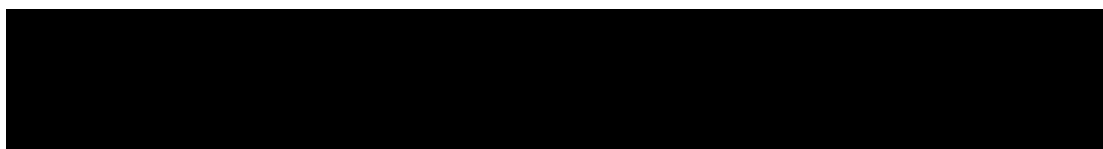


PE14-010

GM

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Q 08 O





Karen Morley
April 24, 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: 1G1155S33EU [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: [1 Open](#)

[REQUEST ANOTHER VIN](#)

Vehicle Build

Model: 1GZ69-2014 IMPALA LTZ Order Number: RCDSGM
Gross Vehicle Weight: 2,229 Build Date: 08/08/2013
Build Plant: U

For this vehicle:

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

Option Codes

*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	2LZ - 2LZ PACKAGE
4AJ - JET BLACK/DARK TITANIUM	6X1 - COMPONENT FRT LH NON-COMPUTER SEL SUSP
7X1 - COMPONENT FRT RH NON-COMPUTER SEL SUSP	8XA - COMPONENT RR LH COMPUTER SEL SUSP (8XA)
9H8 - LAMP SYSTEM DAYTIME RUNNING, AUXILIARY	9XA - COMPONENT RR RH COMPUTER SEL SUSP (9XA)
A45 - MEMORY SETTINGS, DRIVER SEAT, OUTSIDE MIRRORS, STEERING COLUMN, TILT/TELESCOPIC	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
ASV - HUMIDITY/WINDSHIELD TEMP SENSOR	ATH - EZ KEY PASSIVE ENTRY SYSTEM
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
B1V - DOOR HANDLES, CHROME	B36 - TRUNK MAT
B58 - FLOOR MATS, FRONT & REAR	B7Y - PLATE DOOR SILL COVER, COVER, CHROME
B85 - MOLDING B/S EXTERIOR,	BTM - KEYLESS START

BRIGHT

BTT - PANIC ALARM BUTTON	BTV - REMOTE VEHICLE STARTER SYSTEM
C3U - POWER SUNROOF W/ 2ND ROW SKYLIGHT	C59 - VENT AIR CONSOLE RR
C9B - LAMP, INTERIOR	C9J - LAMP, INSTRUMENT PANEL
CJ2 - AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL	D53 - CONSOLE, FLOOR
D70 - RATIO TRANSAXLE FINAL DRIVE 2.77	DA5 - ARMREST, REAR CENTER
DCP - ONSTAR PROCESSING DIRECTIONS & CONNECTIONS	DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING
DEH - HAMTRAMCK PLANT CODE	DH6 - DRIVER VISOR MIRROR-LIGHTED
DLG - POWER DUAL OUTSIDE MIRRORS, HEATED, DRIVER SIDE AUTO DIMMING, TURN SIGNAL INDICATORS	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	H1Q - JET BLACK/ DARK TITANIUM
I14 - ENGINEERING MODEL YEAR	IO6 - AUDIO SYSTEM, CHEVROLET MYLINK, W/ NAVIGATION STEREO, CD PLAYER
J61 - ANTILOCK BRAKE SYSTEM, 4 WHEEL DISC	J71 - BRAKE, PARKING
JJ2 - BRAKE LINING	KA1 - DRIVER & FRONT PASSENGER HEATED SEATS
KD4 - POWER OUTLET, FRONT CONSOLE 12 VOLT	KG4 - GENERATOR 150 AMP
KI6 - POWER OUTLET, 120 VOLT	KPA - FRONT CONSOLE
KSG - ADAPTIVE CRUISE CONTROL WITH CRASH IMMINENT BRAKING	KU1 - SEAT, VENTILATED DRIVER AND FRONT PASSENGER
KU3 - SEAT, VENTILATED PASSENGER	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	MWN - EXHAUST, DUAL-OUTLET STAINLESS STEEL
N38 - STEERING COLUMN, POWER TILT & TELESCOPIC	NCG - REAR DOOR LOCKS, POWER, CHILD SECURITY
NJ2 - POWER STEERING, ELECTRIC	NR0 - LEATHER WRAP STEERING WHEEL
NT7 - FEDERAL EMISSION SYST TIER 2	PCH - LTZ COMFORT & CONVENIENCE PKG * MEMORY SETTINGS, DRIVER SEAT, OUTSIDE MIRRORS, STEERING COLUMN, TILT/TELESCOPIC * PREMIUM CARPETED FRONT & REAR FLOOR MATS * CARPETED TRUNK MAT * INSIDE REARVIEW MIRROR, AUTO DIMMING * POWER DUAL OUTSIDE MIRRORS, HEATED, DRIVER SIDE AUTO DIMMING, GROUND ILLUMINATION, TURN SIGNAL INDICATORS * SEAT, VENTILATED DRIVER AND FRONT PASSENGER * STEERING COLUMN, POWER TILT & TELESCOPIC * UNIVERSAL HOME REMOTE * HEATED STEERING WHEEL
PCJ - LTZ PREMIUM AUDIO PACKAGE * AUDIO SYSTEM,11 SPEAKER BOSE CENTERPOINT SURROUND SOUND * POWER OUTLET, 120 VOLT	QCL - TIRE, COMPACT SPARE
R9N - CONTROL SALES ITEM NO. 89	RAL - TIRES, ALL SEASON BLACKWALL
RQ9 - TIRES, ALL SEASON BLACKWALL	RV9 - 17" COMPACT STEEL SPARE WHEEL TIRE (REPLACES COMPACT SPARE TIRE)
RVW - TRUNK ORGANIZER (DEALER INSTALLED)	SB2 - REAR SPOILER (DEALER INSTALLED)
SFE - WHEEL LOCKS (DLR INSTALLED)	SLM - SALES PROCESSING STOCK ORDER
T4F - HEADLAMPS, HIGH ÉINTENSITY DISCHARGE, LAMP CONTROL	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	UQS - AUDIO SYSTEM, 11 SPEAKER BOSE CENTERPOINT SURROUND SOUND
UTJ - THEFT DETERRENT SYSTEM DETERRENT SYSTEM	UVC - REAR VISION CAMERA
UVD - HEATED STEERING WHEEL	V33 - TOOL KIT
V8D - VEHICLE STATEMENT US	VAV - ALL WEATHER FLOOR MATS (DEALER INSTALLED)
VEB - PEDAL COVER SET (DEALER INSTALLED)	VK3 - FRONT LICENSE PLATE BRACKET
VRG - VAA/COMPONENT REL COCKPIT	VRH - VAA/COMPONENT REL STEERING COLUMN
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
XL7 - FREQUENCY RATING 315 MH	YM8 - LPO PROCESSING CODE

Added Option Codes

Vehicle has no current record of SAIO codes.

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PE14-010

GM

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██████████ – SUBJECT VEHICLE OWNER / DRIVER – MEMO OF FOLLOW-UP INTERVIEW

This interview was conducted by T. Ellingsworth on May 7, 2014, by telephone and unless otherwise indicated, the following information was obtained from ██████████:

It was on the early evening of March 31, 2014, that I experienced the electrical power loss issue in my 2014 Impala, after pulling into the Comfort Inn parking lot. I had exited the free way and was making a left turn into the motel entrance. I depressed the brake pedal to slow the vehicle as I approached the turn. It was between 4:00 and 5:00 pm when the incident occurred, so it was still daylight. There is a slight grade as you enter the hotel parking lot and a raised bump between the concrete sidewalk and the parking lot surface. I had gone over the bump and was completely in the parking lot when the power loss occurred. I was probably traveling 3 to 5 mph at the time.

When the power loss occurred, the engine continued running but all lights on the instrument and dash board went out. I don't recall whether the light on the headliner was on or off. I don't recall if the light for the transmission gear selector was on or off. Since it was daylight, I don't know if the exterior lights were off when the incident happened. I didn't open the driver door and didn't exit the vehicle. I use my daytime running lights but can't say whether they were on or not during the incident. The instrument panel and dash lights didn't flicker, nor were they going on and off. It was like in a split second all the dash and instrument panel lights went off. There were no lights illuminated on the dash or instrument panel. As I said on Sunday, the radio was the only thing that had power and continued playing after the power loss. I pushed in the power button the radio volume knob for about 7 seconds and that didn't shut off the radio.

After the electrical power loss, I did apply the brakes to bring the car to a stop. I didn't notice any difference in the feel of the brake pedal. The pedal didn't feel softer or harder than normal. I applied the brakes and brought the car to a stop. I would have depressed the brake pedal to shift from drive to park. Again, I don't whether the light for the gear indicator was illuminated. The car has a fob and start button, not an ignition key. I didn't hear any sounds and there were no warning lights illuminated on the dash before the power loss. After shifting to park, I pushed the button to shut off the engine. I assumed it was some kind of power glitch or random software glitch. I restarted the engine after about 5 seconds. I had to depress the brake pedal before pushing the start button or the engine won't start. The engine started immediately. I didn't have to crank the engine over. The car always started very quickly.

When I restarted the engine, the Chevrolet welcome screen appeared, as did the My Links. The radio was off when I restarted the engine and I pushed the power button to turn it on. It came back on to the same station I had been listening to. I turned the radio off and back on again,

after I initially powered it back on. When I restarted the engine, everything operated normally as far as the lights and accessories.

On the afternoon of Sunday, 05/04/14, when I received the message in the driver display that said, "anti collision is not engaged", there were no warning lights that appeared on the instrument panel, there was no audible warning sound and the red light didn't flash in the lower portion of the windshield. There were no other incidents on my way home. The Impala was parked when I got home and not driven again. I'm taking the car to Classic Chevrolet at this time and picking up a loaner. I was hesitant to drive the car after the incident last Sunday, so I'm happy to be getting it replaced.

T. Ellingsworth

05/07/14

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GM

6/6/2014

Q 08 O



██████████ – SUBJECT IMPALA OWNER / DRIVER – MEMO

This interview was conducted by T. Ellingsworth on May 4, 2014, by telephone and unless otherwise indicated, the following information was obtained from Dannie Hedgpeth:

I reside at ██████████, Livingston, TX ██████████. I'm ██████ years of age, DOB: ██████████ and have been retired for 18 years.

I own a 2014 Chevrolet Impala LTZ 2, which I purchased new from Classic Chevrolet in Grapevine, TX back in October 2013. The vehicle was located at a dealership in Jasperson, TX and driven to Classic Chevrolet in Grapevine, so there were 350 miles on the odometer when I took delivery. I'm the registered owner of the vehicle. The dealership replaced a tire and rim which had been damaged in transit, as a customer courtesy. The car has been serviced at Classic and at Taft Chevrolet in Taft, CA. The only service work has been routine maintenance, oil changes and tire rotations. I had an electrical issue the night before the brake lockup incidents of 04/01/14. It was some kind of an electrical glitch. I have not had any accident with the Impala and really liked the car until the 04/01/14 incidents. The car is driven almost daily and is only driven for pleasure

On 04/01/14, I experienced two occasions where the brakes locked up on the vehicle for no apparent reason. The first incident happened between 1:00 to 2:00 pm, on southbound TX Hwy. 287. Mileage at the time of the brake incidents was about 11,000 miles and the current odometer reading is 11,665. I specifically ordered the car with the anti collision and adaptive cruise control (ACC) features. I read the owner's manual to familiarize myself with these features. I had not experienced engagement of the adaptive cruise control before 04/01/14. I run on cruise control all the time. On the day of the brake event, I had the ACC enabled. I had the cruise set at 75 mph and the gap set at 3. I had read in the manual that depressing the accelerator pedal will override the ACC. As I was driving down the highway, the red warning light flashed three times in the left lower portion of the windshield, a rapid beeping sound became audible and the brakes locked up. There were no vehicles ahead of me or behind me. I can't say if there was any traffic on the northbound side of the highway.

This was the first time I had driven this particular route with the 2014 Impala. I was alone and was wearing my seat belt. Hwy. 287 is a four lane divided highway with a wide grass median and is posted 75 mph. I was driving in the left southbound lane. The concrete highway surface is straight and level. There are no guardrails on either side of the southbound lanes, no large highway signs and no overpasses in the area. There are really no trees in this rural area. It is wide open county, with a town about every 50 miles or so. The weather was sunny and clear. The road surface was dry.

At the time of the event I had the windows rolled up and the A/C on. The outside temperature was 65 to 75 degrees. I was listening to Fox News on Sirius XM radio. The car has built-in navigation and I had my cell phone synced with the vehicle phone via Blue tooth. I wasn't adjusting or moving any vehicle controls just before the incident. As I was driving along, the red warning light flashed in the windshield three times and the rapid warning beeping started to sound. Almost simultaneously, the vehicle began to brake very abruptly. The audible warning sound is a continual beeping. The entire event lasted about 1 ½ to 2 seconds. I depressed the accelerator pedal to over-ride the system and disengage it. I would estimate that during the event, the car speed dropped from 75 mph down to about 40 mph. I did not depress the brake pedal during or after the event. I simply depressed the accelerator pedal and continued down the highway, thinking to myself, boy that was strange.

At the time of the event, the words "anti collision" appeared in the driver dialogue box. I'm not sure whether I cleared that message by depressing the white check mark on the steering wheel or if it cleared when I accelerated. The red lights flashed in the bottom of the windshield, the audible warning beep sounded and the brakes locked up. Like I said, this all happened in a matter of a few seconds. The car was probably braking for a distance of about 3 car lengths before I depressed the accelerator. It was like the brakes were locked. I don't know if there were any tire marks made on the highway, but with anti lock brakes, I would assume not. I didn't hear the sound of tires squealing from the brake activation. As the car braked, I could feel my upper body pressing against the shoulder belt. I probably would have contacted the steering wheel if I hadn't been belted.

In my mind, the event lasted 2 seconds. The car didn't submarine, the whole car kind of squatted when the braking occurred. The car traveled in a straight path during the braking and I didn't turn the steering wheel at all, so I have no idea what the steering felt like. I don't have any recollection of the engine revving or feeling the car surge before the incident. After the incident I continued down the highway and drove at a speed of about 55 mph for several miles, before accelerating and locking my cruise in at 70 mph. I hit the resume button and the cruise locked in. The only option I didn't get on this car was color matching mud flaps. It cost me an extra \$1000 for the metal flake, diamond dust paint job.

I drove about 10 minutes, maybe a distance of 8 to 10 miles, when the brakes locked up a second time. Again the red light flashed at the bottom of the windshield 3 times and the audible rapid beeping alarm sounded, followed by an instantaneous lockup of the vehicle brakes. This time the driver dialogue box stated "anti collision bracket" see owner's manual. I still had the XM radio playing and the A/C was on when the second incident happened. I had a car following me when the second incident occurred and the driver behind me had to swerve to

go around me. He said something about my mother as he went by. The other driver didn't stop, so I can't identify a witness. I did depress the accelerator to disengage the system. After the second event, I pulled over to the shoulder, braked to a stop and shut off the engine. I thought maybe that would re-set or reboot the system. Later that day, I lifted the hood to see if a piece of debris (paper, cardboard, fur or feathers) had blocked the sensor for the system. The manual says the plexi-glass bow tie should be kept clean. There was nothing obstructing the sensor at that time.

After a few minutes, I started the engine and continued on my way to my destination. I probably drove another 140 to 160 miles and had no further incidents. I believe there is a software problem in the car. I know from checking on line that I'm not the only 2014 Impala owner to have experienced this phenomenon.

On the evening of March 31, 2014, the evening before the brake events, I was pulling into a Comfort Inn parking lot in Santa Rosa, NM, where I always stay. As I was pulling into the parking lot, all of the lights went out in the vehicle. The radio continued playing. I tried to manually turn off the radio by depressing the center of the volume knob for 3 seconds and it wouldn't turn off. I turned the ignition key to the off position. When I turned the key to restart the engine, all of the lights came on. This only happened that one time.

After the 04/01/14 brake events, I took the car to Classic Chevrolet to have the service department inspect the Impala. I was given a loaner pickup truck to drive for the 3 or 4 days it was at the dealership. I live about 45 minutes from Classic Chevrolet. When I arrived at the dealership, the service people told me they couldn't find anything wrong with the car. They even had me talk to the service manager, who thought I was imagining things. I told him I have programmed and built computers and in my mind, it was a software issue with a computer module or the black box in the car. I continued driving the Impala without incident until today. I was going from Livingston to Rutherford and as I was accelerating onto the highway, the driver dialogue box read "anti collision is not active" or "not engaged". At that time the cruise control was set and nothing happened.

T. Ellingsworth

05/04/14

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May 7, 2014. 8:05pm. Nichole Dean interviewed Drive [REDACTED]

Dealership Experience:

4th person to interrogate like I committed a murder. 8:05pm

- Did you have a good experience today with your vehicle exchange? Are they taking care of you?
- You mentioned you always service at Classic Chevrolet in Grapevine, TX or at a dealership in Taft, CA. How often has it been serviced since you purchased the vehicle in October 2013? One time, oil change only – Taft only
- Have you ever had it serviced outside of a GM dealership, like an oil change shop? No one else has touched the car

Since the time of the incident on 4/1 and the time of your service issue on 4/15 – did any other issues occur? No, but April 4...another incident

Did you drive it daily? Drove it much less between Wichita Falls to home 200 miles and that's about all. Weatherford, bought a new HHR -

Was it on a longer trip overnight like your Comfort Inn stay?

Can you tell me about your driving patterns? Do you normally use cruise on a long trip? 1700 miles on way 4 times per year. Home in CA and Texas... South Dakota, Florida, etc – live off cruise control. Don't like traffic. Speed limit set speed – about 2 mph over registered speed limit and gets passed anyway.

Do you drive with your foot on brake and accelerator at same time or does your left foot rest somewhere? No.

Questions:

- You had a phone synced to blue tooth – what kind of phone? Iphone 5.
- Was your phone being charged or connected to the charger at the same time? Bluetooth and in pocket – no USB
- Were you on a phone call? no
- Do you know of the USB connection for devices? Has it ever been used to your knowledge? Charges it this way – USB connections – the one in the center console cover in the map pocket. Do not use the USB port, use the 12V. Ipad as well, charges on 2.1A – iphone is 1.0. cables for both. Not turned on, but not 4G – use iphone as hotspot... but was not on at the time of the incidents
- Did you have anything else in the car with you like a tablet, navigation system, etc navigation system, tablet, etc.) . Ipad, not on in car
- Is this the only device paired to the vehicle or do you have more than one setup with bluetooth? NO
- Was the USB connection (e.g., phone, memory stick, etc.) in use at time of incident? Had it ever been used? NO
- If there is a CD player, was it in use at time of incident? Had it ever been used? Yes – never used it.
- If phones or other devices were being charged, was this done via USB port or cigar lighter? 12V

- If there is a rear seat entertainment / video system, was it in use during the incident? Had it ever been used? NO
-
- Had the vehicle ever been taken to a non-GM or other service facility for repairs? NO
-
- Was a device connected to the OBD-II Data Link Connector (trapezoidal 16-pin port under the steering wheel) during the incident? Had a device ever been connected? NO

For Electrical issue the night before, what time and how dark outside, were the exterior headlights on? Not dark outside, it was light outside.

- The lights went out – cluster, whole car? Explain what lights? Navigation went down. Orange LCD display in between tach and odo. 2mph, didn't see RPM or engine speed. No digital readout, no numbers, no lights, No codes no dialogue. No odo.
- Were you able to see the needle on the RPM gauge or Vehicle speed still? Was it showing a value or appear as though it was shut off?
- Were you able to read the odometer reading at that time?
- Was the shifter lighting on? Could you see the backlighting on the D to go to P, etc? did not look
- Pinspot? AC controls, radio buttons backlight, etc – did not play with any what the heck just happened? Santa Rose new mexico and drive without. Radio volume was high like from highway, its distracting but not higher than it was before. XM5. Hit the home button. Tap mute button on radio, then steering wheel button, nothing happened. Pressed button on radio held for 3 sec (required??) then held it again. Done it before and its worked but didn't this time.
- The vehicle is equipped with a push to start button. So when you keyed off and on – explain what steps you took with the button. Killed – engine, waited 5 sec, step brake, hit start button fired right up no problem. Everything came back on. Center LCD info screen has multiple settings and set on mph prior, came back 0mph – still displaying mph. Chevrolet welcome, mylink, went back to Navigation and radio wasn't on and playing. Turned it on and playing on XM5, pushed button and turned off. Gutter in driveway next to sidewalk cut out. So it was go down dip hit gutter and come out. Pulled in off highway and bumped and that's when everything went off. Turned engine off and came back. Surmised software or ground out or short. Cable loose.
- Did you open the door at all before re-starting? NO.
- Tell me more about the radio – was it still playing through speakers just buttons not responsive?
- When the lights went out inside, did the exterior lights go out?
- You said you stopped and keyed off and re-started the car. When the lights went out, did the car do anything – like the engine or transmission? Did it stay running?
- Did you feel the car have a different accelerator or brake pedal feel – harder or softer? Car felt same as before.
- When you re-started the car did the Impala welcome screen show or was it still in the same screen/radio channel, etc?
- How long did you wait before re-starting the car? 5 seconds
- When you re-started, do you recall having to depress the brake pedal to start the car again?

Incident on braking

- Message pop-up in cluster –was that in a dialogue box or where the ODO reading is? Nothing the first time, the second time on that same day – pulling over not in info center but in the lcd orange place said anti collision bracket – see owners manual. Later when I got to my aunts house I thought about what bracket – under hood nothing looked loose no paper, etc paper in radar screen. Pop up message was not at the same time as the red lights that he can remember. Noise and lights came on and milliseconds. Came up when pulled over.
- Was there any other lights like a check engine light or Traction Control flashing symbol?
- After the second incident you shut the car off after pulling over. Did you do the same as the night before or anything different? Ie get out of the vehicle or something different? How long did you wait before re-start? Same thing, as night before, 10 seconds. Should I disengage the anti collision warning system or not cause you can but I didn't.
- When you were driving on the long stretch of road, no exit for 50 miles, was there other traffic around ever? Mixed wichita falls and bouey texas – cars are around. Median is there 100 ft wide, traffic on road.
- Have you ever had the system go off appropriately? Avoiding a near collision? Several times if come fast behind car, thinking I had ACC on – and forgot I didn't, lights flashed. When no ACC active, has gone fast on car in front of me. You have had a collision outside ACC, where been able to react depress brakes. Never experienced it braking for you outside adaptive cruise control. When in ACC, never had the collision warning system go off while in ACC. Annoying – two lane highway, going north – highway goes into 40-50 deg turn and rig up the road from you, when he crosses the path and your car thinks it in front of you and it will shut you down – acc slows you down. Thinks its going to hit them so it slows and shuts down.

Cluster message: “anti collision”, “Anti collision bracket” then did you get a third event the day of our interview with you – a “**anti collision is not active or not engaged**”. That was 5/4? Did any light accompany that message – like a check engine light, or a brake light on the cluster? Driving and accelerating cant recall if activated cruise or not. Almost positive activated cruise control, 65mph. not sure if message came before or after. Not at set speed yet. No braking, dialogue box dismissed itself. Cruise operated the whole time, another 10 miles. Was near Weatherford, went through menu after stopped, not driving – collision menu – set on automatic still

The third incident – the day of the first interview

Explain more about what you were doing at that time?

Did any other lights come on in the cluster?

Did the red ligts in the windshield come on when you got the anti-collision message?

Were there any noises or sounds like chimes or beeping?

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6/6/2014

Q 08 O



Inspection 2014 Impala VIN 1G1155S33EU

Start Date: May 7, 2014

End Date: May 10, 2014

Engineering Group: General Motors (Leonard Leshinsky, Brian Paprocki, Dustin Levi, Timothy D. Julson, and Brian E. Thompson); Delphi (Michael A. Chalut)

Attachments:

Data downloaded from SV

Photos of SV taken by Brian E. Thompson

Photos of SV taken by Dustin Levi

Download of part numbers installed on SV at manufacturing assembly plant

Summary of electrical review of SV

Description: Inspect Vehicle; gather software and calibration part numbers, Active Safety EDR data, and vehicle DTCs. 300+ mile drive evaluation in areas of customer reported incidents with system monitoring.

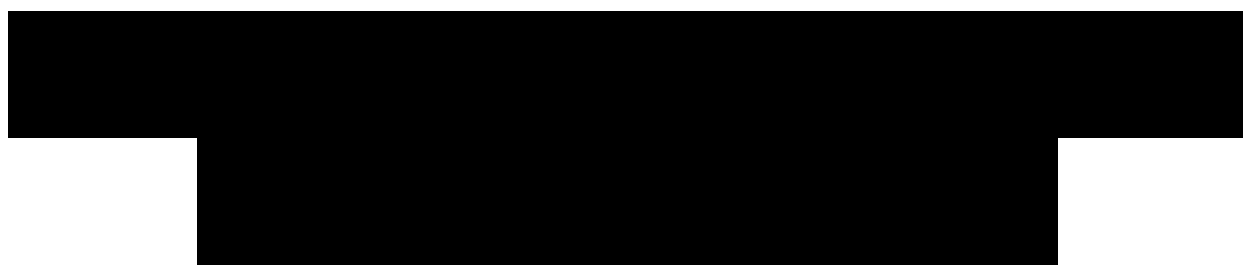
Summary of Action: No visual issues found with SVs brake systems. SV was found to have evidence of an animal living in the engine compartment; tracks, and the remnants of a nest on the transmission. Some modules were found to go off bus at start-up, but this was later tied to low system voltage at time of start-up. Subsequent analysis showed the modules to stay on bus when the vehicle was started. SV had an aftermarket trailer hitch installed, but there was no evidence of a trailer wiring harness being tied into the vehicle electrical wiring at the dealership. It was decided that a removal of panels at MPG would confirm. No occurrences of brake apply happened on test drive from Grapevine, TX to Vernon, TX and back

PE14-010

GM

6/6/2014

Q 08 O



HAMTRAMCK RPM SYSTEM: ALDL DATE: 05/08/14
 ENTER ? FOR HELP PART NUMBER REPORT TIME: 06:17
 VIN: 1G1155S33EU [REDACTED]
 DP#: 13 174728 SERIAL#: 1115453 1) 08/08/13 09:52 DEV: 4ALF/LFX STN: 81 (P)

MODULE	FNA	PART	PART DESCRIPTION
AMP	8373D	22905346	DATA FILE-RDO AMPF UTILITY
	0432A	23106184	AMPLIFIER ASM-RDO SPKR
	8373C	23108046	DATA FILE-RDO AMPF OPERG SYS
	8373G	23130438	DATA FILE-RDO AMPF CALN
AOS	0135A	23101685	MODULE ASM-AIRBAG FRT PASS PRESENCE
BCM	0190A	13338869	DATA FILE-BCM AUX ALARM SENSING CONT CALN
	0189C	13505709	DATA FILE-BCM PWR L/WDO CONT CALN (POSN 3
	0189B	13505710	DATA FILE-BCM PWR L/WDO CONT CALN (POSN 4
	0189A	13505711	DATA FILE-BCM PWR L/WDO CONT CALN (POSN 2
	0100A	13589093	MODULE ASM-BODY CONT
	0162A	13589095	DATA FILE-BCM OPERG SYS
	0170A	13589618	DATA FILE-BCM UTILITY
	0192A	20919233	DATA FILE-BCM SUNSHADE CONT CALN
	0194A	20919235	DATA FILE-BCM SUNROOF CONT CALN
	0169A	22839032	DATA FILE-BCM THEFT DTRNT ALARM CALN
	0179A	22839110	DATA FILE-BCM HVAC CONT SYS CALN
	0183A	22839119	DATA FILE-BCM WPR CONT SYS CALN
	1082A	22839138	DATA FILE-BCM PWRT CONT SYS CALN
	0195A	22982978	DATA FILE-BCM MANUAL EXTR LP CALN
	0176A	22992939	DATA FILE-BCM ELEC CHRG & ENGY STOR SYS C
	0181A	23113143	DATA FILE-BCM I/P OCCUPANT DISPLAY INF
	0193A	23129412	DATA FILE-BCM INTR LP CALN
	0171F	23143240	DATA FILE-BCM VEH SYS CALN
	0171K	23143271	DATA FILE-BCM LKG CALN
	0189A	23144044	DATA FILE-BCM PWR L/WDO CONT CALN (POSN
	0196A	23183275	DATA FILE-BCM AUTO EXTR LP CALN
	0177A	23187711	DATA FILE-BCM CHAS CONT SYS CALN
EBC	6503E	22864985	DATA FILE-ELEK BRK CONT MDL UTILITY
	6503A	23143287	DATA FILE-ELEK BRK CONT MDL CALN
	6503N	23143412	DATA FILE-ELEK BRK CONT MDL XML
	0117A	23183130	VALVE ASM-BRK PRESS MOD (W/ ELEK BRK &
	6503B	23185008	DATA FILE-ELEK BRK CONT MDL OPERG SYS
	6503C	23185010	DATA FILE-ELEK BRK CONT MDL OPERG SYS(SEC
ECC	6504D	13579035	DATA FILE-HVAC SYS UTILITY
	6504H	13589905	DATA FILE-HVAC SYS OPERG SYS
	0225Q	13589913	CONTROL ASM-HTR & A/C REM
	6504A	23124313	DATA FILE-HVAC SYS CALN
	6504B	23163049	DATA FILE-HVAC AIRFLOW CALN
ECM	6511E	12638535	DATA FILE-ECM (W/ 2ND MPU) OPERG SYS
	6512B	12639160	DATA FILE-ECM UTILITY
	0500M	12644446	MODULE ASM-ENG CONT (W/ 2ND MPU) & (W/O
	6511B	12644447	DATA FILE-ECM OPERG SYS
	6501E	12650696	DATA FILE-ECM (W/ 2ND MPU) ENG CALN
	6501B	12657072	DATA FILE-ECM ENG CALN
	6501S	12657076	DATA FILE-ECM ENG DIAGN
	6502X	12657078	DATA FILE-ECM FUEL SYS CALN
	6506B	12657084	DATA FILE-ECM VEH SPD SEN CALN

6504P 12658966 DATA FILE-ECM VEH SYS CALN
 EFP 0225A 23113226 CONTROL ASM-HTR & A/C
 EPB 6503F 22828239 DATA FILE-ELEK PARK BRK CONT MDL UTILI
 1210A 23119497 MODULE ASM-ELEK PARK BRK CONT
 6503G 23119528 DATA FILE-ELEK PARK BRK CONT MDL OPERG S
 6503J 23142229 DATA FILE-ELEK PARK BRK CONT MDL CALN
 EPS 6545E 23146228 DATA FILE-ELEK P/S MOT CONT MDL UTILITY
 6545C 23146233 DATA FILE-ELEK P/S MOT CONT MDL CALN
 6545B 23146236 DATA FILE-ELEK P/S MOT CONT MDL OPERG SYS
 0028A 23146238 MODULE ASM-ELEK P/S MOT CONT
 FSC 0410D 20979915 DATA FILE-FUEL SYS CONT MDL UTILITY
 0410C 22872238 DATA FILE-CHAS CONT MDL OPERG SYS
 0400A 22874299 MODULE ASM-CHAS CONT
 0410B 22932651 DATA FILE-CHAS CONT MDL CNTL CALN
 0410G 22957277 DATA FILE-CHAS CONT MDL VEH SYS CALN
 HMI 6571A 22892123 DATA FILE-HMI UTILITY
 6571F 23120118 DATA FILE-HMI SPEECH REC CALN
 6572C 23120132 DATA FILE-HMI BRAND CALN
 6572F 23150274 DATA FILE-HMI LANGUAGE CONFIG CALN
 6572D 23152217 DATA FILE-HMI DISPLAY INTERFACE CALN
 8385A 23152950 DATA FILE-HMI NAVN MAP DATABASE CONFIG
 6572B 23153281 DATA FILE-HMI COUNTRY CALN
 6572G 23169828 DATA FILE-HMI NAVN MAP DATABASE GRAPHICS
 6571G 23169877 DATA FILE-HMI HAND FREE TUNING CALN
 6571C 23174397 DATA FILE-HMI OPERG SYS ECCN=7A994
 8691A 23174401 MODULE ASM-HMI CONT ECCN=5A992
 6571D 23190032 DATA FILE-HMI SYS CALN
 6571E 23198342 DATA FILE-HMI NAV SYS CALN
 6572E 23198343 DATA FILE-HMI WIRELESS COMN CALN
 8692A 23199110 DATA FILE-HMI RR VIEW CAMERA CALN
 ICS 0261A 23151543 CONTROL ASM-AM/FM STEREO RDO
 IPC X0287 22839419 DATA FILE-INST CSTR UTILITY
 0055F 22839427 DATA FILE-INST CSTR IND CALN
 0055G 22839428 DATA FILE-INST CSTR WARN CALN
 0055H 22839430 DATA FILE-INST CSTR TRANS CONFIG CALN
 0055J 22839431 DATA FILE-INST CSTR OVERSPEED & BIASING C
 0055D 23119621 DATA FILE-INST CSTR LIGHTING CALN
 0055K 23145285 DATA FILE-INST CSTR O/S AIR TEMP CALN
 0055E 23145286 DATA FILE-INST CSTR M/FUNC PERFORMANCE CA
 0050A 23155289 CLUSTER ASM-INST
 X0285 23193437 DATA FILE-INST CSTR OPERG SYS
 0055A 23197682 DATA FILE-INST CSTR XML
 IRC NONE 00029556 NO DESCRIPTION
 8373A 22761695 DATA FILE-RDO CALN
 8373E 22962780 DATA FILE-RDO UTILITY
 0184A 22969968 DATA FILE-RDO RR VIEW CAMERA CALN
 8374A 22969969 DATA FILE-RDO CONT CALN
 8374D 22969974 DATA FILE-RDO BRAND CALN
 8373P 22970004 DATA FILE-RDO EQLZR CALN
 8373N 22997533 DATA FILE-RDO LANGUAGE CALN
 8373B 23115518 DATA FILE-RDO OPERG SYS
 0045A 23115521 RADIO ASM-RECEIVER ECCN=5A992
 8373R 23132160 DATA FILE-RDO ILLUMINATION MDL CALN
 8373J 23152826 DATA FILE-RDO TUNER CALN

8373K 23152830 DATA FILE-RDO SYS CALN
 8373H 23193331 DATA FILE-RDO AUDIO CALN
 LDW 9458C 22820036 DATA FILE-FRT OBJECT ALARM MDL UTILITY
 8250A 22991221 CAMERA ASM-FRT VIEW ECCN=6A993
 9458B 22991222 DATA FILE-FRT OBJECT ALARM MDL OPERG SYS
 9458A 23106421 DATA FILE-FRT OBJECT ALARM MDL CALN
 LRR 9430D 23103357 DATA FILE-FWD RANGE RADAR MDL UTILITY
 0703A 23176650 MODULE ASM-FWD RANGE RADAR
 9430A 23176652 DATA FILE-FWD RANGE RADAR MDL
 9430B 23176653 DATA FILE-FWD RANGE RADAR SEN
 9430C 23176654 DATA FILE-FWD RANGE RADAR MDL CAL
 MSM X0273 23101535 DATA FILE-D/SEAT ADJR MEMORY MDL OPERG S
 5200A 23120588 MODULE ASM-D/SEAT ADJR MEMORY
 X0271 23126297 DATA FILE-D/SEAT ADJR MEMORY MDL UTILITY
 X0272 23183847 DATA FILE-D/SEAT ADJR MEMORY MDL CALN
 ONS 8775A 13505319 MODULE ASM-COMN INTERFACE (W/ M/TEL XCVR)
 NONE 22780309 NO DESCRIPTION
 NONE 22780311 NO DESCRIPTION
 NONE 22780313 NO DESCRIPTION
 NONE 22780316 NO DESCRIPTION
 NONE 22780318 NO DESCRIPTION
 NONE 22780322 NO DESCRIPTION
 8350D 22914372 DATA FILE-COMN CTR CALL XCVR UTILITY
 PEPS 6922A 13580551 MODULE ASM-KEYLESS ENTRY CONT
 0962E 13580555 DATA FILE-KEYLESS START & M/FUNC CONT
 0962A 13587594 DATA FILE-KEYLESS START & M/FUNC CONT MDL
 0962C 13587603 DATA FILE-KEYLESS START & M/FUNC CONT MDL
 0962B 23120594 DATA FILE-KEYLESS START & M/FUNC CONT MDL
 SAS 8110A 13579709 SENSOR ASM-STRG ANGLE
 SBZL 7370A 23133812 MODULE ASM-SIDE OBJECT SENSING ALERT
 0262D 23133814 DATA FILE-SIDE OBJECT MDL UTILITY
 0262A 23133816 DATA FILE-SIDE OBJECT MDL OPERG SYS
 0262B 23133817 DATA FILE-SIDE OBJECT MDL CALN
 SBZR 7370A 23133812 MODULE ASM-SIDE OBJECT SENSING ALERT
 0262D 23133815 DATA FILE-SIDE OBJECT MDL UTILITY
 0262A 23133816 DATA FILE-SIDE OBJECT MDL OPERG SYS
 0262B 23133817 DATA FILE-SIDE OBJECT MDL CALN
 SDM 6600E 13588129 DATA FILE-SYS DIAGN MDL UTILITY
 0345A 13589692 MODULE ASM-AIRBAG SEN & DIAGN
 6600F 13589693 DATA FILE-SYS DIAGN MDL OPERG SYS
 6600G 23128702 DATA FILE-SYS DIAGN MDL VEH SYS CALN
 X0389 23128703 DATA FILE-SEN & DIAGN AIRBAG MDL CALN (OF
 TCM X1546 24257300 VALVE ASM-CONT SOL (W/ BODY & TCM)
 6511C 24257301 DATA FILE-TCM OPERG SYS
 X1546 24262754 DATA FILE-TCM UTILITY
 6502T 24269860 DATA FILE-TCM TRANS DIAGN
 6504R 24269861 DATA FILE-TCM VEH SYS CALN
 6502Q 24271198 DATA FILE-TCM TRANS CALN
 UPA NONE 13408254 NO DESCRIPTION
 6519C 13408499 DATA FILE-RR PARK ASST ALARM MDL UTILITY
 7255A 13428825 MODULE ASM-PARK ASST CONT
 6519B 13428853 DATA FILE-RR PARK ASST ALARM MDL OPERG SY
 6519A 23166821 DATA FILE-RR PARK ASST ALARM MDL CALN

Vehicle built in DEHAM 8/8/2013

DPI 174728

EBCM has

6503B 23185008 DATA FILE-ELEK BRK CONT MDL OPERG SYS

6503C 23185010 DATA FILE-ELEK BRK CONT MDL OPERG SYS{SEC

NEW SW is 23432806 Both are KSG and by EWO's appear to be correct

LRR has the correct latest SW

5/9/2014 reviewing texas car for customer complaint of interior lighting going out after hitting a gutter or curb.

0752 Classic Chevrolet working with technician Byron

Looking over vehicle we see what may be mouse nest and droppings all over engine compartment. The nest appears to be made of insulation from vehicle, most likely interior and on top of the transmission below the shift cable

Pulled vehicle snapshot= texas Diagnostics Data before any work 5-09-2014 9-02-41 am 5-09-2014 9-02-52 am

No Errors observed on BUS

NO CE codes

NO HS codes

U150F LIN ICS code

B285A – Steering column position Module

HS BUS = 60.5 Ohm

CE bus = 60.8 Ohm

Voltage at ALDL = 12.75 V Vehicle turned off

0.1 Ohm Offset from DLC to FWD lamp harness Ground

1650, 1550, 1450, 450, 1150, 1750, 1250, 50 Ground circuits are all tight and have no movement

Inspected IEC no obvious issues observed from general look over

Disconnected 102 way at left hand Kick pad, inspected ckt 42 at cavity 89. No terminal back out, no bent pins, all looks normal. Reassembled

Check codes again AMP B1085, SDM B067F, SDM B0680, SDM B059A are all set and history. Cleared codes, they did not return

Went back to IEC, Removed IEC from mounting bracket. Power feeds appear attached and tight but have different appearing connection. Removed ty strap and wiggled cables. Cables are tight and no loss of power occurs to cluster or other module under wiggling of 102 way nor IEC. Inspected closely with mirror and took pictures. Only item observed was a slightly loose Fuse 4 and 5 in IEC, however wiggling those also never caused any power loss or change of function representative to driver complaint.

Byron removed water/coolant bottle and I inspected the FWD lamp harness to Body inline. All pins and cavities appear in tact with no issues. Pictures taken.

I removed both IP side ground on the LH side of vehicle, there was no obvious change to vehicle function with these grounds removed. Cluster was still on, and radio playing.

Pink Gnd = 1.8M Ohm offset to ground stud
Black Gnd = 0.65M Ohm offset to ground stud

With Pink ground disconnected and compared to ground stud there was 7.5VDC. This could indicate a sneak path to ground for this circuit through some other device or method.

05/9/2014 – 1400 At this time it was determined more investigation would require the vehicle to be disassembled to a level the dealership is not prepared to adequately handle. Any further work would be better suited in Milford at the Proving Grounds. Recommend vehicle to be shipped.









32073814 AAN
(20T)621776Jdz304



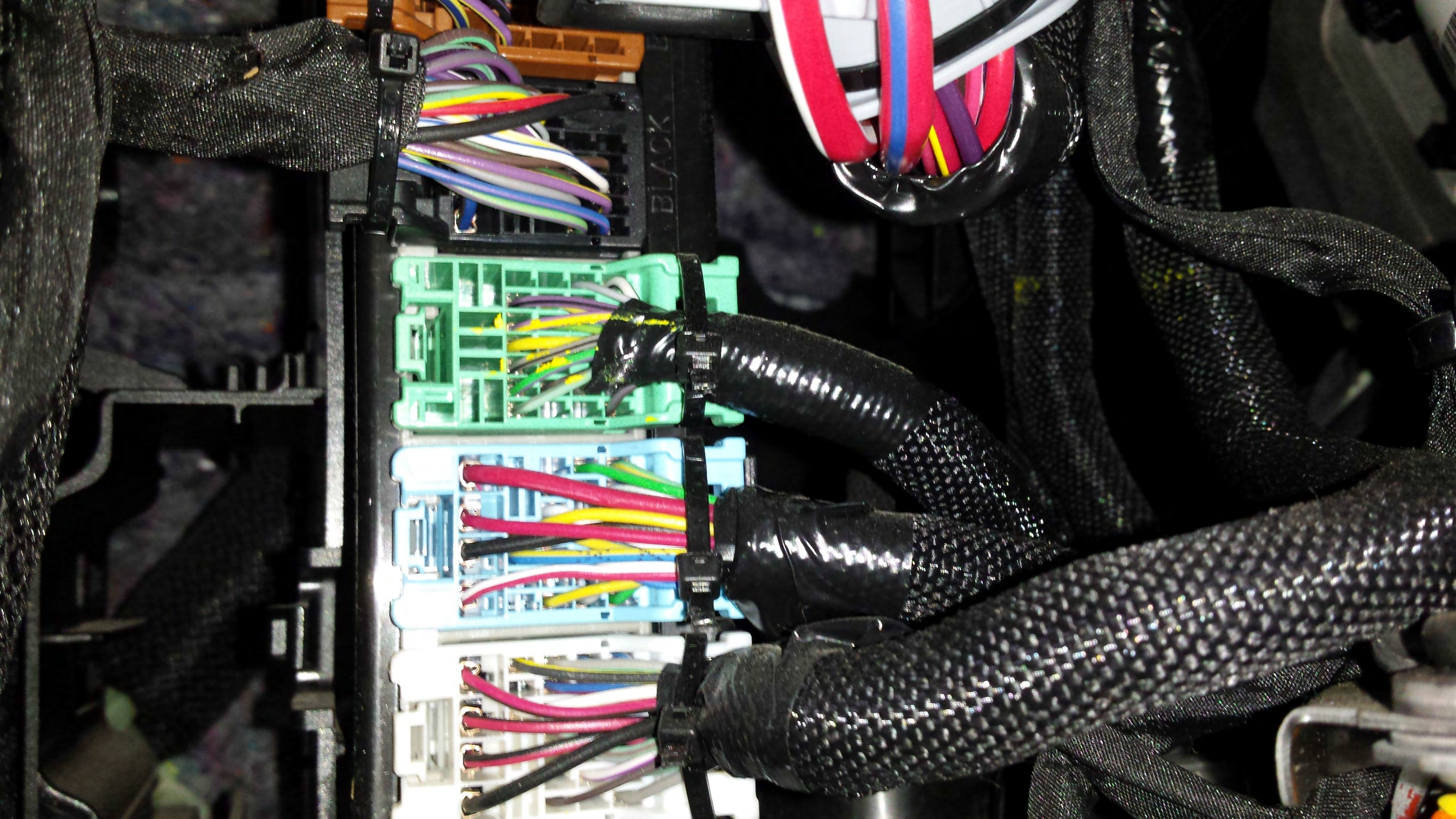




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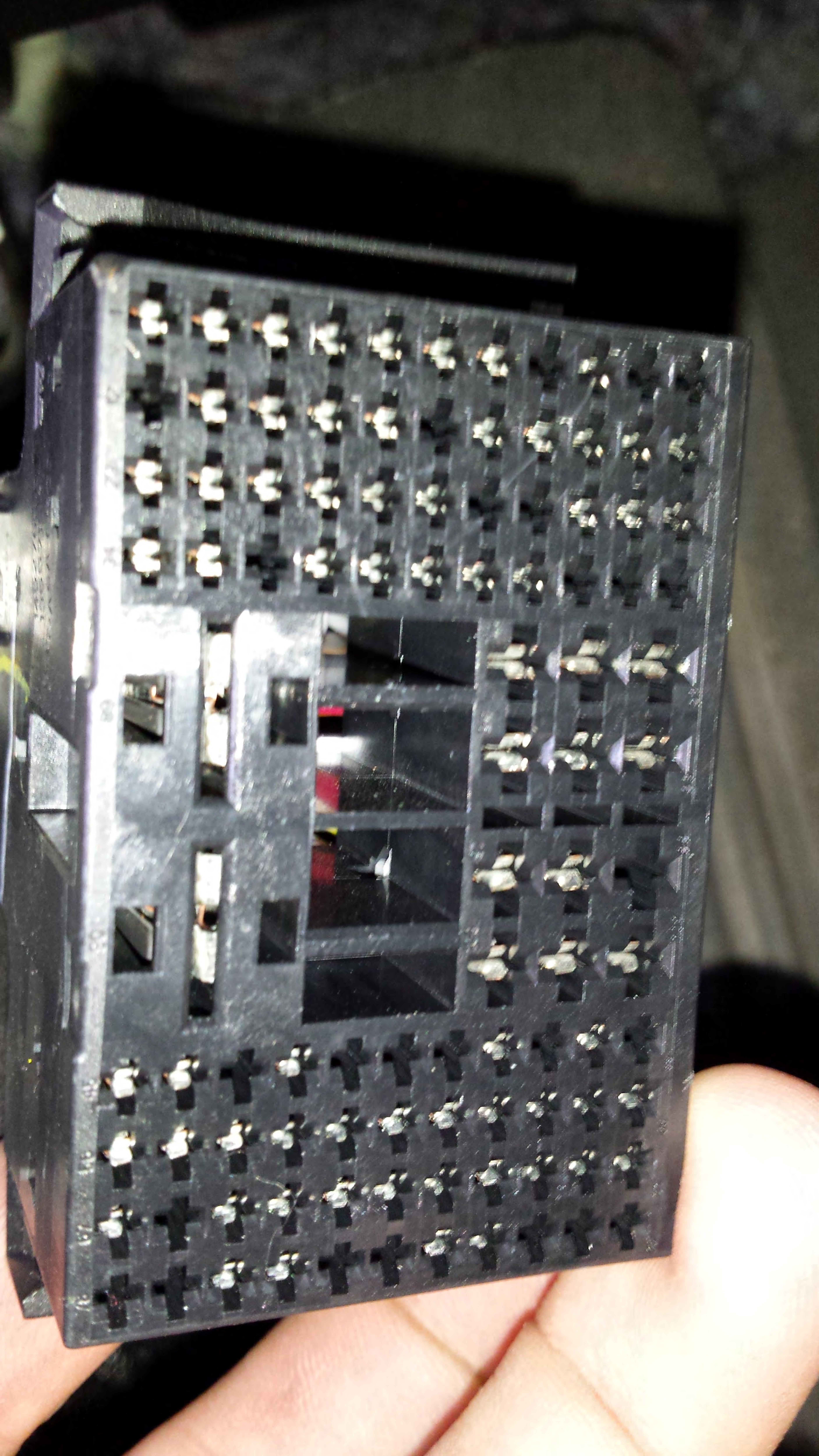


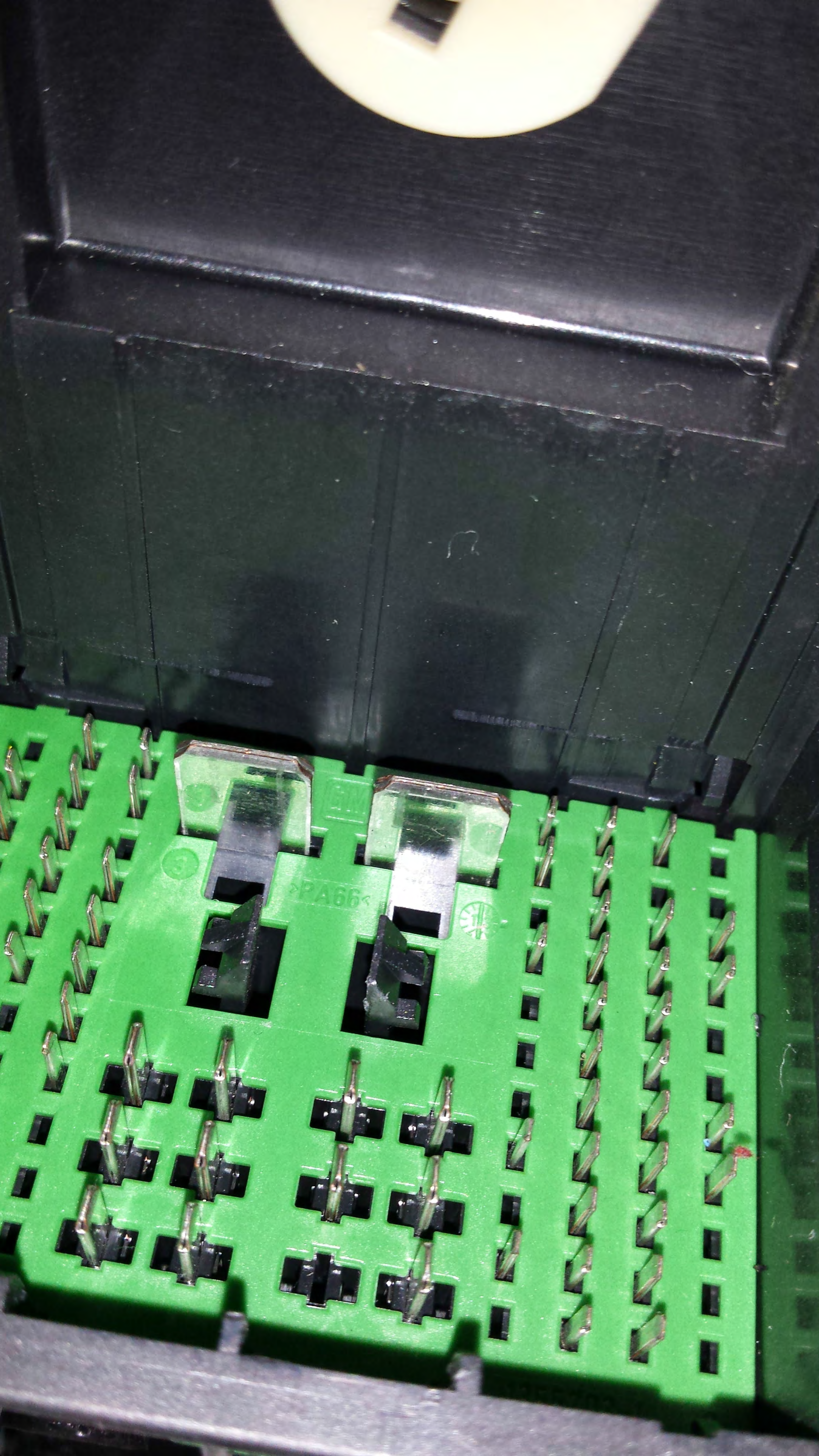


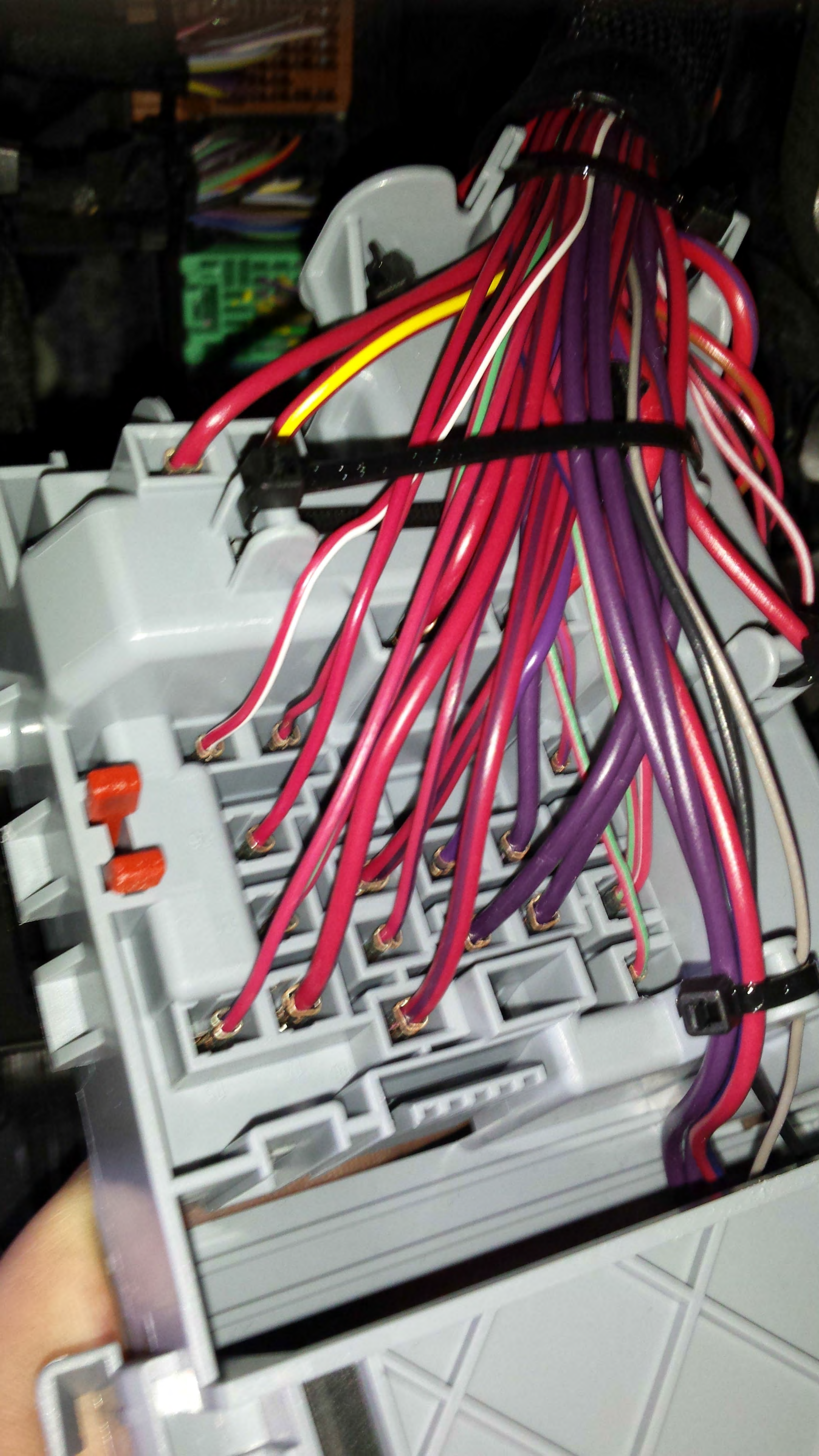














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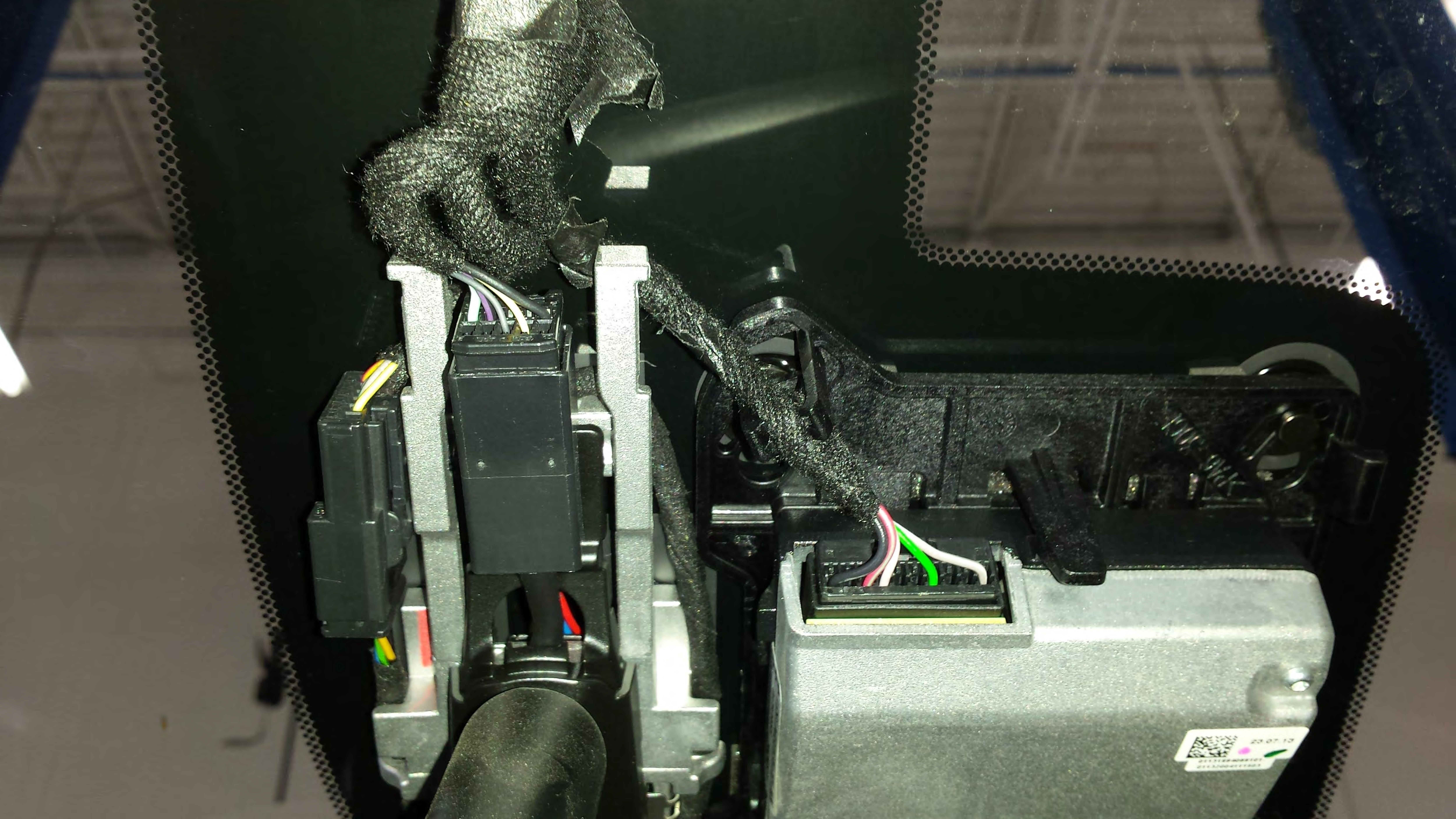
USS
14VDC
13521

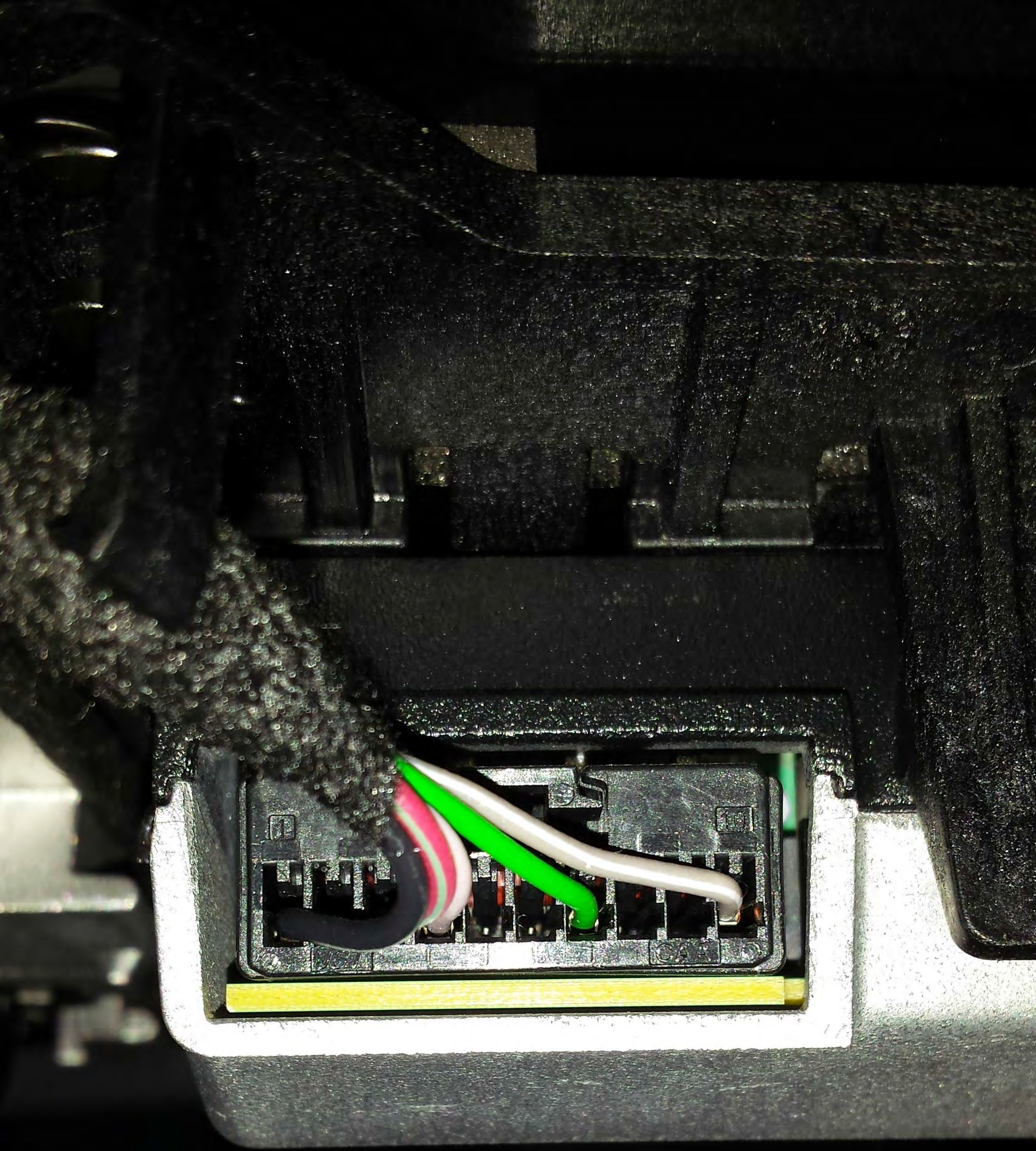
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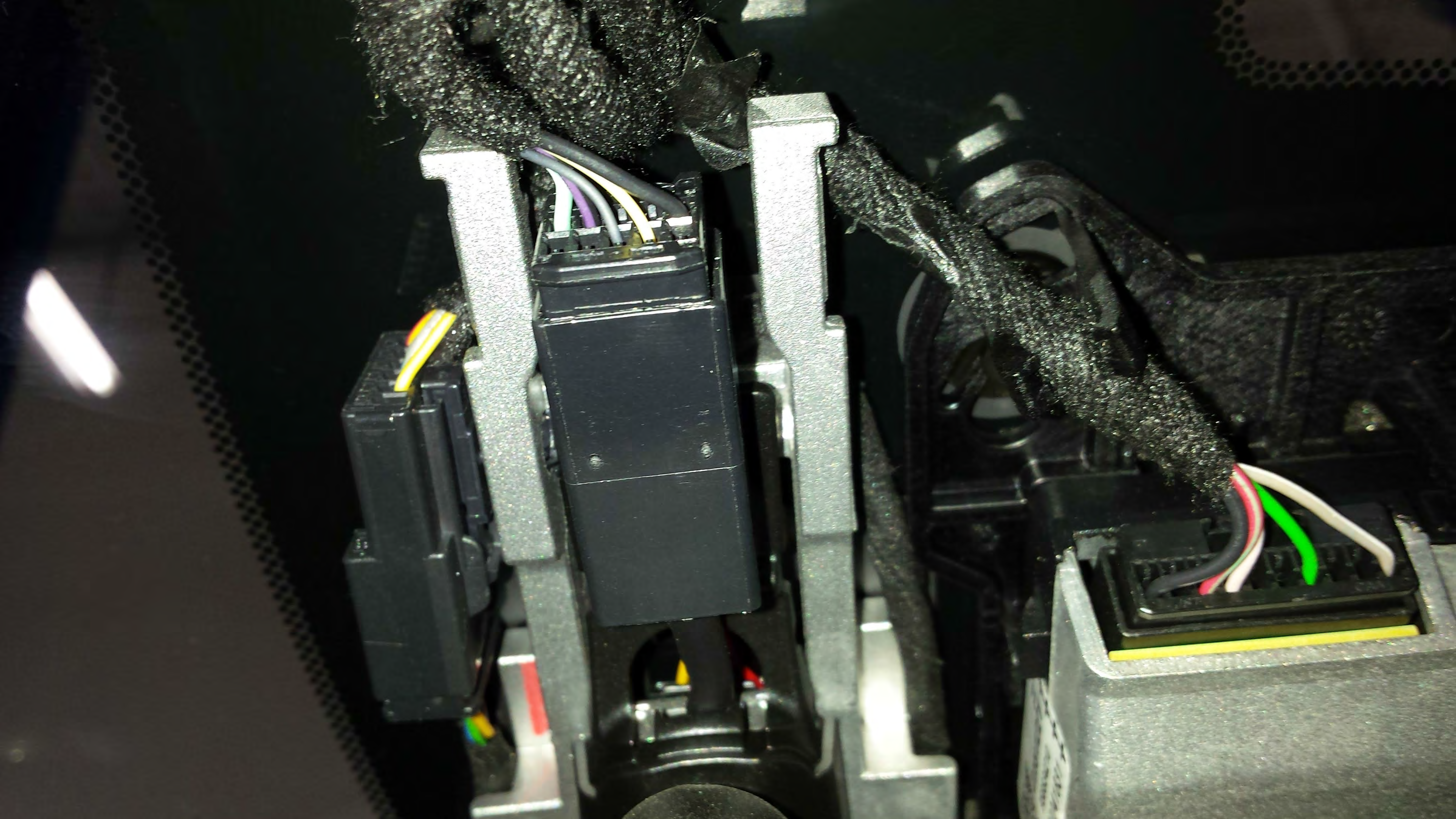














PE14-010

GM

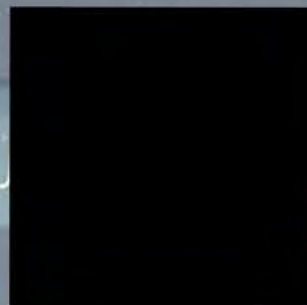
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Texas Impala Photos 2014-05-
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1G1155S33EL











































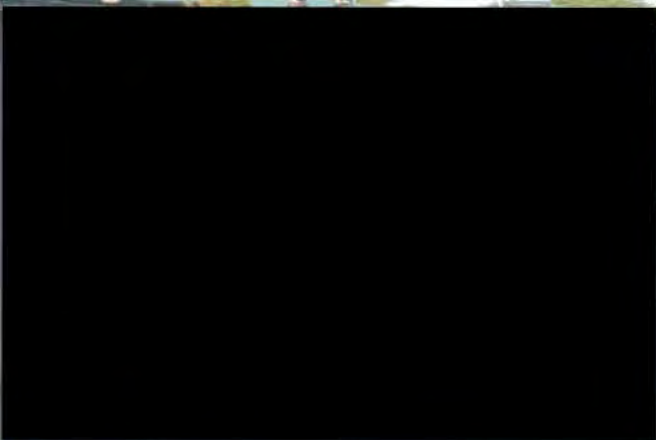
IMPALA



LTZ



EQUINOX



LTZ



TEXAS DEALER
VEHICLE OWNED BY CLASSIC CHEVROLET LTD







DOT OBWA

PR2

1813





RE97AS

Nylon



Goodyear

PLIES: TREAD 2 POLYESTER + 2 STEEL + 1 NYLON
SIDEWALL 3 POLYESTER



E 97MBZ

M+S

SUB

95V

P245/40R20

SPFC

100



POTENZA

RE974

PLIES: TREAD 2 POLYESTER + 2 STEEL + 1 PLY + 1 POLYESTER
SIDEWALL 3 POLYESTER

11521 (65)
MAX PRESS



ZAZ

RE97AS

SYLON

DOT OBWA

PR2

1813

TPC SPEC. 1388MS

P245/40R20 95V

M+S

TPC SPEC. 1388MS

P245/40R20 95V

M+S

E 97WBZ



P245/40R20 95V M+S E97WB7



P245/40R20 95V M+S E 97WBZ



MADE IN U.S.A.



280550

DOT OBWA

PR2

E02R







DOT OBWA

PR2

1813

SAFETY - WARNING:

SEVERE INJURY MAY RESULT FROM:

TIRE FAILURE DUE TO UNDERINFLATION/ OVERLOADING OR OTHER CAUSES
EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING

BRIDGESTONE



TREADWEAR 400

TRACTION 400

RADIAL

TUBELESS

MAXIMUM AND VEHICLE PLACARD
DO NOT USE STEEL BEADS - ONLY SPECIALLY TRAINED PERSONS SHOULD MOUNT TIRES



P245/40R20 95V M+S E97MBZ





V6 VVT
DIRECT INJECTION





Super Hub
All your car needs here
BY PHILIP TOWNSEND MOTORING
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24 HOUR TOWING SERVICE
(281) 395-0695



































Speed
0
MPH
11725 mi
W **P R N D M**









TIRE AND LOADING INFORMATION

SEATING CAPACITY | TOTAL 5 | FRONT 2 | REAR 3

The combined weight of occupants and cargo should never exceed 428 kg or 944 lbs.

TIRE	ORIGINAL SIZE		COLD TIRE PRESSURE
FRONT	P245/40R20	V	240 kPa, 35 PSI
REAR	P245/40R20	V	240 kPa, 35 PSI
SPARE	T125/70R17	M	420 kPa, 60 PSI

SEE OWNER'S
MANUAL FOR
ADDITIONAL
INFORMATION

1G1155S33EU115453





MFD BY GENERAL MOTORS LLC

DATE	GVWR	GAWR FRT	GAWR RR
08/13	2227 KG	1148 KG	1079 KG
	4910 LB	2531 LB	2379 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL
VEHICLE SAFETY, BUMPER, AND THEFT PREVENTION STANDARDS
EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

1G1155S33EU [REDACTED]

TYPE: PASS CAR







GM ASSEMBLY TOOL/EQUIPMENT

TOOL # MAA43631L

DESC BUFFALO V4

SITAL TECHNOLOGY LTD.

SITAL PN: BFL-CAN-V4-GM

RATED CAP (kgs)

SERIAL # 20339

Power: 12Vdc 0.2A
5Vdc 0.5A



www.sitaltech.com

Image:

2014

Section:

RPO	Description	Present
M5		☐
ATH/BTM		☐
IO5/IO6		☐
KSG		☐
LFX		☐
LKW		☐
LUK		☐
UD7		☐
UE1		☐
UFL		☐
UFT		☐

Topology Id: 37 topologies match the selected RPO codes



EliteBook 8440p









































13219146

ATTENTION
HAUTE PRESSION
Ne pas toucher
à l'huile
à l'huile
à l'huile
0618502
22979263



CAUTION
UNDER HIGH PRESSURE
DO NOT TOUCH
DO NOT TRY TO DISCONNECT
OR APPLY HEAT TO THE
TIE ROD END

ATTENTION
HAUTE PRESSION
NE PAS TOUCHER
NE PAS DÉCONNECTER
NE PAS CHAUFFER
NE PAS ESSAYER DE DÉCONNECTER
OU D'APPLIQUER DE LA CHALEUR

OE18502
22979263







13219145

OIL AND
to help avoid
at pressure, do

HUILE ET GAZ
Pour aider à éviter
perte de pression
de l'huile, ne
Tenez l'huile

ABKY

140H20T 95V M+S 691W74

B5820

20X
85X145/41

































































2310
545324639
F1013





TRANSMISSION FLUID ONLY
DEXRON® VI
LIQUIDE DE TRANSMISSION
SELECTION

23109177
543324639
F10130500200



V6 VVT
DIRECT INJECTION

dexos

SAE F

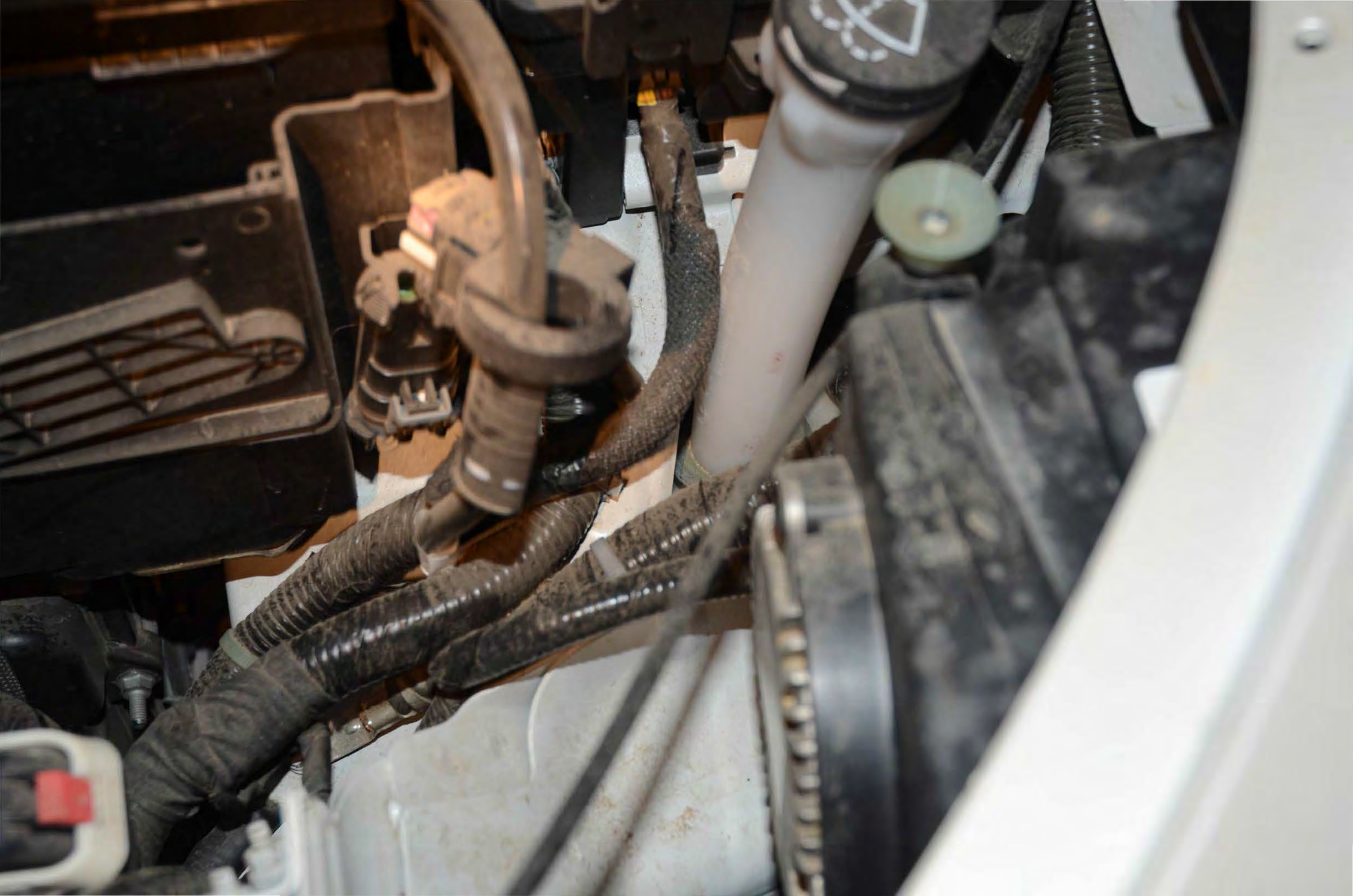
GOODYEAR GALAXY 450





























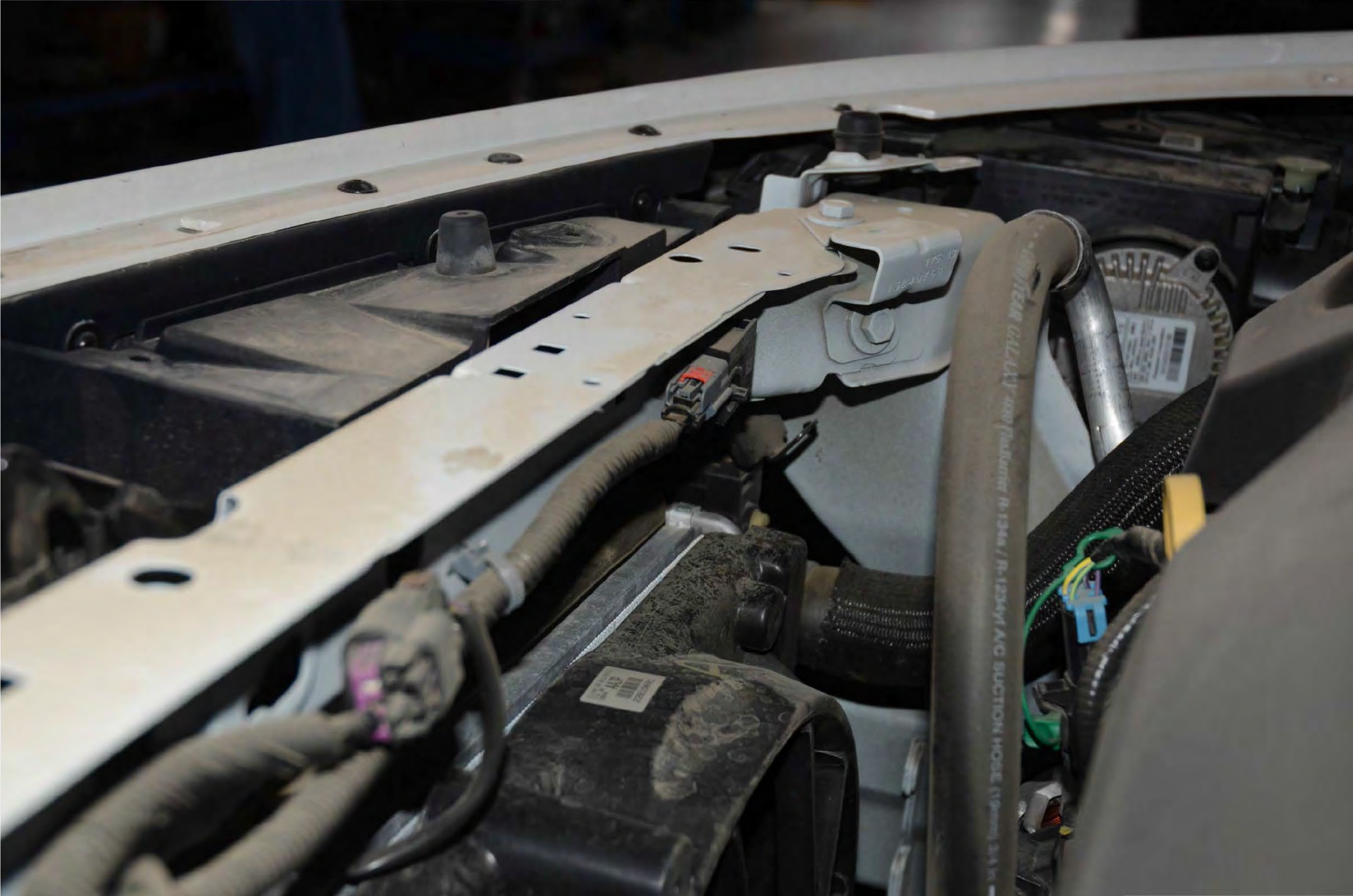














10504470
4B 4
1913
AB
Made in Canada
10504470

M-960
DAY
TIME
23101950
Assembled In Mexico
784141950







510 499

 **HIGHLAND**

11705

**Standard
DUTY**

14' LENGTH
TIE DOWN

for loads
up to:
500 LB



RATCHET

**FOR AN
ULTIMATE
VICE-LIKE
GRIP**



































DOT 3



1 1/2" x 1/2"

















PE14-010

GM

6/6/2014

Q 08 O

Vehicle info provided by
Classic Chevrolet Service
Department

Vehicle Report

Printed on: 05/08/2014 08:52:50



VIN: 1G1155S33EU [REDACTED]

Vehicle Model: 2014 IMPALA LTZ

Delivery Date: 09/23/2013

Service Consultant : keith barnes

Vehicle Summary

OnStar Status	OVD Enabled	DMN Enabled	Radio Status	Radio ID
Equipped - Active	No	No	Equipped - Active	8J94T28K

Required Field Actions

Number	Type	Description	Release Date	Status
13426	Customer Satisfaction Program	TAIL LAMP GASKET SEAL	02/26/2014	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Chevrolet 2 Year Scheduled Maintenance	09/23/2013	357 MI	09/23/2015	24357 MI	Applicable
Corrosion Limited Warranty	09/23/2013	357 MI	09/23/2019	100357 MI	Applicable
Bumper to Bumper Limited Warranty	09/23/2013	357 MI	09/23/2016	36357 MI	Applicable
Emission Select Component Ltd Wly	09/23/2013	357 MI	09/23/2021	80357 MI	Applicable
Powertrain Limited Warranty	09/23/2013	357 MI	09/23/2018	100357 MI	Applicable

Service Contracts

Policy Number	Owner Name	Description	Deductible Amount	Daily Effective Rental Allowance	Effective Date	Effective Odometer	Expiration Date	Expiration Odometer
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No information found for this vehicle.

Service Information

Type	Number	Description	Date Posted
EI	PIE0279	Sunroof or Sunshade Inoperative, DTC U151B Set	02/03/2014

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
02/07/2014	92385	ZREG	8080400	Wheel Replacement	7728 MI	Warranty
01/30/2014	92341	ZREG	0600723	Chevrolet 2 Year Maintenance	7392 MI	Warranty
08/11/2013	A15453	ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Consultant
Dashboard

Multi-Point
Inspection

Maintenance
Menu

Consultant Dashboard | Vehicle Build Information |  Investigate Vehicle History

1	89017525	FILTER 1.836
2	00CVZ03 - ROTATE TIRES	0404
Associated Parts:		
Qty	Part Number	Description
02/14/2014	92385	CA WHEELS/TIRES
Job #	DMS Labor Op Code (ID)	Standard Labor Op Code (ID)
1	46CVZ - WHEELS/TIRES	8100
Associated Parts:		
Qty	Part Number	Description
1	9599035	WHEEL 5.803
1	19296046	TIRE 5.880
1	15263240	VALVE KIT 5.875
-1	9599035	CORE RETURN

Page 1 of 1

COULD NOT DUPLICATE AT THIS TIME.

Correction

CHECK VEHICLE FOR DTC'S NO RELATED DTC FOUND
AT THIS TIME. COULD NOT DUPLICATE CONCERN AT
THIS TIME. VEHICLE ROAD TEST OK AT THIS
TIME.

Oper/Code	Desc	FC	Tch	Type	Sk	Time	Oth	Time	Amt	Drive
00000000 CK	CHECK OUT TIME	28	MW	01	0.0	0.0			.00	Y
Flag Total: Time		Amount								
.00		.00								
Invoice Date	Time	Post Date	Time							
04/17/2014	06:34	04/18/2014	08:58							
GM Data: Trans Type	Comp Code	Cause Code	Fail Part No		Auth Code					
ZREG										
A:00000.00		N:00000.00		T:00000.00						

Line Complaint

3 CUST SET NAV AND TRIED TO FOLLOW DIRECTIONS
THE VEH WAS TELLING CUSTOMER TO TURN WHEN
THEY WERE NOT AT A STREET MAYBE A DITCH ECT
C/S

-----WARRANTY----

Cause

TURN BY TURN SYSTEM WORKING AS DESIGNED.

Correction

TEST VEHICLE TURN BY TURN NAVIGATION SYSTEM
FOUND SYSTEM WORKING AS DESIGNED AT THIS
TIME.

Oper/Code	Desc	FC	Tch	Type	Sk	Time	Oth	Time	Amt	Drive
00000000 CK	CHECK OUT TIME	28	MW	01	0.0	0.0			.00	Y
Flag Total: Time		Amount								
.00		.00								
Invoice Date	Time	Post Date	Time							
04/17/2014	06:34	04/18/2014	08:58							
GM Data: Trans Type	Comp Code	Cause Code	Fail Part No		Auth Code					
ZREG										
A:00000.00		N:00000.00		T:00000.00						

Line Complaint

4 CRUISE LOOSES SPEED UP HILL GAINS SPEED DOWN
A HILL AND THE CRUISE SPEED DOES NOT READ
THE SAMME AS THE SPEEDO C/S SEE ADVISOR

-----WARRANTY----

Cause

NORMAL OPERATION SYSTEM WHEN IN CRUISE SET.

Correction

FOUND VEHICLE CRUISE WORKING AS DESIGNED.
AT THIS TIME. VEHICLE ROAD TEST OK.

Oper/Code	Desc	FC	Tch	Type	Sk	Time	Oth	Time	Amt	Drive
00000000 CK	CHECK OUT TIME	28	MW	01	0.0	0.0			.00	Y
Flag Total: Time		Amount								
.00		.00								
Invoice Date	Time	Post Date	Time							
04/17/2014	06:34	04/18/2014	08:58							
GM Data: Trans Type	Comp Code	Cause Code	Fail Part No		Auth Code					
ZREG										

A:00000.00

N:00000.00

T:00000.00

Line Complaint

* 5 COURTESY TRANSPORTATION CLASSIC

----WARRANTY---

#215 EG172232

Oper/Code

Desc

FC	Tch	Type	Sk	Time	Oth	Time	Amt	Drive
MW	12		0.0		0.0		.00	Y

0000000

Flag Total: Time Amount

.00 .00

Invoice Date Time Post Date Time

04/17/2014 06:34 04/18/2014 08:58

GM Data: Trans Type Comp Code Cause Code Fail Part No Auth Code

ZREG

A:00000.00

N:00000.00

T:00000.00

Line Complaint

* 6 CUST PAY POSTED

----CUSTOMER---

Oper/Code

Desc

FC	Tch	Type	Sk	Time	Oth	Time	Amt	Drive
MC	01		0.0		0.0		.00	Y

0000000

Flag Total: Time Amount

.00 .00

Invoice Date Time Post Date Time

04/15/2014 13:58 04/16/2014 09:43

00000.00 Labor Amount:

00000.00 Parts Amount:

00000.00 Oth Taxable:

00000.00 Oth N Taxable:

Misc. Charges:

Sales Tax:

Deductible:

Pay This Amount:

**** POSTED ****

<<<<<<<<< C A S H >>>>>>>>>

TOTAL INTERNAL .00 TOTAL WARRANTY .00 TOTAL EXT WARR .00

SERVICE INVOICE

CLASSIC CHEVROLET

1101 SH 114 - Box 1717

GRAPEVINE, TX 76099

(817) 421-1200 Metro (817) 481-0200

(800) 259-1200

CUSTOMER NAME AND ADDRESS

LIVINGSTON, TX

EML:

JOB #	MILEAGE IN	MILEAGE OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
8875	11383		CASH			09/23/2013	120.00	CASEY B	

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF R.O. #	R.O. DATE	PAGE
1G1155S33EU		2014	CHEVROLET IMPALA	C		04/08/2014	1

SALESMAN	POLICY	DEDUCTIBLE	ORIG INV DATE/TIME	P.O. #	
139			04/15/14 1358		

This dealership utilizes the hours published in the GM Labor Time Guide, which reflects an average time requirement for the performance of specific vehicle repairs, and which may therefore be either more or less than the actual clock time in any given instance.

LINE	TECH NAME & ID	DESCRIPTION	QTY	NET AMOUNT
------	----------------	-------------	-----	------------

1 ORELLANA, -28 CUST WAS ON FREEWAY NO CARS IN FRT OR ----WARRANTY----

BEHINED ALL AT ONCE VEH APPLIED BRAKES
WARNING SCREEN SHOWED ANTI COLLISION BRACKET
THIS HAPPENED TWO MORE TIMES ON THAT TRIP
AND OBNE TIME TODAY C/S
VEHICLE WORKING AS DESIGNED AT THIS TIME.
CHECK VEHICLE COLLISION AVOIDENCE SYSTEM AND
FOUND WORKING AS DESIGNED AT THIS TIME.
CHECK VEHICLE FOR DTC'S, NO RELATED CURRENT
OR HISTORY DTC'S FOUND AT THIS TIME. VEHICL
WORKING AS DESIGNED.

*****NOTE*****

VEHICLE HAS A GAP DISTANCE THAT CAN BE
CALIBRATED WHEN CRUISE CONTROL SET

SK:01 MW OPER/CODE:CK DESC:CHECK OUT TIME

TY:ZREG CO: CA: FP: AU: OT:

2 ORELLANA, -28 RADIO WAS ON AND STARTED BLAREING DASH LITES ----WARRANTY----

FLICKERED NAV SCREEN WENT OFF CUST TRIED TO
MUTE NO BUTTONS WORKED CUST SHUT OFF AND
THEN RESTARTED EVERYTHING FINE AFTER THAT
C/S
COULD NOT DUPLICATE AT THIS TIME.
CHECK VEHICLE FOR DTC'S NO RELATED DTC FOUND
AT THIS TIME. COULD NOT DUPLICATE CONCERN AT
THIS TIME. VEHICLE ROAD TEST OK AT THIS
TIME.

SK:01 MW OPER/CODE:CK DESC:CHECK OUT TIME

TY:ZREG CO: CA: FP: AU: OT:

3 ORELLANA, -28 CUST SET NAV AND TRIED TO FOLLOW DIRECTIONS ----WARRANTY----

THE VEH WAS TELLING CUSTOMER TO TURN WHEN

TERMS STRICTLY CASH: UNLESS ARRANGEMENTS MADE

I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. VEHICLE IS CLASSIFIED, WARRANTY CO., TEXAS. DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE PURSUANT TO 570.0001, TEXAS PROPERTY CODE

I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH 59.503, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIR ON THE VEHICLE IS STOPPED, DISMISSED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAFTER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED. Supplies: A token charge equivalent to 10% of the total labor charge is included for supplies used on your vehicle. Maximum charge is \$25.00. Applicable supply items are: nuts, bolts, washers, tape, pins, acropay, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window cleaner, etc.

LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

Customer Copy

Signature of Person Responsible
or Agent for Person Responsible

X

TOTAL:

CONTINUED

SERVICE INVOICE

CLASSIC CHEVROLET

1101 SH 114 - Box 1717

GRAPEVINE, TX 76099

(817) 421-1200 Metro (817) 481-0200

(800) 259-1200

CUSTOMER NAME AND ADDRESS

LIVINGSTON, TX

EML:

JOB #	IN	OUT	CUST #	HOME TELEPHONE	PHONE WHEN READY	DELIVERY DATE	LABOR RATE	ADVISOR	R.O. NUMBER
8875	11383		CASH			09/23/2013	120.00	CASEY B	

VEHICLE IDENTIFICATION	STOCK NO.	YR.	MAKE & MODEL	LICENSE NO.	CROSS REF R.O. #	R.O. DATE	PAGE
1G1155833EU		2014	CHEVROLET IMPALA	C		04/08/2014	2

SALESMAN	POLICY	DEDUCTIBLE	ORIG INV DATE/TIME	P.O. #	
139			04/15/14 1358		

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LINE	TECH NAME & ID	DESCRIPTION	QTY	NET AMOUNT
------	----------------	-------------	-----	------------

THEY WERE NOT AT A STREET MAYBE A DITCH ECT
C/S
TURN BY TURN SYSTEM WORKING AS DESIGNED.
TEST VEHICLE TURN BY TURN NAVIGATION SYSTEM
FOUND SYSTEM WORKING AS DESIGNED AT THIS
TIME.

SK:01 MW OPER/CO:CK DESC:CHECK OUT TIME
TY:ZREG CO: CA: FP: AU: OT:

4 ORELLANA, -28 CRUISE LOOSES SPEED UP HILL GAINS SPEED DOWN ---WARRANTY---
A HILL AND THE CRUISE SPEED DOES NOT READ
THE SAMME AS THE SPEEDO C/S SEE ADVISOR
NORMAL OPERATION SYSTEM WHEN IN CRUISE SET
FOUND VEHICLE CRUISE WORKING AS DESIGNED.
AT THIS TIME. VEHICLE ROAD TEST OK.

SK:01 MW OPER/CO:CK DESC:CHECK OUT TIME
TY:ZREG CO: CA: FP: AU: OT:

* 5 COURTESY TRANSPORTATION CLASSIC ---WARRANTY---
#215 EG172232

SK:12 MW OPER/CO: DESC:
TY:ZREG CO: CA: FP: AU: OT:

* 6 - CUST PAY POSTED ----CUSTOMER----

SK:01 MC OPER/CO: DESC:

TERMS STRICTLY CASH; UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. PARTS IN GRAPEVINE, TEXAS CO., TEXAS.
DISCLAIMER OF WARRANTIES - Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE PURSUANT TO §70.0001, TEXAS PROPERTY CODE
I AM THE PERSON OR AN AGENT ACTING ON BEHALF OF THE PERSON, WHO IS OBLIGATED TO PAY FOR THE REPAIRS OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR CONTRACT. I UNDERSTAND THAT THIS VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH §9.503, TEXAS BUSINESS AND COMMERCE CODE, IF A WRITTEN ORDER FOR PAYMENT FOR REPAIRS ON THE VEHICLE IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE DRAWER OR MAKER OF THE ACCOUNT ON WHICH IT IS DRAWN HAS BEEN CLOSED.
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LABOR AMOUNT	
PARTS AMOUNT	
OTHER TAXABLE	
OTH NON TAXABLE	
MISC. CHARGES	
SALES TAX	
DEDUCTIBLE	

Customer Copy

Signature of Person Responsible or Agent for Person Responsible

X

0508140751-3

TOTAL:

.00