR STATION IDENTIFIER-STD
 ZW 23131 SOAR RECEIVER PART NUMBER
 ZV NK9A00 SOAR SERIAL PART NUMBER
 ZU H4G5 SOAR RECEIVER ESN
 SA8709E125 STEERING ANGLE SENSOR
 HJ9497N4F0 ELECTRICAL PARKING BRAKE
 GA2265DA3 FUEL SYSTEM CONTROL MODULE
 DV48126G3 TRANSMISSION ELECTRO-HYDRAULIC CONTROL MODULE (ETHCM)
 DB4470E00 RIGHT REAR SIDE IMPACT SENSING MODULE
 DA4470E00 LEFT REAR SIDE IMPACT SENSING MODULE
 B40333M0 SENSOR ASSY - INFL REST PASSENGER PRESENCE DETECT
 A14422E04 LEFT SIDE IMPACT SENSING MODULE
 A14470E06 RIGHT SIDE IMPACT SENSING MODULE
 A14470E06 SENSOR ASSEMBLY - RIGHT
 A14470E06 SENSOR ASSEMBLY - LEFT

02/15/2013 N0655 - Harness Replacement 22 MB
 02/15/2013 H0799 - Brake Pipe Replacement

Car #5 - 20111550E07 - 7th Gen Vehicle - Buil 01/25/13

596183B022 SPEAKER AMPLIFIER
 895211N00 RADIO/RADIO AMPLIFIER/DOV
 878093G131 BODY CONTROL MODULE
 86A8J0C132 POWERTRAIN/VEHICLE CONTROL MODULE (PCM/VCM)
 614KWP322 TRANSMISSION
 5052895320 INSTRUMENT PANEL CLUSTER
 881158031 HVAC CONTROLLER
 22A10000A1 ONSTAR MEID
 2X 008982 ONSTAR STATION IDENTIFIER-STD
 ZW 23131 SOAR RECEIVER PART NUMBER
 ZV NK9A00 SOAR SERIAL PART NUMBER
 ZU H4G5 SOAR RECEIVER ESN
 SA8709E125 STEERING ANGLE SENSOR
 HJ9497N4F0 ELECTRICAL PARKING BRAKE
 GA2265DA3 FUEL SYSTEM CONTROL MODULE
 DV48126G3 TRANSMISSION ELECTRO-HYDRAULIC CONTROL MODULE (ETHCM)
 DB4470E00 RIGHT REAR SIDE IMPACT SENSING MODULE
 DA4470E00 LEFT REAR SIDE IMPACT SENSING MODULE
 B40333M0 SENSOR ASSY - INFL REST PASSENGER PRESENCE DETECT
 A14422E04 LEFT SIDE IMPACT SENSING MODULE
 A14470E06 RIGHT SIDE IMPACT SENSING MODULE
 A14470E06 SENSOR ASSEMBLY - RIGHT
 A14470E06 SENSOR ASSEMBLY - LEFT

Car #6 - 2011155L007 - 7th Gen Vehicle - Buil 12/04/13

596183B022 SPEAKER AMPLIFIER
 895211N00 RADIO/RADIO AMPLIFIER/DOV
 878093G131 BODY CONTROL MODULE
 86A8J0C132 POWERTRAIN/VEHICLE CONTROL MODULE (PCM/VCM)
 614KWP322 TRANSMISSION
 5052895320 INSTRUMENT PANEL CLUSTER
 881158031 HVAC CONTROLLER
 22A10000A1 ONSTAR MEID
 2X 008982 ONSTAR STATION IDENTIFIER-STD
 ZW 23131 SOAR RECEIVER PART NUMBER
 ZV NK9A00 SOAR SERIAL PART NUMBER
 ZU H4G5 SOAR RECEIVER ESN
 SA8709E125 STEERING ANGLE SENSOR
 HJ9497N4F0 ELECTRICAL PARKING BRAKE
 GA2265DA3 FUEL SYSTEM CONTROL MODULE
 DV48126G3 TRANSMISSION ELECTRO-HYDRAULIC CONTROL MODULE (ETHCM)
 DB4470E00 RIGHT REAR SIDE IMPACT SENSING MODULE
 DA4470E00 LEFT REAR SIDE IMPACT SENSING MODULE
 B40333M0 SENSOR ASSY - INFL REST PASSENGER PRESENCE DETECT
 A14422E04 LEFT SIDE IMPACT SENSING MODULE
 A14470E06 RIGHT SIDE IMPACT SENSING MODULE
 A14470E06 SENSOR ASSEMBLY - RIGHT
 A14470E06 SENSOR ASSEMBLY - LEFT

Car #10 - 2011355L110 - 7th Gen Vehicle - Buil 01/23/14

895211N00 RADIO/RADIO AMPLIFIER/DOV
 878093G131 BODY CONTROL MODULE
 86A8J0C132 POWERTRAIN/VEHICLE CONTROL MODULE (PCM/VCM)
 614KWP322 TRANSMISSION
 5052895320 INSTRUMENT PANEL CLUSTER
 881158031 HVAC CONTROLLER
 22A10000A1 ONSTAR MEID
 2X 008982 ONSTAR STATION IDENTIFIER-STD
 ZW 23131 SOAR RECEIVER PART NUMBER
 ZV NK9A00 SOAR SERIAL PART NUMBER
 ZU H4G5 SOAR RECEIVER ESN
 SA8709E125 STEERING ANGLE SENSOR
 HJ9497N4F0 ELECTRICAL PARKING BRAKE
 GA2265DA3 FUEL SYSTEM CONTROL MODULE
 DV48126G3 TRANSMISSION ELECTRO-HYDRAULIC CONTROL MODULE (ETHCM)
 DB4470E00 RIGHT REAR SIDE IMPACT SENSING MODULE
 DA4470E00 LEFT REAR SIDE IMPACT SENSING MODULE
 B40333M0 SENSOR ASSY - INFL REST PASSENGER PRESENCE DETECT
 A14422E04 LEFT SIDE IMPACT SENSING MODULE
 A14470E06 RIGHT SIDE IMPACT SENSING MODULE
 A14470E06 SENSOR ASSEMBLY - RIGHT
 A14470E06 SENSOR ASSEMBLY - LEFT

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Vehicle requirements

3 Impala -UEU, 3 confirmed

10 Impala + UEU, 5 confirmed, 4 confirmed PT

10 Malibu + LKW +UEU, 3 confirmed, 6PT, 1 PEP (Lisa Kupser)

I 696 pre ride complete Tom Schindler

Chicago pre ride coincident with ride . Libby Berger 248-930-5018

Driver list

Neovi's confirmed, set up

Drive plan Mark and Mike

Drive plan

Safety protocol

Drive protocol FCA on, cruise engaged, 55-80 mph no special maneuvers for inducement

Data logger, Neovi, script etc

Route

Schedule

Meet/kick off meeting Saturday 7:30 am, bldg. 104 conf rm 1B4-25

Bucket 1- Impala -UEU

1DGP4433 MPG H3

EU100050 **Heritage Ctr**

1EGS4441 MPG

Bucket 2- Impala +UEU

EU100357 SLC

EU100352 SLC

E9109335 SLC

EU100009 MPG

E9189458 MPG

E9105048 SLC

E9226108 **MPG Bldg 12**

E9171832

E9226399

E9232882

Bucket 3-Malibu +UEU

14G76124 MPG

Zisler MPG

EU135207 **QEK**

EU153048 **QEK**

EF284410 **MPG Bldg 12**

EF285037

EF282261

EU164469

EF284591

EF100174

Participants

(N = 10 total)

[REDACTED]

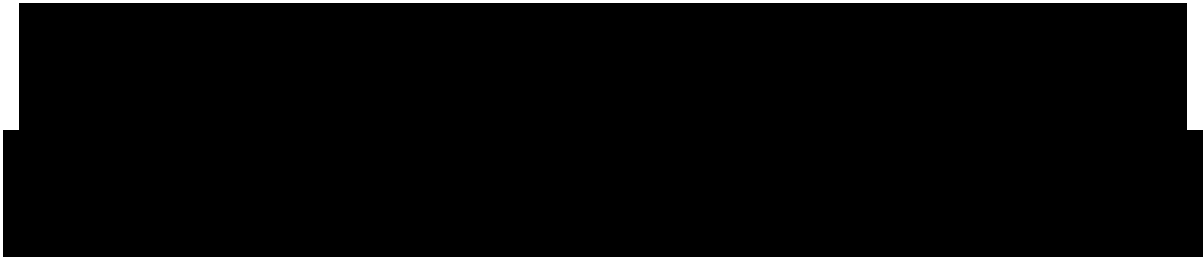
y

PE14-010

GM

6/6/2014

Q_08_S



Action: 2014 Impala and Malibu Ride to reproduce FCA Decel event. – Milford, MI to Chicago, Ill.

Start Date: May 3rd, 2014

End Date: May 4th, 2014

Engineering Group: General Motors Vehicle Performance

Attachments: Vehicle and Driver List.

Description: Engineering drive event to attempt to reproduce FCA decel event. 23 vehicles were drove to Warren Michigan and Chicago, Ill with Neovi monitoring on each vehicle to record all data. 26 engineers worked both Sat and Sun overtime 14 hours on Saturday and 9 hours on Sunday. Brought GM employee that had decel event in Chicago on trip to detail exact spot on I-90 toll road. Total miles driven for all 23 vehicles on trip was 10,750 mi. Total hours driven 525 hrs.

Summary of Action: No inappropriate braking incident or other performance anomaly was duplicated



Brake investigation
drive 5-3-14.docx

Action: 2014 Impala and Malibu Roush Testing to reproduce FCA Decel event. – Warren, Southfield, and Detroit, MI

Start Date: May 8th, 2014

End Date: May 22nd, 2014

Engineering Group: Roush Industries

Attachments: Drivers log with test overall summary.

Description: Roush Industries drive event to attempt to reproduce FCA decel event. 14 vehicles being driven daily 10 hrs, 7 days a week. Test loop from Warren I696, to Southfield fwy, to I94 Detroit Loop with Neovi monitoring on each vehicle to record all data. Loop is reversed in afternoon to maximize sunlight into camera. Total number test summary to date 1960 hours and 70,360 miles.

Summary of Action: No inappropriate braking incident or other performance anomaly was duplicated



Roush FCA Event
Log (Epsilon) 5-22-1.

PE14-010

GM

6/6/2014

Q_08_T



Inspection 2013 ATS VIN 1G6AF5SXXD0 [REDACTED]

Start Date: May 15, 2014

End Date: May 15, 2014

Engineering Group: General Motors (Douglas Halberstadt and Brian E. Thompson)

Attachments:

Data downloaded from SV

Photos of SV – including service records from dealership

Notes from phone conversation with Customer detailing areas where braking events occurred and service manager comments.

Notes from conversation with service manager

Description: Inspect Vehicle; gather software and calibration part numbers, Active Safety EDR data, and vehicle DTCs. Spoke with customer on the phone to get details of locations where unexpected braking events occurred. 150+ mile drive evaluation in areas of customer reported incidents with Neovi monitoring.

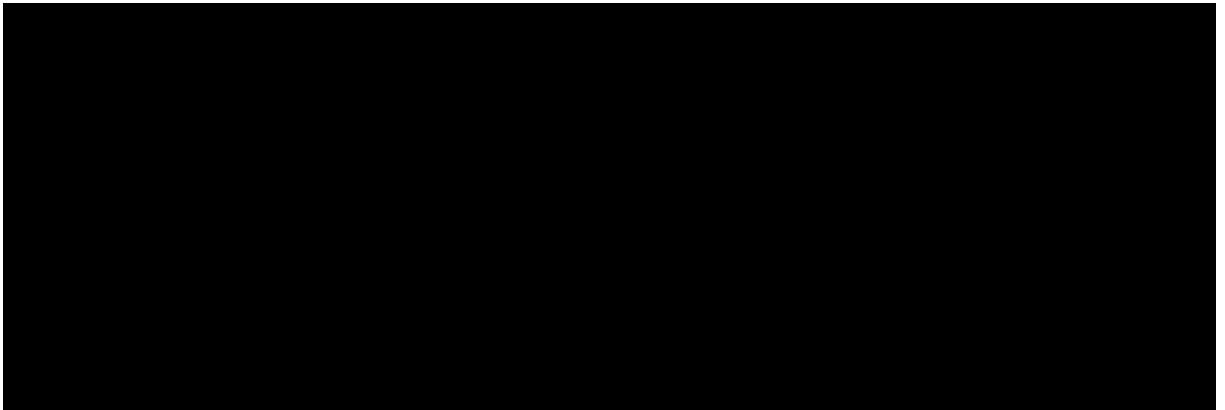
Summary of Action: 5 braking events recorded in SV. Customer reported 1 event was as he expected the vehicle to operate, but other 4 events were not in line with his expectations of the vehicle's performance. Photos of SV show 3 of 4 wheels have damage to rim flange. No braking events occurred on while driving the SV. No evidence that SV was not functioning as designed. Discussed findings and vehicle system operation with dealership service manager.

PE14-010

GM

6/6/2014

Q_08_T



Notes From Conversation With SV Owner

1. Usually keeps gap set at 1in the city. Uses further distances when away from the city
2. 5 occurrences reported.
3. 1 Occurrence was expected function of CIB under 30 MPH
4. 4 Other occurrences reported to have happened with no AVs nearby
5. Owner states that he believes that the braking should not occur over 30 MPH. Service manager reported that he believes this perception comes from internet forums
6. Latest occurrence happened on [REDACTED] just past dealership exit. Driving in this area shows uphill rise with two overpasses in the area.
7. Reports it has happened with and without cruise active
8. When it braking occurs, "crash avoidance" message is displayed and SV brakes with full force.
9. Reported incidents on [REDACTED] near exits for [REDACTED]. Area similarly has overpasses.
10. Reported incident headed [REDACTED] near Vacaville, CA between owner's home and Sacramento Airport.

During evaluation SV was driven from dealership to Fairfield, CA along I-80.

Then headed back toward San Francisco, turning around at near UC Berkely.

SV then driven to Sacramento.

SV then driven back past dealership exit to drive area just west of dealership for a 3rd time.

SV then returned to dealership.

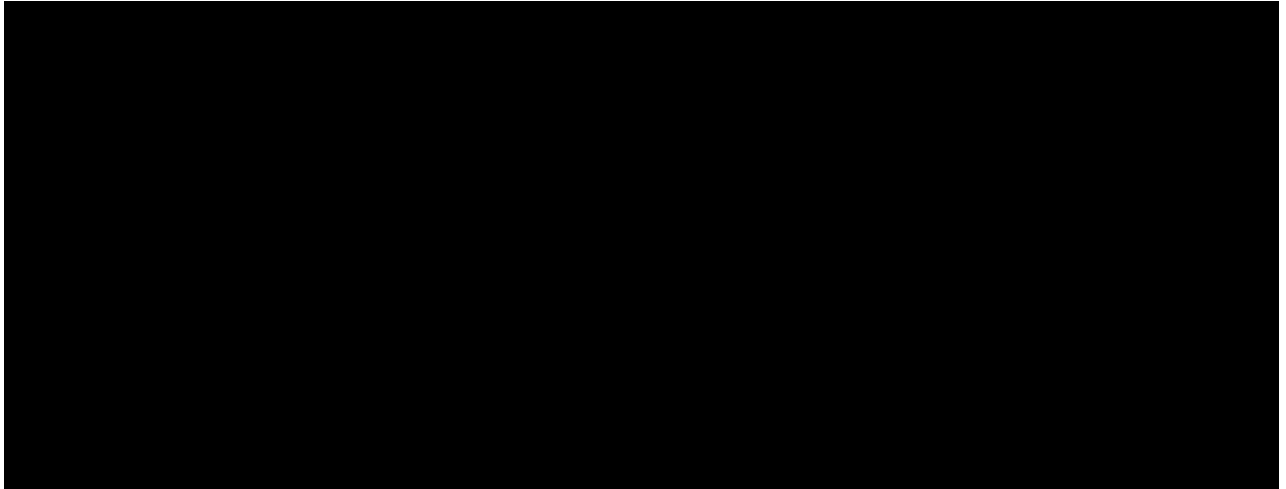
Noted SV had damage to 3 of 4 wheel rims. May be indicative of vertical loading into SV.

PE14-010

GM

6/6/2014

Q_08_T



Notes From Conversation With Team Chevrolet Service Manager:

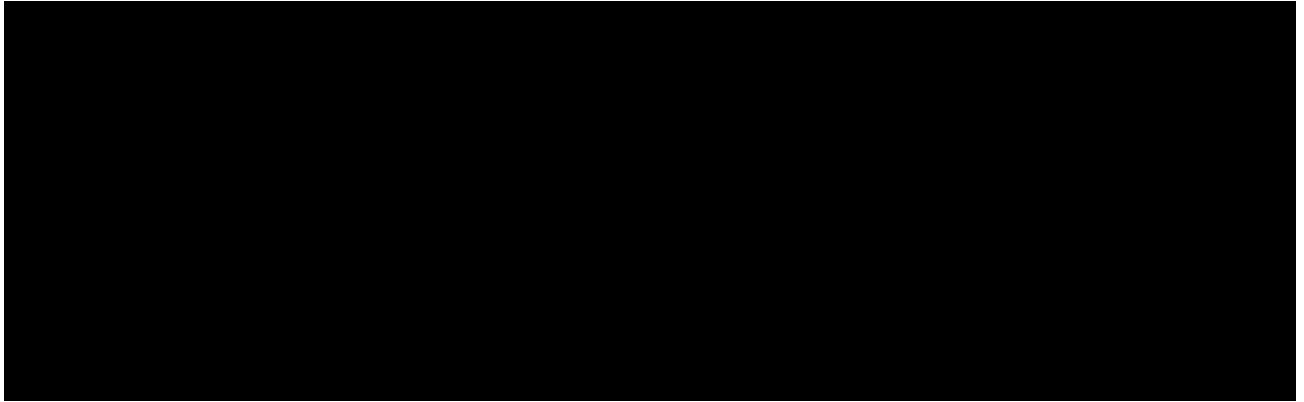
1. Informed the service manager that we did not find any operation outside of what was expected.
2. Described operation of the system including that during times of low traffic volume (ie no AVs in front of SV) the radar system may occasionally pick up an overpass or road sign (metal objects) as a target. The system will only act on the highest threat object in or entering the SV path. Also clarified that when the SV is in traffic it will “lock on” to the AV in front of it, and as long as no other object comes between the two of them, it will detect but not act on them as the highest threat object. Therefore, the concern the unwanted decelerations from bridges or road signs is not likely to happen in traffic situations, which is the customer’s concern.
3. Service manager stated that having the information described in (2) above would have greatly assisted his ability to explain the system to the customer.
4. Also highlighted the importance of reminding the customer of the advantage of the braking event that he thought was normal as it is likely to have saved crash damage to the SV.

PE14-010

GM

6/6/2014

Q_08_T



Notes From Conversation With SV Owner

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7. Reports it has happened with and without cruise active
8. When it braking occurs, "crash avoidance" message is displayed and SV brakes with full force.
9. Reported incidents on [REDACTED] near exits for [REDACTED]. Area similarly has overpasses.
10. Reported incident headed [REDACTED] near Vacaville, CA between owner's home and Sacramento Airport.

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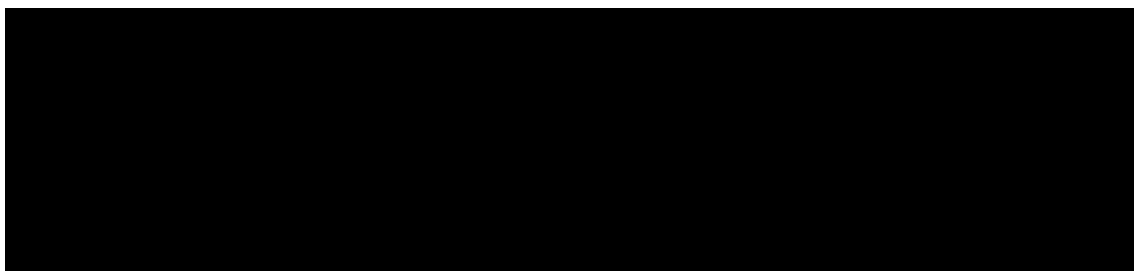
SV then returned to dealership.

Noted SV had damage to 3 of 4 wheel rims. May be indicative of vertical loading into SV.

PE14-010

GM

6/6/2014



 **Global Warranty**

Karen Morley
May 19, 2014

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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: 1G1125S30EU [REDACTED] Model: 1GY69-2014 IMPALA LT
Service Contract: [Yes](#) Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)**For this vehicle:**

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

Vehicle Build

Model: 1GY69-2014 IMPALA LT Order Number: RGMP4P
Gross Vehicle Weight: 2,192 Build Date: 10/23/2013
Build Plant: U

Option Codes

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

06D - TRIM COLOR SEAT NONE	1D3 - TRIM COLOR SE PANEL
1SZ - LT PREMIUM PACKAGE DISCOUNT	2LT - 2LT PACKAGE
4AA - JET BLACK	6X1 - COMPONENT FRT LH NON-COMPUTER SEL SUSP
7X1 - COMPONENT FRT RH NON-COMPUTER SEL SUSP	8XA - COMPONENT RR LH COMPUTER SEL SUSP (8XA)
9XA - COMPONENT RR RH COMPUTER SEL SUSP (9XA)	A51 - FRONT BUCKET SEATS
A69 - SEAT BELT TENSIONER, FRONT	A70 - SEAT BELT TENSIONER, FRONT
A90 - TRUNK RELEASE, POWER	AE2 - REAR DOOR LOCKOUT SYSTEM
AED - WINDOW, POWER WITH FRONT PASSENGER EXPRESS DOWN	AEQ - POWER WINDOWS, FRONT & REAR WITH EXPRESS DOWN
AG1 - SIX-WAY POWER DRIVER SEAT	AG2 - SEAT ADJUSTER FRONT PASSENGER POWER
AHR - HEAD RESTRAINTS	AKK - WINDSHIELD, LAMINATED GLASS
AKP - GLASS, TINTED	AKX - WINDSHIELD TYPE SOLAR ABSORB
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AP9 - CONVENIENCE NET, TRUNK
APG - PWR SEAT ADJUSTER, DRIVER, 4-WAY LUMBAR	APH - CONTROL SEAT, POWER LUMBAR, RH
AQQ - POWER DOOR LOCKS W/ REMOTE KEYLESS ACCESS	ASV - HUMIDITY/WINDSHIELD TEMP SENSOR
AXG - POWER WINDOW W/ EXPRESS DRIVER UP/DOWN	AXJ - VEHICLE TYPE PASSENGER CAR
AYF - AIRBAGS, DRIVER & PASSENGER FRONTAL AND KNEE FRT/OTBRD RR - HEAD CURTAIN AND SIDE	AYR - HEAD RESTRAINTS, REAR ADJUSTABLE, FOLDING
B36 - TRUNK MAT	B58 - FLOOR MATS, FRONT & REAR
BTT - PANIC ALARM BUTTON	BTV - REMOTE VEHICLE STARTER SYSTEM
C3U - POWER SUNROOF W/ 2ND ROW SKYLIGHT	C59 - VENT AIR CONSOLE RR
CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL	D53 - CONSOLE, FLOOR
D70 - RATIO TRANSAXLE FINAL DRIVE 2.77	D75 - OUTSIDE DOOR HANDLES
DA5 - ARMREST, REAR CENTER	DCP - ONSTAR PROCESSING DIRECTIONS & CONNECTIONS
DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING	DEH - HAMTRAMCK PLANT CODE

DH6 - DRIVER VISOR MIRROR-LIGHTED	DLL - POWER DUAL OUTSIDE MIRRORS, HEATED, TURN SIGNAL
E3E - HANDLE O/S, L/GATE, R/CMPT, CHROME	EA1 - FRONT SEAT BACK POCKET LH
EA2 - FRONT SEAT BACK POCKET RH	EF7 - COUNTRY CODE U.S.A.
EWV - TRIM SEAT NONE	FE9 - 50-STATE EMISSIONS
FHS - VEHICLE FUEL GASOLINE E85	FLY - TRIM DOOR NONE
FX3 - STABILITRAK-STABILITY CONTROL SYSTEM W/ TRACTION CONTROL	GBN - WHITE DIAMOND TRICOAT
GNA - SUSPENSION, FRONT	GNC - SUSPENSION, REAR 4 LINK
H0W - JET BLACK	I14 - ENGINEERING MODEL YEAR
IO5 - AUDIO SYSTEM, CHEVROLET MYLINK RADIO, AM/FM STEREO W/ CD PLAYER	J61 - ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC
J71 - BRAKE, PARKING	JJ2 - BRAKE LINING
K34 - CRUISE CONTROL	KA1 - DRIVER & FRONT PASSENGER HEATED SEATS
KD4 - POWER OUTLET, FRONT CONSOLE 12 VOLT	KG4 - GENERATOR 150 AMP
KPA - FRONT CONSOLE	LFX - ENGINE 3.6L, SIDI V6
LHD - LEFT HAND DRIVE	M7W - TRANSMISSION, 6-SPEED AUTOMATIC
MAH - MARKETING AREA US, PUERTO RICO/ USVI	MCR - MEMORY CARD
MCY - USB PORTS, 3	MDE - MOLDINGS, BRIGHT WINDOW SURROUND
MM1 - TRANSMISSION, 6-SPD AUTOMATIC	N37 - STEERING COLUMN, TILT AND TELESCOPIC
NCG - REAR DOOR LOCKS, POWER, CHILD SECURITY	NJ2 - POWER STEERING, ELECTRIC
NR0 - LEATHER WRAP STEERING WHEEL	NT7 - FEDERAL EMISSION SYST TIER 2
NWT - TAILPIPE DUAL, TURNED TURNED DOWN. HIDDEN	PCP - LT CONVENIENCE PACKAGE * REAR PARK ASSIST W/ CAMERA * AUTO-DIMMING INSIDE REARVIEW MIRROR * REMOTE VEHICLE STARTER SYSTEM * UNIVERSAL HOME REMOTE * PREMIUM CARPETED FRONT & REAR FLOOR MATS * CARPETED TRUNK MAT
PCU - ADVANCED SAFETY PACKAGE * FORWARD COLLISION ALERT * REAR CROSS TRAFFIC ALERT * LANE DEPARTURE WARNING * SIDE BLIND ZONE ALERT	PCV - PREMIUM SEATING PACKAGE * HEATED DRIVER & FRONT PASSENGER SEATS * 8-WAY POWER FRONT PASSENGER SEAT ADJUSTER * CONVENIENCE NET, TRUNK HEATED SEATS
QCL - TIRE, COMPACT SPARE	Q GK - TIRES, ALL SEASON BLACKWALL
R9N - CONTROL SALES ITEM NO. 89	RT4 - WHEELS, 19" PAINTED ALLOY
RV9 - 17" COMPACT STEEL SPARE WHEEL TIRE (REPLACES COMPACT SPARE TIRE)	SLM - SALES PROCESSING STOCK ORDER
T4A - HEADLAMPS, HALOGEN	T67 - BATTERY, RUNDOWN
T83 - HEADLAMP CONTROL AUTO ON/OFF ON-OFF	TU2 - LAMP MARKER, SIDE
U2M - SIRIUSXM AND HD RADIO + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U77 - ANTENNA, ROOF MOUNTED
U80 - COMPASS DISPLAY	UD7 - REAR PARKING ASSIST
UDD - DISPLAY, MULTI-COLOR DRIVER INSTRUMENT INFO ENHANCED	UDT - AUDIO SYSTEM FEATURE, 8" DIAGONAL COLOR INFO DISPLAY, TOUCHSCREEN
UE1 - 6 MTHS ONSTAR DIRECTIONS AND CONNECTIONS WITH AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAVIGATION (ASK DEALER ABOUT GEOGRAPHIC	UEU - FORWARD COLLISION ALERT
UFG - REAR CROSS TRAFFIC ALERT	UFL - LANE DEPARTURE WARNING
UFT - SIDE BLIND ZONE ALERT	UG1 - UNIVERSAL HOME REMOTE
UH1 - SEAT BELT WARNING	UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)
UMN - SPEEDOMETER	UQG - AUDIO SYSTEM, 6 SPEAKER, 100 WATTS
UTJ - THEFT DETERRENT SYSTEM DETERRENT SYSTEM	UVC - REAR VISION CAMERA
V33 - TOOL KIT	V8D - VEHICLE STATEMENT US
VAV - ALL WEATHER FLOOR MATS (DEALER INSTALLED)	VRG - VAA/COMPONENT REL COCKPIT
VRH - VAA/COMPONENT REL STEERING COLUMN	VRK - VAA/COMPONENT REL ROOF TRIM

VRL - VAA/COMPONENT REL FRONT
HORIZONTAL SUSPENSION

VRN - VAA/COMPONENT REL REAR
SUSPENSION

VY7 - LEATHER TRIMMED SHIFT LEVER

W1Y - STEERING WHEEL CONTROLS

YM8 - LPO PROCESSING CODE

VRM - VAA/COMPONENT REL FRONT VERTICAL SUSPENSION

VRR - VAA/COMPONENT REL TIRES AND WHEELS

VZE - MODEL YEAR 2014

XL7 - FREQUENCY RATING 315 MH

Added Option Codes

Vehicle has no current record of SAIO codes.

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 **GlobalWarranty**

Karen Morley
May 19, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail 

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

Vehicle Information
VIN: 1G1125S30EU
Service Contract: [Yes](#) Branded Title: **No** Warranty Block: **No** PDI Status: **Yes**
Order Type: 70 - RETAIL - STOCK
Field Actions: [0 Open](#)

[REQUEST ANOTHER VIN](#)

Transaction Detail

Job Card Date: 04/28/2014 **Job Card Number:** 34945

Repair Service Agent: 274474
SUBURBAN BUICK GMC
21800 WOODWARD AVENUE
FERNDAL MI 48220-2517
2483993200

Process Date:
04/29/2014
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0315-Steering/Suspension - Ride Quality
Job Card Line #: 1 **Transaction Adjustment:** **Cause Code:** 9096-Other - No trouble found - adjusted / reprogrammed
Labour Op 8049929-Customer Concern Not Duplicated (CCND) - Suspension
Causal Part Number

Odometer Reading: 6,536 MI
Authorization Code:

Line Total: { ** }

Transaction Detail

Job Card Date: 04/17/2014 **Job Card Number:** 204871

Repair Service Agent: 115100
JAMES-MARTIN CHEVROLET, INC.
6250 WOODWARD AVE
DETROIT MI 48202-3597
3138750500

Process Date:
04/18/2014
Transaction Type:
ZREG—Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 1 **Transaction Adjustment:** **Cause Code:** 9094-Other - Follow operation
Labour Op 0600723-Chevrolet 2 Year Maintenance
Causal Part Number
[See other Parts and/or Net Items](#)

Odometer Reading: 5,904 MI
Authorization Code:

Line Total: { ** }

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](#)

https://gwmipc.int.gm.com/gwm_web/showClaimHistoryDetail.do?_SEC_TOKEN_=6972326c645955374b77... 5/19/2014

Job Card Date: 04/01/2014	Job Card Number: 204117	Transaction Detail
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Repair Service Agent: 115100 JAMES-MARTIN CHEVROLET, INC. 6250 WOODWARD AVE DETROIT MI 48202-3597 3138750500	Odometer Reading: 4,992 MI Authorization Code:
--	---

Process Date:
04/02/2014

Transaction Type:
ZFAT—Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 2 Transaction Adjustment:
Labour Op 9100344-N130426 - Install Left and Right Outer Tail Lamp Seals

Cause Code: -

Causal Part Number
→ [See other Parts and/or Net Items](#)

Line Total: { ** }

Job Card Date: 10/25/2013	Job Card Number: A33725	Transaction Detail
---------------------------	-------------------------	--------------------

Repair Service Agent: 177043 MEROLLIS CHEVROLET SALES & SERVICE, 21800 GRATIOT AVE EASTPOINTE MI 48021-2224 5867758300	Odometer Reading: 1 MI Authorization Code:
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Process Date:
10/25/2013

Transaction Type:
ZPDI—Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment:
Labour Op 0590072-Pre-Delivery Inspection - Base Time

Cause Code: -

Causal Part Number

Line Total: { ** }

Job Card Date: 10/24/2013	Job Card Number: 265275	Transaction Detail
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Repair Service Agent: 177043 MEROLLIS CHEVROLET SALES & SERVICE, 21800 GRATIOT AVE EASTPOINTE MI 48021-2224 5867758300	Odometer Reading: 1 MI Authorization Code:
--	---

Process Date:
11/18/2013

Transaction Type:
ZPDI—Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 3 Transaction Adjustment:
Labour Op 0590032-PDI - Dealer Installed - Factory Invoiced Options

Cause Code: -

Causal Part Number

Line Total: { ** }

Job Card Date: 10/24/2013	Job Card Number: 265275	Transaction Detail
Repair Service Agent: 177043 MEROLLIS CHEVROLET SALES & SERVICE, 21800 GRATIOT AVE EASTPOINTE MI 48021-2224 5867758300		Odometer Reading: 1 MI Authorization Code:

Process Date: 11/18/2013		
Transaction Type: ZPDI—Pre-Delivery Inspection		
Transaction Expense Category: Pre-Delivery Inspection		
Customer Complaint Code: -		
Job Card Line #: 2	Transaction Adjustment:	Cause Code: -
Labour Op 0590052-PDI Related Fluid Adds		
Causal Part Number → See other Parts and/or Net Items		Line Total: { ** }

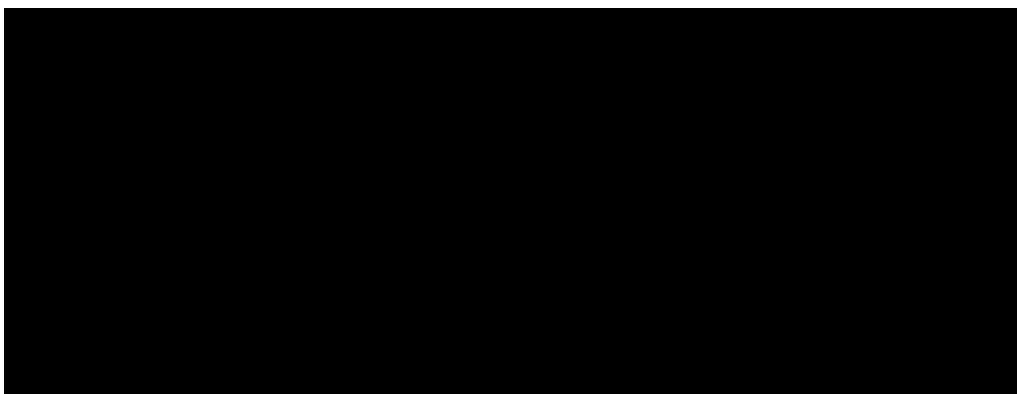
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PE14-010

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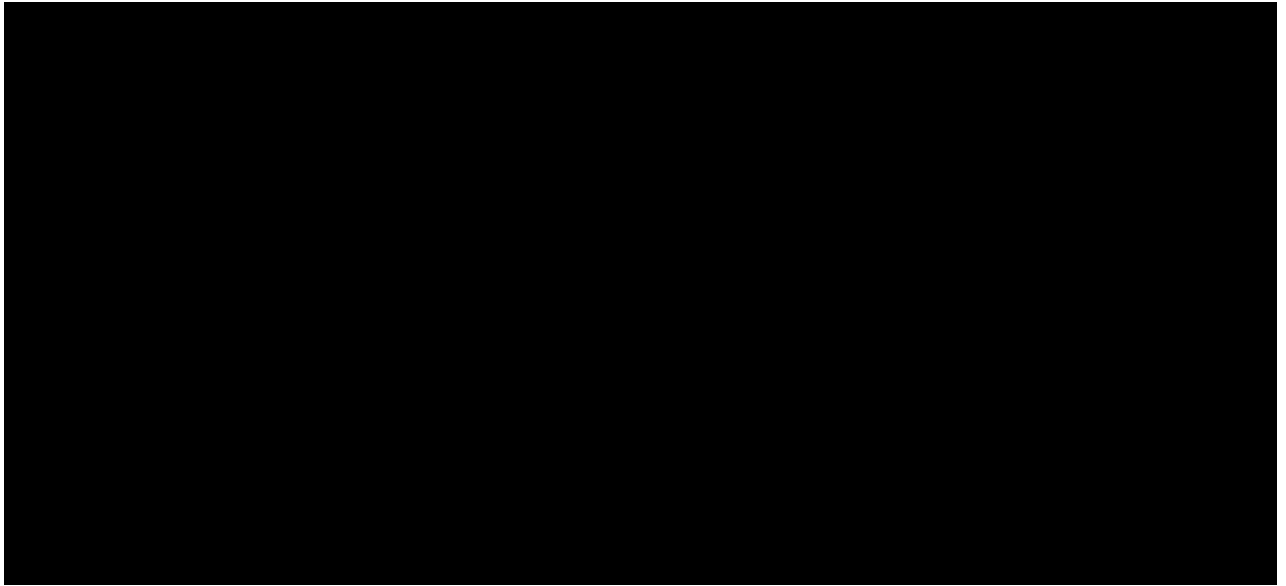
6/6/2014



PE14-010

GM

6/6/2014



██████████ – DETROIT 2014 IMPALA OWNER – INTERVIEW SUMMARY

██████████ was interviewed by Nichole Dean and Tom Ellingsworth on 05/21/14, via telephone conference call and unless otherwise indicated, the following information was obtained from ██████████
██████████:

I reside at ██████████. Detroit, MI (home) ██████████ or (cell) ██████████ with my wife. I'm ██████████. I worked at GM for 23 years as a design and quality model maker at the Tech Center. I worked with GM engineers and designers. My wife drives a 2009 Chevrolet Impala. I had always been a Buick guy but purchased a 2014 Impala at James Martin Chevrolet in Detroit, back in January 2014. The odometer reading on the car was about 20 miles when I took delivery.

During my ownership, I have only had routine maintenance done on the car. I have had the oil and filter changed once. I have not had any accidents with the car. I took the car in for a recall repair to the tail light seals. I noticed a foam insulator was loose behind the grille and during a service visit, I think they used an adhesive to reattach the insulator.

I purchased the 2014 Impala off the dealer lot, it was not special ordered. I had looked a number of 2014 Impalas and noticed a flaw in the quarter sail panel with the opera window. I had noticed this flaw on a number of Impalas. I purchased my 2014 and it has the same flaw, which is more of an appearance issue than anything. The window molding does not match up with the door molding and the belt molding doesn't match up with the quarter panel molding. It is really just an appearance factor and is only related to the right side of the car. I spoke to the dealership sales rep and a body shop employee about the flaw. The body shop employee told me to take it to the service department. The service department representative said that any repair work would not be covered under warranty, it would have to be paid for out-of-pocket. He thanked me for bringing the issue to his attention. I took the car to a different dealership and they made an adjustment to the door, which made it a little better.

Since I worked in design quality verification, we built models to specification and production tolerance. Brad Sweeney(sp) at Customer Care sent me to a zone rep inspection at Detroit Hamtramck. They inspected the car molding issue and said everything was within tolerance. They said everything was within production variance. As such, it became a production issue. As far as I know, the Impalas are still being produced with the same flaw. This raised my concern. I'm not sure that a repair can be made, given the fact everything is deemed to be within tolerance. I took the car to a body shop and was told that I would need to have the opera window glass pulled out and even at that, there is no guarantee that a correction could be made.

There is also a gap between the front fascia and fenders, which is really only noticeable when I get down to that level, while washing the car. Since it isn't something that stands out, I'm not as concerned about it.

I have had a number of issues with the syncing of my iPod with the vehicle MyLink. In my last Buick, I only had to turn a dial to get to the media section and desired play list. Now I have to use the touch screen, which is more cumbersome and can make a driver more distracted. I understand that the list of

devices that can be synced with the Impala has been greatly shortened, so older models can't be used. I do use my Ipod in the Impala to listen to books on tape and to listen to music.

The last issue is relative to the forward collision alert system in the Impala. I have experienced about 6 phantom alerts, where the chime activates and the red light appears in the bottom of the windshield simultaneously. The first time it happened was right after I bought the car and the last time it happened was yesterday. All of the events occurred while driving on the freeway, at 70-75 mph. There were no vehicles or objects ahead of my car. There were three chimes and red light flashes. I had my Garmin, radar detector and Ipod plugged in to power outlets at the time of every event. The roadway was straight, level and dry at the times of the events. I think my wife may have been with me on one or two occasions but she wasn't aware of what was happening, as she is still getting used to all of the different chimes. The car has a light on the dash which is either off, yellow or green. The light showed green when the alert sounded. I may have been approaching an overpass when one of the events happened.

I have never noticed any other dash warning lights illuminated when the events occurred. I have never seen any message in the driver information screen during the events. The cruise control, radar detector, radio and Garmin were the only accessories in operation at the time of the events. Yesterday, I was driving 75 mph on I696 when the latest event occurred. There were 3 beeps and flashes of red light in the bottom of the windshield. The cruise control then disengaged. I hit the resume button and the cruise reengaged. When the events have occurred, there has never been a hard brake application involved. The car did decelerate and it felt as if the brakes momentarily applied. I would estimate the vehicle speed decreased one or two mph before I reset the cruise. As a test, I manually disengaged the cruise to see how the vehicle felt and while it was similar to when the events occur, there was a perception that a momentary brake application occurred.

I spoke to the dealership service manager about a week after the first incident and he suggested that I not use the forward alert system and mentioned that GM was working on the issue. I later sent an email to Customer Care and on 04/28/14 got a reply message, advising me to contact my dealer service manager. The events happened randomly and in different locations. I had one occur on I696 in Grossbeck, one on I96 near Middlebelt and one on I94 near the big tire.

I would be willing to bring my car in for an inspection. You will have to tell me when and where. Right now my wife and I plan to take a month long road trip. We plan to leave Detroit 06/01/14 and will be gone about 30 days. We are going to see the USA in my Chevrolet.

T. Ellingsworth

05/21/14