

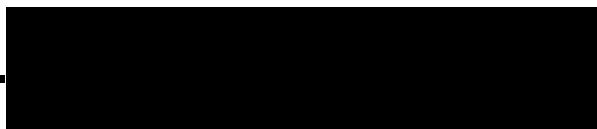
PE18-012

GM

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IMPORTANT NOTICE: Robert Bosch LLC and the manufacturers whose vehicles are accessible using the CDR System urge end users to use the latest production release of the Crash Data Retrieval system software when viewing, printing or exporting any retrieved data from within the CDR program. Using the latest version of the CDR software is the best way to ensure that retrieved data has been translated using the most current information provided by the manufacturers of the vehicles supported by this product.

CDR File Information

User Entered VIN	1GCVKREC2FZ [REDACTED]
User	M.Depowski
Case Number	8 [REDACTED]
EDR Data Imaging Date	09/17/2015
Crash Date	08/02/2015
Filename	1GCVKREC2FZ [REDACTED].ACM.CDRX
Saved on	Thursday, September 17 2015 at 10:04:00
Collected with CDR version	Crash Data Retrieval Tool 16.1
Reported with CDR version	Crash Data Retrieval Tool 16.1
EDR Device Type	Airbag Control Module
Event(s) recovered	Non-Deployment

Comments

No comments entered.

Data Limitations

Recorded Crash Events:

There are two types of recorded crash events for Front, Side, and Rear (FSR) Events. The first is the Non-Deployment Event. A Non-Deployment Event records data but does not deploy the air bag(s). The minimum SDM Recorded Vehicle Velocity Change, that is needed to record a Non-Deployment Event, is five MPH [8 km/h]. A Non-Deployment Event contains Pre-Crash and Crash data. The oldest Non-Deployment event can be overwritten by a Deployment Event, if all three records are full and the Non-Deployment Event is not locked. Non-Deployment Events can be overwritten after approximately 250 ignition cycles. Also, a Non-Deployment event can be recorded if one of the following occurs without the Deployment of any of the frontal air bags, side air bags, or roll bars:

- Pretensioner(s) only Deployment
- Head Rest Deployment
- Battery Cut-Off Deployment

The second type of SDM recorded crash event for FSR Events is the Deployment Event. It also contains Pre-Crash and Crash data. Deployment Events cannot be overwritten or cleared by the SDM.

There are also two types of recorded crash events for Rollover Events. The first is the Non-Deployment (Non-rollover) Event. A Non-Deployment Event records data but does not deploy the air bag(s). A Non-Deployment Event contains Pre-Crash and Crash data. Non-Deployment Rollover event follow the same rules as FSR Non-Deployment events. The SDM can store up to three Events.

Data:

For FSR Events, SDM Recorded Vehicle Velocity Change reflects the change in velocity that the sensing system experienced during the recorded portion of the event. SDM Recorded Vehicle Velocity Change is the change in velocity during the recording time and is not the speed the vehicle was traveling before the event, and is also not the Barrier Equivalent Velocity. For Deployment and Non-Deployment Events, the SDM will record 300 milliseconds of data after time zero. The SDM will also record 300 milliseconds of Vehicle Acceleration data after time zero.

For Rollover Events, the SDM may record Lateral Acceleration, Vertical Acceleration, and Roll Rate data, if the SDM is rollover capable. This data reflects what the sensing system experienced during the recorded portion of the event. For Rollover Deployment Events, the SDM will record up to 700 milliseconds of data before the Deployment criteria is met and 290 milliseconds after the Deployment criteria is met.

-Deployment loops may be displayed as being deployed in a Non-Deployment event record, if a Deployment event is qualified during the Non-Deployment event. That is, if two or more events are occurring at the same time and one is a Non-Deployment event and one of the others is a Deployment event, and the Deployment event is qualified while the Non-Deployment is still active, the deployed loops may be recorded in the Non-Deployment event record.

-Deployment loops can only be deployed once per module power cycle.

-Time between events is recorded in 10 msec intervals and is displayed in seconds for a maximum time of 655.33 seconds. The counter measures the time from the start of one event to the start of the next event if both events occur within the same ignition cycle.

-The Maximum SDM Recorded Vehicle Velocity Change may occur between the recorded 10 millisecond sample points of the SDM Recorded Vehicle Velocity Change.

-Event Recording Complete will indicate if data from the recorded event has been fully written to the SDM memory or if it has been interrupted and not fully written.

- SDM Recorded Vehicle Speed accuracy can be affected by various factors, including but not limited to the following:
 - Significant changes in the tire's rolling radius
 - Final drive axle ratio changes
 - Wheel lockup and wheel slip
- Brake Switch Circuit Status indicates the open/closed state of the brake switch circuit.
- Pre-Crash data is recorded asynchronously. The 0.5 second Pre-crash data value (most recent recorded data point) is the data point last sampled before Time Zero. That is to say, the last data point may have been captured just before Time Zero but no more than 0.5 second before Time Zero. All subsequent Pre-crash data values are referenced from this data point.
- Pre-Crash Electronic Data Validity Check Status indicates "Data Invalid" if:
 - The SDM receives a message with an "invalid" flag from the module sending the pre-crash data
- Pre-Crash Electronic Data Validity Check Status indicates "Data Not Available" if:
 - No data is received from the module sending the pre-crash data
- Belt Switch Circuit Status indicates the status of the seat belt switch circuit.
- The ignition cycle counter will increment when the power mode cycles from OFF/Accessory to RUN. Applying and removing of battery power to the module will not increment the ignition cycle counter.
- Ignition Cycles Since DTCs Were Last Cleared can record a maximum value of 253 cycles and can only be reset by a scan tool.
- Deployment Event Counter tracks the number of Deployment events that have occurred during the SDM's lifetime.
- Event Counter tracks the number of qualified events (either Deployments, Non-deploy, or Rollover events) that have occurred during the SDM's lifetime.
- The Time Zero to Deployment Command Criteria Met times for the following will be indicated for whichever occurs first:
 - Driver Thorax or Driver Curtain
 - Passenger Thorax or Passenger Curtain
 - Driver Pretensioner Loop #1 or Driver Pretensioner Loop #2
 - Passenger Pretensioner Loop #1 or Passenger Pretensioner Loop #2
- For Deployment Events, DTC B0052 (Deployment commanded) shall be recorded with the remainder of the data for this event even though it occurred after Event Enable.
- Once a firing loop has been commanded to be deployed, it will not be commanded to be deployed again during the same ignition cycle. Firing loop times for subsequent deployment type events, during the same ignition cycle, will record the deployment times as N/A.
- In an event where the module is operating on energy reserve, the Dynamic counters may report a value that is less than the actual value. If the stored values in the Dynamic counters are less than the counter values in the event records or if more than one event record has the same counter value as another, the module may have been operating on its energy reserve.
- The GM parameter name is displayed in parentheses after the NHTSA Part 563 parameter name.
- The reported range of the longitudinal and lateral acceleration values is approximately $\pm 10g$.
- All data should be examined in conjunction with other available physical evidence from the vehicle and scene.

Data Source:

- All SDM recorded data is measured, calculated, and stored internally, except for the following:
- Vehicle Status Data (Pre-Crash) is transmitted by the Body Control Module, via the vehicle's communication network.
 - The Belt Switch Circuit is wired directly to the SDM.

Data Element Sign Convention:

The following table provides an explanation of the sign notation for data elements that may be included in this CDR report. Directional references to sign notation are all from the perspective of the driver when seated in the vehicle facing the direction of forward vehicle travel.

Data Element Name	Positive Sign Notation Indicates
Longitudinal Acceleration	Forward
Longitudinal Velocity Change	Forward
Lateral Acceleration	Left to Right
Lateral Velocity Change	Left to Right
Vertical Acceleration	Downward
Roll Rate	Clockwise Rotation

Hexadecimal Data:

Data that the vehicle manufacturer has specified for data retrieval is shown in the hexadecimal data section of the CDR report. The hexadecimal data section of the CDR report may contain data that is not translated by the CDR program. The control module contains additional data that is not retrievable by the CDR tool.

01050_SDM30-delphi_r009

System Status at Time of Retrieval

Dynamic Deployment Event Counter	0
Multi-Event, Number of Events (Dynamic Event Counter)	1
Dynamic OnStar Notification Event Counter	1
Vehicle Identification Number (VIN)	1GCVKREC2FZ [REDACTED]
Ignition Cycle, Download (Ignition Cycles at Investigation)	2077
End Model Part Number	00CF6F22
System Type	N/A
Software Module Identifier 1	00CF6F21
Software Module Identifier 2	016214F4
Software Module Identifier 3	01621D42
Manufacturing Traceability Data, Component Identifier	K3
Manufacturing Traceability Data, Part Number/Broadcast Code	1428
Manufacturing Traceability Data, Supplier Code	6
Manufacturing Traceability Data, Traceability Number	3M132GM00
ESS # 1 Traceability Data, Component Identifier	AU
ESS # 1 Traceability Data, Part Number/Broadcast Code	8677
ESS # 1 Traceability Data, Supplier Code	D
ESS # 1 Traceability Data, Traceability Number	P302428B1
ESS # 2 Traceability Data, Component Identifier	AT
ESS # 2 Traceability Data, Part Number/Broadcast Code	8677
ESS # 2 Traceability Data, Supplier Code	D
ESS # 2 Traceability Data, Traceability Number	P30240AB1
ESS # 3 Traceability Data, Component Identifier	AH
ESS # 3 Traceability Data, Part Number/Broadcast Code	8676
ESS # 3 Traceability Data, Supplier Code	D
ESS # 3 Traceability Data, Traceability Number	A8594DC03
ESS # 4 Traceability Data, Component Identifier	AJ
ESS # 4 Traceability Data, Part Number/Broadcast Code	8676
ESS # 4 Traceability Data, Supplier Code	D
ESS # 4 Traceability Data, Traceability Number	A6B8CD503
ESS # 5 Traceability Data, Component Identifier	DA
ESS # 5 Traceability Data, Part Number/Broadcast Code	8678
ESS # 5 Traceability Data, Supplier Code	D
ESS # 5 Traceability Data, Traceability Number	A72634104
ESS # 6 Traceability Data, Component Identifier	DB
ESS # 6 Traceability Data, Part Number/Broadcast Code	8678
ESS # 6 Traceability Data, Supplier Code	D
ESS # 6 Traceability Data, Traceability Number	A477D4104
ESS # 7 Traceability Data, Component Identifier	??
ESS # 7 Traceability Data, Part Number/Broadcast Code	0000
ESS # 7 Traceability Data, Supplier Code	D
ESS # 7 Traceability Data, Traceability Number	A00000000
ESS # 8 Traceability Data, Component Identifier	??
ESS # 8 Traceability Data, Part Number/Broadcast Code	0000
ESS # 8 Traceability Data, Supplier Code	D
ESS # 8 Traceability Data, Traceability Number	A00000000

System Status at Event (Event Record 1)

Event Record Type	Non-Deployment
OnStar Deployment Status Data Sent	Yes
Complete file recorded (Event Recording Complete)	Yes
Crash Record Locked	No
OnStar SDM Recorded Vehicle Velocity Change Data Sent	Yes
Deployment Event Counter	0
Multi-Event, Number of Events (Event Counter)	1
OnStar Notification Event Counter	1
Time From Event 1 to 2 (Time Between Events) (seconds)	Data Not Available
Ignition Cycle, Crash (Ignition Cycles at Event)	2057
Algorithm Active: Frontal	Yes
Algorithm Active: Side	No
Algorithm Active: Rollover	Yes
Algorithm Active: Rear	Yes
Concurrent Event Flag Set	No
Event Severity Status: Frontal Pretensioner	No
Event Severity Status: Frontal Stage 1	No
Event Severity Status: Frontal Stage 2	No
Event Severity Status: Left Side	No
Event Severity Status: Right Side	No
Event Severity Status: Rear	No
Event Severity Status: Rollover	No
Safety Belt Status, Driver (Driver Belt Switch Circuit Status)	Buckled
Safety Belt Status, Right Front Passenger (Passenger Belt Switch Circuit Status)	Not Buckled
Center Front Row Belt Switch Circuit Status (If Equipped)	Data Not Available
Left Row 3 Belt Switch Circuit Status (If Equipped)	Data Not Available
Center Row 3 Belt Switch Circuit Status (If Equipped)	Data Not Available
Right Row 3 Belt Switch Circuit Status (If Equipped)	Data Not Available
Seat Track Position Switch, Foremost, Status, Driver (Driver Seat Position Status)	No (Rearward)
Seat Track Position Switch, Foremost, Status, Right Front Passenger (Passenger Seat Position Status)	No (Rearward)
Passenger Seat Occupancy Status	Empty
Passenger Classification Status	Not Applicable
Passenger Air Bag ON Indicator Status	Off
Passenger Air Bag OFF Indicator Status	On
Low Tire Pressure Warning Lamp Status 0.5 Seconds Prior to Time Zero	Off
Frontal Air Bag Warning Lamp (SIR Warning Lamp Status 0.5 Seconds Prior to Time Zero)	Off
SIR Warning Lamp ON/OFF Time Continuously (seconds)	655330
Number of Ignition Cycles SIR Warning Lamp was ON/OFF Continuously	1941
Ignition Cycles Since DTCs Were Last Cleared 0.5 Seconds Prior to Time Zero	253
Maximum Delta-V, Longitudinal (Maximum Longitudinal SDM Recorded Vehicle Velocity Change for FSR Event) MPH [km/h]	-16 [-26]
Time, Maximum Delta-V (Time From FSR Time Zero to Maximum Longitudinal SDM Recorded Vehicle Velocity Change)(msec)	132
Maximum Delta-V, Lateral (Maximum Lateral SDM Recorded Vehicle Velocity Change for FSR Event) MPH [km/h]	-1 [-1]
Time Maximum Delta-V, Lateral (Time From FSR Time Zero to Maximum Lateral SDM Recorded Vehicle Velocity Change)(msec)	108
High Voltage Disable Notification Sent	Yes
Deployment Commanded in Energy Reserve Mode	No

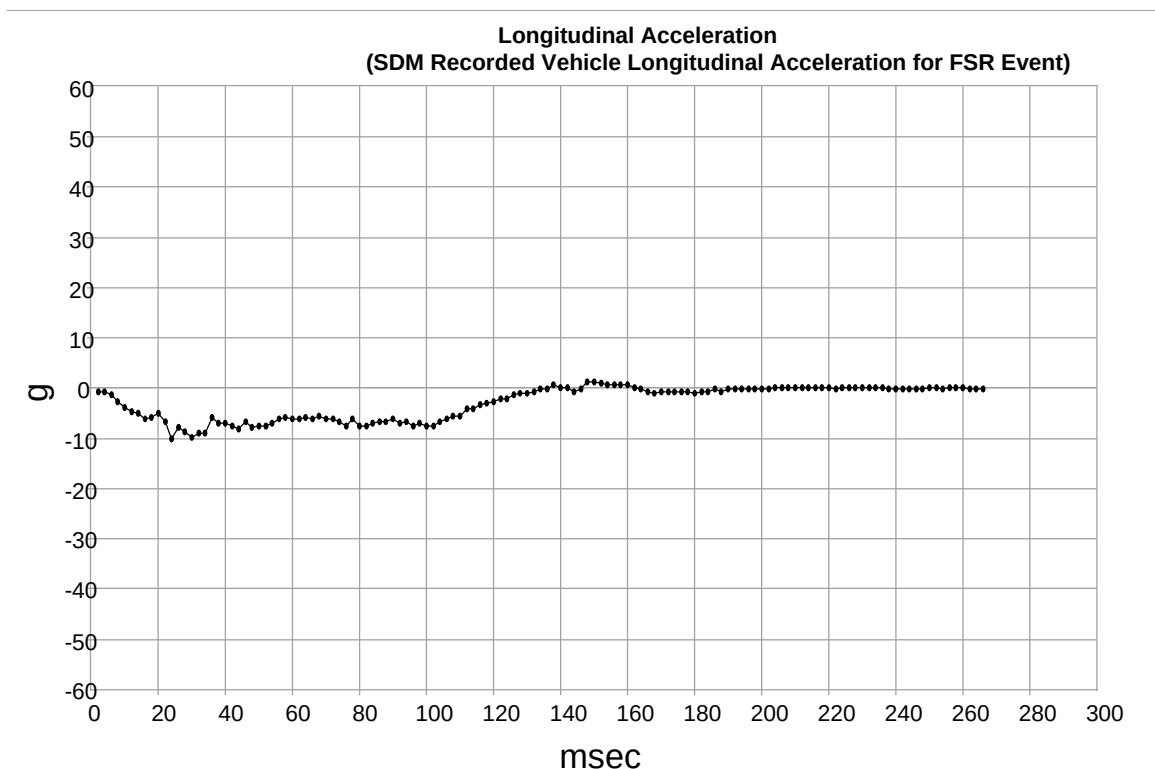
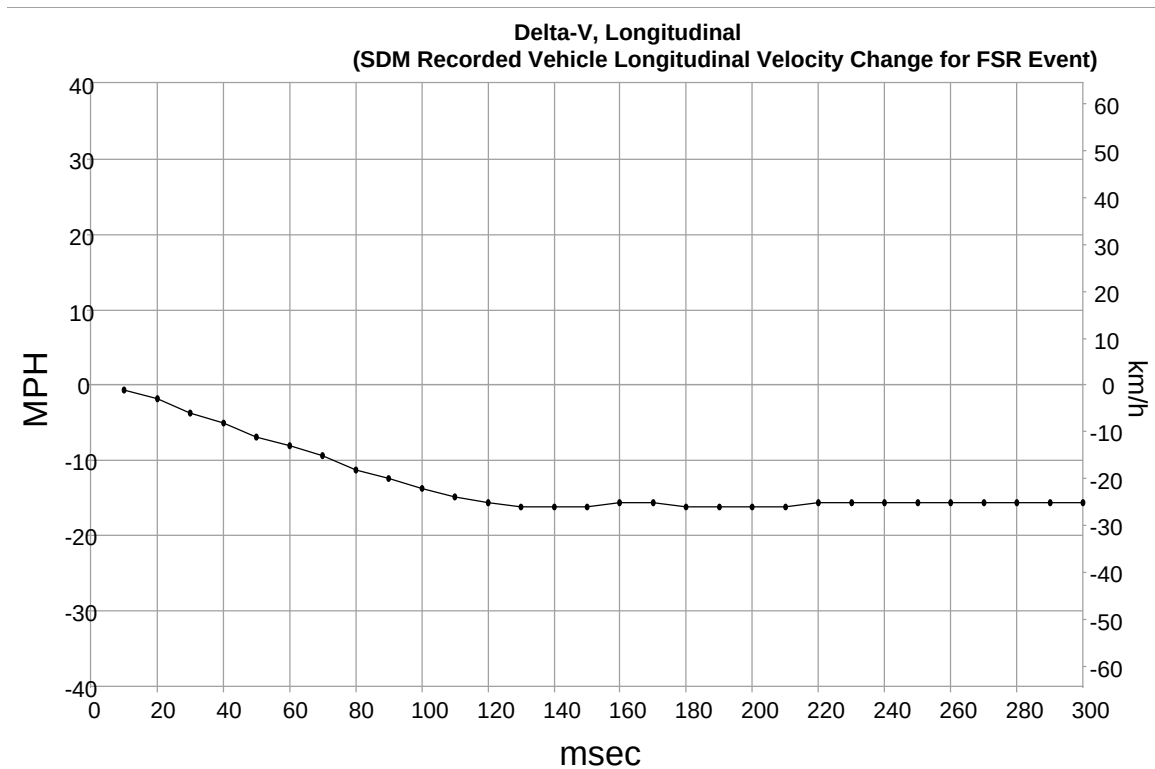
DTCs Present at Time of Event (Event Record 1)

No Diagnostic Trouble Codes

Event Data (Event Record 1)

Driver 1st Stage Deployment Loop Commanded	No
Passenger 1st Stage Deployment Loop Commanded	No
Driver 2nd Stage Deployment Loop Commanded	No
Passenger 2nd Stage Deployment Loop Commanded	No
Driver Pretensioner Deployment Loop #1 Commanded	No
Passenger Pretensioner Deployment Loop #1 Commanded	No
Driver Pretensioner Deployment Loop #2 Commanded	No
Passenger Pretensioner Deployment Loop #2 Commanded	No
Driver Thorax Loop Commanded	No
Passenger Thorax Loop Commanded	No
Left Row 1 Roof Rail/Head Curtain Loop Commanded	No
Right Row 1 Roof Rail/Head Curtain Loop Commanded	No
Frontal Air Bag Deployment, Time to 1st Stage Deployment, Driver (Driver 1st Stage Time From Time Zero to Deployment Command Criteria Met) (msec)	Data Not Available
Frontal Air Bag Deployment, Time to 2nd Stage, Driver (Driver 2nd Stage Time From Time Zero to Deployment Command Criteria Met) (msec)	Data Not Available
Frontal Air Bag Deployment, Time to 1st Stage Deployment, Right Front Passenger (Passenger 1st Stage Time From Time Zero to Deployment Command Criteria Met) (msec)	Data Not Available
Frontal Air Bag Deployment, Time to 2nd Stage, Right Front Passenger (Passenger 2nd Stage Time From Time Zero to Deployment Command Criteria Met) (msec)	Data Not Available
Side air bag deployment, time to deploy, driver (Driver Thorax/Curtain Time From Time Zero to Deployment Command Criteria Met) (msec)	Data Not Available
Side air bag deployment, time to deploy, right front passenger (Passenger Thorax/Curtain Time From Time Zero to Deployment Command Criteria Met) (msec)	Data Not Available
Pretensioner Deployment, Time to Fire, Driver (Driver Pretensioner Time From Time Zero to Deployment Loop #1 or Loop #2 Command Criteria Met) (msec)	Data Not Available
Pretensioner Deployment, Time to Fire, Right Front Passenger (Passenger Pretensioner Time From Time Zero to Deployment Loop #1 or Loop #2 Command Criteria Met) (msec)	Data Not Available

Longitudinal Crash Pulse (Event Record 1)



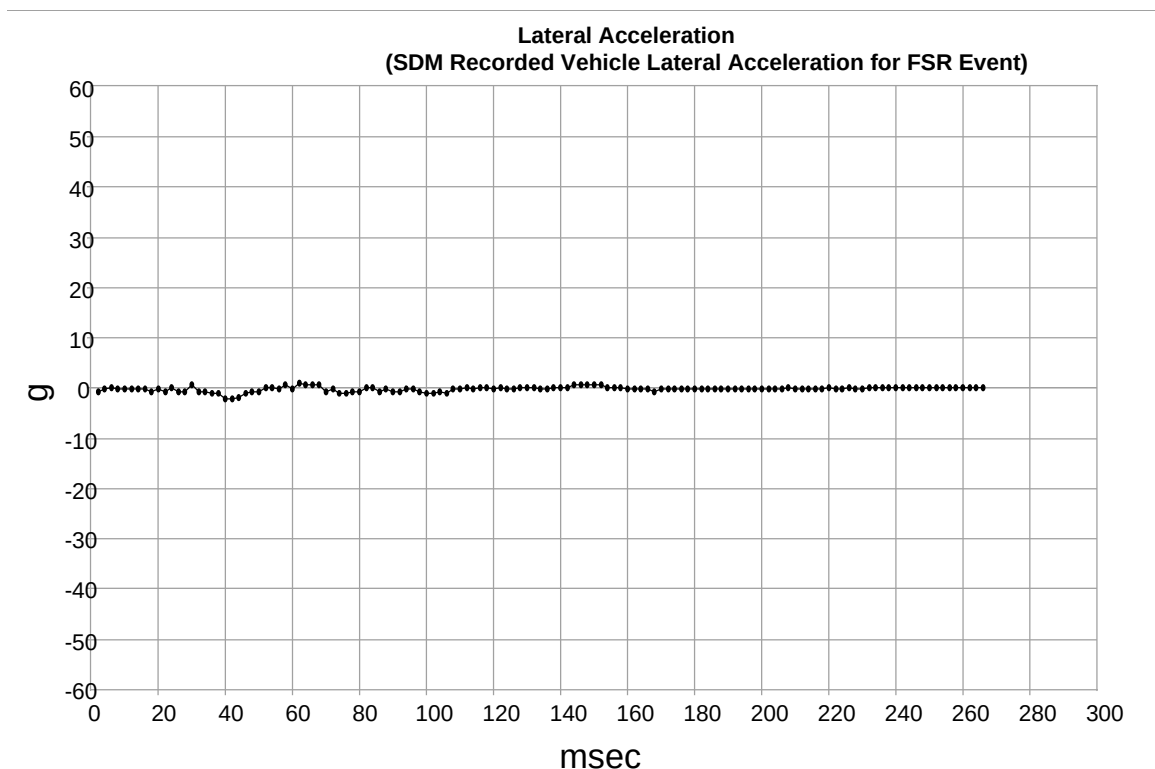
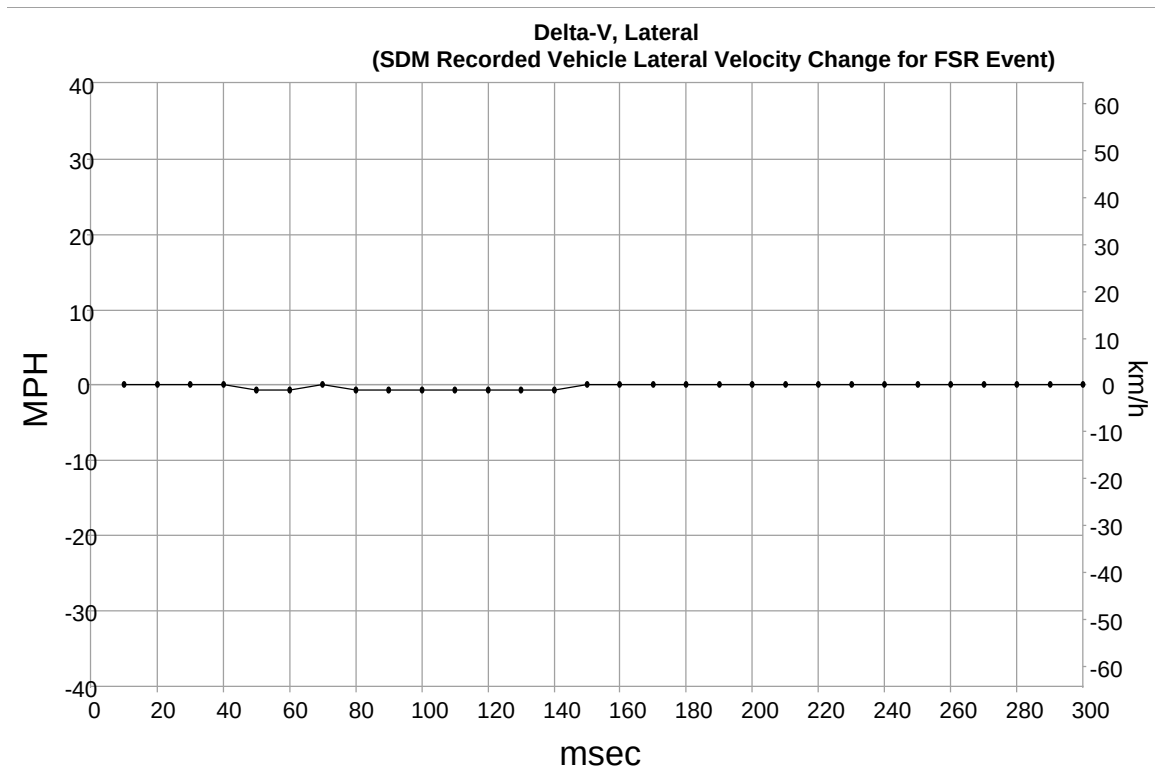
Longitudinal Crash Pulse (Event Record 1)

Time (msec)	Delta-V, Longitudinal (SDM Recorded Vehicle Longitudinal Velocity Change for FSR Event) (MPH)	Delta-V, Longitudinal (SDM Recorded Vehicle Longitudinal Velocity Change for FSR Event) (km/h)
10	-0.6	-1.0
20	-1.9	-3.0
30	-3.7	-6.0
40	-5.0	-8.0
50	-6.8	-11.0
60	-8.1	-13.0
70	-9.3	-15.0
80	-11.2	-18.0
90	-12.4	-20.0
100	-13.7	-22.0
110	-14.9	-24.0
120	-15.5	-25.0
130	-16.2	-26.0
140	-16.2	-26.0
150	-16.2	-26.0
160	-15.5	-25.0
170	-15.5	-25.0
180	-16.2	-26.0
190	-16.2	-26.0
200	-16.2	-26.0
210	-16.2	-26.0
220	-15.5	-25.0
230	-15.5	-25.0
240	-15.5	-25.0
250	-15.5	-25.0
260	-15.5	-25.0
270	-15.5	-25.0
280	-15.5	-25.0
290	-15.5	-25.0
300	-15.5	-25.0

Longitudinal Crash Pulse (Event Record 1)

Time (msec)	Longitudinal Acceleration (SDM Recorded Vehicle Longitudinal Acceleration for FSR Event) (g)	Time (msec)	Longitudinal Acceleration (SDM Recorded Vehicle Longitudinal Acceleration for FSR Event) (g)	Time (msec)	Longitudinal Acceleration (SDM Recorded Vehicle Longitudinal Acceleration for FSR Event) (g)
2	-0.6	102	-7.4	202	-0.2
4	-0.6	104	-6.6	204	0.2
6	-1.4	106	-6.2	206	0.2
8	-2.6	108	-5.4	208	0.2
10	-3.8	110	-5.4	210	0.2
12	-4.6	112	-4.2	212	0.2
14	-5.0	114	-4.2	214	0.2
16	-6.2	116	-3.4	216	0.2
18	-5.8	118	-3.0	218	0.2
20	-5.0	120	-2.6	220	0.2
22	-6.6	122	-2.2	222	-0.2
24	-10.2	124	-2.2	224	0.2
26	-7.8	126	-1.4	226	0.2
28	-8.6	128	-1.0	228	0.2
30	-9.8	130	-1.0	230	0.2
32	-9.0	132	-0.6	232	0.2
34	-9.0	134	-0.2	234	0.2
36	-5.8	136	-0.2	236	0.2
38	-7.0	138	0.6	238	-0.2
40	-7.0	140	0.2	240	-0.2
42	-7.4	142	0.2	242	-0.2
44	-8.2	144	-0.6	244	-0.2
46	-6.6	146	-0.2	246	-0.2
48	-7.8	148	1.4	248	-0.2
50	-7.4	150	1.4	250	0.2
52	-7.4	152	1.0	252	0.2
54	-7.0	154	0.6	254	-0.2
56	-6.2	156	0.6	256	0.2
58	-5.8	158	0.6	258	0.2
60	-6.2	160	0.6	260	0.2
62	-6.2	162	0.2	262	-0.2
64	-5.8	164	-0.2	264	-0.2
66	-6.2	166	-0.6	266	-0.2
68	-5.4	168	-1.0	268	Data Not Available
70	-6.2	170	-0.6	270	Data Not Available
72	-6.2	172	-0.6	272	Data Not Available
74	-6.6	174	-0.6	274	Data Not Available
76	-7.4	176	-0.6	276	Data Not Available
78	-6.2	178	-0.6	278	Data Not Available
80	-7.4	180	-1.0	280	Data Not Available
82	-7.4	182	-0.6	282	Data Not Available
84	-7.0	184	-0.6	284	Data Not Available
86	-6.6	186	-0.2	286	Data Not Available
88	-6.6	188	-0.6	288	Data Not Available
90	-6.2	190	-0.2	290	Data Not Available
92	-7.0	192	-0.2	292	Data Not Available
94	-6.6	194	-0.2	294	Data Not Available
96	-7.4	196	-0.2	296	Data Not Available
98	-7.0	198	-0.2	298	Data Not Available
100	-7.4	200	-0.2	300	Data Not Available

Lateral Crash Pulse (Event Record 1)



Lateral Crash Pulse (Event Record 1)

Time (msec)	Delta-V, Lateral (SDM Recorded Vehicle Lateral Velocity Change for FSR Event) (MPH)	Delta-V, Lateral (SDM Recorded Vehicle Lateral Velocity Change for FSR Event) (km/h)
10	0.0	0.0
20	0.0	0.0
30	0.0	0.0
40	0.0	0.0
50	-0.6	-1.0
60	-0.6	-1.0
70	0.0	0.0
80	-0.6	-1.0
90	-0.6	-1.0
100	-0.6	-1.0
110	-0.6	-1.0
120	-0.6	-1.0
130	-0.6	-1.0
140	-0.6	-1.0
150	0.0	0.0
160	0.0	0.0
170	0.0	0.0
180	0.0	0.0
190	0.0	0.0
200	0.0	0.0
210	0.0	0.0
220	0.0	0.0
230	0.0	0.0
240	0.0	0.0
250	0.0	0.0
260	0.0	0.0
270	0.0	0.0
280	0.0	0.0
290	0.0	0.0
300	0.0	0.0

Lateral Crash Pulse (Event Record 1)

Time (msec)	Lateral Acceleration (SDM Recorded Vehicle Lateral Acceleration for FSR Event) (g)	Time (msec)	Lateral Acceleration (SDM Recorded Vehicle Lateral Acceleration for FSR Event) (g)	Time (msec)	Lateral Acceleration (SDM Recorded Vehicle Lateral Acceleration for FSR Event) (g)
2	-0.6	102	-1.0	202	-0.2
4	-0.2	104	-0.6	204	-0.2
6	0.2	106	-1.0	206	-0.2
8	-0.2	108	-0.2	208	0.2
10	-0.2	110	-0.2	210	-0.2
12	-0.2	112	0.2	212	-0.2
14	-0.2	114	-0.2	214	-0.2
16	-0.2	116	0.2	216	-0.2
18	-0.6	118	0.2	218	-0.2
20	-0.2	120	-0.2	220	0.2
22	-0.6	122	0.2	222	-0.2
24	0.2	124	-0.2	224	-0.2
26	-0.6	126	-0.2	226	0.2
28	-0.6	128	0.2	228	-0.2
30	0.6	130	0.2	230	-0.2
32	-0.6	132	0.2	232	0.2
34	-0.6	134	-0.2	234	0.2
36	-1.0	136	-0.2	236	0.2
38	-1.0	138	0.2	238	0.2
40	-2.2	140	0.2	240	0.2
42	-2.2	142	0.2	242	0.2
44	-1.8	144	0.6	244	0.2
46	-1.0	146	0.6	246	0.2
48	-0.6	148	0.6	248	0.2
50	-0.6	150	0.6	250	0.2
52	0.2	152	0.6	252	0.2
54	0.2	154	0.2	254	0.2
56	-0.2	156	0.2	256	0.2
58	0.6	158	0.2	258	0.2
60	-0.2	160	-0.2	260	0.2
62	1.0	162	-0.2	262	0.2
64	0.6	164	-0.2	264	0.2
66	0.6	166	-0.2	266	0.2
68	0.6	168	-0.6	268	Data Not Available
70	-0.6	170	-0.2	270	Data Not Available
72	-0.2	172	-0.2	272	Data Not Available
74	-1.0	174	-0.2	274	Data Not Available
76	-1.0	176	-0.2	276	Data Not Available
78	-0.6	178	-0.2	278	Data Not Available
80	-0.6	180	-0.2	280	Data Not Available
82	0.2	182	-0.2	282	Data Not Available
84	0.2	184	-0.2	284	Data Not Available
86	-0.6	186	-0.2	286	Data Not Available
88	-0.2	188	-0.2	288	Data Not Available
90	-0.6	190	-0.2	290	Data Not Available
92	-0.6	192	-0.2	292	Data Not Available
94	-0.2	194	-0.2	294	Data Not Available
96	-0.2	196	-0.2	296	Data Not Available
98	-0.6	198	-0.2	298	Data Not Available
100	-1.0	200	-0.2	300	Data Not Available

Rollover Crash Pulse (Event Record 1) SDM Recorded Vehicle Roll Rate

Contains No Recorded Data

Rollover Crash Pulse (Event Record 1) Lateral Acceleration (SDM Recorded Vehicle Lateral Acceleration for Rollover Event)

Contains No Recorded Data

**Vertical Crash Pulse (Event Record 1)
Normal Acceleration (SDM Recorded Vehicle Vertical Acceleration for
Rollover Event)**

Contains No Recorded Data

Pre-Crash Data -5.0 to -0.5 sec (Event Record 1)

Times (sec)	Accelerator Pedal, % Full (Accelerator Pedal Position)	Service Brake (Brake Switch Circuit State)	Engine RPM (Engine Speed)	Engine Throttle, % Full (Throttle Position)	Speed, Vehicle Indicated (Vehicle Speed) (MPH [km/h])
-5.0	28	Off	1216	62	48 [77]
-4.5	28	Off	1216	62	48 [77]
-4.0	28	Off	1216	62	48 [78]
-3.5	28	Off	1216	62	48 [78]
-3.0	28	Off	1216	61	49 [79]
-2.5	19	Off	1216	53	50 [80]
-2.0	0	On	1216	5	49 [79]
-1.5	0	On	960	11	42 [67]
-1.0	0	On	896	8	38 [61]
-0.5	0	On	896	8	34 [55]

Pre-Crash Data -2.0 to -0.5 sec (Event Record 1)

Times (sec)	Cruise Control Active	Cruise Control Resume Switch Active	Cruise Control Set Switch Active	Engine Torque (lb-ft [N-m])	Reduced Engine Power Mode Indicator
-2.0	No	No	No	46 [62]	Off
-1.5	No	No	No	-1 [-2]	Off
-1.0	No	No	No	-5 [-7]	Off
-0.5	No	No	No	-8 [-12]	Off

Hexadecimal Data

DPID \$11

FF F0 00 FC C6 7C 04

DPID \$15

01 02 03 04 05 06 07

DPID \$16

08 09 0A 0D 0E 27 27

DPID \$17

27 27 27 27 27 27 00

DPID \$32

FA FF 08 1D 00 00 00

DPID \$35

78 00 00 00 00 00 00

DID \$01

41 55 38 36 37 37 44 50 33 30 32 34 32 38 42 31

DID \$03

41 54 38 36 37 37 44 50 33 30 32 34 30 41 42 31

DID \$05

41 48 38 36 37 36 44 41 38 35 39 34 44 43 30 33

DID \$07

41 4A 38 36 37 36 44 41 36 42 38 43 44 35 30 33

DID \$09

44 41 38 36 37 38 44 41 37 32 36 33 34 31 30 34

DID \$0B

44 42 38 36 37 38 44 41 34 37 37 44 34 31 30 34

DID \$0D

01 00 30 30 30 30 44 41 30 30 30 30 30 30 30 30

DID \$0F

01 00 30 30 30 30 44 41 30 30 30 30 30 30 30 30

DID \$30

00 00 01 01

DID \$90

31 47 43 56 4B 52 45 43 32 46 5A 31 38 32 33 33 30

DID \$9A

0B 11

DID \$B4

4B 33 31 34 32 38 36 33 4D 31 33 32 47 4D 30 30

DID \$C1

00 CF 6F 21

DID \$C2

01 62 14 F4

DID \$C3

01 62 1D 42

DID \$CB
00 CF 6F 22

DID \$31

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0020 4C FC FC 00 00 00 FC 10 00 00
0030 00 00 13 1C 1C 1C 1C 1C 55 00
0040 00 00 00 00 00 0E 0E 0F 13 13
0050 13 13 13 13 13 06 89 06 92 06
0060 9C 07 1C 08 08 0B 05 35 3D 3E
0070 3E 3E 3E 37 3D 43 4F 50 4F 4E
0080 4E 4D 4D 00 FF FD 07 95 FD FF
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0120 FF FF FF FF FF FF FF FF 7E 7F
0130 7C 7F 79 7F 77 7F 74 7E 72 7E
0140 70 7F 6D 7E 6B 7E 69 7E 67 7E
0150 66 7E 65 7E 65 7E 65 7F 66 7F
0160 66 7F 65 7F 65 7F 65 7F 65 7F
0170 66 7F 66 7F 66 7F 66 7F 66 7F
0180 66 7F 66 7F 66 7F 66 7F 7E 7E
0190 7E 7F 7C 80 79 7F 76 7F 74 7F
0200 73 7F 70 7F 71 7E 73 7F 6F 7E
0210 66 80 6C 7E 6A 7E 67 81 69 7E
0220 69 7E 71 7D 6E 7D 6E 7A 6D 7A
0230 6B 7B 6F 7D 6C 7E 6D 7E 6D 80
0240 6E 80 70 7F 71 81 70 7F 70 82
0250 71 81 70 81 72 81 70 7E 70 7F
0260 6F 7D 6D 7D 70 7E 6D 7E 6D 80
0270 6E 80 6F 7E 6F 7F 70 7E 6E 7E
0280 6F 7F 6D 7F 6E 7E 6D 7D 6D 7D
0290 6F 7E 70 7D 72 7F 72 7F 75 80
0300 75 7F 77 80 78 80 79 7F 7A 80
0310 7A 7F 7C 7F 7D 80 7D 80 7E 80
0320 7F 7F 7F 7F 81 80 80 80 80 80
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Disclaimer of Liability

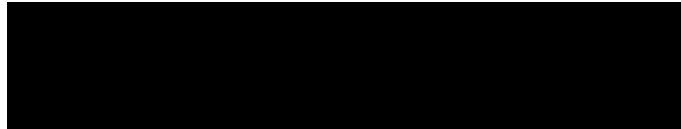
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PE18-012

GM

3-27-2019

Q3





Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

This screen allows the user to edit existing Pre-Repair Authorization.

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 296365200000

Original Author: Sara Schuster

New Author: Sara Schuster

*Required Fields

Disclaimer: All amounts are before taxes

BAC*: 115093

Service Agent: JOHN BOWMAN CHEVROLET, INC.

Contact Name:

Phone Number:

Fax Number:

Contact Email Address: cgregory@bowmanchevy.com

Job Card*:

Job Card Date: 09/17/2015

Reference Number:

VIN: 1GCVKREC2F2 [Investigate Vehicle History](#)

Odometer: 8755

Transaction Flag: ☐ Customer Enthusiasm - Non Warrantable Repair
☐ Special Coverage
☐ Policy
☐ None

Customer Complaint Category*: 09---No Customer Complaint

Complaint Code*: 0090---No Customer Complaint - Other issues

Description: * No Customer complaint-Other issues

Cause Code: 0000 Other - Field Action / Tech Bulletin

Description: Other-Field Action/Tech Bulletin

Correction Description: Inspection

Labour Operation: 0600016

Labour Time: 1.5 Supp Time: 0 OLH Time: 0

Labour Rate: 109.28 Common GM Division - Mechanical

Labour Total: 163.92

Parts Total: 0

Part Numbers:

Net Item Type

Amount

<Make Selection>

Net Item Total:

Tax: 0

Deductible: 0

Total Before Taxes: 163.92

Auth Code:

☒ Accept ☐ Reject

Comment:

Created By
Sara Schuster

Create Date/Time
Wed Sep 30 11:45:51 EDT 2015

Comment
Please include PriAuth ID when you submit your claim

Reassign Comments: Created By Comment

From Assigned To

Attachments:

No rows were found.

	Attachment Id	Attachment Name	User Name
< >			

Browse...

ADD

DELETE

Pre Repair Authorization History:

VIN	Pre-Repair Authorization ID	Create Date
1GCVKREC2FZ[REDACTED]	296365200000	2015-09-30

CANCEL

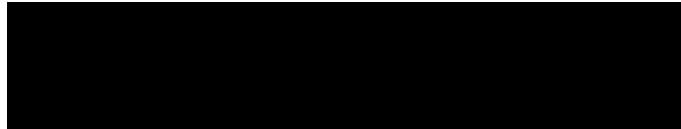
SAVE

PE18-012

GM

3-27-2019

Q3





GM Product Assistance - Claims Department (PAC) Request
Al Difalco to: Al Difalco

09/14/2015 02:00 PM

PAC Information Provided:

PAR Record Number:

undefined : undefined

Provided Information:

PAC File Number : [REDACTED]

Customer Information:

Customer First Name : [REDACTED]

Customer Last Name [REDACTED]

Customer Address : [REDACTED]

Customer City : Clarkson

Customer State : [REDACTED]

Customer Zip Code [REDACTED]

Customer Home Phone : [REDACTED]

Customer Work Phone :

Customer Cell Phone :

Vehicle Information:

VIN : 1GCVKREC2FZ [REDACTED]

Vehicle Year : 2015

Vehicle Make : Chevrolet

Vehicle Model : Silverado 1500

Vehicle Mileage : 8000

Vehicle Location Information:

Dealer/Salvage/Other : Dealer

POC Name : Chisti

POC Phone : 248-575-5000 ext 4144

POC Email :

POC Cell Number :

Dealer BAC : 115093

Rental Authorized : Yes

Towing Authorized : Yes

Vehicle At Dealership : Yes

Name of Business : John Bowman Chevrolet/Collision

Vehicle Location Address : 9603 Dixie HWY

Vehicle Location City : Clarkson

Vehicle Location State : MI

Vehicle Location Zip Code : 48348

Location Comments :

Customer Concerns:

Air Bag Deployment Concern - In a Collision : false

Air Bag Deployment Concern - No Collision : false

Air Bag Dealer Inspect - RRAB Concern : false

Accelerator/Throttle Concern : false

Brakes ABS Concern : true

Engine/Transmission/Drivetrain Concern : false

Fire/Flame Concern : false

Melt Concern : false

Smoke Concern : false

Seats/Seat Belt Concern : false

Steering/Suspension/Tire/Wheels Concern : false

Water/Moisture/Odor Concern : false

Additional Information Concern : 8/2/2015 07:00:00 PM Customer states his son was driving west bound on Clarkson road and it was raining hard. He was going about 40 mph .Customer son went to apply brake and the vehicle kept going, brakes didn't work. Customer son tried pumping the brakes and vehicle didn't stop. Customer son crashed into another vehicle. VEHICLES AT THE COLLISION DEPT- LIFT AND TECH 2 AVAILABLE

CSR Information:

Requestor Name : Adrian Wills

Requestor Email : adrian.wills@gm.com

Requestor Phone : (866) 446-6963 x 5911652

Requestor Fax : 866-439-3818

Ref:MSGRPS01347222

PE18-012

GM

3-27-2019

Q3

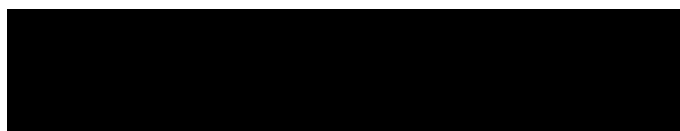


Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:	██████████	Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:	██████████	VIN:	1GCVKREC2F2██████████

Inspector (First and last name): Marty Depowski

Number of photos below: 86

Section 1. Description

Photo #	Description Only	Damage (Yes/No)
Vehicle ID Information		
1	Vin plate 1GCVKREC2F2██████████	No
2	Door plate (GVWR)	No
3	Tire plate	No
4	RPO plate	No
Exterior		
5	Front (Exterior)	Yes
6	LH View perpendicular to A pillar	Yes
7	LH View perpendicular to B pillar	No
8	LH View perpendicular to C pillar	No
9	Left rear quarter	No
10	Rear (Exterior)	No
11	RH View perpendicular to A pillar	Yes
12	RH View perpendicular to B pillar	No
13	RH View perpendicular to C pillar	No
14	Right rear quarter	No
15	Hood	Yes
16	Windshield	Yes
17	Roof	No
18	Rear windshield/glass	No
19	Tailgate down	No
20	Left front corner	Yes
21	Left front corner	Yes
22	Front center	Yes
23	Right front corner	Yes
24	Center of front bumper	Yes
25	Bumper intrusion distance, 8 inches	Yes
26	Aftermarket cargo cover	No
27	Aftermarket sun shade on driver window	No
28	Aftermarket sun shade on passenger window	No
29	Aftermarket sun shade on left rear window	No
30	Aftermarket sun shade on right rear window	No
Under Vehicle		
31	LH front tire outer view	No
32	LH front tire inner view	No
33	LH rear tire outer view	No
34	LH rear tire inner view	No
35	RH front tire outer view	No
36	RH front tire inner view	No
37	RH rear tire outer view	No
38	RH rear tire inner view	No
39	Underbody – left front	Yes
40	Underbody – right front	No
41	Underbody – mid and rear	No
42	Left front rotor outer surface	No
43	Left front rotor inner surface	No
44	Left front pad thickness	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description Only	Damage (Yes/No)
45	Right front rotor outer surface	No
46	Right front rotor inner surface	No
47	Right front brake pad thickness	No
48	Left rear rotor outer surface	No
49	Left rear rotor inner surface	No
50	Left rear pad thickness	No
51	Right rear rotor outer surface	No
52	Right rear rotor inner surface	No
53	Right rear brake pad thickness	No
54	Parking brake cables	No
55	Brake lines	No
56	Brake lines	No
Under Hood		
57	Under hood/engine compartment / right	Yes
58	Under hood/engine compartment/ center	Yes
59	Under hood/engine compartment/ right	Yes
60	Under hood/engine compartment/ left front	Yes
61	Under hood/engine compartment/ center front	Yes
62	Under hood/engine compartment/ right front	Yes
63	Battery	No
64	Under hood Electrical center	No
65	Under hood Electrical center	No
66	Master cylinder, brake fluid reservoir, booster & vacuum line	No
67	Brake fluid level & condition	No
68	Brake booster & lines	No
69	Brake booster & lines	No
Interior		
70	IP Cluster / odometer 8,755 miles	No
71	Driver's side	No
72	Passenger's side	No
73	Rear seats	No
74	Instrument panel overview	No
75	Center stack	No
76	Console assembly	No
77	Steering column side view	No
78	Pedal appearance	No
79	Distance from brake pedal to seat bottom (pedal released) 22 inches	No
80	Distance from brake pedal to seat bottom (pedal fully depressed) 23.5 inches	No
81	Instrument cluster indicating "Theft Attempted"	Yes
82	Tech 2 indicating DTC C025E	Yes
83	Tech 2 indicating DTC B3948	Yes
84	Tech 2 indicating DTC B2575	Yes
85	Tech 2 indicating DTC U0164	Yes
86	Tech 2 indicating DTC U0198	Yes

Section 2.

Description and Photos

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
1	Vin plate 1GCVKREC2F2 	No
2	Door plate (GVWR) 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
3	Tire plate 	No
4	RPO plate 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
5	Front (Exterior) 	Yes
6	LH View perpendicular to A pillar 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:	██████████	Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:	██████████	VIN:	1GCVKREC2F2██████████

Photo #	Description / Photo	Damage (Yes/No)
7	LH View perpendicular to B Pillar: 	No
8	LH View perpendicular to C Pillar: 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
9	Left rear quarter 	No
10	Rear (Exterior) 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:	██████████	Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:	██████████	VIN:	1GCVKREC2F2██████████

Photo #	Description / Photo	Damage (Yes/No)
11	RH View perpendicular to A pillar 	Yes
12	RH View perpendicular to B pillar 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
13	RH View perpendicular to C pillar 	No
14	Right rear quarter 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
15	Hood 	Yes
16	Windshield 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

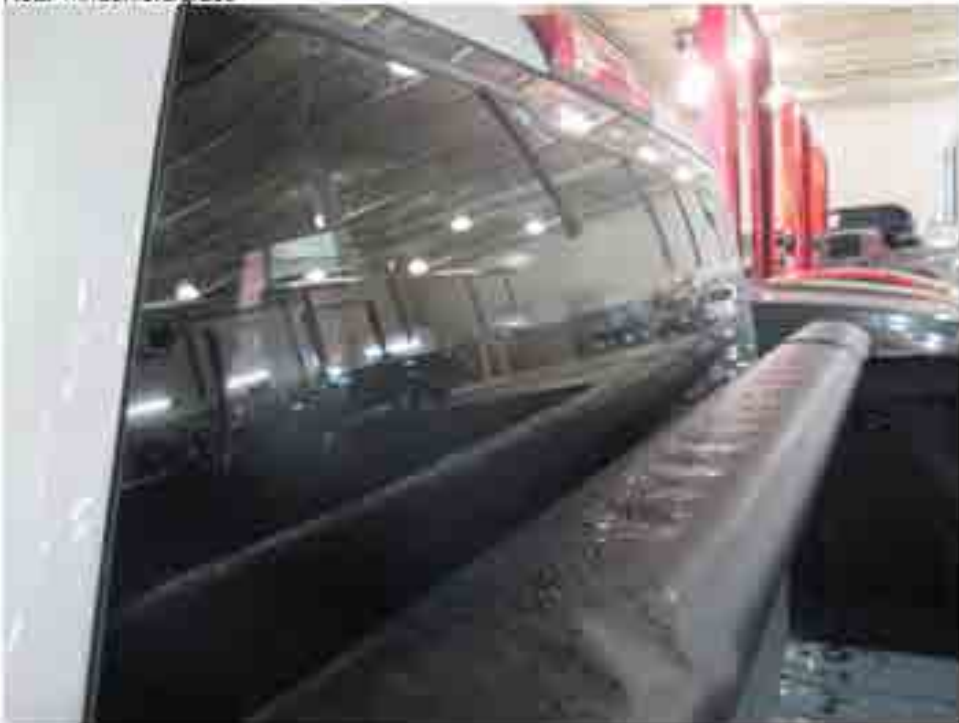
Photo #	Description / Photo	Damage (Yes/No)
17	Roof 	No
18	Rear windshield/glass 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
19	Tailgate down 	No
20	Left front corner 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:	██████████	Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:	8-1563090006	VIN:	1GCVKREC2F2██████████

Photo #	Description / Photo	Damage (Yes/No)
21	Left front corner 	Yes
22	Front center 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
23	Right front corner 	Yes
24	Center of front bumper 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
25	Bumper intrusion distance, 8 inches 	Yes
26	Aftermarket cargo cover 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
27	Aftermarket sun shade on driver window 	No
28	Aftermarket sun shade on passenger window 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
29	Aftermarket sun shade on left rear window 	No
30	Aftermarket sun shade on right rear window 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
31	LH front tire outer view 	No
32	LH front tire inner view 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
33	LH rear tire outer view 	No
34	LH rear tire inner view 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
35	RH front tire outer view 	No
36	RH front tire inner view 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
37	RH rear tire outer view 	No
38	RH rear tire inner view 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
39	Underbody - left front 	Yes
40	Underbody - right front 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
41	Underbody - mid and rear 	No
42	Left front rotor outer surface 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
43	Left front rotor inner surface 	No
44	Left front pad thickness 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
45	Right front rotor outer surface 	No
46	Right front rotor inner surface 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
47	Right front brake pad thickness 	No
48	Left rear rotor outer surface 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
49	Left rear rotor inner surface 	No
50	Left rear pad thickness 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
51	Right rear rotor outer surface 	No
52	Right rear rotor inner surface 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
53	Right rear brake pad thickness 	No
54	Parking brake cables 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
55	Brake lines 	No
56	Brake lines 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
57	Under hood/engine compartment / right 	Yes
58	Under hood/engine compartment/ center 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
59	Under hood/engine compartment/ right 	Yes
60	Under hood/engine compartment/ left front 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
61	Under hood/engine compartment/ center front 	Yes
62	Under hood/engine compartment/ right front 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
63	Battery 	No
64	Under hood electrical center 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
65	Under hood Electrical center 	No
66	Master cylinder, brake fluid reservoir, booster & vacuum line 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
67	Brake fluid level & condition 	No
68	Brake booster & lines 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
69	Brake booster & lines 	No
70	IP Cluster / odometer 8,755 miles 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
71	Driver's side 	No
72	Passenger's side 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
73	Rear seats 	No
74	Instrument panel overview 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
75	Center stack 	No
76	Console assembly 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
77	Steering column side view 	No
78	Pedal appearance 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
79	Distance from brake pedal to seat bottom (pedal released) 22 inches 	No
80	Distance from brake pedal to seat bottom (pedal fully depressed) 23.5 inches 	No

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Photo #	Description / Photo	Damage (Yes/No)
81	Instrument cluster indicating "Theft Attempted" 	Yes
82	Tech 2 indicating DTC C025E 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2FZ

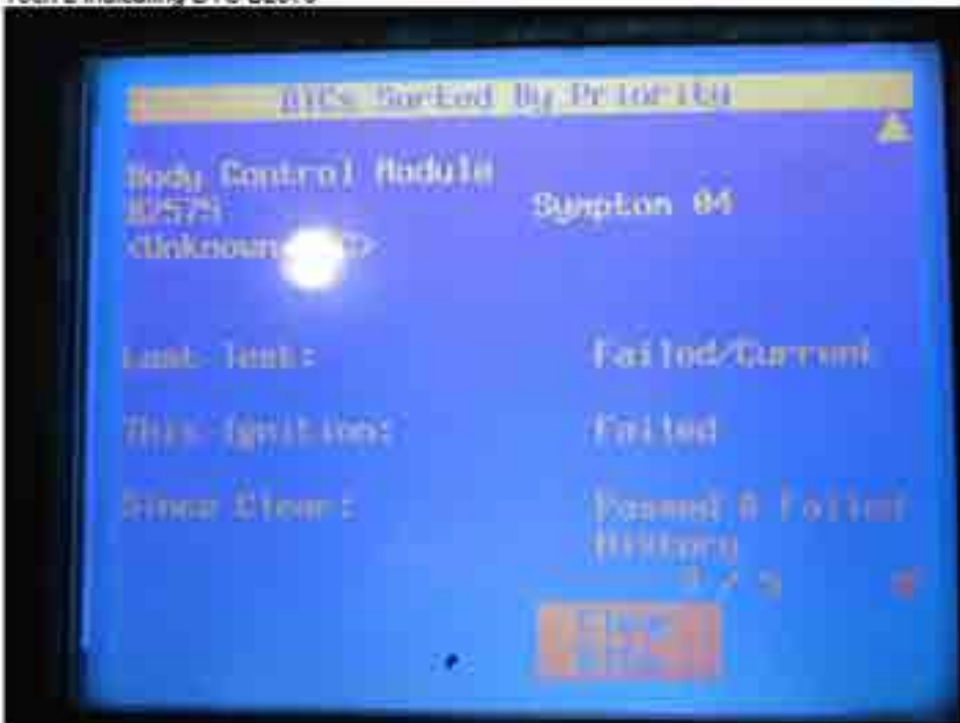
Photo #	Description / Photo	Damage (Yes/No)
83	Tech 2 Indicating DTC B3948 	Yes
84	Tech 2 Indicating DTC B2575 	Yes

Photo Log and Photos for Preliminary Inspection v.5

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

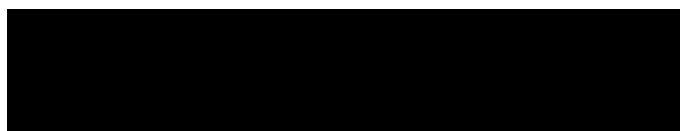
Photo #	Description / Photo	Damage (Yes/No)
85	Tech 2 Indicating DTC U0164 	Yes
86	Tech 2 Indicating DTC U0198 	Yes

PE18-012

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3-27-2019

Q3



R002 Brake / ABS Systems Preliminary Inspection v. 3

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2 XXXXXXXXXX

Mileage at inspection:	8,755	Inspection location: Bowman Chevrolet Collision
Inspected by:	Marty Depowski	Address: 9603 Dixie Hwy., Clarkston, MI 48348
Inspector's phone number:	(248) 687-4341	

Was a dealer technician used?

☒ Yes ☐ No

Number of photos: 86

If Yes, number of hours?

1.5

If possible, document the RO number:

XXXXXXXXXX

Number of DTCs: 5

Maximum vehicle speed taken from CDR report:

50 mph

Did CDR detect a rollover event?

☐ Yes ☒ No

Section 1

INSPECTION SUMMARY

Provide driver/claimant's complete description of incident. Do not paraphrase the customer's words. This is a very important section of the report:

The claimant's grandson was driving the vehicle during the incident. The claimant stated that his grandson "was coming home from football on Clarkston Orion Rd. and went to stop about 100 feet back" of a stopped vehicle and the brake pedal went to the floor and did not stop the vehicle. The claimant also stated that his grandson pumped the pedal 3 to 4 times and it went to the floor, and "the only thing that stopped the truck was the car in front".

The claimant also stated that the airbag didn't go off and that his son "had a wreck with a (different) 2015 Silverado and the airbag didn't go off on that either." The claimant alleges that a problem with the brakes caused the incident to occur and that the airbag should have deployed.

Following the inspection, summarize the facts and observations:

- The vehicle was struck in the front. (Photos 5, 6, 11, 14, 15, and 20-25)
- The vehicle was not drivable during the vehicle inspection.
- The brake pad and rotor conditions were normal. (Photos 42-53)
- The brake fluid level and condition was normal. (Photo 67)
- The brake pedal feel was normal and the pedal travel was 1.5 inches. (Photos 79 and 80)
- Instrument cluster warning indicated "Theft Attempted" (Photo 81)
- Vehicle was equipped with aftermarket cargo cover (Photo 26) and aftermarket sun shades. (Photos 27-30)

Section 2

INTERVIEW - INCIDENT DETAILS

Interviewee name:	
Address:	
Phone number:	
Date of interview:	09/15/2015
Interview mode: (Telephone or In Person)	Telephone

Police report?

☒ Yes ☐ No

Fire report?

☐ Yes ☒ No

Driver's Physical Description

Name:	
Gender:	Male
Height:	5' 9"
Weight:	200
Disabilities:	None

Driver's Trip Information

Hours	Minutes	Distance	Driver's estimated speed
	15-20	8	40 mph

Exact incident location: Clarkston Orion Rd. near M24

Exact incident date and time: 08/02/2015 @ 6:15 p.m.

Weather condition and visibility: Rainy

Approximate temp (°F): 70

Was there a collision?

☒ Yes ☐ No

R002 Brake / ABS Systems Preliminary Inspection v. 3

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Were there any other occupants in the vehicle at the time of the incident? ☐ Yes ☒ No

Occupant's Information (if applicable)

Name:		Name:	
Gender:		Gender:	
Height:		Height:	
Weight:		Weight:	
Age:		Age:	

Where were the other occupants seated?

Front Row:	☐ Right Front	☐ Front Center	
Second Row:	☐ Right Rear	☐ Center	☐ Left Rear
Third Row:	☐ Right Rear	☐ Center	☐ Left Rear

If the vehicle is a truck or a car trailering cargo at the time of the incident, estimate total weight of cargo and trailer:	(lbs)
Load description:	

Road Surface:	☐ Concrete	☒ Asphalt	☐ Gravel	☐ Crushed Rock	☐ Dirt
Road Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other:	
Shoulder/Curb Condition:	☐ Dry	☒ Wet	☐ Icy	☐ Other:	☐ Dirt
Select One—>	☒ Shoulder	☐ Curb			

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? ☐ Yes ☒ No

If Yes, from where?

Prior to, or after the incident, were there any warning lights on, or messages displayed on the Driver's Information Center? ☐ Yes ☒ No

If Yes, what indicator?

Has condition been observed/experienced prior to this incident? ☐ Yes ☐ No

If yes, how often?

Was the repair facility contacted regarding this concern? ☐ Yes ☐ No

Is an invoice for the repair available? ☐ Yes ☐ No

If Yes, what was the outcome?

Normally brake with: ☒ Right Foot ☐ Left Foot

Adjustable pedals? ☐ Yes ☒ No

If yes, position? ☐ Forward ☐ Middle ☐ Rearward

Have the driver describe the operation of the brake system immediately before the incident and what happened at the beginning and during the incident. The beginning of the incident is the initiation of the braking sequence during which the incident occurred.

Brake system operation prior to the incident: ☒ Normal ☐ Pulling ☐ Grabbing ☐ Other:

Brake system operation during the incident: ☐ Normal ☐ Pulling ☐ Grabbing ☒ Other: ineffective

Pedal Feel: ☐ Normal ☐ Spongy ☐ Hard ☒ To the Floor ☐ Pulsation/shudder/vibration

During the incident did the driver pump the brakes? ☒ Yes ☐ No

During the incident did the driver attempt to steer? ☒ Yes ☐ No

R002 Brake / ABS Systems Preliminary Inspection v. 3

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Additional comments concerning the incident: The claimant stated that the driver pumped the pedal 4 times.

Section 3

VEHICLE HISTORY

Obtain information for this section from Driver / Claimant

If any information for this section is obtained from anyone other than the claimant, provide their name, address, phone number and relationship, if any, to the claimant.

Name:	
Address:	
Phone number:	
Relationship to claimant:	

Did the owner purchase the vehicle new? ☒ Yes ☐ No

If yes, date of purchase? 02/2015

If purchased used, provide the name, address of the seller and date of purchase:

Name:	
Address:	
Date of purchase:	

Has there been prior collision damage? ☐ Yes ☒ No

If yes, provide dates, descriptions of the damage, and copies of the repair invoice(s) if possible:

Date	Repair Description / By Whom? (dealer/non-dealer)

VEHICLE REPAIR / SERVICE HISTORY

If the answer is "Yes" to any of the following questions, describe the repairs. Obtain copies of the repair order(s) if possible, and document the name of the service facility, its address, and telephone number.

Any repairs outside of warranty? ☐ Yes ☒ No

If yes, provide dates, descriptions of the repair(s) and repair invoices if possible:

Date	Repair Description / By Whom?

Last brake maintenance (please provide copies of repair invoice(s) if possible:

Date	Repair Description / By Whom? (dealer/non-dealer)

VEHICLE MODIFICATIONS / ALTERATIONS

Ask if there are any vehicle modifications or alterations present, and has any after-market equipment been installed? Remember that if the vehicle has been pre-owned, the current owner may not know of any changes to the vehicle.

☐ Remote Start	☐ Suspension	☐ Tires/Wheels	☐ Audio/Video	☐ Snow Removal
☐ Body Modifications	☐ Towing Equip.	☐ Security Alarm	☐ Wiring	☒ Other
☐ Unknown				

If yes, describe component, who installed it, and capture photos:

Cargo cover (Photo 26), Sun shades (Photos 27-30)

R002 Brake / ABS Systems Preliminary Inspection v. 3

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Other vehicle history information from interview, GM Warranty, or Dealership history files? ☒ Yes ☐ No

If Yes, describe and make copies: GM IVH is included with report.

Section 4

VEHICLE / SYSTEM INSPECTION

---Note---

Do Not "Clear Codes" from any on board module(s)

Use the scan tool to capture all diagnostic trouble codes (current or history), and photograph the screens (if a scan tool was used).

DTC	Symptom	Description	Current	History
C025E	06	EBCM - Unknown DTC		X
B3948	04	BCM - Unknown DTC	X	X
B2575	04	BCM - Unknown DTC	X	
U0164	00	Radio - Lost Communication with HVAC Module		X
U0198	00	Radio - Lost Communication with Telematic Control Module		X

SDM Crash Data Collection:

Describe and photograph any evidence that the passenger compartment may have had moisture intrusion or the SDM has incurred any damage due to moisture/corrosion. Visually inspect the carpet and floor pan for moisture and the SDM electrical connector male and female ends for signs of corrosion. If the SDM is mounted under a seat, visually inspect for any foreign objects that could affect the airbag system operation and, if found, inspect the area very carefully. Photograph as needed.

If the vehicle is equipped with roll-over protection, download the ROS data after downloading the CDR data. (See ROS Coverage document to determine whether vehicle is supported, and/or observe the icons on the function bar on the CDR screen.) SUV-type vehicles may have roll-over protection. An "Airbag" name will be embossed on the trim at the A and possibly B pillars of the vehicle.

NOTE: Some vehicles do not require the ignition key to be in the ignition "on" position in order to download the data.

- OBTAIN DERM/SDM DOWNLOADS FOR ALL INADVERTENT DEPLOYMENT ALLEGATIONS
- IF POSSIBLE, AVOID CYCLING THE IGNITION KEY ON/OFF PRIOR TO OBTAINING THE DOWNLOAD
- PHOTOS OF THE CDR SCREEN ARE REQUIRED TO SHOW ANY ERROR MESSAGES

NOTE: Save the raw CDR and ROS files, and then a PDF files. Submit all files with report.

Was the CDR download available? ☒ Yes ☐ No

If "No", describe:

How was download obtained? ☒ ALDL / DLC ☐ Directly from module using adapter harness w/ Bosch CDR

If the download was obtained directly from the module, was the module removed from the vehicle? ☐ Yes ☐ No

If removed from the vehicle, describe and photograph the conditions under which the module was mounted when the download was obtained:

R002 Brake / ABS Systems Preliminary Inspection v. 3

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Does the vehicle have?

4-Wheel disc brakes?

☒	Yes	☐	No
☒	Yes	☐	No
☐	Yes	☒	No

Anti-lock brakes?

Hydraulically assisted (hydro boost) brakes?

Front disc, rear-drum brakes?

Vacuum assisted power brakes?

Regenerative braking?

☐	Yes	☐	No
☒	Yes	☐	No
☐	Yes	☒	No

Turn on the ignition key and note the following:

Does the red brake warning light remain on after the self test (park brake released)?

Does the red brake warning light come on with the parking brake applied?

Does the red brake warning light go off when the parking brake is released?

Does the ABS (if equipped) warning light remain on after self test?

☐	Yes	☒	No
☒	Yes	☐	No
☒	Yes	☐	No
☐	Yes	☒	No

Describe the brake fluid: Level, Color, Smell, and any sign of contamination.

☒ Full	☒ Clear	☒ Normal Smell	☐ Other:

Comments and photo number of master cylinder showing brake fluid level:

Both the brake fluid level and condition was normal. (Photo 67)

Look for any sign of external leakage of brake fluid at the connections to the master cylinder, ABS module, callipers, wheel cylinders, hydraulic lines, and fittings.

Any leakage observed?

☐	Yes	☒	No

If yes, described the location and capture images:

If the engine will run:

Deplete the booster vacuum by pumping the brake pedal three or four times and then start the engine with your foot on the brake pedal. Note the pedal behaviour:

☒ Dropped	☐ Moved Up	☐ No Change

Turn the engine off and record the number of pedal applies required to deplete the booster:

1

Perform a pedal travel check according to Service Information procedures. Record pedal travel (Inches):

1.5

Describe and photograph the method used to measure pedal travel:

The distance from the brake pedal to seat bottom was measured with pedal released and pedal fully depressed. (Photos 79 and 80)

Remove the wheels and inspect the front / rear brake assemblies (capture images as well):

Any calliper/wheel cylinder corrosion?	☐ Yes	☒ No	Describe:
Any rotor/drum corrosion?	☐ Yes	☒ No	Describe:
Any rotor/drum grooving?	☐ Yes	☒ No	Describe:
Any rotor/drum irregularities?	☐ Yes	☒ No	Describe:
Any lining corrosion evident?	☐ Yes	☒ No	Describe:
Any signs of overheating?	☐ Yes	☒ No	Describe:

R002 Brake / ABS Systems Preliminary Inspection v. 3

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

Measure the brake lining thickness using a lining thickness gauge and record the observations in the table below.

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
Red								
Yellow								
Green	10 mm	10 mm	10 mm	10 mm	10 mm	10 mm	10 mm	10 mm

Note: Record the actual brake thickness, or the appropriate dimension associated with the R, Y, or G gauge section that best describes the lining thickness. This table assumes there are disc brakes on the front and rear of the vehicle. If drum brakes are on the rear, record your observations in the comments section of the report. Report your results in the comments section and provide photos of the type of tool used. Record any rotor or drum irregularities such as scoring, warpage, rust or an out-of-round condition with the appropriate measurement in the additional comments section using a micrometer or dial indicator.

Additional Comments:

IF THE VEHICLE IS OPERATIONAL: Drive the vehicle and make several stops from 30 MPH. Observe and comment on the brake system performance while stopping on a dry and level road surface.

Observations:

IF EQUIPPED WITH ABS: If possible, make repeat stops using the ABS system on a wet road.

Observations:

IF THE VEHICLE IS NOT DRIVABLE, CONDUCT A BRAKE TORQUE TEST if possible. Start the engine; place the transmission in Drive with the foot on the brake. Slowly apply throttle and note the results.

Does the brake system hold the vehicle stationary?

☒ Yes ☐ No

If "No", record the engine speed/throttle position at which vehicle starts to move.

Comments:

	RPM's		Percent Throttle

CONDUCT A PARKING BRAKE TEST. Apply the park brake, start the engine, place the transmission in Drive and slowly apply the throttle and note the results.

Does the brake system hold the vehicle stationary?

☒ Yes ☐ No

If "No", record the engine speed and throttle position at which the vehicle starts to move.

Comments:

	RPM's		Percent Throttle

R002 Brake / ABS Systems Preliminary Inspection v. 3

Customer's last name:		Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:		VIN:	1GCVKREC2F2

TIRE IDENTIFICATION:

Use a tread depth gauge at four points around the tires circumference to determine the average tread depth.

If the tire size is different than specified on the tire placard, check the ABS calibration on the GM Scan Tool and note the findings.

	Tire Brand	Tire Type / Style	Tire Size	Tire Pressure (PSI)	Avg. Tread Depth (32nds of Inch)	DOT Numbers*
LF	Goodyear	Wrangler	P265/65R18	30	10	48XP JH1R 3714
RF	Goodyear	Wrangler	P265/65R18	30	10	48XP JH1R 3714
LR	Goodyear	Wrangler	P265/65R18	30	10	48XP JH1R 3714
RR	Goodyear	Wrangler	P265/65R18	30	10	48XP JH1R 3714

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.

TPC number (if any): 2361

TIRE PLACARD DATA

Record the following data: (located on driver's door edge or inside the decklid)

Tire size: P265/65R18

Tire pressure: 35 PSI

Describe and photograph any damage to tires and wheels, such as scrapes, marks due to impact, cuts, tread separation, flat spots, bead separation, embedded grass/dirt, etc. Photographs should include inner and outer views of the damaged tire/wheel assemblies with chalk marks on each assembly to denote position on vehicle (RF, LF, RR, and LR).

RF:	Tire and wheel were undamaged. (Photos 35 and 36)
LF:	Tire and wheel were undamaged. (Photos 31 and 32)
RR:	Tire and wheel were undamaged. (Photos 37 and 38)
LR:	Tire and wheel were undamaged. (Photos 33 and 34)

Section 5

SITE INSPECTION

NOTE: In most instances a site inspection is not required on vehicles with no damage present (e.g. claimant says they hit a pot hole...)

Was a site inspection performed? ☐ Yes ☒ No

Comments:

Posted speed where the incident occurred? (mph)

SITE INSPECTION: PERFORM THE FOLLOWING IF ADDITIONAL INFORMATION MAY BE FOUND:

- If the customer can identify the incident scene and verify tire marks, gouges in the pavement, debris, or any police marks at the scene, measure location of the items and photograph.
- Identify evidence of whether the vehicle left the road prior to, during, or after the incident. Document all locations, distances, etc.
- Identify evidence and photograph any object struck by the vehicle on or off the road prior to, during, or after incident.
- Inspect roadway and shoulder surfaces in the area of the incident site for telltale signs of loss of control, excessive speed, severe braking, etc.

Photograph the scene and any property involved. Only factual comments should be entered in this section:

R002 Brake / ABS Systems Preliminary Inspection v. 3

Customer's last name:	██████████	Inspection date:	09/17/2015
Vehicle brand:	Chevrolet	Year/Model:	2015 Silverado
Case #:	██████████	VIN:	1GCVKREC2F2██████████

Section 6

COMMENT OVERFLOW

Please use this area for additional comments from the inspection form. Please note the section and area the comments are continued from prior to each comment.

Section 7

OTHER REPORT INFORMATION



Check here if there was evidence of a "Fire-Related" event.

According to NHTSA, "fire" means combustion or burning of material in or from a vehicle as evidenced by flame. The term also includes, but is not limited to, thermal events and fire-related phenomena such as smoke, sparks or smoldering, but does not include events and phenomena associated with a normally functioning vehicle, such as combustion of fuel within an engine or exhaust from an engine.

Attachments: (Check all that apply)

☒ Photographs

☒ Data Downloads

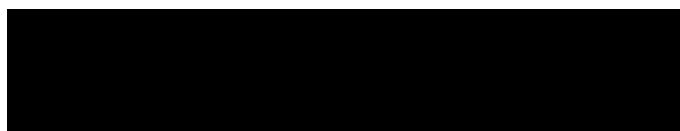
☒ Other Records

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Warranty

VIEW VEHICLE WARRANTY

Vehicle Information

1GCVKREC2FZ

No

No

CK15753-2015 SILVERADO 1500 EX7 CAB 4WD

No

Yes

70 - RETAIL - STOCK

Required Field Actions

Service Update Bulletin	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP SVC 4WD MSG. DISPLAYED. DTC C0398 STORED	09/18/2015	Open
Service Update Bulletin	N150203	15203	REAR BRAKE LINE BRACKET BOLT TO REAR AXLE LOOSE - * EXPIRES WBASE WARRANTY *	08/08/2015	Closed

Branded Title

Warranty Block

Service Information

E1 PIE0340 A/C Inoperative or Poor Performance on Recent Build Vehicles

07/11/2013

OnStar and XM Satellite Radio Information

Y

Y

N

5KLJ83WA

Active
Active
N

Applicable Warranties

Chevrolet 2 Year Scheduled Maintenance	02/05/2015	01/30/2015	237 MI	01/30/2017	24,237 MI
Corrosion Limited Warranty	02/05/2015	01/30/2015	237 MI	01/30/2021	100,237 MI
Emission Select Component Ltd Wty	02/05/2015	01/30/2015	231 MI	01/30/2023	80,237 MI
Powertrain Limited Warranty	02/05/2015	01/30/2015	237 MI	01/30/2020	100,237 MI
Bumper to Bumper Limited Warranty	02/05/2015	01/30/2015	237 MI	01/30/2018	36,237 MI

Service Contract

Transaction History

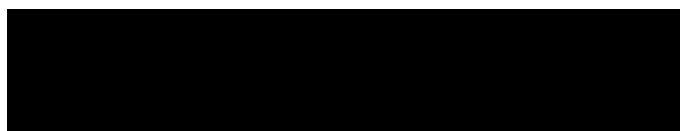
07/20/2015	270991	ZFAT—Field Action Recall	9101576 - N15C203 - Inspect and Tighten Brake Line Bracket Bolt if Required	5,973 MI
07/20/2015	270991	ZREG—Regular Vehicle Transaction	0800723 - Chevrolet 2 Year Maintenance	5,973 MI
12/03/2014	257812	ZSET—Service Event	0510162 - Wheel Lock Package Installation	238
10/22/2014	A82330	ZPDI—Pre-Delivery Inspection	0500072 - Pre-Delivery Inspection - Base Time	1 MI
10/21/2014	a88454	ZPDI—Pre-Delivery Inspection	0500032 - PDI - Dealer Installed - Factory Invoiced Options	2 MI

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Adrian Wills (C)

From: Brent Palmer
Sent: Friday, September 25, 2015 12:25 PM
To: Adrian Wills (C)
Subject: RE: New Allegation: - Brakes/Steering/Suspension SR# [REDACTED] --- Deny ---

I support a denial based on the facts obtained during the inspection report.

Regards,

Brent Palmer
Business Resource Manager
North Central Region
[REDACTED]
Fax 630-961-6371
brent.palmer@gm.com



From: Adrian Wills (C)
Sent: Friday, September 25, 2015 10:33 AM
To: Brent Palmer
Subject: New Allegation: - Brakes/Steering/Suspension SR# [REDACTED] -- Deny --

Allegation:	Brakes/Steering/Suspension		Case Summary
Case Status: (drop down list)	New		Describe Allegation: Customer states his grandson was driving west bound on Clark and it was raining hard. He was going about 40 mph . Customer went to apply brake and the vehicle kept going, brakes didn't work. Customer son tried pumping the brakes and vehicle didn't stop. Customer son crashed into another vehicle.
Recommendation (drop down list)	Deny		
Consultation (Agree/disagree drop down. (list by whom))			
SR Number	[REDACTED]		
Customer Name (Last name/First Name)	[REDACTED]		
Year/Make/Model	2015 Chevrolet Silverado		Business Case:

VIN	1GCVKREC2F2 [REDACTED]		CRS had third Party inspection done. NO Brake concerns Found The vehicle was not drivable during the vehicle inspection. • The brake pad and rotor conditions were normal. • The brake fluid level and condition was normal. • The brake pedal feel was normal and the pedal travel was 1.
Incident Date	8/2/2015		
Dealer & BAC code	115 [REDACTED]	JOHN BOWMAN CHEVROLET, CLARKSTON, MI, 115093,"	
After Market Equipment (yes/no & Type from dropdown)	Yes		
Dealership primary contact Name & Title	Larry/ collision manager		
Open/Closed Recalls (If closed include closed Transaction History)	Service Update Bulletins N150304 15304 4WD ALWAYS ENGAGED IN COLD TEMP. SVC 4WD MSG. DISPLAYED. DTC C0398 STORED 09/16/2015 Open Service Update Bulletins N150203 15203 REAR BRAKE LINE BRACKET BOLT TO REAR AXLE LOOSE - * EXPIRES W/BASE WARRANTY * 06/09/2015 Closed		
Mileage	8,000		
Purchased From	JOHN BOWMAN CHEVROLET		
MSRP/KBB (Trade-in Good Value)	44915.00		
Repair Estimate Total \$			
Loaner Vehicle (yes/no from drop down and enter date issued)	No		

Adrian Wills

Product Assistance Center

Tel: 866.446.6963 ext 5911652

Fax: 866-439-3818

adrian.wills@gm.com

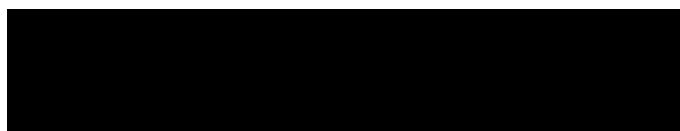


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Q3



Adrian Wills (C)

From: Adrian Wills (C)
Sent: Monday, September 14, 2015 1:31 PM
To: 'cgregory@bowmanchevy.com'
Subject: [REDACTED] - [REDACTED]

Christi

Thank you for hosting the Raytheon inspector. He will call you when he has a time scheduled to perform the vehicle inspection. Your dealer will be paid for your tech time up to two hours at warranty labor rates if you assist the inspector. Please send me an RO with the tech time at your warranty rate using labor op code 0600016. I will submit a PreAuthorization for this inspection time. The customer has asked for a loaner vehicle. Please use GM bulletin number 13-00-89-010 for instructions on the PAC Courtesy Transportation Program.

RE: [REDACTED]
2015 Chevrolet Silverado
1GCVKREC2FZ [REDACTED]

Thank you for all your help,

Adrian Wills

Product Assistance Center
Tel: 866.446.6963 ext 5911652
Fax: 866-439-3818
adrian.wills@gm.com

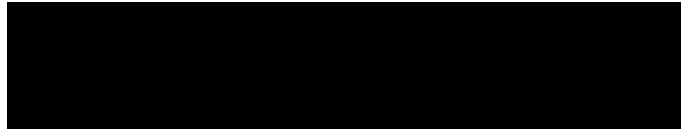


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Adrian Wills (C)

From: Adrian Wills (C)
Sent: Monday, September 14, 2015 1:38 PM
To: 'jay.townsend@gm.com'
Subject: [REDACTED]

A product allegation claim has been made in your district. The customer is alleging the brakes didn't work and assisted in an accident.

RE [REDACTED]
2015 Chevrolet Silverado
1GCVKREC2FZ [REDACTED]

48346	CLARKSTON	Chevy				HE BAC		JOHN BOWMAN CHEV

Larry- Collision Manager

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

Adrian Wills

Product Assistance Center
Tel: 866.446.6963 ext 5911652
Fax: 866-439-3818
adrian.wills@gm.com

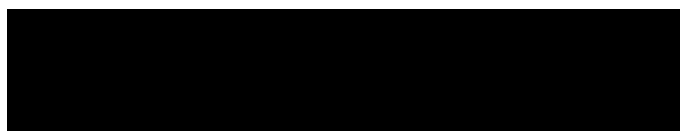


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Q3



Jessica Sheldon (C)

From: Jessica Sheldon (C)
Sent: Wednesday, October 07, 2015 4:04 PM
To: 'tpearson@davischevrolet.com'
Subject: PAC Case [REDACTED] Brake Failure Evans Chevrolet Silverado
3GCUKREXEG [REDACTED]
Attachments: Dealer Inspection Template v3.docx; SAMPLE Dealer Inspection v3.docx

Tom,

Attached to the email is an inspection form that I would like filled out and also a sample of the form. I have requested from you in regards to the customer's claim:

1. Photos of the exterior of the vehicle (drivers and passengers side, front, and rear.
2. DTC's with symptom codes.
3. Full diagnosis of the vehicle
4. Repair estimate in warranty rates for parts and labor (including body work)

If you could send everything back to me as soon as you can that would be great. My contact information is below please don't hesitate to contact me if you have any questions.

Thanks,

Jessica Sheldon

BRC PAC Specialist

General Motors Product Assistance Claims

Phone: 866-446-6963 x 5921682

Fax: 866-827-1130

jessica.sheldon@gm.com

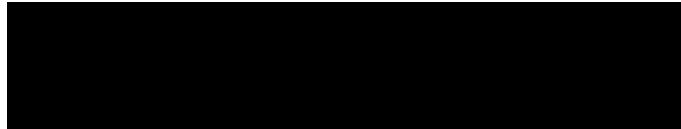


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Q3



Jessica Sheldon (C)

From: Jessica Sheldon (C)
Sent: Friday, October 09, 2015 9:10 AM
To: Shawn N Angel
Subject: 8- [REDACTED] PAC Case Handled within BRC No Action Required

A product allegation claim has been made in your district.
The customer alleges brakes didn't work and caused collision. This case is being escalated to ESIS because property damage.

Evans
2014 Chevrolet Silverado
3GCUKRECEG [REDACTED]
Davis Chevrolet, Houston, TX (BAC: 114 [REDACTED])
Field Operations Manager Tom Pearson

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

Jessica Sheldon
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5921682
Fax: 866-827-1130
jessica.sheldon@gm.com



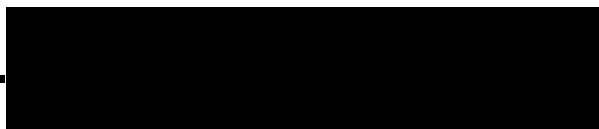
PE18-012

GM

3-27-2019

Q3

8-



Jessica Sheldon (C)

From: Tom Pearson <tpearson@davischvrolet.com>
Sent: Thursday, October 08, 2015 9:44 AM
To: Jessica Sheldon (C)
Subject: RE: PAC Case 8-1 [REDACTED] Brake Failure Evans Chevrolet Silverado 3GCUKRECEG [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

Jessica,

Disregard the pdf estimate, it was written by the body shop at customer pay rates. The 2 excel spreadsheets are the correct ones, page 1 and page 2. (Figured at warranty rates, which in itself is unusual for this type event) The total of \$2701.09 is the correct figure, barring any undetected damage. Remember, the vehicle is undriveable due to NO brakes, so we have not done any disassembly of the damaged areas.

Also, as I stated yesterday, I am awaiting the owners statement regarding the facts surrounding the accident, and once I have those, I will fill in your questionnaire and send it back to you in a completed fashion.

Two of the pictures I sent you show all current DTC's from the vehicle, but I will include that info in the packet as well. The diagnostics on the brakes are quite simple. This system relies 100% on the vacuum created by the engine driven vacuum pump. The pump has failed, and is producing ZERO vacuum assist to the booster, hence, NO BRAKES. There is a bulletin that addresses this possibility, and it is #PIT5361. We will investigate that further once we have approval, but initially, there appears to be no oil in the vacuum line from the pump to the booster.

More to come!

From: Jessica Sheldon (C) [mailto:jessica.sheldon@gm.com]
Sent: Thursday, October 08, 2015 7:49 AM
To: Tom Pearson (Davis Chevrolet)
Subject: RE: PAC Case [REDACTED] Brake Failure Evans Chevrolet Silverado 3GCUKRECEG [REDACTED]

Tom,

I have 3 estimates here. Which is the correct one? I have one for \$3,062, \$2,582 and \$2,702. Also I submitted to you a form for you to have filled out after you diagnosed the vehicle and let me know what's mechanically going on with the vehicle and also any DTC's that were in the vehicle. So once I get those things from you then I can move forward.

Thanks,

Jessica Sheldon

BRC PAC Specialist

General Motors Product Assistance Claims

Phone: 866-446-6963 x 5921682

Fax: 866-827-1130

jessica.sheldon@gm.com



From: Tom Pearson [<mailto:tpearson@davischvrolet.com>]
Sent: Wednesday, October 07, 2015 6:40 PM
To: Jessica Sheldon (C)
Subject: RE: PAC Case 8-[REDACTED] Brake Failure Evans Chevrolet Silverado 3GCUKRECEG [REDACTED]

Jessica,

The owner is supposed to be emailing his statement regarding the accident before the evening is over. I will include that in the packet you sent me, and get that back to you as soon as I can.
If you need anything additional, please let me know.

Tom Pearson, Fixed Ops Mgr
Davis Chevrolet, BAC#114 [REDACTED]
832-204-7332

From: Jessica Sheldon (C) [<mailto:jessica.sheldon@gm.com>]
Sent: Wednesday, October 07, 2015 3:04 PM
To: Tom Pearson (Davis Chevrolet)
Subject: PAC Case 8-[REDACTED] Brake Failure Evans Chevrolet Silverado 3GCUKRECEG [REDACTED]

Tom,

Attached to the email is an inspection form that I would like filled out and also a sample of the form. I have requested from you in regards to the customer's claim:

1. Photos of the exterior of the vehicle (drivers and passengers side, front, and rear.
2. DTC's with symptom codes.
3. Full diagnosis of the vehicle
4. Repair estimate in warranty rates for parts and labor (including body work)

If you could send everything back to me as soon as you can that would be great. My contact information is below please don't hesitate to contact me if you have any questions.

Thanks,

Jessica Sheldon

BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5921682
Fax: 866-827-1130
jessica.sheldon@gm.com



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

Confidentiality Note: This message is intended only for the person or entity to which it is addressed. It may

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

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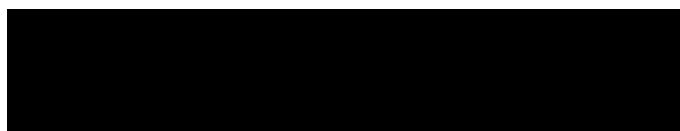
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GM

3-27-2019

Q3



Jessica Sheldon (C)

From: Tom Pearson <tpearson@davischvrolet.com>
Sent: Thursday, October 08, 2015 5:44 PM
To: Jessica Sheldon (C)
Subject: FW: Incident on September 15

Follow Up Flag: Follow up
Flag Status: Flagged

Jessica,

Looks like if you follow the email stream below, this case just got a little more complicated.
[REDACTED] has not responded back to me after my first reply to him.
I will keep you in the loop.

Tom

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

From: Tom Pearson [<mailto:tpearson@davischvrolet.com>]
Sent: Thursday, October 08, 2015 9:09 AM
To: [REDACTED]
Subject: RE: Incident on September 15

[REDACTED]

The information that we received initially indicated that there was no damage to your vehicle. If, in fact, there is damage to your SUV I will need pictures of the affected areas clearly showing the damage and a body shop estimate to repair those damages. Ultimately, GM might require more than one estimate if they assume the liability. At this point, the pick up truck has not been inspected yet, liability has not been acknowledged yet, but I would assume the ball is now rolling. If you would please send me your account of what happened, where it happened, time and date, etc along with pictures and estimate, I will keep you posted on the proceedings.
Also, because I have not heard otherwise, I am assuming that there were no injuries? This is a critical factor that GM will want to establish from the start.

Tom Pearson, Fixed Operations Mgr
Davis Chevrolet, Houston, Texas
832-204-7332

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

From: [REDACTED]
Sent: Wednesday, October 07, 2015 7:04 PM
To: tpearson@davischvrolet.com
Subject: Incident on September 15

My name is [REDACTED]. i'm writing you this email because the gentleman that hit me in the back of my SUV, [REDACTED] on the day of September 15 I believe. Told me that I should contact you concerning the situation at hand I would like to speak with you to see what is going to transpire and what is the necessary step to take! My cell number is [REDACTED] but I am taking care of my special needs son at the moment I would rather contact each other through email

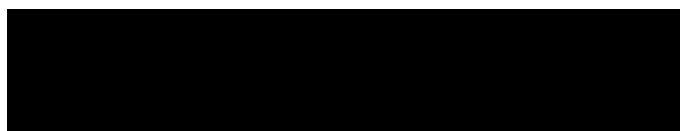
Sent from my iPhone=

PE18-012

GM

3-27-2019

Q3



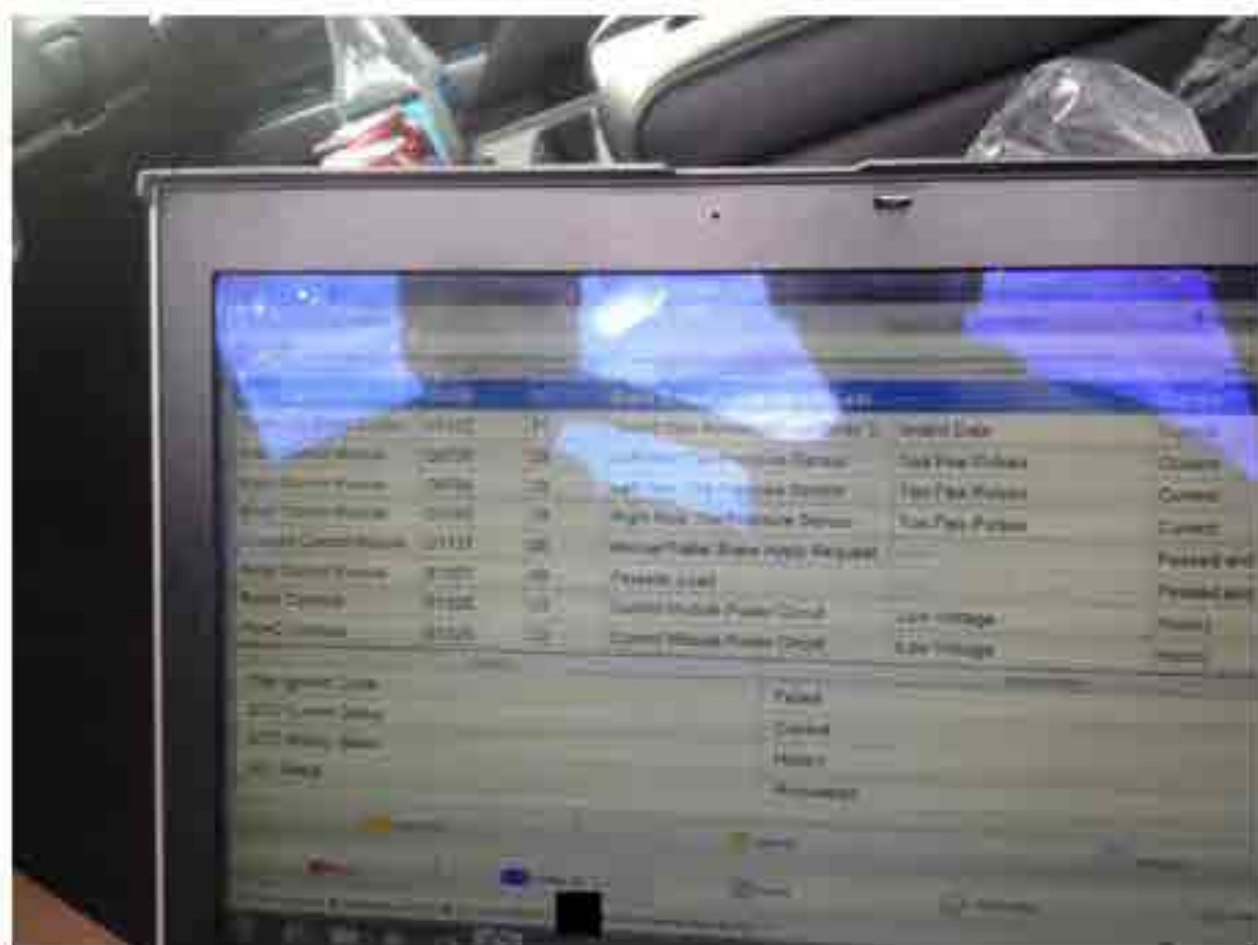


















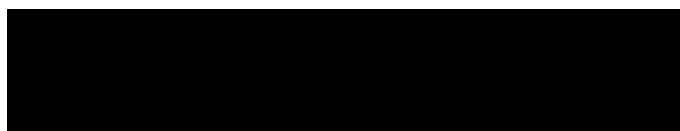


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1. INSPECTION SUMMARY

Summarize the facts, observations that pertain to the customer's concern. Weather conditions during the event, previous repairs, driving conditions, vehicle systems in use when the concern occurred, existing vehicle damage or needed vehicle repairs are some types of information that may be helpful.)

CUST WENT TO APPLY BRAKES AND PEDAL WAS HARD, WITH NO BRAKE ASSIST. VEHICLE HAS NO INDICATIONS OF ANY AFTERMARKET ADDITIONS. BED OF TRUCK HAS NUMEROUS SCRATCHES / DENTS / MARKINGS THAT DOES NOT APPEAR TO BE RELATED TO BRAKE FAILURE.

CODES STORED INCLUDE- C0299, U0422, C0750, C0760, C0765 C1117, B1527, B1325, B1325 (Current & History) C0750, C0760, C0765 & C0755 Current, C1117 & B1527 - PASSED & FAILED, B1325, B1325 & U0164 - ALL HISTORY

SEE ATTACHED

2. VEHICLE MODIFICATIONS / ALTERATIONS Please provide Tire/Wheel information & Tread Depth & Tire pressure even if appears to be OEM Tire/wheels.

Are there any vehicle modifications (aftermarket suspension/steering, wiring, tires/wheels, entertainment systems etc.) Describe in detail and take photos if applicable to the concern.

LF	RF	RR	LR
32 PSI 8/32	32 PSI 10/32	32 PSI 9/32	32 PSI 9/32
GOODMAN W/ALUMINUM R/A 125/65R18			

3. DIAGNOSTIC TROUBLE CODES:

CONTROL MODULE COMMUNICATION and DTC CHECK: Using a scan tool. Record any control module that is not communicating, any DTC including symptom byte, module set and enter "C" for current or "H" for history code. (Include a copy of the Freeze Frame Failure Records if applicable)

List all Modules not Communicating	DTC / Symptom H / C & Module	DTC / Symptom H / Current & Module
C0750	C	
C0755	C	
C0760	C	
C0765	C	
C1117	PASSED & FAILED	
B1527	PASSED & FAILED	
B1325	H	
U0164	H	
C0299	C	
U0422	C	

4. Additional Information:

Describe the overall vehicle condition; list any previous repairs which may be pertinent to the case. Include any undercarriage damage possibly related to the allegation or not related. Please note if due to prior incident or current allegation.

No obvious prior damage.
Front section of Bed panel DENTED. Bed DENTED & Scratched
from normal use
Overall Condition of Vehicle is excellent

5. Specific Testing Requested by GM Technical Consultant/Liaison: (If applicable)

6. Thoroughly Detail your Specific Test Results and Diagnosis:

Detailed test results should include resistance/voltage readings, circuit numbers, location of harness chaffing etc., and photos if applicable. Reference any SI documentation utilized to support the Diagnosis.

Only test performed to date is manual test for
evidence of vacuum supply from pump -
Pump has no vacuum supply at all -

REPAIR ESTIMATE (ROI/Job card #) _____ Date _____

U.S. Confidential
Version 3
01/10/2000 12:45 PM

Body damage estimates should be independent of mechanical repair estimates. All body estimates should be performed at GM Flat Rate Manual and approved warranty rates NOT Insurance rates.

PHOTO LOG AND PHOTOS

PHOTO #	DESCRIPTION ONLY	DAMAGE YES/NO
1	Driver (Left) side Exterior ()	NO
2	Passenger (Right) Side Exterior ()	NO
3	Front Exterior ()	YES
4	Rear Exterior ()	NO
5	Image of concern & affected area ()	YES
6	Close-up image of concern ()	YES
7	Vehicle Certification Label with VIN visible ()	NO
8	Add additional photos as necessary.	NO

Attach Photos to an email or add to this document below.

Tom Pearson

From: [REDACTED]
Sent: Thursday, October 08, 2015 11:31 AM
To: tpearson@davischvrolet.com

My brakes went out on the 15th I hit [REDACTED] in the back of his SUV he did not make police report we just exchange phone numbers then drove my truck to the Chevrolet dealer I had to press on the brakes so hard to stop I was so shocked and scared I'm so lucky nothing else happened to me this is been a big headache on me my truck is been in the shop for a month we got to finish this up=

- Utilize the same job card/repair order that was created when the customer brought their vehicle in for this concern. If one was never created, please create one once the vehicle is at your dealership.
- The assigned Product Assistance Claims (PAC) Specialist will provide you (Service Manager/Director) with a Pre-Authorization ID number after the completed inspection reports and photos are received.
- It is important to properly document this information as part of the case history. The PAC advisor is required to obtain detailed inspection reports, diagnosis and repair estimates.
- Reports should include information such as the inspection process, diagnostic testing performed and what lead to diagnosis, part numbers, part and labor descriptions etc. All costs should be itemized at the dealership's current warranty rates. Please take photos of the concern, the areas surrounding the concern, an overall photo of all four sides of the vehicle exterior and document any other pertinent information which may be relevant to the customers claim. Please verify the photos are in focus, bright and clearly show the areas of concern, then, return the forms and photos via email. Please provide a photo log which indicates the photo ID # and a description of the photos being submitted with the report.

Preliminary Inspection Form for Dealers

Complete Vehicle Inspection Report (TO BE COMPLETED BY DEALER SERVICE MANAGEMENT)

Customer's First & Last Name:	[REDACTED]	Customer Phone:	[REDACTED]
Year/Make:	2014 CHEVROLET	Case Number:	[REDACTED]
VIN:	3GCUKRECE6[REDACTED]	Inspected by:	Tom Pearson
Model:	SILVERADO	Inspector's phone	832-204-7332
Mileage:	18,893	Dealer City/ST	Houston, TX
Dir. BAC	114814	Warranty Rate:	\$101.25

Provide driver/claimant's complete description of incident including the location, date and time of incident. Ask the Customer to provide this written statement of the incident details if possible. Identify if information was provided by driver and/or claimant. This is a very important section of the report:

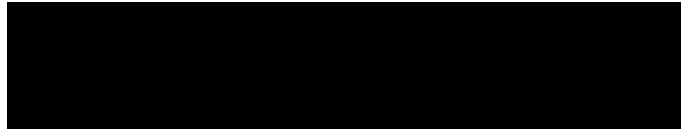
SEE ATTACHED CUSTOMER STATEMENT SENT VIA EMAIL

PE18-012

GM

3-27-2019

Q3

































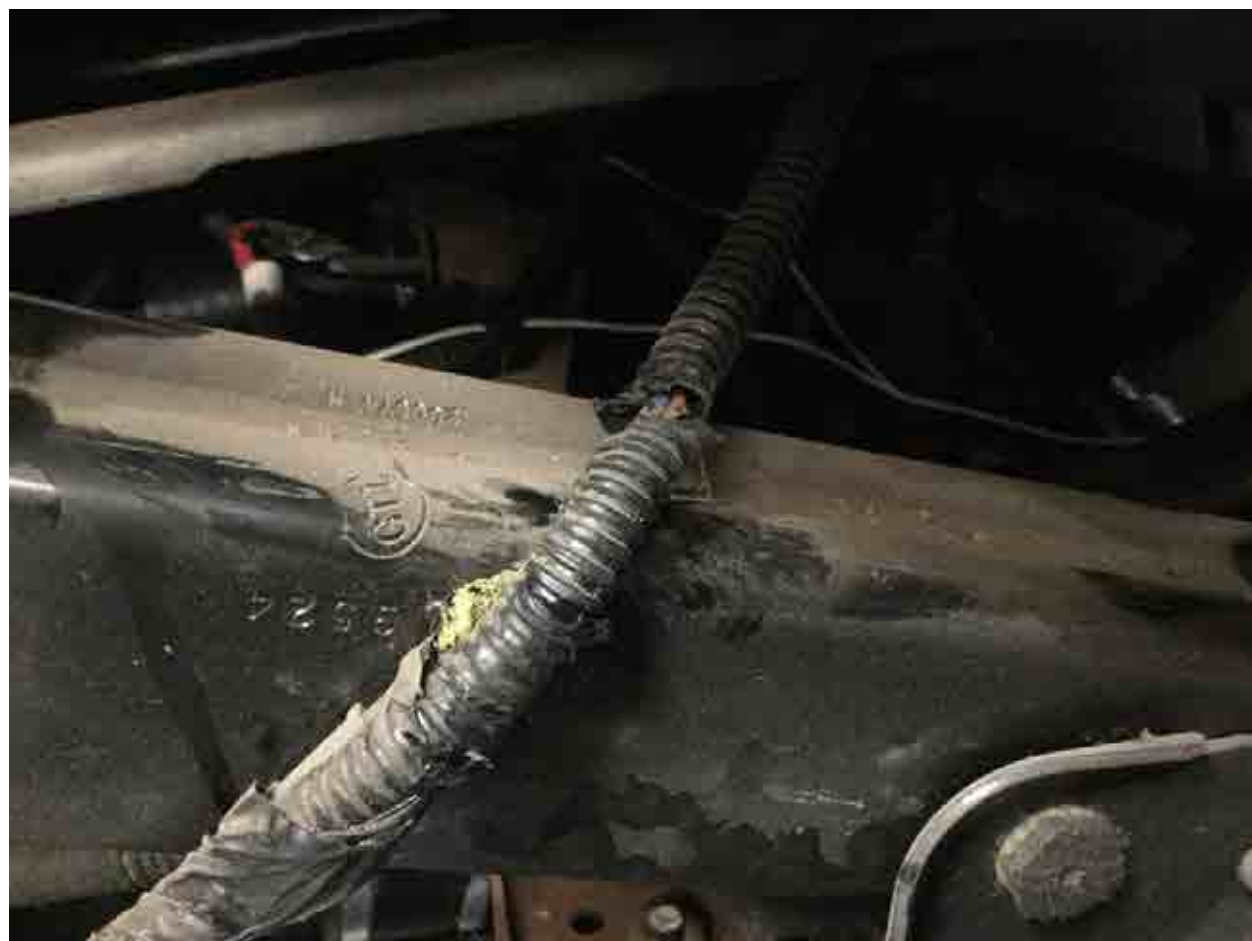






















Year	1990	1991	1992
1990	1990	1991	1992
1991	1991	1992	1993
1992	1992	1993	1994



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

NUTRITION 1997, 10, 103-108

MODEL: C14532

MODEL	TYPE	TIME	DATE	SPEED	WTS	W/M	2000	TIME	PRESSURE
101	1000000000	0	1000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000
102	1000000000	0	1000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000
103	1000000000	0	1000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000
104	1000000000	0	1000	1000000000	1000000000	1000000000	1000000000	1000000000	1000000000

SEE OWNER'S MANUAL FOR MORE INFORMATION.

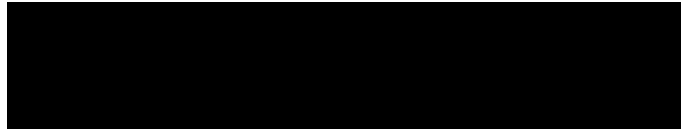
855-226-7777 www.hillrom.com

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3-27-2019

Q3





Gill Buick-GMC-Cadillac
1100 S Madera Ave
MADERA, CA 93637
http://www.gillautogroupmadera.com

Certified Service

MULTI-POINT VEHICLE INSPECTION

Phone: [REDACTED] Email: service@maderacjd.com

Customer Name: [REDACTED] VIN: 1GTR1TEHXEZ [REDACTED] Date: 12/01/2015

Repair Order #: [REDACTED] Mileage: 24181 Tag #: [REDACTED] License #: [REDACTED]

☒ Checked and OK ☒ May Require Attention Soon ☒ Requires Immediate Attention

☐ OnStar active ☐ Enrolled in OVD ☐ Enrolled in DMN		☐ Service History Check ☒ Remaining engine oil life: 75 % Reset: ☐ NA: ☐ ☒ Exterior Lights (Headlamps, Tail Lamps, Turn Signals, etc.)																						
WIPER BLADES ☒ LF ☒ RF ☐ Rear (if applicable) ☒ Windshield condition ☐ Cracks ☐ Chips		CHECK TIRES AND TREAD DEPTH ☒ 8/32 or Greater ☒ 7/32 to 4/32 ☒ 3/32 or Less LF ☒ 6/32 PSI@: 34 set to: 35 PSI ☐ Wear Pattern/Damage LR ☒ 7/32 PSI@: 34 set to: 35 PSI ☐ Wear Pattern/Damage ☒ Rotation needed RF ☒ 6/32 PSI@: 34 set to: 35 PSI ☐ Wear Pattern/Damage RR ☒ 7/32 PSI@: 32 set to: 35 PSI ☐ Wear Pattern/Damage ☒ Alignment needed ☐ Balance needed																						
☒ CHANGE ENGINE OIL & FILTER N/A ☐		CHECK BATTERY ☒ Battery condition ☒ Battery cables and connections																						
CHECK FLUID LEVELS <table border="1"> <thead> <tr> <th>OK</th> <th>FILLED</th> <th>REQUIRES ATTENTION</th> </tr> </thead> <tbody> <tr> <td>☒</td> <td>☐ Engine oil</td> <td>☐</td> </tr> <tr> <td>☒</td> <td>☒ Brake fluid reservoir</td> <td>☐</td> </tr> <tr> <td>☒</td> <td>☐ Transmission (if equipped w/dipstick)</td> <td>☐</td> </tr> <tr> <td>☒</td> <td>☐ Coolant recovery reservoir</td> <td>☐</td> </tr> <tr> <td>☒</td> <td>☐ Power steering</td> <td>☐</td> </tr> <tr> <td>☒</td> <td>☒ Windshield washer</td> <td>☐</td> </tr> </tbody> </table>		OK	FILLED	REQUIRES ATTENTION	☒	☐ Engine oil	☐	☒	☒ Brake fluid reservoir	☐	☒	☐ Transmission (if equipped w/dipstick)	☐	☒	☐ Coolant recovery reservoir	☐	☒	☐ Power steering	☐	☒	☒ Windshield washer	☐	CHECK BRAKES/MEASURE FRONT AND REAR LININGS Front: ☒ 7 mm or Greater ☒ 5 mm to 4 mm ☒ 3 mm or Less LF ☒ 7mm / greater LR ☒ 4mm RF ☒ 7mm / greater RR ☒ 4mm Rear: ☒ 4 mm or Greater ☒ 3 mm ☒ 2 mm or Less Lowest Front Lining: 9mm Lowest Rear Lining: 4mm ☒ Brake system (also including lines, hoses and parking brake)	
OK	FILLED	REQUIRES ATTENTION																						
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☒	☐ Power steering	☐																						
☒	☒ Windshield washer	☐																						
ADDITIONAL CHECKS Inspect for visible leaks and visual condition:																								
☒ Fuel system (also including gas cap seating) ☒ Engine, transmission, drive axle, transfer case ☒ Engine cooling system ☒ Shocks and struts - also check operation ☒ Belts: engine, accessory, serpentine, and/or V-drive ☒ Hoses: engine, power steering and HVAC ☒ Engine air filter ☐ Passenger compartment air filter		☒ Steering components and steering linkage ☒ CV drive axle boots or driveshafts and U-joints ☒ Exhaust system components ☒ Body components lubrication ☒ Restraint system component check ☒ Chassis components lubrication ☒ Drive axle (leak/other) ☐ Evaporative control system																						

Your Service Consultant:

Your Service Technician: FROYLAN PULIDO



Gill Buick-GMC-Cadillac
1100 S Madera Ave
MADERA, CA 93637
<http://www.gillautogroupmadera.com>

Certified Service

MULTI-POINT VEHICLE INSPECTION

Phone [REDACTED]

Email: service@maderacjd.com

Customer Name: [REDACTED] VIN: 1GTR1TEHXE2 [REDACTED] Date: 12/01/2015

Repair Order #: [REDACTED] Mileage: 24181 Tag #: [REDACTED] License #: [REDACTED]

ADDITIONAL SERVICES RECOMMENDED PERIODIC CUSTOMER APPROVAL

Description	Labor + Parts Price
Recommend Tire Rotation	
Recommend Alignment of Suspension Components to Factory Specifications	
Recommend Service of Evaporative Control System	
Recommend Passenger Compartment Air Filter Replacement	
Labor + Parts Total:	\$ 0.00

ESTIMATED TOTALS

Pending Items Estimate	\$ 0.00
Total Items Estimate	Labor + Parts Total: \$ 0.00

DAMAGE ITEMS

Section Name	Damage Type(s)	Notes
Left Front Door	Dent,Other	
Left Fender Panel	Dent	
Front Bumper	Dent,Other	
Left Headlight	Crack,Other	

NOTES

Vehicle was involved in a accident. Check engine light is on due to dirt in Evap system P0448.

Your Service Consultant:

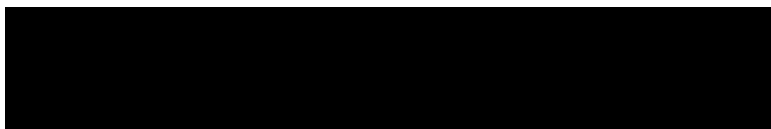
Your Service Technician: FROYLAN PULIDO

PE18-012

GM

3-27-2019

Q3



Connecting.....A live chat agent is now entering the chat.

Caller English

System [5:16:55 PM]:

Welcome to chat.

Serena [5:17:05 PM]:

Thank you for contacting Chevrolet Customer Assistance, [REDACTED] My name is Serena. How may I assist you?

[REDACTED] [5:20:05 PM]:

hi serrena

[REDACTED] [5:20:15 PM]:

i have a 2015 suburban

[REDACTED] [5:21:01 PM]:

their is no break in the car, and the dealer told me that the car need a Vacuum pump

[REDACTED] [5:21:13 PM]:

but they couldn't find it anywhere

[REDACTED] [5:21:24 PM]:

its been a week now

[REDACTED] [5:21:36 PM]:

and i don't know what to do

Serena [5:21:58 PM]:

I'm sorry to hear that, [REDACTED] May I ask what dealership you've been working with?

[REDACTED] [5:22:35 PM]:

pensky

Serena [5:23:18 PM]:

What city and state are they located in?

[REDACTED] eiwan [5:24:10 PM]:

Manhattan beach

[REDACTED] [5:24:17 PM]:

california

[REDACTED] [5:24:39 PM]:

the delar located in hawthorn ,ca

Serena [5:25:16 PM]:

Thank you. I can reach out to the dealership to try to see if we can get a part for your vehicle. May I have your vehicle's VIN and approximate mileage?

[REDACTED] [5:25:24 PM]:

penske cadillac Buick GMC southpay

[REDACTED] [5:26:09 PM]:

1GNSCHKC2FR [REDACTED]

[REDACTED] [5:26:25 PM]:

THE MILAGE 80100

Serena [5:28:21 PM]:

Thank you. Would you mind confirming the phone number and e-mail address that you provided?

[REDACTED] [5:28:34 PM]:

[REDACTED]

[REDACTED] [5:28:48 PM]:

[REDACTED]

Serena [5:29:31 PM]:

Thank you very much. That should be all of the information that I need. Please allow me a few moments to get a case number for you.

Serena [5:31:32 PM]:

Your case number is 8-[REDACTED]. I will reach out to your dealership to see if there is any way to get a part expedited for your vehicle. Is there anything else that I can do for you today?

[REDACTED] [5:32:07 PM]:

THAN YOU

Serena [5:32:31 PM]:

You're welcome. If you still have additional questions, we are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Thank you again for visiting and have a great day!

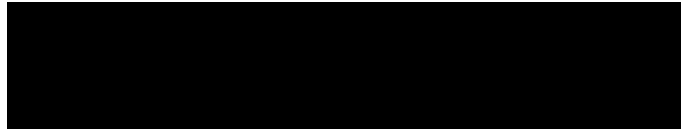
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PE18-012

GM

3-27-2019

Q3



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penske cadillac Buick GMC southpay

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1GNSCHKC2FR [REDACTED]

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THE MILAGE 80100

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[REDACTED] [5:32:07 PM]:

THAN YOU

Serena [5:32:31 PM]:

You're welcome. If you still have additional questions, we are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Thank you again for visiting and have a great day!

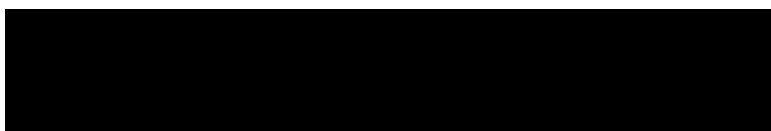
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PE18-012

GM

3-27-2019

Q3



Connecting.....A live chat agent is now entering the chat.

Caller English

System [9:14:42 AM]:

Welcome to chat.

Linda [9:14:59 AM]:

Thank you for contacting the Chevrolet Customer Assistance Center, [REDACTED]. My name is Linda. How may I assist you today?

[REDACTED] [9:15:05 AM]:

Have suburban 2015

[REDACTED] [9:15:36 AM]:

Problem with vacuum pump for brake

[REDACTED] [9:16:09 AM]:

Dealer dont have parts

[REDACTED] [9:16:42 AM]:

He placed order last week and nothing happening

[REDACTED] [9:16:56 AM]:

Couldnt find parts

Linda [9:17:45 AM]:

I'm sorry you are experiencing issues with the vacuum pump for your brakes, [REDACTED]. I apologize for the parts not available. May I have the VIN and current mileage for your vehicle?

[REDACTED] [9:19:00 AM]:

lgnskhkc5fr [REDACTED]

[REDACTED] [9:19:13 AM]:

53000 mile

Linda [9:20:28 AM]:

Thank you, [REDACTED] Please allow me 3 to 5 minutes to pull this up. While I'm pulling this up for you, can you please verify your first and last name, email address and phone number? You may receive a survey from GM; and would like to have the correct information on file for you. Any feedback you provide will be very helpful.

Linda [9:24:14 AM]:

Are you still there, [REDACTED]

[REDACTED] [9:24:31 AM]:

Yes

Linda [9:25:09 AM]:

What dealership did you have your vehicle serviced at for this issue?

[REDACTED] [9:25:37 AM]:

Mirak Arlington ma

Linda [9:27:56 AM]:

Thank you, [REDACTED] Would you mind holding for 5 to 7 minutes while I contact the dealership to gather more information regarding this part?

[REDACTED] [9:28:46 AM]:

Ok [REDACTED] in case you want to reach me

[REDACTED] [9:29:16 AM]:

[REDACTED]

[REDACTED] [9:29:53 AM]:

This is a livery truck

Linda [9:30:04 AM]:

Thank you. If you could stay on the chat line while I contact them, it will take 5 to 7 minutes to call them.

[REDACTED] [9:30:12 AM]:

I cant afford stay idle

Linda [9:31:04 AM]:

Ok. that is fine. If you can't stay on the line, I will call you back after I speak with the dealership. Would you prefer I do that, [REDACTED]

[REDACTED] [9:31:38 AM]:

Im on line waiting

Linda [9:31:53 AM]:

Ok, great! I am calling them now.

Linda [9:35:35 AM]:

Thank you for holding, [REDACTED] I am on the line with the service department. Please allow me another 5 to 7 minutes.

[REDACTED] [9:35:50 AM]:

Ok

Linda [9:44:17 AM]:

Thank you for your patience, [REDACTED].. I have spoke with the dealership regarding the vacuum pump for your brakes. The part is on national back order. They have requested the part through other Chevrolet dealerships; and when the part is available through another Chevrolet dealership, they will be notified, and will contact you to have the part put in your vehicle. There are no aftermarket parts available either; but the dealership states they do not feel comfortable putting in other than GM certified parts in your vehicle. They did state the brakes are not functioning properly. The brakes do not have the proper vacuum supplied to your brakes; and the brakes are not safe on the vehicle.

[REDACTED] [9:48:07 AM]:

Exactly im not working right now but i have to fix this its a livery truck and that is my job

[REDACTED] [9:49:12 AM]:

It doesnt make sense to buy a 70k truck and cant fix dumb thing

Linda [9:50:03 AM]:

I can understand how frustrating this is for you, [REDACTED] I am sorry for this inconvenience. The dealership is doing what they can to try and get the part for you. They stated you are the first customer on the list to contact when they do have the part.

Linda [9:50:32 AM]:

I have documented your concerns, and GM is aware of this issue with that part.

[REDACTED] [9:51:57 AM]:

Thats not enough i need answers and compensation for all the wait

Linda [9:54:04 AM]:

Again, I apologize for this inconvenience, [REDACTED] I have provided you with the information from the dealership. The dealership is doing the best they can to get the part for you. GM is aware of this. Once the part is available, the dealership will contact you.

[REDACTED] [9:55:19 AM]:

How can gm sell trucks that dont have parts for them

[REDACTED] [9:56:05 AM]:

Im calling better business b

[REDACTED] [9:56:35 AM]:

Cant mske payment if im not working

Linda [9:59:17 AM]:

I do understand, [REDACTED]. Unfortunately, we do not have an estimated time frame when the part will be available. The dealership is doing the best they can in expediting getting this part for you.

[REDACTED] [10:00:37 AM]:

Can you put me in youch with your manager

Linda [10:02:13 AM]:

I can escalate your case to my manager; however, she will have the same information as I do for you.

[REDACTED] [10:03:53 AM]:

Thats fine

Linda [10:04:07 AM]:

I do have a case number for you. It is 8-[REDACTED].

Linda [10:05:09 AM]:

If you would like to hold, let me check with getting my manager for you.

[REDACTED] [10:05:44 AM]:

Ok

[REDACTED] [10:06:19 AM]:

Plz let her call me [REDACTED]

Linda [10:07:14 AM]:

I will do that, [REDACTED] The call will be within 1 to 2 business days. I will escalate this to her. Is there anything else I may assist you with today?

Caller [REDACTED] left the call.

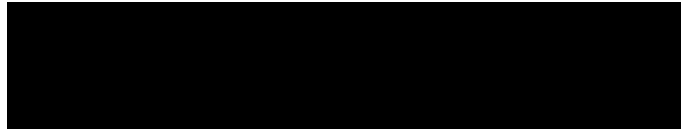
You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

PE18-012

GM

3-27-2019

Q3



Connecting.....A live chat agent is now entering the chat.

Caller English

System [9:14:42 AM]:

Welcome to chat.

Linda [9:14:59 AM]:

Thank you for contacting the Chevrolet Customer Assistance Center, [REDACTED]. My name is Linda. How may I assist you today?

[REDACTED] [9:15:05 AM]:

Have suburban 2015

[REDACTED] [9:15:36 AM]:

Problem with vacuum pump for brake

[REDACTED] [9:16:09 AM]:

Dealer dont have parts

[REDACTED] [9:16:42 AM]:

He placed order last week and nothing happening

[REDACTED] [9:16:56 AM]:

Couldnt find parts

Linda [9:17:45 AM]:

I'm sorry you are experiencing issues with the vacuum pump for your brakes, [REDACTED] I apologize for the parts not available. May I have the VIN and current mileage for your vehicle?

[REDACTED] [9:19:00 AM]:

lgnskhkc5fr [REDACTED]

[REDACTED] [9:19:13 AM]:

53000 mile

Linda [9:20:28 AM]:

Thank you, [REDACTED] Please allow me 3 to 5 minutes to pull this up. While I'm pulling this up for you, can you please verify your first and last name, email address and phone number? You may receive a survey from GM; and would like to have the correct information on file for you. Any feedback you provide will be very helpful.

Linda [9:24:14 AM]:

Are you still there, [REDACTED]

[REDACTED] [9:24:31 AM]:

Yes

Linda [9:25:09 AM]:

What dealership did you have your vehicle serviced at for this issue?

[REDACTED] [9:25:37 AM]:

Mirak Arlington ma

Linda [9:27:56 AM]:

Thank you, [REDACTED]. Would you mind holding for 5 to 7 minutes while I contact the dealership to gather more information regarding this part?

[REDACTED] [9:28:46 AM]:

Ok [REDACTED] in case you want to reach me

[REDACTED] [9:29:16 AM]:

[REDACTED]

[REDACTED] [9:29:53 AM]:

This is a livery truck

Linda [9:30:04 AM]:

Thank you. If you could stay on the chat line while I contact them, it will take 5 to 7 minutes to call them.

[REDACTED] [9:30:12 AM]:

I cant afford stay idle

Linda [9:31:04 AM]:

Ok. that is fine. If you can't stay on the line, I will call you back after I speak with the dealership. Would you prefer I do that, [REDACTED]

[REDACTED] [9:31:38 AM]:

Im on line waiting

Linda [9:31:53 AM]:

Ok, great! I am calling them now.

Linda [9:35:35 AM]:

Thank you for holding, [REDACTED]. I am on the line with the service department. Please allow me another 5 to 7 minutes.

[REDACTED] [9:35:50 AM]:

Ok

Linda [9:44:17 AM]:

Thank you for your patience, [REDACTED] I have spoke with the dealership regarding the vacuum pump for your brakes. The part is on national back order. They have requested the part through other Chevrolet dealerships; and when the part is available through another Chevrolet dealership, they will be notified, and will contact you to have the part put in your vehicle. There are no aftermarket parts available either; but the dealership states they do not feel comfortable putting in other than GM certified parts in your vehicle. They did state the brakes are not functioning properly. The brakes do not have the proper vacuum supplied to your brakes; and the brakes are not safe on the vehicle.

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[REDACTED] [10:05:44 AM]:

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[REDACTED] [10:06:19 AM]:

Plz let her call me [REDACTED]

Linda [10:07:14 AM]:

I will do that, [REDACTED]. The call will be within 1 to 2 business days. I will escalate this to her. Is there anything else I may assist you with today?

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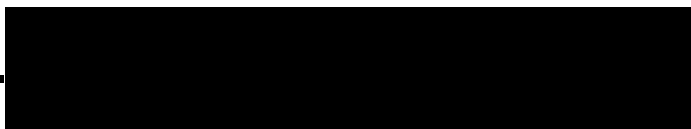
PE18-012

GM

3-27-2019

Q3

8-



FAX

Date 02/16/2016To: Brendlan (Ext: 5911567) Sr. AdvisorFax: 866-962-2868From: [REDACTED] Case# 8-[REDACTED]At: [REDACTED]Phone: [REDACTED]Pages: 1 of 9

PERSONAL

If you receive this fax in error, please contact the sender immediately and then destroy the faxed materials.

DOW RESTRICTED

INVOICE

Invoice #:

Tag #:

Munday Chevrolet

17800 North Freeway Houston, TX 77090
Phone (281) 397-8600 Fax (281) 443-8825



CHEVROLET

Cell:

Email:

Customer #:

Service Advisor: 424618 GBADEBO ADEWUS

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT	
	14	CHEVROLET SILVERADO		3GCUKREC1EG				50010		50015	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED		READY	
30JAN14			18:00 04FEB16		0.00	CASH	04FEB16	15:01 03FEB16		17:24 04FEB16	
OPTIONS: ENG:V8, 5.3L; FFW: VVT											

OPTIONS: ENG:V8, 5.3L: FFV: VVT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER STATES: BRAKES ARE GETTING REALLY HARD TO PUSH. MANY REPAIRS WERE COMPLETED AND VACUUM BRAKE BOOSTER PUMP MIGHT BE NEEDED.							
	S104			DRIVEABILITY			
				422673 CP 4.00		615.10	615.10
1	12662552			F-(S) PUMP	237.38	237.38	237.38
PARTS:	237.38			LABOR:	615.10	0.00	
TECH	673	4.0		REPLACED VACUUM PUMP, ALL OK AFTER REPAIRS			

B							
CUSTOMER STATES: MULTI-POINT VEHICLE INSPECTION PERFORMED AT NO CHARGE							
	01CVZ23			MULTI-POINT VEHICLE INSPECTION PERFORMED AT NO CHARGE			
				422673 IPS 0.00			
PARTS:	0.00			LABOR:	0.00	0.00	
COMPLETED MULTI-POINT INSPECTION, CHECKED ALL VISUALS UNDER HOOD AND UNDERNEATH VEHICLE, FLUID LEVELS, TIRE PRESSURES, TREAD DEPTH, BRAKE AND BATTERY CONDITION							

C							
CUSTOMER STATES: PERFORM #15304: SERVICE UPDATE FOR INVENTORY AND CUSTOMER VEHICLES - 4WD ALWAYS ENGAGED IN COLD AMBIENT TEMPERATURES/SERVICE 4WD MESSAGE DISPLAYED, DTC C0398 STORED - EXPIRES WITH BASE WARRANTY - (SEP 17, 2015)							
CAUSE: CAMPAIGN 15304							
	9101695			Transfer Case Shift Control Module Reprogramming with SPS			
				422673 WAR 0.40			
FC: PART#:				COUNT:			
CLAIM TYPE:				ZFAT			
AUTH CODE:							
PARTS:	0.00			LABOR:	0.00	0.00	
TECH	673			REPROGRAMMED TRANSFER CASE CONTROL MODULE. CLAIM CODE: 1A2A4			

Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.

FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL PERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

Munday Chevrolet and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing, in addition, by signing below, you agree that Munday Chevrolet and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

In addition to the charges for parts, labor, tax, etc. Munday Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

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

CUSTOMER COPY

Page 1 of 2

THANK YOU!

281 228 8706

Dow Chemical

09:20:16 a.m.

02-16-2016

2 / 9

4 of 9

MUNDAY CHEVROLET
17800 NORTH FREEWAY
HOUSTON - TX 77090
281-397-8600

DATE: 02/04/16
MERCHANT ID:

TIME: 17:26
KO48280301002

CREDIT CARD
VISA SALE

TOKEN
EXPIRATION DATE
SEQ:
INVOICE:
APPROVAL CODE:
CARD VER. RESPONSE:
ENTRY METHOD:
KEYED TYPE:

*****7629
/
961007
913952
M
KEYED
CARD PRESENT

PRODUCT	QTY	PRICE	AMOUNT
GEN MERCHANDISE			904.52
TOTAL AMOUNT:			\$904.52

APPROVED 913952

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

Kings Crossing Car Care

3319 West Lake Houston Parkway

Kingwood Texas, 77339

Phone: 281-360-2838 Fax: 281-360-9167

Thank You For Letting Us Service Your Vehicle

Invoice #

Vehicle Time In: 2/2/2016 7:58:52AM

LICENSE	VEHICLE	ENGINE / VIN	MILEAGE	DATE
	2014 Chevrolet Silverado 1500 LT Gray	5.3L V8 (325CI) VIN(C) / 3GCUKREC	50010	02/03/2016

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
POWER BRAKE BOOSTER - All Applicable Models 23135220	1.00	\$176.57	\$176.57	POWER BRAKE BOOSTER - Remove & Replace - All Applicable Models - [Includes: Calibration.]	\$104.95

Service Advisor: Youll, Brian
Technician(s): Ramirez, Julio

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

I hereby authorize repair/diagnostic work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 24 months or 24,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor Total: \$104.95
Parts Total: \$176.57
Sublet Total: \$0.00
Shop Supplies: \$0.00
HazMat: \$0.00

Sub Total: \$281.52
Tax Total: \$14.57
Grand Total: \$296.09
Balance Due: \$296.09

**SIGNATURE****Date**

Kings Crossing Car Care

\$121.95

BG Coolant Flush
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.

Kings Crossing Car Care

\$109.95

BG Power Steering Flush
(On Most Vehicles, excludes
synthetic fluid)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.

Kings Crossing Car Care

\$104.95

BG Brake Flush
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.



505

PRODEMAND**2014 Chevrolet Silverado 1500 5.3L Eng LT****DIAGNOSTIC TIP - ADDITIONAL BRAKE PEDAL EFFORT****TECHNICAL SERVICE BULLETIN**

Reference Number(s): PIT5361, Date of Issue: February 12, 2015

AFFECTED 2015 Cadillac Escalade Models, Chevrolet Silverado 1500, Suburban, Tahoe, GMC MODEL(S): Sierra 1500, Yukon Models; 2014 Chevrolet Silverado 1500, GMC Sierra 1500

SERVICE INFORMATION

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

CONDITION/CONCERN

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

RECOMMENDATION/INSTRUCTIONS

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

PARTS INFORMATION

Part Number	Description	Qty
12662552	PUMP ASM-VAC	1 <i>Backorder</i>
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1 <i>DONE</i>
23135220	BOOSTER ASM-P/B	1 <i>DONE</i>
20925765	CYLINDER-BRK MAS	1

excel sheet

WARRANTY INFORMATION

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480118 (1)	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
(1) This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

5 x 1.

Kings Crossing Car Care

3319 West Lake Houston Parkway

Kingwood Texas, 77339

Phone: 281-360-2838 Fax: 281-360-9167

Thank You For Letting Us Service Your Vehicle

Invoice #

Vehicle Time In: 1/29/2016 2:13:29PM

Vehicle Time Out: 1/29/2016 2:21:17PM

LICENSE	VEHICLE	ENGINE / VIN	MILEAGE	DATE
	2014 Chevrolet Silverado 1500 LT Gray	5.3L V8 (325CI) VIN(C) / 3GCUKREC1EG	49595	02/03/2016

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
BG Brake Fluid Flush 84032	1.00	\$29.95	\$29.95	CHECK BRAKES	
Berryman brake cleaner 1420	1.00	\$4.98	\$4.98	Diagnose codes C025E/C0299. Test and found short in brake booster vacuum sensor	\$167.92
Brake booster vacuum sensor 178-9310	1.00	\$71.30	\$71.30	BG Complete Brake System Flush	
				Dot 4	\$73.45
				Brake Fluid	
				Ultra-Dry Flushing Formula pn84032	
				LUBE CHASSIS	
				Check oil level	\$6.00

Technician(s): Ramirez, Julio

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Labor Total: \$247.37
Parts Total: \$106.23
Sublet Total: \$0.00
Shop Supplies: \$0.00
HazMat: \$0.00

Sub Total: \$353.60
Tax Total: \$8.76
Grand Total: \$362.36
Balance Due: \$362.36



SIGNATURE..... Date.....

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\$121.95

BG Coolant Flush
(On Most Vehicles)

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Kings Crossing Car Care

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(On Most Vehicles, excludes
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Kings Crossing Car Care

\$104.95

BG Brake Flush
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.



Kings Crossing Car Care**WORK ORDER #****Tech Worksheet****Scheduled Hours: 2.60**

Promised: 2/1/16 6:00 pm

2014 Chevrolet Silverado 1500 LT Gray 4D Pickup

VIN: 3GCUKREC1E

License #:

Odometer to record:

Odometer: 0

Unit:

Engine: 5.3L, V8 (325CI) VIN(C)

Drive Type: 4WD

Trans: 6 speed Automatic 6L80/MYC

GVW: 7100

Brakes: 4-Wheel ABS

Reference:

Inspected: 12/29/2015

Hat:

Manufactured: 12/29/2015

☐ 1.00 POWER BRAKE BOOSTER - All Applicable Models 23135220

☐ **POWER BRAKE BOOSTER - Remove & Replace - All Applicable Models - [Includes: Calibration.]** **Hours: 1.00**

Ramirez, Julio

Hours: 1.00

Quantity	Part Description	Part Number
1.00	VACUUM BRAKE BOOSTER PUMP - All Applicable Models	12669488

Part Number

☐ 1.00 VACUUM BRAKE BOOSTER PUMP - All Applicable Models 12669488

☐ **VACUUM BRAKE BOOSTER PUMP - Remove & Replace - All Applicable Models** **Hours: 1.60**

Ramirez, Julio

Hours: 1.60

Recommendations**01/29/2016**

0

49,595

CHECK BRAKES

Ramirez, Julio

Date : 2/3/2016

Service Writer : Youll, Brian

 5
 10
 15

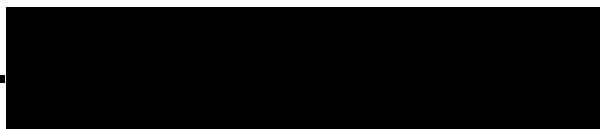
PE18-012

GM

3-27-2019

Q3

8-



FAX

Date 02/16/2016To: Brendlan (Ext: 5911567) Sr. AdvisorFax: 866-962-2868From: [REDACTED] Case# 8-[REDACTED]At: [REDACTED]Phone: [REDACTED]Pages: 1 of 9

PERSONAL

If you receive this fax in error, please contact the sender immediately and then destroy the faxed materials.

DOW RESTRICTED

INVOICE

Invoice #:

Tag #:

2 of 9
Munday Chevrolet

17800 North Freeway Houston, TX 77090
Phone (281) 397-8600 Fax (281) 443-8825



us:

Customer #:

Service Advisor: 424618 GBADEBO ADEWUS

CHEVROLET

Cell:

Email:

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT	
	14	CHEVROLET SILVERADO		3GCUKREC1EG				50010		50015	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED		READY	
30JAN14			18:00 04FEB16		0.00	CASH	04FEB16	15:01 03FEB16		17:24 04FEB16	
OPTIONS: ENG:V8, 5.3L; FFV; VVT											

OPTIONS: ENG:V8, 5.3L: FFV: VVT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CUSTOMER STATES: BRAKES ARE GETTING REALLY HARD TO PUSH. MANY REPAIRS WERE COMPLETED AND VACUUM BRAKE BOOSTER PUMP MIGHT BE NEEDED.							
	S104			DRIVEABILITY			
				422673 CP 4.00		615.10	615.10
1	12662552			F-(S) PUMP	237.38	237.38	237.38
PARTS:	237.38			LABOR:	615.10	0.00	
TECH	673	4.0		REPLACED VACUUM PUMP, ALL OK AFTER REPAIRS			

B							
CUSTOMER STATES: MULTI-POINT VEHICLE INSPECTION PERFORMED AT NO CHARGE							
	01CVZ23			MULTI-POINT VEHICLE INSPECTION PERFORMED AT NO CHARGE			
				422673 IPS 0.00			
PARTS:	0.00			LABOR:	0.00	0.00	
COMPLETED MULTI-POINT INSPECTION, CHECKED ALL VISUALS UNDER HOOD AND UNDERNEATH VEHICLE, FLUID LEVELS, TIRE PRESSURES, TREAD DEPTH, BRAKE AND BATTERY CONDITION							

C							
CUSTOMER STATES: PERFORM #15304: SERVICE UPDATE FOR INVENTORY AND CUSTOMER VEHICLES - 4WD ALWAYS ENGAGED IN COLD AMBIENT TEMPERATURES/SERVICE 4WD MESSAGE DISPLAYED, DTC C0398 STORED - EXPIRES WITH BASE WARRANTY - (SEP 17, 2015)							
CAUSE: CAMPAIGN 15304							
	9101695			Transfer Case Shift Control Module Reprogramming with SPS			
				422673 WAR 0.40			
FC: PART#:				COUNT:			
CLAIM TYPE:				ZFAT			
AUTH CODE:							
PARTS:	0.00			LABOR:	0.00	0.00	
TECH	673			REPROGRAMMED TRANSFER CASE CONTROL MODULE. CLAIM CODE:			
	1A2A4						

Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.

FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL PERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

Munday Chevrolet and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing, in addition, by signing below, you agree that Munday Chevrolet and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

In addition to the charges for parts, labor, tax, etc. Munday Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles. These items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this vehicle. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/vehicle.

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

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

CUSTOMER COPY

Page 1 of 2

THANK YOU!

Dow Chemical

09:20:16 a.m.

02-16-2016

2 / 9

INVOICE

Invoice #:

Tag #:

3 of 9
Munday Chevrolet

17800 North Freeway Houston, TX 77090
Phone (281) 397-8600 Fax (281) 443-8825



CHEVROLET

Bus:

Customer #:

Cell:

Email:

Service Advisor: 424618 GBADEBO ADEWUS

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
	14	CHEVROLET SILVERADO			3GCUKREC1EG			50010	50015
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
30JAN14			18:00 04FEB16		0.00	CASH	04FEB16	15:01 03FEB16	17:24 04FEB16

OPTIONS: ENG:V8, 5.3L, FFV, VVT

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D							
CUSTOMER STATES: COURTESY CAR, STOCK # @@@@							
14CVZ03 COURTESY CAR, STOCK # @@@@							
999 WAR 0.00							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C)
*****							0.00
EST: 0.00 03FEB16 15:01 SA: 424618							
CUSTOMER PAY GOING GREEN FOR REPAIR ORDER							29.99

Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.

FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER, IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESS OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURERS WARRANTY.

Munday Chevrolet and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing, in addition, by signing below, you agree that Munday Chevrolet and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE X

In addition to the charges for parts, labor, tax, etc. Munday Chevrolet also charges a "shop charge" as part of the repair bill. This "shop charge" is to help defray the costs of certain materials that cannot be accurately itemized, but which are generally used in the repair and service of vehicles, these items include, but are not limited to, rags, nuts, bolts, screws, and cleaner, small amounts of lubricant, etc. This charge is calculated as a percentage of the total labor charge.

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Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.603, Texas Business and Commerce Code, if a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

X (Date) Signature of Person Responsible or Agent for Person Responsible

LABOR AMOUNT	615.10
PARTS AMOUNT	237.38
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGES	29.99
TOTAL CHARGES	882.47
LESS INSURANCE	0.00
SALES TAX	22.05
PLEASE PAY THIS AMOUNT	904.52

CUSTOMER COPY

Page 2 of 2

THANK YOU!

Dow Chemical

09:21:18 a.m.

02-16-2016

3 / 9

4 of 9

MUNDAY CHEVROLET
17800 NORTH FREEWAY
HOUSTON - TX 77090
281-397-8600

DATE: 02/04/16
MERCHANT ID:

TIME: 17:26
KO48280301002

CREDIT CARD
VISA SALE

TOKEN
EXPIRATION DATE
SEQ:
INVOICE:
APPROVAL CODE:
CARD VER. RESPONSE:
ENTRY METHOD:
KEYED TYPE:

*****7629
/
961007
913952
M
KEYED
CARD PRESENT

PRODUCT	QTY	PRICE	AMOUNT
GEN MERCHANDISE			904.52
TOTAL AMOUNT:			\$904.52

APPROVED 913952

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

Kings Crossing Car Care

3319 West Lake Houston Parkway

Kingwood Texas, 77339

Phone: 281-360-2838 Fax: 281-360-9167

Thank You For Letting Us Service Your Vehicle

Invoice #

Vehicle Time In: 2/2/2016 7:58:52AM

LICENSE	VEHICLE	ENGINE / VIN	MILEAGE	DATE
	2014 Chevrolet Silverado 1500 LT Gray	5.3L V8 (325CI) VIN(C) / 3GCUKREC	50010	02/03/2016

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
POWER BRAKE BOOSTER - All Applicable Models 23135220	1.00	\$176.57	\$176.57	POWER BRAKE BOOSTER - Remove & Replace - All Applicable Models - [Includes: Calibration.]	\$104.95

Service Advisor: Youll, Brian
Technician(s): Ramirez, Julio

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

I hereby authorize repair/diagnostic work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 24 months or 24,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor Total: \$104.95
Parts Total: \$176.57
Sublet Total: \$0.00
Shop Supplies: \$0.00
HazMat: \$0.00

Sub Total: \$281.52
Tax Total: \$14.57
Grand Total: \$296.09
Balance Due: \$296.09



SIGNATURE.....

Date.....

Kings Crossing Car Care

\$121.95

BG Coolant Flush
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.

Kings Crossing Car Care

\$109.95

BG Power Steering Flush
(On Most Vehicles, excludes
synthetic fluid)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.

Kings Crossing Car Care

\$104.95

BG Brake Flush
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.



505

PRODEMAND**2014 Chevrolet Silverado 1500 5.3L Eng LT****DIAGNOSTIC TIP - ADDITIONAL BRAKE PEDAL EFFORT****TECHNICAL SERVICE BULLETIN**

Reference Number(s): PIT5361, Date of Issue: February 12, 2015

AFFECTED 2015 Cadillac Escalade Models, Chevrolet Silverado 1500, Suburban, Tahoe, GMC MODEL(S): Sierra 1500, Yukon Models; 2014 Chevrolet Silverado 1500, GMC Sierra 1500

SERVICE INFORMATION

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

CONDITION/CONCERN

In some rare situations, a customer may comment on a hard brake pedal or that increased effort is needed to depress the brake pedal. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

RECOMMENDATION/INSTRUCTIONS

If engine oil is found, it is important the following parts are replaced. If not, the condition will return.

1. Vacuum Pump
2. Vacuum Line between the booster and the pump
3. Brake Booster
4. Master Cylinder

PARTS INFORMATION

Part Number	Description	Qty
12662552	PUMP ASM-VAC	1 <i>Backorder</i>
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1 <i>DONE</i>
23135220	BOOSTER ASM-P/B	1 <i>DONE</i>
20925765	CYLINDER-BRK MAS	1

excel sheet

WARRANTY INFORMATION

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480118 (1)	Replace vacuum pump, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
(1) This is a unique labor operation for bulletin use only. This will not be published in the Labor Time Guide.		

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

5 x 1.

Kings Crossing Car Care

3319 West Lake Houston Parkway

Kingwood Texas, 77339

Phone: 281-360-2838 Fax: 281-360-9167

Thank You For Letting Us Service Your Vehicle

Invoice #

Vehicle Time In: 1/29/2016 2:13:29PM

Vehicle Time Out: 1/29/2016 2:21:17PM

LICENSE	VEHICLE	ENGINE / VIN	MILEAGE	DATE
	2014 Chevrolet Silverado 1500 LT Gray	5.3L V8 (325CI) VIN(C) / 3GCUKREC1EG	49595	02/03/2016

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
BG Brake Fluid Flush 84032	1.00	\$29.95	\$29.95	CHECK BRAKES	
Berryman brake cleaner 1420	1.00	\$4.98	\$4.98	Diagnose codes C025E/C0299. Test and found short in brake booster vacuum sensor	\$167.92
Brake booster vacuum sensor 178-9310	1.00	\$71.30	\$71.30	BG Complete Brake System Flush	
				Dot 4	\$73.45
				Brake Fluid	
				Ultra-Dry Flushing Formula pn84032	
				LUBE CHASSIS	
				Check oil level	\$6.00

Technician(s): Ramirez, Julio

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

I hereby authorize repair/diagnostic work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is 24 months or 24,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor Total: \$247.37
Parts Total: \$106.23
Sublet Total: \$0.00
Shop Supplies: \$0.00
HazMat: \$0.00

Sub Total: \$353.60
Tax Total: \$8.76
Grand Total: \$362.36
Balance Due: \$362.36



SIGNATURE..... Date.....

Kings Crossing Car Care

\$121.95

BG Coolant Flush
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.

Kings Crossing Car Care

\$109.95

BG Power Steering Flush
(On Most Vehicles, excludes
synthetic fluid)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.

Kings Crossing Car Care

\$104.95

BG Brake Flush
(On Most Vehicles)

Coupon cannot be used with any other coupon or discount. Limit one coupon per transaction.



Kings Crossing Car Care**WORK ORDER #****Tech Worksheet****Scheduled Hours: 2.60**

Promised: 2/1/16 6:00 pm

2014 Chevrolet Silverado 1500 LT Gray 4D Pickup

VIN: 3GCUKREC1E

License #:

Odometer: 0

Unit:

Drive Type: 4WD

GVW: 7100

Reference:

Hat:

Odometer to record:

Engine: 5.3L, V8 (325CI) VIN(C)

Trans: 6 speed Automatic 6L80/MYC

Brakes: 4-Wheel ABS

Inspected: 12/29/2015

Manufactured: 12/29/2015

☐ 1.00 POWER BRAKE BOOSTER - All Applicable Models 23135220

☐ **POWER BRAKE BOOSTER - Remove & Replace - All Applicable Models - [Includes: Calibration.]** **Hours: 1.00**

Ramirez, Julio

Hours: 1.00

Quantity	Part Description	Part Number
1.00	VACUUM BRAKE BOOSTER PUMP - All Applicable Models	12669488

Part Number

☐ 1.00 VACUUM BRAKE BOOSTER PUMP - All Applicable Models 12669488

☐ **VACUUM BRAKE BOOSTER PUMP - Remove & Replace - All Applicable Models** **Hours: 1.60**

Ramirez, Julio

Hours: 1.60

Recommendations

01/29/2016

0

49,595

CHECK BRAKES

Ramirez, Julio

 5
 10
 15

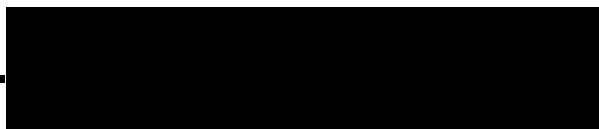
PE18-012

GM

3-27-2019

Q3

8-



Customer

██████████
 ██████████
 Call Any

Vehicle

2014 GMC Sierra
 1GTN2TEC7E2 ██████████
 Mileage now: 56000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are in-progress (vehicle is in shop now)
 Vehicle is currently operable & can be driven

Key Points**Cust Sts:**

- Was trying to brake on the freeway but the brakes would not work
- Went to the dealership and dealer stated that the booster was out on it because there was oil in it.
- There was engine oil leaking onto the brake system and the booster and master cylinder would have to be replaced
- Customer does not want the truck any longer

Cust Sks:

- To be bought out of the vehicle

CRS Adv: Will Send an email to CEM and follow up with a phone call. CEM will call customer within 48 business hours with a resolution

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) High-dollar or premium vehicle	Active Extd Svc Contract on record for vehicle (verified)
<u>Please consider these additional questions:</u> <i>Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt)</i> <i>Did cust buy an extd svc contract, but it's expired or n/a?</i> <i>Is this a loyal service customer? (to involved dealer)</i> <i>Are high dollar customer-pay ROs on record for this cust?</i> <i>Is this a conquest buyer?</i>	<u>Please consider these additional questions:</u> <i>Is vehicle way beyond all applicable expiration limits?</i> <i>Does veh have an active <u>aftermarket</u> Extd Svc Contract?</i> <i>Did customer buy vehicle outside of warranty?</i> <i>Does it seem customer doesn't take care of the vehicle?</i> <i>Is cause not normally covered by warranty?</i> <i>Is cause due to an accident insurance won't cover?</i> <i>Is cause due to damage by independent repair facility?</i>

Additional key points

This customer has purchased these GM vehicles (verified): 12-Malibu, 14-Sierra

Reference

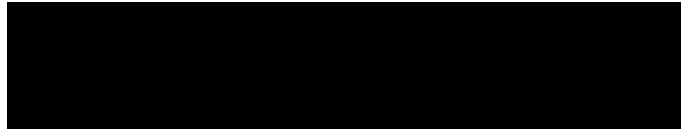
CAC SR#: 8-██████████
 CAC advisor: IvanBimbelov--> (866) 790-5700, Ext # 5921589

PE18-012

GM

3-27-2019

Q3

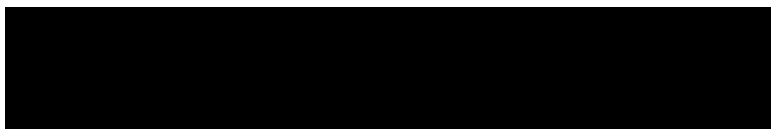


PE18-012

GM

3-27-2019

Q3



Customer

██████████
 ██████████

Vehicle

2015 Chevrolet 1GNSKJKC5
 1GNSKJKC5FR ██████████
 Mileage now: 70000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is currently inoperable/down

Key Points

Customer States: It would take 3-4 months to order the vacuum pump for the breaks. they don't make the part. Customer has a newer suburban. The brakes are not working at all.

Customer Seeks: Not clear what is the correct information. My husband is an uber driver and he needs the vehicle.

CSR states: We will contact the dealership regarding the next steps and they will take the lead on the repairs.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s) Vehicle was inop/down due to this concern: 7 day(s)	Current or former fleet vehicle (verified)
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 2015 Suburban (2)

Reference

CAC SR#: ██████████
 CAC advisor: Belva Davis--> (866) 790-5700, Ext # 5921575

Customer

██████████
 ██████████

Vehicle

2015 Chevrolet 1GNSKJKC5
 1GNSKJKC5FR ██████████
 Mileage now: 70000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is currently inoperable/down

Key Points

Customer States: It would take 3-4 months to order the vacuum pump for the breaks. they don't make the part. Customer has a newer suburban. The brakes are not working at all.

Customer Seeks: Not clear what is the correct information. My husband is an uber driver and he needs the vehicle.

CSR states: We will contact the dealership regarding the next steps and they will take the lead on the repairs.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s) Vehicle was inop/down due to this concern: 7 day(s)	Current or former fleet vehicle (verified)
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Additional key points

This customer has purchased these GM vehicles (verified): 2015 Suburban (2)

Reference

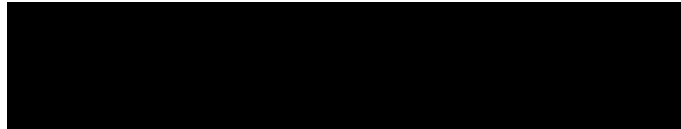
CAC SR#: ██████████
 CAC advisor: Belva Davis--> (866) 790-5700, Ext # 5921575

PE18-012

GM

3-27-2019

Q3

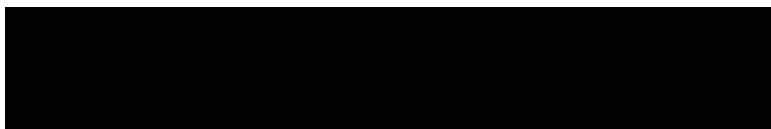


PE18-012

GM

3-27-2019

Q3



Customer

██████████
 ██████████

Vehicle

2015 Chevrolet Suburban
 1GNSCHKC2FR██████████
 Mileage now: 80100 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is currently inoperable/down

Key Points

Customer contacted customer assistance because they need a vacuum pump for their vehicle and have not been able to have it installed. Customer stated that the dealer has not been able to obtain the part.

Supporting Factors	Limiting Factors
First time GM buyer (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s)	Current or former fleet vehicle (verified)
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 2015 Chevrolet Suburban

Reference

CAC SR#: ██████████
 CAC advisor: Serena Meacham--> (866) 790-3600, Ext # 5910761

Customer

██████████
 ██████████

Vehicle

2015 Chevrolet Suburban
 1GNSCHKC2FR██████████
 Mileage now: 80100 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs have not been scheduled
 Vehicle is currently inoperable/down

Key Points

Customer contacted customer assistance because they need a vacuum pump for their vehicle and have not been able to have it installed. Customer stated that the dealer has not been able to obtain the part.

Supporting Factors	Limiting Factors
First time GM buyer (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s)	Current or former fleet vehicle (verified)
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 2015 Chevrolet Suburban

Reference

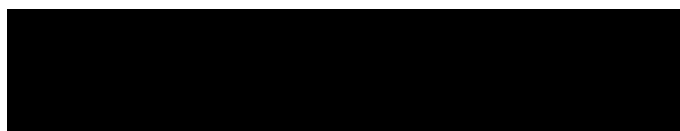
CAC SR#: ██████████
 CAC advisor: Serena Meacham--> (866) 790-3600, Ext # 5910761

PE18-012

GM

3-27-2019

Q3



Customer

██████████
 ██████████
 Call Any

Vehicle

2015 Cadillac Escalade
 1GYS4BKJXFR ██████████
 Mileage now: 25000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are in-progress (vehicle is in shop now)
 Vehicle is currently inoperable/down

Key Points

Customer states: Customer took vehicle to the dealership 2 weeks ago for a brake concern. She states that she purchased her vehicle a couple of months ago and she is also concerned with the vehicle having multiple issues. She states that the back passenger door was having an issue with the lining and her rear defrost was also malfunctioning. Customer seeks repair assistance. I advised her that I cannot guarantee that she will not have any future concerns with her vehicle. I advised that I can guarantee that we will be able to repair the vehicle. I advised that I can guarantee that I will see this case through until repairs are complete and follow up with her throughout. I advised her to allow 24-48 business hours for and update.

Supporting Factors	Limiting Factors
Loyal GM customer: 2 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s) Vehicle was inop/down due to this concern: > 14 day(s)	Active Extd Svc Contract on record for vehicle (verified)
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 2010 Cadillac Escalade and 2015 Cadillac Escalade

Reference

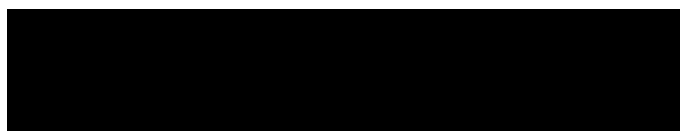
CAC SR#: ██████████
 CAC advisor: Tiffany--> (866) 790-5700, Ext # 5921554

PE18-012

GM

3-27-2019

Q3



Customer

██████████
 ██████████
 Call Any

Vehicle

2014 GMC Sierra
 1GTN2TEC7E2 ██████████
 Mileage now: 56000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are in-progress (vehicle is in shop now)
 Vehicle is currently operable & can be driven

Key Points**Cust Sts:**

- Was trying to brake on the freeway but the brakes would not work
- Went to the dealership and dealer stated that the booster was out on it because there was oil in it.
- There was engine oil leaking onto the brake system and the booster and master cylinder would have to be replaced
- Customer does not want the truck any longer

Cust Sks:

- To be bought out of the vehicle

CRS Adv: Will Send an email to CEM and follow up with a phone call. CEM will call customer within 48 business hours with a resolution

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) High-dollar or premium vehicle	Active Extd Svc Contract on record for vehicle (verified)
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 12-Malibu, 14-Sierra

Reference

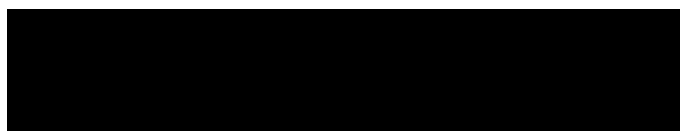
CAC SR#: ██████████
 CAC advisor: IvanBimbelov--> (866) 790-5700, Ext # 5921589

PE18-012

GM

3-27-2019

Q3



Customer

██████████
 ██████████
 Call Anytime

Vehicle

2014 Chevrolet Silverado
 3GCUKREC1EG██████████
 Mileage now: 50000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are in-progress (vehicle is in shop now)
 Vehicle is currently operable & can be driven

Key Points

Customer states that his vehicle was at another dealership. Customer was told tht the part was defective. Customer stated that he has been without a vehicle waiting on a part. The part is vacuum brake booster pump needs to be replaced. Customer is seeking that the work be completed, and covered by GM.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 3 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 2 time(s) Vehicle was inop/down due to this concern: 3 day(s)	
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 2014 Silverado Chevrolet, 2001 Silverado Chevrolet, 2008 Sierra GMC

Reference

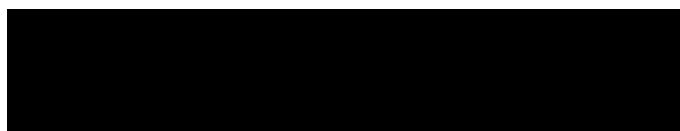
CAC SR#: ██████████
 CAC advisor: Brendalyn Washington--> (866) 790-5600 , Ext # 5911567

PE18-012

GM

3-27-2019

Q3



Customer

██████████
 ██████████
 Call Any

Vehicle

2015 Cadillac Escalade
 1GYS4BKJXFR ██████████
 Mileage now: 25000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are in-progress (vehicle is in shop now)
 Vehicle is currently inoperable/down

Key Points

Customer states: Customer took vehicle to the dealership 2 weeks ago for a brake concern. She states that she purchased her vehicle a couple of months ago and she is also concerned with the vehicle having multiple issues. She states that the back passenger door was having an issue with the lining and her rear defrost was also malfunctioning. Customer seeks repair assistance. I advised her that I cannot guarantee that she will not have any future concerns with her vehicle. I advised that I can guarantee that we will be able to repair the vehicle. I advised that I can guarantee that I will see this case through until repairs are complete and follow up with her throughout. I advised her to allow 24-48 business hours for and update.

Supporting Factors	Limiting Factors
Loyal GM customer: 2 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s) Vehicle was inop/down due to this concern: > 14 day(s)	Active Extd Svc Contract on record for vehicle (verified)
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 2010 Cadillac Escalade and 2015 Cadillac Escalade

Reference

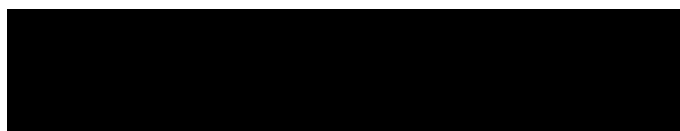
CAC SR#: ██████████
 CAC advisor: Tiffany--> (866) 790-5700, Ext # 5921554

PE18-012

GM

3-27-2019

Q3



Connecting.....A live chat agent is now entering the chat.

Caller English

System [4:37:08 PM]:

Welcome to chat.

Alysha [4:37:43 PM]:

Thank you for contacting Chevrolet Customer Assistance,(). My name is Alysha, how can I assist you today?

Alysha [4:38:05 PM]:

How can I assist you today, [REDACTED]

[REDACTED] [4:40:04 PM]:

I own a 2015 suburban that warranty expired 25 days ago and my brakes Vaccum Pump is gone dealer says its not covered even though they have changed 3 or 4 so far and its replaced by another model since there are problems with the original please advise my truck showed service brakes assist while under warranty but dealer found no issues at that time and now as soon as my warranty is up there are problems

Alysha [4:41:44 PM]:

I do apologize for that.

Alysha [4:41:58 PM]:

When the parts were replaced was it at a GM dealership?

[REDACTED] [4:42:25 PM]:

At a chevy dealership where i bought my truck

Alysha [4:42:56 PM]:

How long ago was the last time it was repaired?Was it within a year?

[REDACTED] [4:42:57 PM]:

The same dealership where i service my vehicle

[REDACTED] [4:43:55 PM]:

Sorry this is the first pump replaced on my truck but the dealership has replaced on 3 to 4 other trucks so far

Alysha [4:44:10 PM]:

Okay.

Alysha [4:44:43 PM]:

Could you provide me with the VIN and current mileage of the vehicle?

[REDACTED] [4:45:49 PM]:

My issue is that the computer showed there was a problem with the brakes assist while still under warranty but the dealer could not find the problem and as soon as the warranty is up the problem got worse so it was easily found.

[REDACTED] [4:46:32 PM]:

Vin # 1GNSKKKC3FR [REDACTED] MILEAGE 39615

Alysha [4:46:47 PM]:

I do apologize for that.

Alysha [4:47:02 PM]:

So the vehicle was diagnosed, correct?

[REDACTED] [4:48:21 PM]:

WHILE UNDER WARRANTY THEY COULD NOT FIND THE PROBLEM BUT IT WAS FOUND YESTERDAY BECAUSE THE TRUCK COULD NOT STOP THANK GOD THERE WAS NOT AN ACCIDENT

Alysha [4:48:48 PM]:

Glad to hear no one was hurt.

Alysha [4:49:41 PM]:

What was the price they gave you for the repair?

[REDACTED] [4:50:27 PM]:

Parts \$237.38 Labor \$180.00 and Tax \$33.34

Alysha [4:51:14 PM]:

What is the name of the dealership?

[REDACTED] [4:51:33 PM]:

Major World

Alysha [4:51:56 PM]:

What is the zipcode in your area?

[REDACTED] [4:52:05 PM]:

[REDACTED]

Alysha [4:52:33 PM]:

Thanks.

Alysha [4:53:15 PM]:

Did you buy the vehicle new?

[REDACTED] [4:53:23 PM]:

Yes

Alysha [4:54:12 PM]:

Thank you.

Alysha [4:55:02 PM]:

I will document your concern and reach out to the dealership for more information. You should receive a call from the dealership in 1-2 business days.

Alysha [4:55:37 PM]:

Your service request number is 8 [REDACTED].

Alysha [4:55:56 PM]:

Please refer to your service request number when calling or chatting in with us.

Alysha [4:56:06 PM]:

Is there anything else I can assist you with today?

[REDACTED] [4:56:53 PM]:

hope you could help with offsetting this cost to me as well as others who may end up in the same situation

[REDACTED] [4:57:00 PM]:

Thank you

Alysha [4:58:09 PM]:

You are welcome. Once I am able to speak to the dealership, I will be able to see what options you have as far as cost assistance.

[REDACTED] [4:58:27 PM]:

Thank You

Alysha [4:58:38 PM]:

You're welcome. I'm glad I could help during your visit today. Please don't hesitate to come back and chat with us. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., Saturday from 9:00 a.m. to 11:00 p.m. and Sunday from 12:00 p.m. to 9:00 p.m. Eastern time. Have a great day!

You have been disconnected from the chat session. If you require further assistance, please start another chat session or visit it.support.gm.com for more support options.

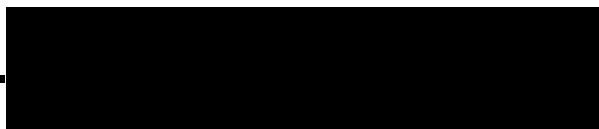
PE18-012

GM

3-27-2019

Q3

8-



Toliese Thompson (C)

From: Toliese Thompson (C)
Sent: Wednesday, April 13, 2016 4:42 PM
To: 'russellu@tustincadillac.com'
Cc: 'arniec@tustincadillac.com'
Subject: Subject Line: ACTION REQUIRED BY 04.14.2016 / ER Case, VIN: 1GYS3NKJXFR [REDACTED]
Tustin Cadillac, BAC: 177 [REDACTED] Customer: [REDACTED], Tustin Cadillac, SR:
8-[REDACTED]

Russell and Arnulfo,

The Business Resource Center (BRC) is a specialized team that proactively handles escalated customer cases with possible legal involvement. The BRC has the ability to expedite access to GM resources to help you help your customer. Our goal is to partner with your dealership, as part of our customer focus initiative, to assist in the resolution of the customer's concern.

We have been notified that this customer has had 2 or more TAC cases open on their vehicle for the same concern or has been down days. I would like to offer our assistance and gain your agreement for us to contact the customer in order to help resolve the situation identified below.

VIN: 1GYS3NKJXFR [REDACTED]

Mileage: N/A

SR Number: 8-[REDACTED]

Customer Last Name: [REDACTED]

Customer Preferred Contact Method: Daytime

Customer Daytime Phone: [REDACTED]

Customer Evening Phone: [REDACTED]

Customer Cell Phone: N/A

Customer Email: N/A

Summary of Concern: Customer Concern: Service brake assists

We value your perspective and will be working closely with you to resolve this issue in a complete and timely manner. Please contact me no later than 04.014.2016 so we can obtain the items noted below to being addressing these concerns and formulating the

necessary next steps.

- Acknowledgement of receipt of the customer's concern
- Verification of contact with the customer
- A plan for next steps
- Any other pertinent details that are needed

Should you have any questions or concerns, I may be reached by calling 1.866.790.5600, extension 5911837 or by fax at 1.586.920.0592. Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.

If you need additional information, please check the Customer Assistance Center (CAC) Cases tool on [REDACTED]. (Case updates are transmitted every two hours between 10 am ET and 10 pm ET.)

Sincerely,

Toliese

Toliese Thompson
General Motors Early Response

Phone: 866.790.5600 Ext. 5911837
Fax: 586.920.0592
Email: Toliese.Thompson@gm.com



GMC



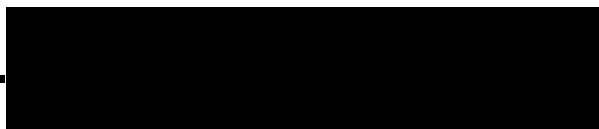
PE18-012

GM

3-27-2019

Q3

8-



Toliese Thompson (C)

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Cc: 'arniec@tustincadillac.com'
Subject: Subject Line: ACTION REQUIRED BY 04.14.2016 / ER Case, VIN: 1GYS3NKJXFR [REDACTED]
Tustin Cadillac, BAC: 177 [REDACTED] Customer: [REDACTED], Tustin Cadillac, SR: 8 [REDACTED]

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VIN: 1GYS3NKJXFR [REDACTED]

Mileage: N/A

SR Number: 8-[REDACTED]

Customer Last Name: [REDACTED]

Customer Preferred Contact Method: Daytime

Customer Daytime Phone: [REDACTED]

Customer Evening Phone: [REDACTED]

Customer Cell Phone: N/A

Customer Email: N/A

Summary of Concern: Customer Concern: Service brake assists

We value your perspective and will be working closely with you to resolve this issue in a complete and timely manner. Please contact me no later than 04.014.2016 so we can obtain the items noted below to being addressing these concerns and formulating the

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- Any other pertinent details that are needed

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Sincerely,

Toliese

Toliese Thompson
General Motors Early Response

Phone: 866.790.5600 Ext. 5911837
Fax: 586.920.0592
Email: Toliese.Thompson@gm.com



GMC



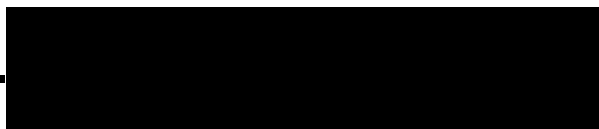
PE18-012

GM

3-27-2019

Q3

8-



Customer

██████████
 ██████████
 Call Anytime

Vehicle

2015 Chevrolet Suburban
 1GNSKJKCOFR ██████████
 Mileage now: 49000 mi

Status of vehicle/concern

A GM Dealer has NOT diagnosed current concern
 Repairs are in-progress (vehicle is in shop now)
 Vehicle is currently operable & can be driven

Key Points

Customer states: that he is having an intermittent problem with the brakes. He states that the issue is when he drives slow - it's as if the brakes won't work. He states he took the vehicle to the dealership last year and the dealer stated it was operating as normal. He states that he took to an independent twice to have it repaired and the issue is still there. He states that he cannot pass inspection if the brakes are not repaired. The customer states he has a diagnostic appt. for tomorrow morning to have the vehicle looked at.

Customer seeks: to have vehicle repaired.

CSR advises: I let the customer know that I would inform the CEM of the dealership about his concerns. I stated I would follow-up with him once the vehicle has been looked at to see if the dealer is able to do assist him.

Crystal/WMI/CACTier2

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 1 time(s) Customer has incurred costs due to this concern	
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 2015 CHEVROLET SUBURBAN

Reference

CAC SR#: 8-██████████
 CAC advisor: Crystal Ross--> (866) 790-5700, Ext # 5913686

Some information in this report could not be verified/validated. Verified information is indicated as such, and was pulled from GM Databases.

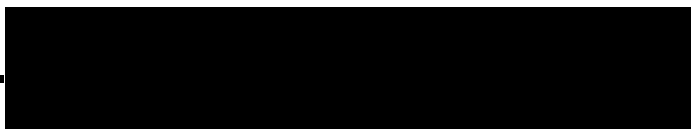
PE18-012

GM

3-27-2019

Q3

8-



Customer

██████████
 ██████████
 Call Anytime

Vehicle

2014 Chevrolet Silverado
 3GCUKREC1EG██████████
 Mileage now: 50000 mi

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
 Repairs are in-progress (vehicle is in shop now)
 Vehicle is currently operable & can be driven

Key Points

Customer states that his vehicle was at another dealership. Customer was told tht the part was defective. Customer stated that he has been without a vehicle waiting on a part. The part is vacuum brake booster pump needs to be replaced. Customer is seeking that the work be completed, and covered by GM.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 3 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 2 time(s) Vehicle was inop/down due to this concern: 3 day(s)	
<u>Please consider these additional questions:</u> Close to any applicable expiration limit? (wrrnty, spl covg, svc contrt) Did cust buy an extd svc contract, but it's expired or n/a? Is this a loyal service customer? (to involved dealer) Are high dollar customer-pay ROs on record for this cust? Is this a conquest buyer?	<u>Please consider these additional questions:</u> Is vehicle way beyond all applicable expiration limits? Does veh have an active <u>aftermarket</u> Extd Svc Contract? Did customer buy vehicle outside of warranty? Does it seem customer doesn't take care of the vehicle? Is cause not normally covered by warranty? Is cause due to an accident insurance won't cover? Is cause due to damage by independent repair facility?

Additional key points

This customer has purchased these GM vehicles (verified): 2014 Silverado Chevrolet, 2001 Silverado Chevrolet, 2008 Sierra GMC

Reference

CAC SR#: 8-██████████
 CAC advisor: Brendalyn Washington--> (866) 790-5600 , Ext # 5911567

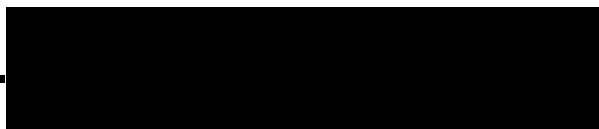
PE18-012

GM

3-27-2019

Q3

8-



Check Inquiry

Account : [REDACTED]
Inquiry Type :Single
Status :Stop On File
Posted From :06/09/2016
Posted To :09/07/2016
Check/Serial Number : [REDACTED]
Amount :
Sequence Number :
Issue Date :

#	Check/ Serial#	Amount (USD)	Issue Date	Sequence Number	Additional Info	Effective Date	Status	Request Image	Select All
1.	[REDACTED]	447.00				09/07/2016	Stop on File		☐

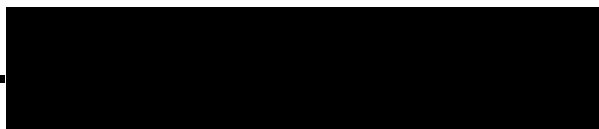
PE18-012

GM

3-27-2019

Q3

8-



Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Friday, May 13, 2016 9:02 AM
To: 'ed.gnadinger@gm.com'
Subject: SR Number 8[REDACTED] PAC Case Handled within BRC No Action Required

A product allegation claim has been made in your district. The customer is alleging that the brakes on his vehicle failed causing him to rear end the vehicle in front of him.

Customer Last Name [REDACTED]
Year, Make, Model-2015 Chevrolet Suburban
VIN- 1GNSKJKC2FR[REDACTED]
Dealership, City, State (BAC)-Ingersoll Auto, Pawling NY, BAC 286[REDACTED]
Dealership Contact, Title/Position-Pete Marino/Service Department

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

Tony Gerbasi
PAC Specialist
866-446-6963 ext. 5911544
Fax- 866-233-7029
Email-Anthony.Gerbasi@gm.com

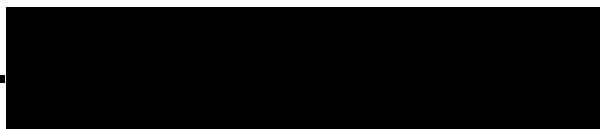
PE18-012

GM

3-27-2019

Q3

8-



Adrian Wills (C)

From: Adrian Wills (C)
Sent: Thursday, May 19, 2016 2:24 PM
To: 'akampanis@mileautogroup.com'
Subject: 8- [REDACTED] - [REDACTED]

Angelo

Thank you for hosting the Raytheon inspector. They will call you when he has a time scheduled to perform the vehicle inspection. Your dealer will be paid for your tech time at your warranty labor rates if you assist the inspector. Please send me an RO with the tech time at your warranty rate using labor op code 0600016. I will submit a PreAuthorization for this inspection time. The customer has asked for a loaner vehicle. Please use GM bulletin number 13-00-89-010 for instructions on the PAC Courtesy Transportation Program.

RE [REDACTED]
2015 GMC Yukon
1GKS2HKC3FR [REDACTED]

Thank you for all your help,

Adrian Wills

Product Assistance Center
Tel: 866.446.6963 ext 5911652
Fax: 866-439-3818
adrian.wills@gm.com



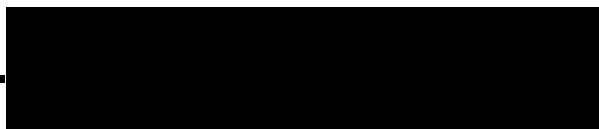
PE18-012

GM

3-27-2019

Q3

8-



Adrian Wills (C)

From: Adrian Wills (C)
Sent: Thursday, May 19, 2016 2:30 PM
To: 'glenn.b.jacob@gm.com'
Subject: 8 [REDACTED]

Glenn

A product allegation claim has been made in your district. The customer is alleging a brake defect caused an accident.

RE [REDACTED]
2015 GMC Yukon
1GKS2HKC3FF [REDACTED]

10461	BRONX		Buick	GMC		119253		MILEA BUICK GMC	3211 E TREM

ANGELO KAMPANIS- Service Manager

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

Adrian Wills

Product Assistance Center
Tel: 866.446.6963 ext 5911652
Fax: 866-439-3818
adrian.wills@gm.com



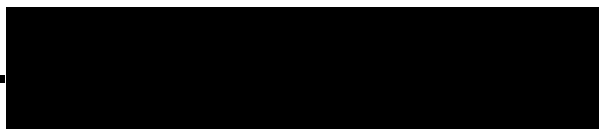
PE18-012

GM

3-27-2019

Q3

8-



CUSTOMER #:

Milea

BUICK GMC SUBARU

WARRANTY

PAGE 1

Showroom

3211 EAST TREMONT AVE
BRONX, NEW YORK, 10461
SUBARU (718) 829-8200
G.M. (718) 863-8200

Service

3281 EAST TREMONT AVE
BRONX, NEW YORK, 10461
(718) 239-9000
Fax: (718) 239-3068
www.mileabuck.com

BUS: CELL: SERVICE ADVISOR: 65972 ANGELO KAMPANIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	GMC YUKON XL	1GKS2HKC3FR		32991/33000		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV. DATE
30JUN14 DD			17:00 06JUN16		132.50	CC	03JUN16
R.O. OPENED	READY	OPTIONS: ENG:5.3 Liter SIDI					

16:00 20MAY16 16:31 03JUN16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A (9101695) 15304CAMPAIGN 4WD ALWAYS ENGAGED IN COLD AMBIENT
TEMPERATURES/SERVICE 4WD MESSAGE DISPLAYED ,DTC C0368 STORED

CAUSE:

9101695 Transfer Case Shift Control Module

Reprogramming with SP8

66114 HUSSAINI,MADYASIR LIC#:

WGM 0.40

47.33 47.33

0

0 TPARTS

1500

4733 TLABOR

32991

PERFORMED CAMPAIGN 15304

CODE 1A38E

B CUSTOMER STATES A/C NOT COOLING BLOWS WARM AIR

CAUSE:

4416040 AIR CONDITIONING CONDENSER REPLACEMENT

66114 HUSSAINI,MADYASIR LIC#: 1GN2

WGM 2.50

295.80 295.80

2 12356150 REFRIGERANT

5.38

5.38 10.76

1 88901445 LUBRICANT

6.98

3.70 3.70

1 88864127 DYE

10.28

8.38 8.38

1 23141861 W-(S) CONDENSER

295.92

289.41 289.41

19172

31225 TPARTS

9375

29580 TLABOR

SUBL 3 DAY CAR RENTAL VING9182660 PO#

WGM

114.00 114.00

32991

CHECKED AC OPERATION FOUND AC INOP. DIAGNOSED FOUND CONDENSER
LEAKING FROM RIGHT SIDE.

R/R CONDENSER ASSEMBLY AND CHARGED SYSTEM TO SPECS

CHECKED OPERATION OK

C CUSTOMER STATES BRAKE PADEL GET HARD AND WONT STOP WHEN RAINING (HOLD
FOR INSPECTION BY GM)

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE
BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS
ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY
IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A
PARTICULAR PURPOSE AND NEITHER ASSUMES NOR AUTHORIZES ANY
OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF SAID PRODUCT.

THESE REPAIRS ARE COVERED BY
A LIMITED WARRANTY, LABOR
AND PARTS FOR 12 MONTHS FOR
GM CARS ONLY. ALL OTHER
VEHICLES ARE 90 DAYS OR 4,000
MILES WHICHEVER COMES FIRST.

NYS REPAIR SHOP REG NO.
R-7083270
NYC - DCA, UC, NO.
0927744

TERMS: STRICTLY CASH, CERTIFIED CHECK, APPROVED CREDIT CARD.

CUSTOMER SIGNATURE

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

WARRANTY COPY

CUSTOMER #:

Milea

BUICK GMC SUBARU

WARRANTY

PAGE 2

Showroom
3211 EAST TREMONT AVE
BRONX, NEW YORK, 10461
SUBARU (718) 829-8200
G.M. (718) 883-8300

Service
3281 EAST TREMONT AVE
BRONX, NEW YORK, 10461
(718) 239-9000
Fax: (718) 239-3088
www.mileatruck.com

SERVICE ADVISOR: 65972 ANGELO KAMPANIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	GMC YUKON XL	1GKS2HKC3FR		32991/33000		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN14 DD			17:00 06JUN16		132.50	CC	03JUN16

R.O. OPENED READY OPTIONS: ENG:5.3_Liter_SIDI

16:00 20MAY16 16:31 03JUN16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CAUSE:

2441580 POWER VACUUM BRAKE BOOSTER REPLACEMENT

56114 HUSSAINI, MADYASIR LIC#: 1GN2

WGM 1.00

118.32 118.32

1 23135220 (S) BOOSTER

153.54 125.14 125.14

1 12658179 (S) BELT

63.82 59.30 59.30

4023850 VACUUM PUMP ASSEMBLY REPLACEMENT

56114 HUSSAINI, MADYASIR LIC#:

WGM 1.40

165.65 165.65

1 12669489 (S) PUMP

237.38 193.46 193.46

1 12658178 (S) BELT KIT

72.10 58.76 58.76

1 FRT FREIGHT

12.35 12.35 12.35

0600006 PRODUCT ASSISTANCE CENTER RENTAL CAR 11 DAYS

65972 KAMPANIS, ANGELO LIC#: K673

WGM 0.00

0.00 0.00

26789

43666 TPARTS

8000

28397 TLABOR

SUBL PRODUCT ASSISTANCE CENTER RE 8 1 DAY RENTAL @\$38

PO#

WGM

418.00 418.00

32991

CHECKED BRAKE OPERATION FOUND BRAKE PEDAL HARD.
CHECKED VACUUM AT BOOSTER FOUND 27in HG PRESENT.
FOUND BOOSTER INTERNALLY WORN.

R/R BOOSTER AND ROAD TESTED VEHICLE.

AFTER ROAD TESTING VEHICLE FOR 5 MILES. NOTICED BRAKE PEDAL HARD TO APPLY

RECHECKED VACUUM FOUND 15 in HG PRESENT. FOUND VACUUM PUMP INTERNALLY WORN

R/R VACUUM AND ROAD TESTED AND CHECKED OK

F CUSTOMER STATES RIGHT SECOND SEAT RATTLES

CAUSE:

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THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 12 MONTHS FOR GM CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST.

NYS REPAIR SHOP REG No.
8-7083270
NYC - OCA, UC, NO.
0927744

TERMS: STRICTLY CASH, CERTIFIED CHECK, APPROVED CREDIT CARD.

CUSTOMER SIGNATURE

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

WARRANTY COPY

CUSTOMER #:

Milea

BUICK GMC SUBARU

WARRANTY

PAGE 3

Showroom3211 EAST TREMONT AVE
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SUBARU (718) 828-8200
G.M. (718) 883-8200**Service**3281 EAST TREMONT AVE
BRONX, NEW YORK, 10461
(718) 239-9000
Fax: (718) 239-3088
www.mileastack.com

BUS: CELL: SERVICE ADVISOR: 65972 ANGELO KAMPANIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	GMC YUKON XL	1GKS2HKC3F		32991/33000		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30JUN14 DD			17:00 06JUN16		132.50	CC	03JUN16
R.O. OPENED		READY	OPTIONS: ENG:5.3 Liter SIDI				

16:00 20MAY16 16:31 03JUN16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

01 INSPECTED AND ADJUSTED RIGHT SIDE SECOND ROW
SEAT STRICKER

56114 HUSSAINI, MADYASIR LIC#: 1GN2

WGM 0.30

35.50 35.50

0

0 TPARTS

1125

3550 TLABOR

32991

ADJUSTED STRIKER FOR RIGHT REAR SEAT BECAUSE IT WAS LOOSE CAUSING
RATTLE WHILE DRIVING.
RECHECKED OK

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-26-16	12:06	12:06	0.00	W	66114	A	
06-01-16	06:53	07:49	0.94	W	66114	A	
	07:49	07:49	0.00	W	66114	E	
	07:49	08:22	0.55	W	66114	D	
	08:22	09:03	0.68	W	66114	B	
	09:39	14:24	4.75	W	66114	C	
	14:45	17:32	2.78	W	66114	B	
06-02-16	07:48	08:49	1.02	W	66114	B	
	10:40	13:10	2.50	W	66114	F	

COST, SALE, & COMP TOTALS 121396 195586 0

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WITH THE SALE OF SAID PRODUCT.THESE REPAIRS ARE COVERED BY
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AND PARTS FOR 12 MONTHS FOR
GM CARS ONLY. ALL OTHER
VEHICLES ARE 90 DAYS OR 4,000
MILES WHICHEVER COMES FIRST.NYS REPAIR SHOP REG No.
7063270
NYC - DCA, UC, NO.
0827144

TERMS: STRICTLY CASH, CERTIFIED CHECK, APPROVED CREDIT CARD.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	662.60
PARTS AMOUNT	748.91
GAS, OIL, LUBE	0.00
SUSLET AMOUNT	532.00
MISC. CHARGES	12.35
TOTAL CHARGES	1955.86
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1955.86

Hertz
MENDOZA, ERNESTO

1 RM RR H45172820
VIN# 2G1105SA5G
R0#

COMPANY RATE 14 @ \$ 38 / DAY \$ 532.00

SUBTOTAL		\$	532.00
CHARGES ADDED DURING RENTAL			
LDW	14 @ \$ 12.00 / DAY		168.00
LIS	DECLINED	\$	
PAI,PEC	DECLINED	\$	

SERVICE CHARGES/TAXES

TAX 18.38 4% ON EST. TAXABLE TTL \$ 0.00	\$	0.00
COMPANY CHARGE	\$	532.00
CUSTOMER CHARGE	\$	168.00
CHARGED ON: VI XXXXXXXXXXXXX4509	\$	168.00
CUSTOMER BALANCE	\$	0.00

FOR EXPLANATION OF THE ABOVE CHARGES,
PLEASE ASK A REPRESENTATIVE OR GO TO
WWW.HERTZ.COM/CHARGEEXPLAINED

VEHICLE: 01988/317452118 CHEVY LIC: NY
RENTED: ITALY AUTO HLE 06/20/2018 18:41
RETURN: ITALY AUTO HLE 06/03/2018 18:00
COP 2029377MILEA BUICK GMC

HOW WAS YOUR EXPERIENCE? WE'D LIKE YOUR FEEDBACK.

1) Visit WWW.HERTZSURVEY.COM Or Call (800) 714-0174

2) Enter Access Code: 07927 3) Take Brief Survey

STATEMENT OF CHARGES - NOT VALID FOR RENTAL

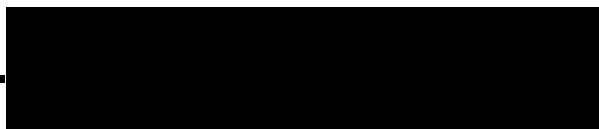
PE18-012

GM

3-27-2019

Q3

8-





June 24, 2016

Amy Sjolander, Esq.
Ruben & Sjolander LLP
20750 Ventura Blvd Ste 101
Woodland Hills, CA 91364

RE: [REDACTED] v. General Motors
Service Request: 8-[REDACTED]
GM Legal Staff Case: [REDACTED]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSCBKCXFR [REDACTED]
Customer Relationship Specialist: Lorena

Dear Mrs. Sjolander:

Enclosed is a copy of our file regarding the above referenced case. It is being removed from the Early Resolution Program and turned over to you for further handling. Please see the "Reason for Removal" section of the "Case Assessment" form.

In case you need to contact the designated Field Representative, his name is Paul Wasko at PH: 805-217-2835.

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

Sincerely,

General Motors

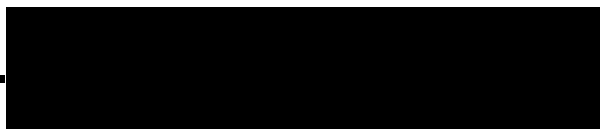
PE18-012

GM

3-27-2019

Q3

8-





Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

June 24, 2016

Robert M. Kropp
Western Region-10
robert.m.kropp.com

Re: [REDACTED] v. General Motors Company
Service Request: 8-[REDACTED]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSCBKCXFR [REDACTED]
Customer Relationship Specialist: Lorena

Dear Mr. Kropp:

The above Chevrolet customer has filed a lawsuit and the lawsuit is being removed from the Early Resolution Program and is being sent to General Motors' local counsel for handling. Our records indicate that Paul Wasko was contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

Hooman Chevrolet of Culver City

GM's attorney now handling this case:
Amy Sjolander, 310-788-2828
Ruben & Sjolander

GM Legal Assistant involved:
Rocky Farias rocky.farias@gm.com

Customer's attorney now handling the case:
Nadia Yashar, Yashar Law APLC, 310-927-9810

Please have the designated Field Representative(s) notify the dealership(s) listed above and any other dealers in the vicinity of the customer's address that this customer has filed a lawsuit against General Motors. Please have them tell the dealer(s) to make sure that any necessary, future repair work is thoroughly documented. The Field Representative(s) / dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to General Motors' attorney.

Attached is a copy of the case assessment for your review. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Thank you for your assistance.

Sincerely,

Chevrolet

cc: FILE

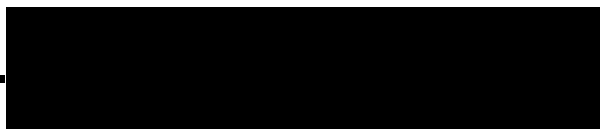
PE18-012

GM

3-27-2019

Q3

8-





Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

Page 1 of 5

Service Request Detail

SR No.	8- [REDACTED]	Ref No.	[REDACTED]	Cost Est.	[REDACTED]	BRC Type	N/A
Account	Bunnin Chevrolet	Site/BAC	265 [REDACTED]	GW SubType	[REDACTED]	Business Unit	TAC US
Address	6101 West Slauson Avenue			Approval	Not Initiated	Area	Infotainment
City	Culver City	Zip	90230	UCC	[REDACTED]	Sub-Area	Radio
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	[REDACTED]	Safety	No
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	Phone [REDACTED]	Updated	02/20/2016 21:28:46
Serial/VIN #	1GN5CBKCXFR [REDACTED]	Mileage	7849	Priority	Consultant	License #	CHEVROL ET
Model	Tahoe	Model Year	2015	Status	Closed	Owner	PZPDLX
Make	Chevrolet	Warranty Start	04/09/2015 00:00:00	Sub Status	System Auto Close	Opened	Feb 1, 2016 7:45 PM
Cust Concern	when receiving text and listening to it it comes out as jibberish and audio screen blacked out and						
Customer Description							

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc

Incident Desc



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

Page 2 of 5

Component

Vehicle Loc

Emergency Svc Names

Damage Desc

Add'l Info

Maint Loc

PAR Detail

Collision

Non
Collision

Property
Damage

Thermal
Event

Spec Equip

Vehicle Speed

Weather
Condition

Prop Owner

Property
Type

Last Service Date

Loc Last
Service

Property
Location

Prop Est
Repair Cost

Veh Est Repair Cost

Spec Equip
Installer

Prop Damage
Description

Primary Veh Use

Inspection
Type

Inspected By

Inspection
Date/Time



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

Page 3 of 5

Veh Damage

Description

Explain Other

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 20, 2016 9:28 PM	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	02/20/2016 21:28:46	Service Request has been Closed System Auto Close.

Last Name	First Name	Account	BAC Code
		Bunnin Chevrolet	265

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2016 7:58 PM	PZPDLX	PZPDLX	TAC Update	Technician/Dealer	Done	02/01/2016 19:58:59	Text message and display issues

Last Name	First Name	Account	BAC Code
		Bunnin Chevrolet	265

Comments

TIDD: 1/3

Any Modifications? N

SI Documents used: N

Are keywords FRA, ADR, OMA, PRC, TIDD, or PEREQ present in the case? N

Caller's Name:

Customer Concern:



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

Page 4 of 5

when receiving text and listening to it it comes out as gibberish and audio screen blacked out and will not show anything including back up camera

Dealer Comments/Diagnosis (DTC's, What's Been Done):

- Customer has a Samsung Galaxy (unknown model) when receiving a message the text is gibberish and the playback audio is also gibberish, he connected his Samsung Galaxy Note 5 after duplicating with the customer phone and he was unable to duplicate with his own phone.
- The customer says also, intermittently the radio display goes blank and the backup camera does not work.
- They do have another concern where the reverse lamps are staying illuminated (not seeking diagnostic advice).
- No Codes are stored in the vehicle.
- The HMI software version is F105.

TAC Recommendations:

- Advised the text concern is related to the customer phone if it is not present with another phone, check their contact names and make sure there are no emojis or special icons in the name.
- Advised to continue attempting to duplicate the concern or advise the customer when the display goes blank verify what controls are working or not working, also press PTT to verify what response is heard.
- Advised to call back if needed.

Dealer Request Call Back? N

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2016 7:58 PM	PZPDLX	PZPDLX	Ownership Changed		Done	02/01/2016 19:58:35	Service Request Ownership has changed FROM: NZKM5P TO: PZPDLX
Last Name	First Name	Account	BAC Code				
		Bunnin Chevrolet	265				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Feb 1, 2016 7:45 PM	NZKM5P	NZKM5P	TAC Inbound Call	Diagnostics	Done	02/01/2016 19:47:12	when receiving text and listening to it it comes out as gibberish and audio screen blacked out and will not show anything including back up camera
Last Name	First Name	Account	BAC Code				
		Bunnin Chevrolet	265				



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

Page 5 of 5

Comments

Case Info

BAC: 265

State: CA - California

Contact:

Phone:

VIN: 1GNSCBKCXFR

SR#: 8

Group: Intertainment

Template Questions

Times In: 1

Days Down: 3

Aftermarket Acc./Modifications: No

Concern Duplicated: Yes

SI Documents Used: No

Vehicle at Dealer: Yes

Stock Vehicle: No

Vehicle Towed In: No

Confidential Comments

UCC Information

UCC Code

Description

Symptom

End of Report

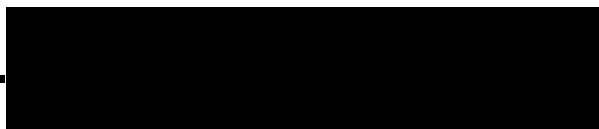
PE18-012

GM

3-27-2019

Q3

8-



Service Request Activity (All)

Report Date: Friday, June 24, 2016

Page 1 of 3

SR No.	8- [REDACTED]	Ref No.		BRC Type	N/A	Business Unit	TAC US
Account	Bunnin Chevrolet	Sita/BAC	265 [REDACTED]	Cost Ast.		Area	Infotainment
Last Name	[REDACTED]	First Name	[REDACTED]	GW SubType		Sub-Area	Radio
Daytime #	[REDACTED]	Evening #		Approval	Not Initiated	Safety	No
		Source					
Involved DE		Contact Acct.	Bunnin Chevrolet	UCC		Updated	Feb 20, 2016 9:28 PM
Serial/VIN #	1GN5CBKCXFR [REDACTED]	Source	Phone				
Model	Tahoe	License #	CHEVROLET	Priority	Consultant	Owner	PZPOLX
Make	Chevrolet	Warranty Start	Apr 9, 2015 12:00 AM	Status	Closed	Opened	Feb 1, 2016 7:45 PM
Year	2015	Mileage	7849	Sub Status	System Auto Close	Closed	Feb 20, 2016 9:28 PM
Customer Description	Cust Concern when receiving text and listening to it it comes out as jibberish and audio screen blacked out and						

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/20/2016 21:28:40	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	02/20/2016 21:28:45	Service Request has been Closed System Auto Close,
Last Name	First Name			Account	BAC Code		
				Bunnin Chevrolet	265		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/01/2016 19:58:38	PZPOLX	PZPOLX	TAC Update	Technician/Dealer	Done	02/01/2016 19:58:59	Text message and display issues
Last Name		First Name		Account	BAC Code		
				Bunnin Chevrolet	265		
Comments							
TIID: 1/3							

Any Modifications? N

SI Documents used: N

Are keywords FRA, ADR, DMA, PRC, TIID, or PEREQ present in the case? N

Caller's Name :

Customer Concern:

when receiving text and listening to it it comes out as jibberish and audio screen blacked out and will not show anything including back up camera

Dealer Comments/Diagnosis (DTC's, What's Been Done):

- Customer has a Samsung Galaxy (unknown model) when receiving a message the text is gibberish and the playback audio is also gibberish, he connected his Samsung Galaxy Note 5 after duplicating with the customer phone and he was unable to duplicate with his own phone.
- The customer says also, intermittently the radio display goes blank and the backup camera does not work.

- They do have another concern where the reverse lamps are staying illuminated (not seeking diagnostic advice).
- No Codes are stored in the vehicle.
- The HMI software version is F105.

TAC Recommendations:

- Advised the text concern is related to the customer phone if it is not present with another phone, check their contact names and make sure there are no emojis or special icons in the name.
- Advised to continue attempting to duplicate the concern or advise the customer when the display goes blank verify what controls are working or not working, also press PTT to verify what response is heard.
- Advised to call back if needed.

Dealer Request Call Back? N

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/01/2016 19:58:35	PZPOLX	PZPOLX	Ownership Changed		Done	02/01/2016 19:58:35	Service Request Ownership has changed FROM: NZKM5P TO: PZPOLX
Last Name		First Name		Account	BAC Code		
[REDACTED]				Bunnin Chevrolet	265 [REDACTED]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
02/01/2016 19:45:27	NZKM5P	NZKM5P	TAC Inbound Call	Diagnostics	Done	02/01/2016 19:47:12	when receiving text and listening to it it comes out as gibberish and audio screen blacked out and will not show anything including back up camera
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Bunnin Chevrolet	265 [REDACTED]		

Comments

Case Info

BAC: 265 [REDACTED]
 State: CA - California
 Contact: [REDACTED]
 Phone: [REDACTED]
 VIN: 1G6M1K158S111111
 SR#: 8- [REDACTED]
 Group: [REDACTED]

Template Questions

Times In: 1
 Days Down: 3
 Aftermarket Acc./Modifications: No
 Concern Duplicated: Yes
 SI Documents Used: No
 Vehicle at Dealer: Yes
 Stock Vehicle: No
 Vehicle Towed In: No

End of Report

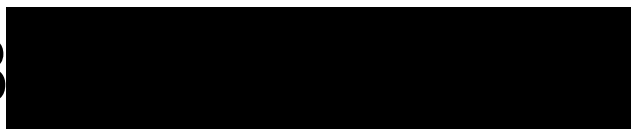
PE18-012

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SR No.	8- [REDACTED]	Ref No.		BRC Type	N/A	Business Unit	TAC US
Account	Bunnin Chevrolet	Sita/BAC	265 [REDACTED]	Cost Ast.		Area	Engine
Last Name	[REDACTED]	First Name	[REDACTED]	GW SubType		Sub-Area	Electrical*
Daytime #	[REDACTED]	Evening #		Approval	Not Initiated	Safety	No
Involved Dr		Source		UCC		Updated	Apr 22, 2016 1:53 PM
Serial/VIN #	1GN5CBKCXFR [REDACTED]	Contact Acct.	Bunnin Chevrolet	Priority	Consultant	Owner	RZVD6V
Model	Tahoe	Source	Phone	Status	Open	Opened	Apr 22, 2016 1:12 PM
Make	Chevrolet	License #	CHEVROLET	Sub Status	Active	Closed	
Year	2015	Warranty Start	Apr 9, 2015 12:00 AM	Cust Concern	Depress brake pedal to to start message with brake pedal depressed. No crank.		
Customer Description	NO CRANK DUE TO PRESS BRAKE PEDAL TO START MESSAGE BEING ON WITH BRAKE PEDAL DEPRESSED						

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/22/2016 13:47:54	RZVD6V	RZVD6V	TAC Outbound Call	CED	Done	04/22/2016 13:58:30	[REDACTED] Tech
Last Name	First Name		Account	BAC Code			
[REDACTED]	[REDACTED]		Bunnin Chevrolet	265 [REDACTED]			

Comments

CED Tier 2 Template:

Caller name/Position - [REDACTED] Tech

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified?, etc.):

- No dtc in any module.
- Original tech replaced the brake booster and brake master cylinder due to excessive brake pedal effort needed to depress brake pedal. Brake master cylinder leaked brake fluid into brake master cylinder.
- Vehicle returned and brake booster vacuum sensor was then replaced.
- Calling for direction.

Advised caller (your suggestions, info source, etc.):

- No TSB, PL, internal TAC information or similar cases found for similar concerns.
- Replace bpp sensor and evaluate.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/22/2016 13:47:08	RZVD6V	RZVD6V	Ownership Changed		Done	04/22/2016 13:47:08	Service Request Ownership has changed FROM: ZZ258J TO: RZVD6V
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Bunnin Chevrolet	265 [REDACTED]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/22/2016 13:16:42	ZZ258J	CEDELECTRICAL	TAC Alarm	Follow Up	Done	04/22/2016 13:47:15	call [REDACTED]
Last Name	First Name		Account	BAC Code			

Martinez Edger Bunnin Chevrolet 265509

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/22/2016 13:12:58	ZZ258J	ZZ258J	TAC Inbound Call	Diagnostics	Done	04/22/2016 13:13:54	when sitting over night the DIC displays depress brake pedal to start vehicle even tho the customer is already pressing the brake pedal.
Last Name	First Name	Account	BAC Code				
		Bunnin Chevrolet	265				

CommentsCase Info

BAC: 265
State: CA - California
RO:
Mileage: 10335
Contact:
Phone:
VIN: 1GACBPV0YK
SR#: 8
Group: Chassis / Electrical

Template Questions

Times In: 4
Days Down: 4
Aftermarket Acc./Modifications: No
Concern Duplicated: No
SI Documents Used: No
Vehicle at Dealer: Yes
Stock Vehicle: No
Vehicle Towed In: No

End of Report

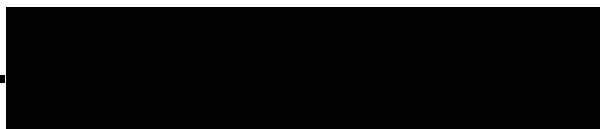
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SR No.	9- [REDACTED]	Ref No.		BRC Type	Legal	Business Unit	BRC
Account		Sita/BAC		Cost Ast.	No Goodwill Offered	Area	CA CEC
Last Name	[REDACTED]	First Name	[REDACTED]	GW SubType		Sub-Area	Proactive Outreach
Daytime #	[REDACTED]	Evening #	[REDACTED]	Approval	Not Initiated	Safety	
		Source					
Involved Dr	Hooman Chevrolet Of Culver City	Contact Acct.		UCC	Brakes - Pedal and Linkage	Updated	May 17, 2016 11:23 AM
Serial/VIN #	1GNSCBKCXFR [REDACTED]	Source	TAC				
Model	Tahoe	License #	CHEVROLET	Priority	Medium	Owner	PZW023
Make	Chevrolet	Warranty Start	Apr 9, 2015 12:00 AM	Status	Closed	Opened	Apr 25, 2016 11:41 AM
Year	2015	Mileage	10335	Sub Status	Unable to Contact	Closed	May 17, 2016 11:23 AM
Customer Description	Legal SR 8 [REDACTED] has been created. Do not assume or re-open this case. This is a California CEC Case. Do not assume case. Forward any inquiries to Susan at ext. 5921238			Cust Concern	TAC Comeback: Depress brake pedal to to start message with brake pedal depressed. No crank,		

Activities							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/17/2016 11:23:29	PZW023	PZW023	SR Closed - Unable to Contact		Done	05/17/2016 11:23:29	Service Request has been Closed Unable to Contact.
Last Name	First Name		Account		BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:09:51	BZSXG2	PZW023	Notify CRM	Other	Done	05/17/2016 11:23:12	This situation will be handled in Legal. Please close this SR.
Last Name		First Name		Account	BAC Code		
[REDACTED]							
This situation will be handled in Legal. Please close this SR.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/13/2016 16:14:07	PZW023	PZW023	Outbound Email	Dealer	Done	05/13/2016 16:14:17	Jonathan Menge-Svc Mgr Hooman Chevrolet
Last Name		First Name		Account	BAC Code		
[REDACTED]							
Comments							
Hi Jon,							

Hi Jon,

I got the records and have reviewed them -- thanks!

Unfortunately it looks like the more recent information is missing. I have everything through January but nothing after. Please fax or email the records from February to current at your earliest opportunity

Thanks again for your help.

Sincerely,

Susan Hight
PH: 866-790-5700 x5921238
Fax: 866-857-3108
Email: Susan.Hight@GM.com
Customer Engagement Center

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/12/2016 18:38:59	PZW023	PZW023	Scheduled Follow-up		Done	05/17/2016 11:23:25	Work on assessment
Last Name		First Name		Account	BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/12/2016 18:38:32	PZW023	PZW023	Inbound Fax	Dealer	Done	05/12/2016 18:38:52	Customer Information
Last Name		First Name		Account	BAC Code		
[REDACTED]							
Comments							
Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/12/2016 13:29:38	PZW023	PZW023	Outbound Email	Dealer	Done	05/12/2016 13:29:49	Jonathan Menge-Svc Mgr Hoonan Chevrolet
Last Name		First Name		Account	BAC Code		
[REDACTED]							
Comments							
Jonathan,							

This email is to follow a voicemail left yesterday. Please provide copies of all service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.
Your cooperation is greatly appreciated.

Note: The customer hasn't contacted us and is not requesting anything.

Sincerely,
Susan Hight
(p) 866-790-5700 x5921238

(f) 866-857-3108
Chevrolet CA Customer Engagement Center

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/11/2016 14:56:08	PZW023	PZW023	Scheduled Follow up		Done	05/12/2016 18:38:56	Monitor for response.
Last Name		First Name		Account	BAC Code		
Comments							
If none escalate to GM CEM							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/11/2016 14:52:47	PZW023	PZW023	Outbound Call Dealer	Left Message	Done	05/11/2016 14:56:06	Jonathan Menge-Svc Mgr Hooman Chevrolet
Last Name		First Name		Account	BAC Code		
[REDACTED]							
Comments							
Called dlr to follow up about 2 emails sent requesting svc records. Provided fax, phone, and email address.							
Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2016 13:32:27	PZW023	PZW023	Scheduled Outbound Call Dir		Done	05/11/2016 14:52:43	Jonathan Menge-Svc Mgr Hooman Chevrolet
Last Name		First Name	Account		BAC Code		
AP: Follow up if no reply to email.							
Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2016 13:32:14	PZW023	PZW023	Outbound Email	Dealer	Done	05/10/2016 13:32:21	Jonathan Menge-Svc Mgr Hooman Chevrolet
Last Name		First Name		Account	BAC Code		
Comments							
Jonathan,							
Please accept this email as a courtesy follow up that I have not received an update from you in the past 24 hours for the below-referenced request.							
Please contact me as soon as possible regarding the below request for service records.							
Customer Last Name:							
Vehicle Information: 2015 Chevrolet Tahoe							

VIN: 1GNSCBKCXFF [REDACTED]

Feel free to respond to this email (Reply with History) or call me directly at 866-790-5700 extension 5921238, whichever works best for you. Thank you for your assistance with addressing this Customer's concern and your help with creating long-term customer satisfaction and loyalty!

Sincerely,

Susan Hight
PH: 866-790-5700 x5921238
Fax: 866-857-3108
Email: Susan.Hight@GM.com
Customer Engagement Center

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/06/2016 18:09:27	PZW023	PZW023	Scheduled Outbound Call Dlr		Done	05/10/2016 13:32:12	Hooman Chevrolet
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]		[REDACTED]		[REDACTED]		

Comments
AP: Follow up with dlr about request for RO's.

Susan/CA CEC/ATX/5921238

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/06/2016 17:54:53	PZW023	PZW023	Outbound Email	Dealer	Done	05/06/2016 18:08:46	Jonathan Menge-Svc Mgr Hooman Chevrolet
Last Name	First Name		Account		BAC Code		
[REDACTED]	[REDACTED]		[REDACTED]		[REDACTED]		

Comments
Jonathan,

In order for us to adequately research the background to this situation, please provide copies of all service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.
Your cooperation is greatly appreciated.

Note: The customer hasn't contacted us and is not requesting anything.

Sincerely,
Susan Hight
(p) 866-790-5700 x5921238
(f) 866-857-3108
Chevrolet CA Customer Engagement Center

Service Request Activity (All)

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/06/2016 17:51:24	PZW023	PZW023	Inbound Email	Dealer	Done	05/06/2016 16:22:24	Hooman Chevrolet BAC 292 [REDACTED]
Last Name	First Name		Account		BAC Code		
[REDACTED]							
Comments							
Response received							
Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/05/2016 15:36:07	PZW023	PZW023	Scheduled Follow up		Done	05/06/2016 17:54:51	Monitor for reply
Last Name		First Name		Account	BAC Code		
Comments							
If none escalate to GM CEM							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/05/2016 15:35:17	PZW023	PZW023	Outbound Email	Dealer	Done	05/05/2016 15:35:33	Hooman Chevrolet BAC 292 [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]							
Comments							
Followed up with dealer							
Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/04/2016 14:11:36	PZW023	PZW023	Scheduled Outbound Email		Done	05/05/2016 15:33:01	Hooman Chevrolet, BAC 292 [REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]							
Comments							
AP: Send new email if no reply to message							
Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/04/2016 14:05:19	PZW023	PZW023	Outbound Call Dealer	Left Message	Done	05/04/2016 14:10:59	Hooman Chevrolet, BAC 292842 Primary CEM/Svc Mgr Jonathan Menge
Last Name		First Name		Account		BAC Code	
[REDACTED]							
Comments							
CRS STS: Calling to follow up about email sent Monday regarding customer [REDACTED] & a 2015 Tahoe in for a brake issue.							

Customer has not called GM, however, due to repeat visits for the same concern we wanted to ck in & verify everything is resolved & ask if you believe it would be a good idea for us to contact the customer.

Please call or email me at your earliest opportunity. My PH # is 866-790-5700 x5921238. My email address is susan.hight@gm.com

Susan/CA CEC/ATX/5921238

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/02/2016 17:38:35	PZW023	PZW023	Scheduled Outbound Call Dir		Done	05/04/2016 14:05:13	Hooman Chevrolet BAC 292 [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]							
Comments							
AP: Call dir if no reply to email							
Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/02/2016 11:22:38	PZW023	PZW023	Scheduled Outbound Call Dir	Cancelled	Done	05/02/2016 17:38:34	Hooman Chevrolet BAC 292 [REDACTED]
Last Name [REDACTED]		First Name [REDACTED]		Account [REDACTED]		BAC Code [REDACTED]	
Comments [REDACTED]							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/02/2016 11:20:59	PZW023	PZW023	Outbound Email	Dealer	Done	05/02/2016 11:22:30	Hooman Chevrolet BAC 292 [REDACTED]
Last Name		First Name		Account		BAC Code	
[REDACTED]							
Comments							
Followed up with dealer							
Susan/CA CEC/ATX/5921238							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/25/2016 18:13:28	PZW023	PZW023	CA CEC	Initial Contact - Dir	Done	04/26/2016 11:50:51	Dealer Contact
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					
Comments							
emailed Dealer							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/25/2016 18:13:14	PZW023	PZW023	CA CEC	VIN Scan Completed	Done	04/25/2016 18:13:26	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[REDACTED]			
Comments			
History SR's? 2			
*8- [REDACTED] TAC US, 2/1/2016: When listening to text it comes out as jibberish and audio screen blacked out and will not show anything including back up camera / Cust has Samsung Galaxy (unknown model), Duplicated concern & after was able to connect Galaxy Note5 & did not duplicate with that phone - TAC advsd concern is related to customers phone if it isn't present with another phone.			
*8- [REDACTED] TAC US, 4/22/2016: Depress brake pedal to to start message with brake pedal depressed, No crank / No DTC's. Replaced brake booster & master cylinder due to excessive brake pedal effort needed. Brake master cylinder leaked fluid into master cylinder. Vehicle returned & brake booster vacuum sensor was then replaced, - Replace bpp sensor and evaluate.			
Goodwill? No			
Branded Title/Blocked Wnty? No/No			
Recalls? 15577			
Special Cvg? No			
CPO Wnty? No			
Svc Contract? No			
Selling? Bunnin Chevrolet			
Service? Bunnin Chevrolet, Hooman Chevrolet			
Susan/CA CEC/ATX/5921238			

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/25/2016 17:41:31	JZTZVN	PZW023	Ownership Changed		Done	04/25/2016 17:41:31	Service Request Ownership has changed FROM: JZTZVN TO: PZW023
Last Name	First Name	Account	BAC Code				
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/25/2016 17:40:39	JZTZVN	PZW023	CA CEC	Initial VIN Scan	Done	04/25/2016 18:13:11	Initial VIN Scan
Last Name	First Name	Account	BAC Code				

SR's associated to this VIN:

8- [REDACTED] TAC
8- [REDACTED] TAC

Tina/BRC CEC/WF/ATX/5911437

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/25/2016 17:40:08	JZTZVN	PZW023	Notify CRM	Other	Done	04/25/2016 18:13:08	New Case Assigned
Last Name	First Name			Account	BAC Code		
Comments							

New Case Assigned

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/25/2016 17:39:40	JZTZVN	PZW023	CA CEC Escalation	Assigned CA CEC Case	Done	04/25/2016 18:13:03	Service Request assigned to CA CEC CRS PZW023 ext. 5921238
Last Name	First Name		Account		BAC Code		
Comments							
Assigned							
4/25/2016 05:39:40 PM							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/25/2016 11:43:40	JZTZVN	JZTZVN	Ownership Changed	Ownership Escalated to BRC	Done	04/25/2016 11:43:40	Ownership Escalated to BRC
Last Name		First Name		Account		BAC Code	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
Comments							

End of Report

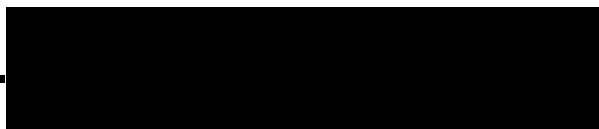
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SR No.	8- [REDACTED]	Ref No.	[REDACTED]	BRC Type	Legal	Business Unit	BRC
Account	Yashar Law	Sita/BAC	[REDACTED]	Cost Ast.	No Goodwill Offered	Area	Legal
Last Name	[REDACTED]	First Name	[REDACTED]	GW SubType		Sub-Area	Lawsuit
Daytime #	[REDACTED]	Evening #	[REDACTED]	Approval	Not Initiated	Safety	
Involved Dir	Hooman Chevrolet Of Culver City	Contact Acct.		UCC	Brakes - Master Cylinder	Updated	Jun 14, 2016 1:22 PM
Serial/VIN #	1GNSCBKCXFR [REDACTED]	Source	White Mail	Priority	Medium	Owner	FZ0935
Model	Yahoe	License #	CHEVROLET	Status	Pending GM Legal Staff Apvl	Opened	May 16, 2016 4:07 PM
Make	Chevrolet	Warranty Start	Apr 9, 2015 12:00 AM	Sub Status	Dissatisfied	Closed	
Year	2015	Mileage	7849	Cust Concern	CA - BRC LEGAL Lawsuit ER (CEC)		
Customer Description	Yashar - CA. This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to LORENA at 5913911. If caller is a customer, refer them to their attorney						

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/24/2016 16:20:43	FZ0935	FZ0935	Outbound Email	DVM/CAM/Field	Done	06/24/2016 16:22:05	CAM: Robert M. Kropp P:805-279-3659 robert.m.kropp.com
Last Name	First Name		Account	BAC Code			
[REDACTED]	[REDACTED]		Yashar Law				

Comments

send letter of removal to CAM

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/24/2016 16:13:18	FZ0935	FZ0935	Correspondence		Done	06/24/2016 16:13:18	Edited BRCLEG_LG0080_CHV, SR#8- [REDACTED]
Last Name	First Name		Account	BAC Code			
[REDACTED]	[REDACTED]		Yashar Law				

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/24/2016 16:07:45	FZ0935	FZ0935	Correspondence		Done	06/24/2016 16:07:45	Created BRCLEG_LG0080_CHV, SR#8- [REDACTED]
Last Name	First Name		Account	BAC Code			
[REDACTED]	[REDACTED]		Yashar Law				

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

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06/24/2016 16:06:44	FZ0935	FZ0935	Correspondence	Done	06/24/2016 16:06:44	Fulfilled: BRCLEG_LG0037, SR#8- [REDACTED]	
Last Name Sjolander		First Name Amy		Account Yashar Law	BAC Code		
Comments							
Created 06/24/2016 16:00:35	Created By FZ0935	Assigned To FZ0935	Activity Type Correspondence	Sub-Type	Status Done	Actual Completion 06/24/2016 16:00:35	Description Created: BRCLEG_LG0037, SR#8- [REDACTED]
Last Name [REDACTED]		First Name		Account Yashar Law	BAC Code		
Comments							
Created 06/22/2016 11:26:33	Created By LZ2NV9	Assigned To FZ0935	Activity Type Notify CRM	Sub-Type Case Review Complete	Status Done	Actual Completion 06/22/2016 13:34:10	Description Recommendation
Last Name [REDACTED]		First Name		Account Yashar Law	BAC Code		
Comments							
Created 06/22/2016 11:26:02	Created By LZ2NV9	Assigned To LZ2NV9	Activity Type GM PreApproval	Sub-Type GM ProAppd	Status Done	Actual Completion 06/22/2016 11:26:25	Description Recommendation
Last Name [REDACTED]		First Name		Account Yashar Law	BAC Code		
Comments Case review complete. Rocky Farias GM LS General Motors Legal Coordinator							
Created 06/14/2016 13:21:58	Created By FZ0935	Assigned To BRCWCASEREV IEW	Activity Type BRC Case Review	Sub-Type Alternate Recommendation	Status Done	Actual Completion 06/22/2016 11:26:01	Description Awaiting case review from Legal Coordinator
Last Name [REDACTED]		First Name		Account Yashar Law	BAC Code		
Comments Lorena/BRCLEGAL/ATX/5913911							
Created 06/14/2016 13:20:27	Created By FZ0935	Assigned To FZ0935	Activity Type BRC Case Review	Sub-Type Submit For Legal Coord Review	Status Done	Actual Completion 06/14/2016 13:21:53	Description Case Submitted for review and assigned to the region queue
Last Name [REDACTED]		First Name		Account Yashar Law	BAC Code		

Comments

Case Submitted for review and assigned to the region queue

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/14/2016 13:12:53	ZZFD85	FZ0935	Notify CRM		Done	06/14/2016 13:20:08	Case Assessment Approved
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/14/2016 13:12:26	ZZFD85	ZZFD85	Manager Review	Case Assessment	Done	06/14/2016 13:12:52	Case Assessment Approved
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
Case Assessment Approved							

Debbie/BRC Legal MU/ATX/X5911118

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/14/2016 13:08:52	FZ0935	ZZFD85	Notify CRM		Done	06/14/2016 13:12:25	case assessment corrections made
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/14/2016 11:48:28	ZZFD85	FZ0935	Notify CRM		Done	06/14/2016 12:55:11	Case Assessment Returned
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
Please see email for corrections							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/11/2016 10:47:54	FZ0935	FZ0935	Inbound Email	Dealer	Done	06/11/2016 10:49:32	from jonathan
Last Name		First Name		Account	BAC Code		
				Yashar Law			

I am unaware of any aftermarket modifications or damage

Generated by fz0935

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/11/2016 10:46:30	FZ0935	FZ0935	Outbound Email	Dealer	Done	06/11/2016 10:47:45	to jonathan minge

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments

Thank you I received the documents, are you aware of any accidents or aftermarket modifications on the vehicle?

Lorena

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/10/2016 15:32:11	FZ0935	FZ0935	Inbound Fax	Dealer	Done	06/10/2016 15:33:08	from Jonathan Minge @ Hooman

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments

received sales docs

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/10/2016 15:31:34	FZ0935	ZZFD85	Notify CRM		Done	06/14/2016 11:48:27	case assessment corrections made

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments

Case Assessment Returned

Debbie/BRC Legal ML/ATX/X5911118

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/10/2016 13:56:29	ZZFD85	FZ0935	Notify CRM		Done	06/10/2016 15:31:33	Case Assessment Returned

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments

Please see email for corrections

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/10/2016 13:38:46	FZ0935	FZ0935	Scheduled Follow up		Done	06/10/2016 15:31:29	flu w/ sales docs
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
escalate if not in yet							
LORENA/BRCLEGAL/ATX/5913911							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/10/2016 13:37:30	FZ0935	FZ0935	Outbound Email	Dealer	Done	06/10/2016 13:38:40	to Jonathan Menge @ Hooman
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Yashar Law	[REDACTED]		
Comments							
Good morning,							
Were you able to find the Sales docs for this vehicle 1GNSCBKCXFR [REDACTED]							
Lorena							
LORENA/BRCLEGAL/ATX/5913911							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/08/2016 09:12:02	FZ0935	FZ0935	Inbound Email	Dealer	Done	06/08/2016 09:13:00	from Jonathan menge @ hooman
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
It is very hard to get those documents. Vehicle was sold under Bunnin... we are now Hooman, I see what I can do.							
Lorena/BRCLEGAL/ATX/5913911							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/07/2016 16:12:31	FZ0935	FZ0935	Outbound Email	Dealer	Done	06/07/2016 16:13:23	to jonathan menge @ hooman
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Yashar Law	[REDACTED]		
Comments							
Good afternoon,							
I received your fax on June 3rd regarding the sales documents for customer [REDACTED] however I did not receive the sales contract where all the							

charges are listed. Can you please fax or email me the sales contract for this purchase? Vin: 1GN5CBKCXFR [REDACTED] 2015 Chevrolet Tahoe.

Thank you,

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/06/2016 13:54:31	FZ0935	FZ0935	Outbound Call Dealer	Continued Documentation	Done	06/06/2016 13:55:37	Jonathan Menge
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Yashar Law			

Comments

*left message

received the sales docs but the sales contract was not included.

provided info for him to call me back

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/03/2016 15:42:34	FZ0935	FZ0935	Outbound Fax	Attorney	Done	06/03/2016 15:43:08	to Nadia Yashar
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Yashar Law			

Comments

requesting sales docs

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/02/2016 15:45:10	FZ0935	ZZFD85	Notify CRM		Done	06/10/2016 13:56:28	Case Assessment complete please review initial offer for review by Legal coordinator
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Yashar Law			

Comments

Case Assessment Returned

Debbie/BRC Legal ML/ATX/X5911118

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/02/2016 15:43:42	FZ0935	FZ0935	BRC LEGAL	Case Assessment Complete	Done	06/02/2016 15:45:05	Case Assessment complete and ready to escalate Thursday June 02, 2016
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Yashar Law			

Generated by 120935

Comments

Case Assessment complete and ready to escalate Thursday June 02, 2016

Confirmed top 5 documents attached - NO - sales docs missing
 Confirmed Case Assessment is correct form and complete - Yes
 Most recent form per Service Center - Yes
 Number of RO's on CA matches GMVIS - Yes
 RO's provided by Attorney included in assessment - NA
 DVM Response attached - Yes
 Vehicle Age/Mileage verified - Yes

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/02/2016 15:40:42	FZ0935	FZ0935	BRC LEGAL	VIN Scan Completed	Done	06/02/2016 15:43:29	Vin scan completed
Last Name		First Name		Account	BAC Code		
				Yashar Law			

Comments

No new info found

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/02/2016 15:20:26	FZ0935	FZ0935	Outbound Call Dealer	Continued Documentation	Done	06/02/2016 15:23:50	spoke to George @ Hooman
Last Name		First Name		Account	BAC Code		
				Yashar Law			

Comments

Adv: I had requested ro's and sales docs last week from Jonathan but never received sales docs

George: i will have him fax that to you asap

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/27/2016 11:38:24	FZ0935	FZ0935	Scheduled Follow up		Done	06/10/2016 13:37:29	f/u for sales docs from dealer
Last Name		First Name		Account	BAC Code		
				Yashar Law			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/24/2016	FZ0935	FZ0935	Outbound Email	DVM/CAM/Field	Done	05/24/2016 13:27:32	to paul byme.. paul wasko on vacation

13:26:16

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments

Good Morning Paul,

I still have not received Sales documents and repair orders from Hooman Chevrolet regarding vin: 1GNSCBKCXFR [REDACTED]
Your help would be greatly appreciated

Thank you,

LORENA/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/23/2016 10:41:08	FZ0935	FZ0935	Scheduled Follow-up		Done	05/24/2016 13:26:15	ftu w/ paul dma for sales docs

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/23/2016 10:39:35	FZ0935	FZ0935	Outbound Email	DVM/CAM/Field	Done	05/23/2016 10:40:44	to Paul wasko

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments
escalation for docs. see attached email

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/20/2016 18:14:16	FZ0935	FZ0935	Scheduled Follow-up		Done	05/24/2016 13:20:27	FTU w/ john minge for docs

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/20/2016 14:12:31	FZ0935	FZ0935	Outbound Email	Dealer	Done	05/20/2016 14:13:20	to minge @ hooman

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments
I have not received any documents at all. I will be waiting for them , fax 585-920-0742.

Thank you.

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/20/2016 14:11:05	FZ0935	FZ0935	Inbound Email	Dealer	Done	05/20/2016 14:12:26	from john menge @ hooman
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
We sent some already. We had to obtain the most recent ones from our corporate office as it was under warranty claim submission. I got them this morning and will be faxed to you today by 12 noon pacific standard time.							
LORENA/BRCLEGAL/ATX/5913911							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/20/2016 13:58:35	FZ0935	FZ0935	Scheduled Follow-up		Done	05/20/2016 18:06:34	F/U for docs if not in by monday.. escalate
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/20/2016 13:57:39	FZ0935	FZ0935	Outbound Email	Dealer	Done	05/20/2016 13:58:30	to Jonathan Menge
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
Just wanted to follow up with you regarding the SALES DOCS & RO's I requested from you. Could you have those to me by Monday?							

Thank you.

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/17/2016 10:05:59	FZ0935	FZ0935	Inbound Email	Field Rep/Wholesale	Done	05/17/2016 10:07:40	response to ack - Paul wasko
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
b							

LORENA/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 18:14:53	FZ0935	FZ0935	Outbound Fax		Done	05/16/2016 18:16:16	Ack local counsel Ruben & Sjolander
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Yashar Law	[REDACTED]		
Comments							
[REDACTED] vs. GM 8 [REDACTED]							
Lorena/BRCLEGAL/ATX/5913911							

Created 05/16/2016 18:12:28	Created By FZ0935	Assigned To FZ0935	Activity Type Outbound Fax	Sub-Type Attorney	Status Done	Actual Completion 05/16/2016 18:13:12	Description atty ack
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
[REDACTED] vs GM [REDACTED]							
Lorena/BRCLEGAL/ATX/5913911							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 18:02:58	FZ0935	FZ0935	Correspondence		Done	05/16/2016 18:02:58	Created:BRCLEG_LG00006. SR#8- [REDACTED]
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		Yashar Law	[REDACTED]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 17:58:24	FZ0935	FZ0935	Outbound Email	DVM/CAMField	Done	05/16/2016 17:59:01	dma ack
Last Name		First Name		Account	BAC Code		
Comments							
see attached email							
Lorena/BRCLEGAL/ATX/5913911							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 17:48:37	FZ0935	FZ0935	Outbound Email	Dealer	Done	05/16/2016 17:50:20	dealer ack
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]					

Comments

Please see attached letter requesting Sales docs and all ro's for vin: 1GNSCBKCXFR [REDACTED]

Thank you,

Lorena

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 17:43:38	FZ0935	FZ0935	Correspondence		Done	05/16/2016 17:43:38	Created BRC LEG - LG0040_CHV. SR#8-
Last Name		First Name		Account	BAC Code		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 17:39:20	FZ0935	FZ0935	Outbound Call Dealer	Dealer Initial	Done	05/16/2016 17:42:59	Alejandra w/ Hooman Chevrolet
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		
Comments							

Adv sts: I need to request some ro's and sales docs for a vehicle. What is the name and email of service manager

Alejandra: Service Manager: Jonathan Menge
E: jonathan.menge@hoomanautomotive.com

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:12:29	BZSXG2	FZ0935	BRC LEGAL	Acknowledgement - Dealer	Done	05/16/2016 17:43:24	Acknowledgement - Dealer
Last Name		First Name		Account	BAC Code		
[REDACTED]		[REDACTED]		[REDACTED]	[REDACTED]		
Comments							

Servicing Dealer: Hooman Chevrolet of Culver City
BAC: 292 [REDACTED]
A: 6101 West Slauson Avenue
Culver City, CA 90230
P: 424-216-7400

Service Manager: Jonathan Menge
E: jonathan.menge@hoomanautomotive.com

Lorena/BRCLEGAL/ATX/5913911

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:12:22	BZSXG2	FZ0935	BRC LEGAL	Acknowledgement - AVM	Done	05/16/2016 17:59:41	Acknowledgement - AVM
Last Name		First Name		Account	BAC Code		
Comments							
DMA: Paul Wasko P: 805-217-2835 E: paul.wasko@om.com							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:12:12	BZSXG2	FZ0935	BRC LEGAL	Acknowledgement - Local Counsel	Done	05/16/2016 18:16:56	Acknowledgement -Local Counsel
Last Name		First Name		Account	BAC Code		
Comments							
Local Counsel: Ruben & Sjolander PC: Amy Sjolander Phone: 310-788-2828 Fax: 310-788-9028 A: 1875 Century Park East, Suite 1050 Los Angeles, CA 90067							
Lorena/BRCLEGAL/ATX/5913911							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:12:08	BZSXG2	FZ0935	BRC LEGAL	Acknowledgement - Atty/Cust	Done	05/16/2016 18:16:51	Acknowledgement - Atty/Cust
Last Name		First Name		Account	BAC Code		
Comments							
Law Firm Info: Yashar Law, APLC PC: Nadia Yashar P#: 310-927-9810 F: 310-928-4579 E: A: 8889 West Olympic Boulevard, Suite PH Beverly Hills, CA 90211							
Date on Demand/Complaint Letter: 05/11/16							
Lorena/BRCLEGAL/ATX/5913911							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016	BZSXG2	FZ0935	BRC LEGAL	VIN Scan Completed	Done	05/16/2016 17:54:06	VIN Scan Performed

16:12:05

Last Name	First Name	Account	BAC Code
[REDACTED]			

Comments
 Previous SR's Found: Yes
 8 [REDACTED] TAC
 opened- 2/1/16 closed- 2/20/16
 Concern: when receiving text and listening to it, it comes out as gibberish and audio screen blacked out and will not show anything including back up camera
 Resolution: Advised the text concern is related to the customer phone if it is not present with another phone, check their contact names and make sure there are no emojis or special icons in the name. Advised to continue attempting to duplicate the concern or advise the customer when the display goes blank verify what controls are working or not working, also press PTT to verify what response is heard. Advised to call back if needed.
 8 [REDACTED] TAC
 opened- 4/22/16 closed- n/a
 Concern: when sitting over night the DIC displays depress brake pedal to start vehicle even tho the customer is already pressing the brake pedal.
 Resolution: -No TSB, PI, internal TAC information or similar cases found for similar concerns. Replace bpp sensor and evaluate.
 8 [REDACTED] BRC CA CEC
 opened- 4/22/16 closed- n/a
 Concern: TAC Comeback: Depress brake pedal to start message with brake pedal depressed. No crank.
 Resolution: This situation will be handled in Legal. Please close this SR.
 Recalls: No
 Branded Title/ Warranty Block - No
 Previous Goodwill- No
 Selling & Servicing Dealer: Hootman Chevrolet of Culver City BAC: 29 [REDACTED]
 A: 6101 West Slauson Avenue
 Culver City, CA 90230 P: 424-216-7400
 Service Manager: Jonathan Menge

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:11:56	BZSXXG2	FZ0935	Notify CRM	Other	Done	05/16/2016 17:17:02	ER NISM has been assigned.

Last Name	First Name	Account	BAC Code
[REDACTED]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:11:53	BZSXXG2	FZ0935	Ownership Changed		Done	05/16/2016 16:11:53	Service Request Ownership has changed FROM: BZSXXG2 TO: FZ0935

Last Name	First Name	Account	BAC Code
[REDACTED]			

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:11:36	BZSXXG2	FZ0935	BRC LEGAL	VIN Scan Completed	Done	05/16/2016 17:16:56	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[REDACTED]			

Comments

VIN Scan Completed. SR's found associated to this VIN:

8- [REDACTED] TAC US
8- [REDACTED] TAC US
8- [REDACTED] BRC LEGAL (CEC)

Joshua/BRC Legal/WF/5911241

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:10:49	BZSXG2	FZ0935	BRC LEGAL	Assigned Lawsuit ER	Done	05/16/2016 16:59:47	Assigned Lawsuit ER
Last Name	First Name		Account		BAC Code		

Comments

Assigned Lawsuit ER

Joshua/BRC LEGAL/WF/5911241

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/16/2016 16:07:19	BZSXG2	BZSXG2	Ownership Changed	Ownership Escalated to BRC	Done	05/16/2016 16:07:19	Ownership Escalated to BRC
Last Name	First Name		Account		BAC Code		
[REDACTED]							
Comments							

End of Report

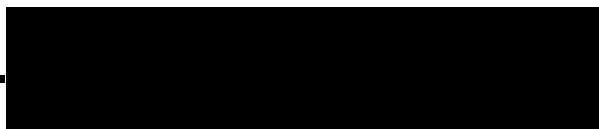
PE18-012

GM

3-27-2019

Q3

8-





Valentino Farias
Legal Coordinator
Phone: 512-389-7057
Fax:
Email: rocky.farias@gm.com

GENERAL MC
LEGAL STAFF
Mail Code: 41
P.O. Box 400
Detroit, MI 48

May 13, 2016

*Attorney Work
Privileged and Co*

Amy Sjolander
Ruben & Sjolander
1875 Century Park East
Suite 1050
Los Angeles, CA 90067

Re: **GM File No.:** [REDACTED]
[REDACTED] v. General Motors LLC

Dear Ms. Sjolander:

This will acknowledge your agreement to represent General Motors in this case.

This case is part of the Early Resolution Program. A representative of the Business Resolution Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation required on your part at this point. Rather, it is requested that you file an answer and do else necessary to comply with the court. Contact me if additional information is needed complete the answer; however, I do not need a copy of the answer to the complaint.

If this case is removed from the Early Resolution Program, the BRC will promptly advise you.

It is also important that you advise us of the names of any of your firm's new timekeepers who will be working on this case. On all written communication, please be sure to include the Case Name and Case Number. Feel free to contact me with any questions.

During the management of this matter if you have concern that the plaintiff's product or GM's engineering assessment, or your own technical analysis of this case raises a potential safety-related issue, please take that concern promptly to me, the Executive Director of Litigation, the North American General Counsel, or the General Counsel. We expect our counsel to be partners in identifying and elevating issues that may impact product safety; attention to this will help GM set the industry standard with respect to customer safety.

Sincerely,
Valentino Farias

Ms. Amy Sjolander, Esquire

May 13, 2016

Page 2

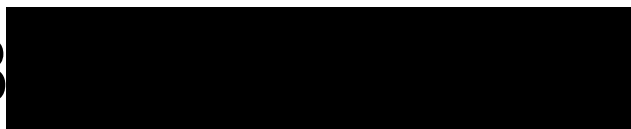
PE18-012

GM

3-27-2019

Q3

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2015 TAHOE 2ND LT		GENERAL MOTORS LLC	
CMA BLACK		/VAG	
H7C JET BLACK		RENTAL/LEASE CENTER	
ORDER NO. 300796/TWB	STOCK NO.	DETROIT MI	6967
VIN 1G2S0800000000000000		VEHICLE INVOICE	117201650
*****6967*****117201650			
MODEL & FACTORY OPTIONS		MSRP	INV AMT
OC15704 TAHOE 2ND LT		\$1505.00	47899.66
ADR SEATS, 2ND ROW BUCKET, POWER		\$50.00	519.20
AVT **UNIT BUILT AFTER OCT 6, 2014		0.00	0.00
CSV GAW RATINGS - 7100 LBS		N/C	N/C
106 CHEVROLET MYLINK AUDIO SYSTEM		495.90	435.60
W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD. OPT. AUDIO SYSTEM)			
L83 ENGINE, 5.3L V8 ECOTEC		N/C	N/C
HVC TRANSMISSION, 6 SPD AUTOMATIC		N/C	N/C
NET MAX TRAILERING PACKAGE:	450.00	396.00	
* REAR AXLE, 3.42 RATIO			
* TRAILER BRAKE CONTROLLER			
* SUSPENSION PACKAGE			
PCB LUXURY PACKAGE:	2940.00	2547.20	
* PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS START			
* SEATS, 2ND ROW 50/40 SPLIT			
* REAR POWER RELEASE			
* HEATED, 2ND ROW SEAT			
* SEATS, 3RD ROW 50/40 SPLIT			
* REAR POWER FOLD			
* STEERING COLUMN, POWER TILT AND TELESCOPIC			
* HEATED STEERING WHEEL			
* FRONT AND REAR PARK ASSIST			
* REAR CROSS TRAFFIC ALERT			
* SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT			
* REAR CROSS TRAFFIC ALERT ADJUSTABLE W/ TURN SIGNAL			
* FRONT FOG LAMP			
* WIRELESS CHARGING			
* HANDSFREE LIFTGATE			
VW ONSTAR(R) 4G LTE WI-FI(R)	0.00	0.00	
WIFI HOTSPOT W/ 3GB/340 DATA TRIAL			
VE 50-STATE EMISSIONS	N/C	N/C	

** CONTINUED ON PAGE 2 **

TELHAW CHEVROLET COMPANY

0099010

VEHICLE DELIVERY/INCENTIVE HISTORY
PROCESSING SOURCE: CDMAGNET05/14/16
04:34:52

PAGE: 1

VIN: 1GKSCBCK7P [REDACTED] BILL TO: 13 MILE TO: 15 ORD NO: 30035M

ORDR: 07/13/15 ORDER FAX: OTYPE: 070 DAVY SS/SITE CD: 13 30103
DATE: 04/09/15 DAVY FAX: DTYPE: 010 SVC TYPE: MILEAGE:

DAVY DOE: 04/10/15 ORDER NY:

CANC:

CANC DOB:

TRADE: 04/10/15

TRD DOE: 04/10/15

SVC IN:

SVC OUT:

STND ORD DT:

PRICE ASSUR DT:

CANC SVC IN:

STND COST:

PRICE ASSUR DT:

CA 90049

---INCENTIVES---

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	CLR	SHR	STAT
FFC	01	13	20103	04/28/15	70.35	CA		0.00	9

PROCESS TYPE: 001

DATA SCE: 010

MISC DATE: 04/09/15

POLICY PRINT CHGT:

CHECK NO:

INC MEND NO: 00043821088

MISC:

SHE:

NTH PUB CD:

ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	CLR	SHR	STAT
SAK	01	13	20103	04/28/15	300.00	CA		0.00	9

PROCESS TYPE: 001

DATA SCE: 010

MISC DATE: 04/09/15

POLICY PRINT CHGT:

CHECK NO:

INC MEND NO: 00043821088

MISC:

SHE:

NTH PUB CD:

ACTV TYPE: 6

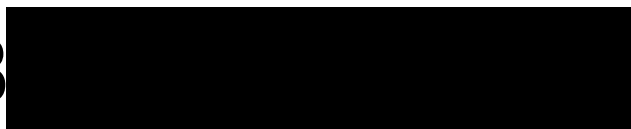
PE18-012

GM

3-27-2019

Q3

8





Registered Vehicle Disclosure Center

Case Number: [REDACTED]
Originator Name: AMY SJOLANDER (310) 788-2828 asjolander@rubenandsjolander.com
Created Date: 10/09/2017

Vehicle Info

*VIN: 1GNSCBKCXFR [REDACTED] MSRP: 57175.0 *TAC #: 8 [REDACTED]
Year: 2015 Make: Chevrolet Model: Tahoe

Vehicle Comments & TAC Explanation:

TAC Comeback: Depress brake pedal to to start message with brake pedal depressed. No crank.

Original Purchase Date: 04/09/2015

* Repurchase Mileage: 28010

Vehicle Owner(s)

* Original Purchase Condition: New

Entity Type: Person

* Names(s) on Title: [REDACTED]

* Title State: [REDACTED]

* Primary Owner: [REDACTED]

* Address: [REDACTED]

* City: [REDACTED]

* State: [REDACTED]

* ZIP Code: 90049

* Day Phone: [REDACTED]

* Home Phone: [REDACTED]

* Cell Phone: [REDACTED]

* E-mail: [REDACTED]

* Fax Phone: [REDACTED]

* Reason Repurchase: Brakes Leak, Brake Noise, Brakes Inoperative (Effort).

UCC Codes (H0107) Brakes - General - Leaks
(H0110) Brakes - General - Noise
(H0106) Brakes - General - Inoperative

Repurchasing Dealer:

* Dealer #: 290 [REDACTED]
Region: 10
* Phone: (424) 216-7400
* Contact Name: John Bolter

Dealer Name: NISSANI BROS CHEVROLET
District: 1114
Fax: (424) 216-7446
* Contact Title: Service Manager E-Mail: [REDACTED]

Repair

* Contact Name: [REDACTED]

* Contact Title: [REDACTED]

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #: [REDACTED]
Firm Name: Yashar Law, APC
Address: 8889 West Olympic Boule.,
City: Beverly Hills
Phone: 310,927,9810

Contact: Nadia Yashar, Esq.
State: CA Zip Code: 90211
Fax: 310,928,4579 E-mail: [REDACTED]

Local Counsel

Firm Name: 143523 - Ruben and Sjola.
Address: 20750 Ventura Blvd, #101
City: Woodland Hills
Phone: (310) 788-2828

Contact Person: AMY SJOLANDER
State: CA Zip Code: 91364
Fax: (310) 788-8028 E-mail: [REDACTED]



Recruited Vehicle Disclosure Center

Case Number: [REDACTED]

Originator Name: AMY SJOLANDER (310) 788-2828 asjolander@rubenandsjolander.com

Created Date: 10/09/2017

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	* Company:	U.S. Bank	Account #:	[REDACTED]
Payoff Amount:	26420.31	Per Diem:	1.44	Payoff Date:	2017-11-09
Contact or Attention:	Consumer Loan Servicing -	Address:	1850 Osborn Avenue	ZIP Code:	54902
City:	Oshkosh	State:	WI	E-mail:	
Day Phone:	800.872.2657	Fax:			

Transaction Details

Siebel Request #:	8 [REDACTED]	* Disposition:	Auction	Trans. State:	CA
* Trans. Type:	Straight	Trans. Source:	Lcl Counsel - Lawsuit - Vol or Mediated		
Compliance Type:		Compliance Date:			
* Closing Date:	2017-10-17	Money to Dealer:	0.0	Money to Manuf.:	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

* Processing Instructions: Please cut joint check for customer and attorney and forward to Local Counsel. Payoff has been confirmed and any overage can be refunded to the customer. Surrender date has been confirmed.

Disbursement(s)

Payment Type	TIN	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	****-3252	[REDACTED]	Yashar Law, APCL	51902.08
Lien Payoff		U.S. Bank		26420.31

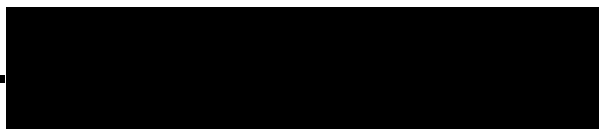
PE18-012

GM

3-27-2019

Q3

8-





Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Service Request Detail

SR No.	8- [REDACTED]	Ref No.		Cost Est.		BRC Type	N/A
Account	Bunnin Chevrolet	Site/BAC	265 [REDACTED]	GW SubType		Business Unit	TAC US
Address	6101 West Slauson Avenue			Approval	Not Initiated	Area	Engine
City	Culver City	Zip	90230	UCC		Sub-Area	Electrical*
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dlr		Safety	No
Daytime #	[REDACTED]	Evening #		Source	Phone	Updated	04/22/2016 13:53:40
Serial/VIN #	1GN5CBKCXFR [REDACTED]	Mileage	10335	Priority	Consultant	License #	CHEVROL ET
Model	Tahoe	Model Year	2015	Status	Open	Owner	RZVD6V
Make	Chevrolet	Warranty Start	04/09/2015 00:00:00	Sub Status	Active	Opened	Apr 22, 2016 1:12 PM
						Closed	
Cust Concern	Depress brake pedal to to start message with brake pedal depressed. No crank.						
Customer Description	NO CRANK DUE TO PRESS BRAKE PEDAL TO START MESSAGE BEING ON WITH BRAKE PEDAL DEPRESSED						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name	Driver First Name		Height		DOB		Disabilities	
Insurance Agent Last Name	Insurance Agent First Name			Phone #		Insurance Agency		

Incident Loc

Incident Desc



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Component					Damage Desc
Vehicle Loc					Add'l Info
Emergency Svc Names					Maint Loc
PAR Detail					
Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	
Primary Veh Use		Inspection Type		Inspected By	Inspection Date/Time



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Veh Damage

Description

Explain Other

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 22, 2016 1:47 PM	RZVD6V	RZVD6V	TAC Outbound Call	CED	Done	04/22/2016 13:58:30	██████ Tech
Last Name		First Name		Account	BAC Code		
████████████████████		████████████████████		Bunnin Chevrolet	265 ██████		

Comments

CED Tier 2 Template:

Caller name/Position - ████████ Tech

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified?, etc.):

- No dtc in any module,
- Original tech replaced the brake booster and brake master cylinder due to excessive brake pedal effort needed to depress brake pedal. Brake master cylinder leaked brake fluid into brake master cylinder,
- Vehicle returned and brake booster vacuum sensor was then replaced,
- Calling for direction,

Advised caller (your suggestions, info source, etc.):

- No TSB, PI, internal TAC information or similar cases found for similar concerns.
- Replace bpp sensor and evaluate.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 22, 2016 1:47 PM	RZVD6V	RZVD6V	Ownership Changed		Done	04/22/2016 13:47:08	Service Request Ownership has changed FROM: ZZ258J TO: RZVD6V
Last Name		First Name		Account	BAC Code		
████████████████████		████████████████████		Bunnin Chevrolet	265 ██████		



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 22, 2016 1:16 PM	ZZ258J	CEDELECTRICAL	TAC Alarm	Follow Up	Done	04/22/2016 13:47:15	call [REDACTED]
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]	Bunnin Chevrolet		265 [REDACTED]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 22, 2016 1:12 PM	ZZ258J	ZZ258J	TAC Inbound Call	Diagnostics	Done	04/22/2016 13:13:54	when sitting over night the DIC displays depress brake pedal to start vehicle even tho the customer is already pressing the brake pedal,
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]	Bunnin Chevrolet		265 [REDACTED]		

Comments

Case Info

BAC: 265 [REDACTED]

State: CA - California

RO: [REDACTED]

Mileage: 10335

Contact: [REDACTED]

Phone: [REDACTED]

VIN: 1G [REDACTED]

SR#: 8- [REDACTED]

Group: Chassis / Electrical

Template Questions

Times In: 4

Days Down: 4

Aftermarket Acc./Modifications: No

Concern Duplicated: No

SI Documents Used: No

Vehicle at Dealer: Yes



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Stock Vehicle: No
Vehicle Towed In: No

Confidential Comments

UCC Information

UCC Code

Description

Symptom

End of Report

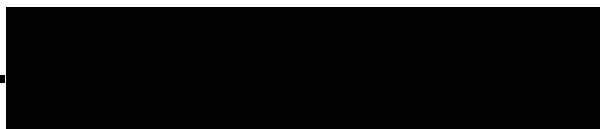
PE18-012

GM

3-27-2019

Q3

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Service Request Activities – UCC PAR

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Service Request Detail

SR No.	8- [REDACTED]	Ref No.		Cost Est.	No Goodwill Offered	BRC Type	Legal
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[REDACTED]			Approval	Not Initiated	Area	CA CEC
City	[REDACTED]	Zip	[REDACTED]	UCC	Brakes - Pedal and Linkage	Sub-Area	Proactive Outreach
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Hooman Chevrolet Of Culver City	Safety	
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	TAC	Updated	05/17/2016 11:23:30
Serial/VIN #	1GN5CBKCFR [REDACTED]	Mileage	10335	Priority	Medium	License # CHEVROL ET	Owner
Model	Tahoe	Model Year	2015	Status	Closed	Opened	Apr 25, 2016 11:41 AM
Make	Chevrolet	Warranty Start	04/09/2015 00:00:00	Sub Status	Unable to Contact	Closed	May 17, 2016 11:23 AM
Cust Concern	TAC Comeback: Depress brake pedal to to start message with brake pedal depressed, No crank,						
Customer Description	Legal SR 8- [REDACTED] has been created. Do not assume or re-open this case. This is a California CEC Case, Do not assume case, Forward any inquiries to Susan at ext. 5921238						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#
Driver Last Name		Driver First Name		Height	DOB		Disabilities	
Insurance Agent Last Name		Insurance Agent First Name		Phone #			Insurance Agency	



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Incident Loc	Incident Desc			
Component	Damage Desc			
Vehicle Loc	Add'l Info			
Emergency Svc Names	Maint Loc			
PAR Detail				
Collision	Non Collision	Property Damage	Thermal Event	Spec Equip
Vehicle Speed		Weather Condition		Prop Owner
Last Service Date		Loc Last Service		Property Location
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description
				Property Type
				Prop Est Repair Cost



Service Request Activities – UCC PAR

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Primary Veh Use

Inspection

Inspected By

Inspection

Type

Date/Time

Veh Damage

Explain Other

Description

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 17, 2016 11:23 AM	PZW023	PZW023	SR Closed - Unable to Contact		Done	05/17/2016 11:23:29	Service Request has been Closed Unable to Contact.
Last Name		First Name		Account		BAC Code	
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:09 PM	BZSXG2	PZW023	Notify CRM	Other	Done	05/17/2016 11:23:12	This situation will be handled in Legal. Please close this SR.
Last Name		First Name		Account		BAC Code	
Comments							
This situation will be handled in Legal. Please close this SR.							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 13, 2016 4:14 PM	PZW023	PZW023	Outbound	Dealer	Done	05/13/2016 16:14:17	Jonathan Menge-Svc Mgr



Service Request Activities – UCC PAR

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Last Name	First Name	Email	Account	BAC Code
[REDACTED]				

Comments
Hi Jon,

I got the records and have reviewed them – thanks!

Unfortunately it looks like the more recent information is missing. I have everything through January but nothing after. Please fax or email the records from February to current at your earliest opportunity

Thanks again for your help

Sincerely,

Susan Hight
PH: 866-790-5700 x5921238
Fax: 866-857-3108
Email: Susan.Hight@GM.com
Customer Engagement Center

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 12, 2016 6:38 PM	PZW023	PZW023	Scheduled Follow-up		Done	05/17/2016 11:23:25	Work on assessment

Last Name	First Name	Email	Account	BAC Code
[REDACTED]				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 12, 2016 6:38 PM	PZW023	PZW023	Inbound Fax	Dealer	Done	05/12/2016 18:38:52	Customer Information

Last Name	First Name	Email	Account	BAC Code
[REDACTED]				



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Comments

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 12, 2016 1:29 PM	PZW023	PZW023	Outbound Email	Dealer	Done	05/12/2016 13:29:49	Jonathan Menge-Svc Mgr Hooman Chevrolet

Last Name	First Name	Account	BAC Code
[REDACTED]			

Comments

Jonathan,

This email is to follow a voicemail left yesterday. Please provide copies of all service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.

Your cooperation is greatly appreciated,

Note: The customer hasn't contacted us and is not requesting anything.

Sincerely,

Susan Hight

(p) 866-790-5700 x5921238

(f) 866-857-3108

Chevrolet CA Customer Engagement Center

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 11, 2016 2:56 PM	PZW023	PZW023	Scheduled Follow up		Done	05/12/2016 18:38:56	Monitor for response

Last Name	First Name	Account	BAC Code
[REDACTED]			



Service Request Activities – UCC PAR

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Comments

If none escalate to GM CEM

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 11, 2016 2:52 PM	PZW023	PZW023	Outbound Call Dealer	Left Message	Done	05/11/2016 14:56:06	Jonathan Menge-Svc Mgr Hooman Chevrolet

Last Name	First Name	Account	BAC Code
[REDACTED]			

Comments

Called dlr to follow up about 2 emails sent requesting svc records. Provided fax, phone, and email address.

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2016 1:32 PM	PZW023	PZW023	Scheduled Outbound Call Dlr		Done	05/11/2016 14:52:43	Jonathan Menge-Svc Mgr Hooman Chevrolet

Last Name	First Name	Account	BAC Code
[REDACTED]			

Comments

AP: Follow up if no reply to email.

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 10, 2016 1:32 PM	PZW023	PZW023	Outbound Email	Dealer	Done	05/10/2016 13:32:21	Jonathan Menge-Svc Mgr Hooman Chevrolet

Last Name	First Name	Account	BAC Code
[REDACTED]			



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Comments

Jonathan,

Please accept this email as a courtesy follow up that I have not received an update from you in the past 24 hours for the below-referenced request.

Please contact me as soon as possible regarding the below request for service records.

Customer Last Name: [REDACTED]

Vehicle Information: 2015 Chevrolet Tahoe

VIN: 1GNSCBKCXFR [REDACTED]

Feel free to respond to this email (Reply with History) or call me directly at 866-790-5700 extension 5921238, whichever works best for you. Thank you for your assistance with addressing this Customer's concern and your help with creating long-term customer satisfaction and loyalty!

Sincerely,

Susan Hight

PH: 866-790-5700 x5921238

Fax: 866-857-3108

Email: Susan.Hight@GM.com

Customer Engagement Center

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 6, 2016 6:09 PM	PZW023	PZW023	Scheduled Outbound Call Dlr		Done	05/10/2016 13:32:12	Hooman Chevrolet

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]		

Comments

AP: Follow up with dlr about request for RO's.

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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May 6, 2016 5:54 PM PZW023 PZW023 Outbound Email Dealer Done 05/06/2016 16:08:46 Jonathan Menge-Svc Mgr
Hooman Chevrolet

Last Name First Name Account BAC Code

Comments

Jonathan,

In order for us to adequately research the background to this situation, please provide copies of all service documents regarding this vehicle within 24 hours. The specific documents needed are:

- All service and body shop repair orders including all internal, customer pay, and warranty repair orders. (Please include copies of both front and back of the documents),

Please fax them to 866-857-3108. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at 1-866-790-5700, extension 5921238.
Your cooperation is greatly appreciated.

Note: The customer hasn't contacted us and is not requesting anything.

Sincerely,

Susan Hight

(p) 866-790-5700 x5921238

(f) 866-857-3108

Chevrolet CA Customer Engagement Center

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 6, 2016 5:51 PM	PZW023	PZW023	Inbound Email	Dealer	Done	05/06/2016 16:22:24	Hooman Chevrolet BAC 292

Last Name First Name Account BAC Code

Comments

Response received

Susan/CA CEC/ATX/5921238

Confidential Comments

Vehicle was last in on 04.19.2016. no faults were found with his concern of excessive brake pedal effort required. You can contact the customer to get perspective on what he is after. There is nothing currently wrong with the vehicle at time of testing.



Generated by fz0935



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Feel free to respond to this email (Reply with History) or call me directly at 866-790-5700 extension 5921238, whichever works best for you. Thank you for your assi

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 4, 2016 2:11 PM	PZW023	PZW023	Scheduled Outbound Email		Done	05/05/2016 15:33:01	Hooman Chevrolet, BAC 292
Last Name	First Name	Account	BAC Code				

Comments

AP: Send new email if no reply to message

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 4, 2016 2:05 PM	PZW023	PZW023	Outbound Call Dealer	Left Message	Done	05/04/2016 14:10:59	Hooman Chevrolet, BAC 292842
Last Name	First Name	Account	BAC Code				

Comments

CRS STS: Calling to follow up about email sent Monday regarding customer & a 2015 Tahoe in for a brake issue.

Customer has not called GM, however, due to repeat visits for the same concern we wanted to ck in & verify everything is resolved & ask if you believe it would be a good idea for us to contact the customer.

Please call or email me at your earliest opportunity. My PH # is 866-790-5700 x5921238. My email address is susan.hight@gm.com

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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May 2, 2016 5:38 PM PZW023 PZW023 Scheduled Outbound Call Dlr Done 05/04/2016 14:05:13

Last Name First Name

Account

BAC Code

Hooman Chevrolet
BAC 292

Comments

AP: Call dlr if no reply to email

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

May 2, 2016 11:22 AM	PZW023	PZW023	Scheduled Outbound Call Dlr	Cancelled	Done	05/02/2016 17:38:34	Hooman Chevrolet BAC 292

Last Name First Name

Account

BAC Code

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

May 2, 2016 11:20 AM	PZW023	PZW023	Outbound Email	Dealer	Done	05/02/2016 11:22:30	Hooman Chevrolet BAC 292

Last Name First Name

Account

BAC Code

Comments

Followed up with dealer

Susan/CA CEC/ATX/5921238

Confidential Comments

Dear Jonathan,

We have been notified that [REDACTED] has had 2 or more visits for the same concern with TAC involvement on his 2015 Chevrolet Tahoe or at least 10 days down. I wanted to ask if you'd like for us to contact the customer in order to further help resolve his vehicle concern per the



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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case(s) below. Also, please provide contact information that you may have on file that will enable us to better reach this Customer:

- Repair Order#: [REDACTED]
- VIN: 1GN5CBKCPH [REDACTED]
- SR Number: [REDACTED] CA CEC / 8- [REDACTED] AC
- Customer Name: [REDACTED]
- Summary of Concern: Depress brake pedal to to start message with brake pedal depressed, No crank / No DTC's. Rplced brake booster & master cylinder due to excessive brake pedal effort needed, Brake master cylinder leaked fluid into master cylinder, Vehicle returned & brake booster vacuum sensor was then replaced. • Replace bpp sensor and evaluate.

Please contact me no later than 3:30 PM on April 26

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 25, 2016 6:13 PM	PZW023	PZW023	CA CEC	Initial Contact - Dir	Done	04/26/2016 11:50:51	Dealer Contact

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments
emailed Dealer

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 25, 2016 6:13 PM	PZW023	PZW023	CA CEC	VIN Scan Completed	Done	04/25/2016 18:13:28	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Comments

History SR's? 2

*8- [REDACTED] TAC US, 2/1/2016: When listening to text it comes out as jibberish and audio screen blacked out and will not show anything including back up camera / Cust has Samsung Galaxy (unknown model). Duplicated concern & after was able to connect Galaxy Note5 & did not duplicate with that phone - TAC advsd concern is related to customers phone if it isn't present with another phone.

*8- [REDACTED] AC US, 4/22/2016: Depress brake pedal to to start message with brake pedal depressed, No crank / No DTC's. Rplced brake booster & master cylinder due to excessive brake pedal effort needed. Brake master cylinder leaked fluid into master cylinder. Vehicle returned & brake booster vacuum sensor was then replaced. • Replace bpp sensor and evaluate.

Goodwill? No

Branded Title/Blocked Wnty? No/No

Recalls? 15577



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Special Cvg? No
CPO Wnty? No
Svc Contract? No
Selling? Bunnin Chevrolet
Service? Bunnin Chevrolet, Hooman Chevrolet

Susan/CA CEC/ATX/5921238

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 25, 2016 5:41 PM	JZTZVN	PZW023	Ownership Changed		Done	04/25/2016 17:41:31	Service Request Ownership has changed FROM: JZTZVN TO: PZW023
Last Name	First Name	Account	BAC Code				

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 25, 2016 5:40 PM	JZTZVN	PZW023	CA CEC	Initial VIN Scan	Done	04/25/2016 18:13:11	Initial VIN Scan
Last Name	First Name	Account	BAC Code				

Comments

SR's associated to this VIN:

8- [REDACTED] TAC
8- [REDACTED] TAC

Tina/BRC CEC/WF/ATX/5911437

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 25, 2016 5:40 PM	JZTZVN	PZW023	Notify CRM	Other	Done	04/25/2016 18:13:08	New Case Assigned
Last Name	First Name	Account	BAC Code				



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[REDACTED]

Comments

New Case Assigned

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 25, 2016 5:39 PM	JZTZVN	PZW023	CA CEC Escalation Account	Assigned CA CEC Case	Done	04/25/2016 18:13:03	Service Request assigned to CA CEC CRS PZW023 ext. 5921238
Last Name	First Name				BAC Code		

[REDACTED]

Comments

Assigned

4/25/2016 05:39:40 PM

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 25, 2016 11:43 AM	JZTZVN	JZTZVN	Ownership Changed Account	Ownership Escalated to BRC	Done	04/25/2016 11:43:40	Ownership Escalated to BRC
Last Name	First Name				BAC Code		

[REDACTED]

Comments

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H50	Brakes - Pedal and Linkage	No Symptom Indicated



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End of Report

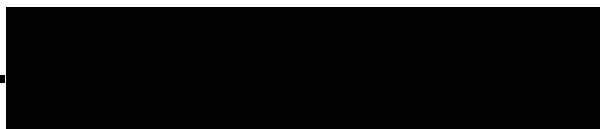
PE18-012

GM

3-27-2019

Q3

8-





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Service Request Detail

SR No.	8- [REDACTED]	Ref No.	[REDACTED]	Cost Est.	No Goodwill Offered	BRC Type	Legal
Account	Yashar Law	Site/BAC	[REDACTED]	GW SubType		Business Unit	BRC
Address	2460 La Condesa Dr			Approval	Not Initiated	Area	Legal
City	Los Angeles	Zip	90049-1222	UCC	Brakes - Master Cylinder	Sub-Area	Lawsuit
Last Name	[REDACTED]	First Name	[REDACTED]	Involved Dir	Hooman Chevrolet Of Culver City	Safety	
Daytime #	[REDACTED]	Evening #	[REDACTED]	Source	White Mail	Updated	06/14/2016 13:22:57
Serial/VIN #	1GN5CBKCXFR [REDACTED]	Mileage	7849	Priority	Medium	License # CHEVROL ET	Owner FZ0935
Model	Tahoe	Model Year	2015	Status	Pending GM Legal Staff Apvl	Opened	May 16, 2016 4:07 PM
Make	Chevrolet	Warranty Start	04/09/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	CA - BRC LEGAL Lawsuit ER (CEC)						
Customer Description	Yashar - CA. This is a BRC Legal Case. Do not assume case. Forward any Attorney Inquiries to LORENA at 5913911. If caller is a customer, refer them to their attorney						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc

Incident Desc



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Component					Damage Desc
Vehicle Loc					Add'l Info
Emergency Svc Names					Maint Loc
PAR Detail					
Collision	Non Collision	Property Damage	Thermal Event	Spec Equip	
Vehicle Speed		Weather Condition		Prop Owner	Property Type
Last Service Date		Loc Last Service		Property Location	Prop Est Repair Cost
Veh Est Repair Cost		Spec Equip Installer		Prop Damage Description	
Primary Veh Use		Inspection Type		Inspected By	Inspection Date/Time



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Veh Damage

Description

Explain Other

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 24, 2016 4:20 PM	FZ0935	FZ0935	Outbound Email	DVM/CAM/Field	Done	06/24/2016 16:22:05	CAM: Robert M. Kropp P:805-279-3659 robert.m.kropp.com
Last Name		First Name	Account		BAC Code		
			Yashar Law				
Comments							
send letter of removal to CAM							
Lorena/BRCLEGAL/ATX/5913911							
Confidential Comments							
RE: Customer Last Name:							
Service Request: 8							
2015 Chevrolet Tahoe							
Vehicle Identification Number: 1GNSCBKCXFR							
Customer Relationship Specialist: Lorena							
PH: 866-790-5700 ext. 5913911							
Fax: 586-920-0742							
Dear Mr. Kropp,							
Please find attached my letter advising of removal and case assessment for the above-referenced case.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 24, 2016 4:13 PM	FZ0935	FZ0935	Correspondence		Done	06/24/2016 16:13:18	Fulfilled: BRCLEG LG0080_CH V, SR#-
Last Name		First Name	Account		BAC Code		
			Yashar Law				



Service Request Activities – UCC PAR

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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 24, 2016 4:07 PM	FZ0935	FZ0935	Correspondence		Done	06/24/2016 16:07:45	Created:BRCLEG_LG0080_CH V, SR#8- [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Yashar Law					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 24, 2016 4:06 PM	FZ0935	FZ0935	Correspondence		Done	06/24/2016 16:06:44	Fulfilled:BRCLEG_LG0037, SR#8- [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Yashar Law					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 24, 2016 4:00 PM	FZ0935	FZ0935	Correspondence		Done	06/24/2016 16:00:35	Created:BRCLEG_LG0037, SR#8- [REDACTED]
Last Name	First Name	Account	BAC Code				
[REDACTED]	[REDACTED]	Yashar Law					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 22, 2016 11:26	LZ2NV9	FZ0935	Notify CRM	Case Review	Done	06/22/2016 13:34:10	Recommendation



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AM		Complete					
Last Name	First Name	Account	BAC Code				
		Yashar Law					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 22, 2016 11:26 AM	LZ2NV9	LZ2NV9	GM PreApproval	GM PreAppd	Done	06/22/2016 11:26:25	Recommendation
Last Name	First Name	Account	BAC Code				
		Yashar Law					
Comments							
Case review complete.							
Rocky Farias GM LS General Motors Legal Coordinator							
Confidential Comments							
Recommend removing file to Ruben and Sjolander,							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2016 1:21 PM	FZ0935	BRCWCASEREVIEW	BRC Case Review	Alternate Recommendation	Done	06/22/2016 11:26:01	Awaiting case review from Legal Coordinator
Last Name	First Name	Account	BAC Code				
		Yashar Law					
Comments							
Lorena/BRCLEGAL/ATX/5913911							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



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Jun 14, 2016 1:20 PM	FZ0935	FZ0935	BRC Case Review	Submit For Legal Coord Review	Done	06/14/2016 13:21:53	
Last Name	First Name	Account	BAC Code		Case Submitted for review and assigned to the region queue		
		Yashar Law					
Comments							
Case Submitted for review and assigned to the region queue							
Lorena/BRCLEGAL/ATX/5913911							
Confidential Comments							
Recommendation of cash settlement \$ 4,000.00 to \$ 5, 000.00 all inclusive							
Rationale: Vehicle had 26 days out of service total and all repairs have been done within the presumptive period							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2016 1:12 PM	ZZFD85	FZ0935	Notify CRM		Done	06/14/2016 13:20:08	Case Assessment Approved
Last Name	First Name	Account	BAC Code		Case Assessment Approved		
		Yashar Law					
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2016 1:12 PM	ZZFD85	ZZFD85	Manager Review	Case Assessment	Done	06/14/2016 13:12:52	Case Assessment Approved
Last Name	First Name	Account	BAC Code		Case Assessment Approved		
		Yashar Law					
Comments							
Case Assessment Approved							
Debbie/BRC Legal ML/ATX/X5911118							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

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Jun 14, 2016 1:08 PM	FZ0935	ZZFD85	Notify CRM		Done	06/14/2016 13:12:25	case assessment corrections made
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 14, 2016 11:48 AM	ZZFD85	FZ0935	Notify CRM		Done	06/14/2016 12:55:11	Case Assessment Returned
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
Please see email for corrections							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2016 10:47 AM	FZ0935	FZ0935	Inbound Email	Dealer	Done	06/11/2016 10:49:32	from jonathan
Last Name		First Name		Account	BAC Code		
				Yashar Law			
Comments							
I am unaware of any aftermarket modifications or damage							
Lorena/BRCLEGAL/ATX/5913911							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 11, 2016 10:46 AM	FZ0935	FZ0935	Outbound Email	Dealer	Done	06/11/2016 10:47:45	to jonathan minge
Last Name		First Name		Account	BAC Code		
				Yashar Law			



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Comments

Thank you I received the documents, are you aware of any accidents or aftermarket modifications on the vehicle?

Lorena

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2016 3:32 PM	FZ0935	FZ0935	Inbound Fax	Dealer	Done	06/10/2016 15:33:08	from Jonathan Menge @ Hooman
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]	Yashar Law				

Comments

received sales docs

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 10, 2016 3:31 PM	FZ0935	ZZFD85	Notify CRM		Done	06/14/2016 11:48:27	case assessment corrections made
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]	Yashar Law				

Comments

Case Assessment Returned

Debbie/BRC Legal ML/ATX/X5911118

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

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Jun 10, 2016 1:56 PM	ZZFD85	FZ0935	Type Notify CRM	Done	06/10/2016 15:31:33	Case Assessment Returned
Last Name	First Name	Account	BAC Code			
		Yashar Law				
Comments						
Please see email for corrections						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Description
Jun 10, 2016 1:38 PM	FZ0935	FZ0935	Scheduled Follow up		Done	flu w/ sales docs
Last Name	First Name	Account	BAC Code			
		Yashar Law				
Comments						
escalate if not in yet						
LORENA/BRCLEGAL/ATX/5913911						
Confidential Comments						
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Description
Jun 10, 2016 1:37 PM	FZ0935	FZ0935	Outbound Email	Dealer	Done	to Jonathan Menge @ Hooman
Last Name	First Name	Account	BAC Code			
		Yashar Law				
Comments						
Good morning,						
Were you able to find the Sales docs for this vehicle 1GN5CBKCXFR64						
Lorena						
LORENA/BRCLEGAL/ATX/5913911						



Service Request Activities – UCC PAR

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 8, 2016 9:12 AM	FZ0935	FZ0935	Inbound Email	Dealer	Done	06/08/2016 09:13:00	from Jonathan menge @ hooman
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]	Yashar Law				

Comments

It is very hard to get those documents. Vehicle was sold under Bunnin... we are now Hooman. I see what I can do.

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 7, 2016 4:12 PM	FZ0935	FZ0935	Outbound Email	Dealer	Done	06/07/2016 16:13:23	to jonathan menge @ hooman
Last Name		First Name	Account		BAC Code		
[REDACTED]		[REDACTED]	Yashar Law				

Comments

Good afternoon,

I received your fax on June 3rd regarding the sales documents for customer [REDACTED] however I did not receive the sales contract where all the charges are listed. Can you please fax or email me the sales contract for this purchase? Vin: 1GN5CBKCXFR [REDACTED] 2015 Chevrolet Tahoe.

Thank you,

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



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Jun 6, 2016 1:54 PM	FZ0935	FZ0935	Outbound Call Dealer	Continued Documentation	Done	06/06/2016 13:55:37	
Last Name	First Name	Account	BAC Code	Jonathan Menge			
		Yashar Law					
Comments							
*left message							
received the sales docs but the sales contract was not included.							
provided info for him to call me back							
Lorena/BRCLEGAL/ATX/5913911							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 3, 2016 3:42 PM	FZ0935	FZ0935	Outbound Fax	Attorney	Done	06/03/2016 15:43:08	to Nadia Yashar
Last Name	First Name	Account	BAC Code				
		Yashar Law					
Comments							
requesting sales docs							
Lorena/BRCLEGAL/ATX/5913911							
Confidential Comments							
Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 2, 2016 3:45 PM	FZ0935	ZZFD85	Notify CRM		Done	06/10/2016 13:56:28	Case Assessment complete please review initial offer for review by Legal coordinator
Last Name	First Name	Account	BAC Code				
		Yashar Law					
Comments							
Case Assessment Returned							
Debbie/BRC Legal ML/ATX/X5911118							



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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 2, 2016 3:43 PM	FZ0935	FZ0935	BRC LEGAL	Case Assessment Complete	Done	06/02/2016 15:45:05	Case Assessment complete and ready to escalate Thursday June 02, 2016

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments

Case Assessment complete and ready to escalate Thursday June 02, 2016

Confirmed top 3 documents attached - NO - sales docs missing
Confirmed Case Assessment is correct form and complete - Yes
Most recent form per Service Center - Yes
Number of RO's on CA matches GMVIS - Yes
RO's provided by Attorney included in assessment - NA
DVM Response attached - Yes
Vehicle Age/Mileage verified - Yes

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 2, 2016 3:40 PM	FZ0935	FZ0935	BRC LEGAL	VIN Scan Completed	Done	06/02/2016 15:43:29	Vin scan completed

Last Name	First Name	Account	BAC Code
		Yashar Law	

Comments

No new info found

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments



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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jun 2, 2016 3:20 PM	FZ0935	FZ0935	Outbound Call Dealer	Continued Documentation	Done	06/02/2016 15:23:50	spoke to George @ Hooman
Last Name		First Name		Account		BAC Code	
				Yashar Law			
Comments							
Adv: I had requested ro's and sales docs last week from Jonathan but never received sales docs							
George: I will have him fax that to you asap							
Lorena/BRCLEGAL/ATX/5913911							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 27, 2016 11:38 AM	FZ0935	FZ0935	Scheduled Follow up		Done	06/10/2016 13:37:29	f/u for sales docs from dealer
Last Name		First Name		Account		BAC Code	
				Yashar Law			
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 24, 2016 1:26 PM	FZ0935	FZ0935	Outbound Email	DVM/CAM/Field	Done	05/24/2016 13:27:32	to paul byrne.. paul wasko on vacation
Last Name		First Name		Account		BAC Code	
				Yashar Law			
Comments							
Good Morning Paul,							
I still have not received Sales documents and repair orders from Hooman Chevrolet regarding vin: 10NSCBKXFR							
Your help would be gladly appreciated							



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Thank you.

LORENA/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 23, 2016 10:41 AM	FZ0935	FZ0935	Scheduled Follow-up		Done	05/24/2016 13:26:15	f/u w/ paul dina for sales docs
Last Name		First Name		Account		BAC Code	
				Yashar Law			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 23, 2016 10:39 AM	FZ0935	FZ0935	Outbound Email	DVM/CAM/Field	Done	05/23/2016 10:40:44	to Paul wasko
Last Name		First Name		Account		BAC Code	
				Yashar Law			

Comments

escalation for docs, see attached email

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 20, 2016 6:14 PM	FZ0935	FZ0935	Scheduled Follow-up		Done	05/24/2016 13:20:27	F/U w/ John Menge for docs
Last Name		First Name		Account		BAC Code	
				Yashar Law			

Comments



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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 20, 2016 2:12 PM	FZ0935	FZ0935	Outbound Email	Dealer	Done	05/20/2016 14:13:20	to mence @ hooman
Last Name		First Name		Account	BAC Code		
				Yashar Law			

Comments

I have not received any documents at all. I will be waiting for them . fax 586-920-0742

Thank you

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 20, 2016 2:11 PM	FZ0935	FZ0935	Inbound Email	Dealer	Done	05/20/2016 14:12:26	from john mence @ hooman
Last Name		First Name		Account	BAC Code		
				Yashar Law			

Comments

We sent some already. We had to obtain the most recent ones from our corporate office as it was under warranty claim submission. I got them this morning and will be faxed to you today by 12 noon pacific standard time,

LORENA/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 20, 2016 1:58 PM	FZ0935	FZ0935	Scheduled Follow-up		Done	05/20/2016 18:06:34	F/U for docs if not in by monday.. escalate
Last Name		First Name		Account	BAC Code		
				Yashar Law			



Service Request Activities – UCC PAR

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Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 20, 2016 1:57 PM	FZ0935	FZ0935	Outbound Email	Dealer	Done	05/20/2016 13:58:30	to Jonathan Menge
Last Name		First Name	Account		BAC Code		
[REDACTED]			Yashar Law				

Comments

Just wanted to follow up with you regarding the SALES DOCS & RO's I requested from you. Could you have those to me by Monday?

Thank you,

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 17, 2016 10:05 AM	FZ0935	FZ0935	Inbound Email	Field Rep/Wholesale	Done	05/17/2016 10:07:40	response to ack - Paul wasko
Last Name		First Name	Account		BAC Code		
[REDACTED]			Yashar Law				

Comments

b

LORENA/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 6:14 PM	FZ0935	FZ0935	Outbound Fax		Done	05/16/2016 18:16:16	Ack local counsel Ruben & Sjolander
Last Name		First Name	Account		BAC Code		
[REDACTED]			Yashar Law				



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Comments

vs, GM 8

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 6:12 PM	FZ0935	FZ0935	Outbound Fax	Attorney	Done	05/16/2016 18:13:12	atty ack
Last Name	First Name	Account	BAC Code				
		Yashar Law					

Comments

vs GM 8

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 6:02 PM	FZ0935	FZ0935	Correspondence		Done	05/16/2016 18:02:58	Created: BRCLEG LG0006, SR
Last Name	First Name	Account	BAC Code				
		Yashar Law					

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 5:58 PM	FZ0935	FZ0935	Outbound Email	DVM/CAM/Field	Done	05/16/2016 17:59:01	dma ack
Last Name	First Name	Account	BAC Code				



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Comments

see attached email

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 5:48 PM	FZ0935	FZ0935	Outbound Email	Dealer	Done	05/16/2016 17:50:20	dealer ack

Last Name	First Name	Account	BAC Code
[REDACTED]			

Comments

Please see attached letter requesting Sales docs and all ro's for vin: 1GN5CBKCXFR [REDACTED]

Thank you,

Lorena

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 5:43 PM	FZ0935	FZ0935	Correspondence		Done	05/16/2016 17:43:36	Created: BRCLEG_LG0040_CH V, SR# [REDACTED]

Last Name	First Name	Account	BAC Code
[REDACTED]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description



Service Request Activities – UCC PAR

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May 16, 2016 5:39 PM FZ0935 FZ0935 Outbound Call Dealer Dealer Initial Done 05/16/2016 17:42:59 Alejandra w/ Hooman Chevrolet

Last Name	First Name	Account	BAC Code

Comments

Adv sts: I need to request some ro's and sales docs for a vehicle. What is the name and email of service manager

Alejandra: Service Manager: Jonathan Menge
E: jonathan.menge@hoomanautomotive.com

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:12 PM	BZSXG2	FZ0935	BRC LEGAL	Acknowledgement - Dealer	Done	05/16/2016 17:43:24	Acknowledgement - Dealer

Last Name	First Name	Account	BAC Code

Comments

Servicing Dealer: Hooman Chevrolet of Culver City
BAC: 292
A: 6101 West Slauson Avenue
Culver City, CA 90230
P: 424-216-7400

Service Manager: Jonathan Menge
E: jonathan.menge@hoomanautomotive.com

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:12 PM	BZSXG2	FZ0935	BRC LEGAL	Acknowledgement - AVM	Done	05/16/2016 17:59:41	Acknowledgement - AVM

Last Name	First Name	Account	BAC Code



Service Request Activities – UCC PAR

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Comments

DMA: Paul Wasko

P: 805-217-2835

E: paul.wasko@gm.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:12 PM	BZSXG2	FZ0935	BRC LEGAL	Acknowledgement - Local Counsel	Done	05/16/2016 18:16:56	Acknowledgement - Local Counsel
Last Name	First Name		Account		BAC Code		



Comments

Local Counsel: Ruben & Sjolander

PC: Amy Sjolander

Phone: 310-788-2828

Fax: 310-788-9028

A: 1875 Century Park East, Suite 1050

Los Angeles, CA 90067

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:12 PM	BZSXG2	FZ0935	BRC LEGAL	Acknowledgement - Atty/Cust	Done	05/16/2016 18:16:51	Acknowledgement - Atty/Cust
Last Name	First Name		Account		BAC Code		



Comments

Law Firm Info: Yashar Law, APLC

PC: Nadia Yashar

P#: 310-927-9810

F: 310-928-4579

E:



Service Request Activities – UCC PAR

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A: 8889 West Olympic Boulevard, Suite PH
Beverly Hills, CA 90211

Date on Demand/Complaint Letter: 05/11/16

Lorena/BRCLEGAL/ATX/5913911

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:12 PM	BZSXG2	FZ0935	BRC LEGAL	VIN Scan Completed	Done	05/16/2016 17:54:06	VIN Scan Performed
Last Name	First Name	Account	BAC Code				

Comments

Previous SR's Found: Yes

8- TAC

opened- 2/1/16 closed- 2/20/16

Concern: when receiving text and listening to it it comes out as jibberish and audio screen blacked out and will not show anything including back up camera

Resolution: Advised the text concern is related to the customer phone if it is not present with another phone, check their contact names and make sure there are no emojis or special icons in the name. Advised to continue attempting to duplicate the concern or advise the customer when the display goes blank verify what controls are working or not working, also press PTT to verify what response is heard. Advised to call back if needed.

8- AC

opened- 4/22/16 closed- n/a

Concern: when sitting over night the DIC displays depress brake pedal to start vehicle even tho the customer is already pressing the brake pedal.

Resolution: -No TSB, PI, internal TAC information or similar cases found for similar concerns. Replace bpp sensor and evaluate.

8- BRC CA CEC

opened- 4/25/16 closed- n/a

Concern: TAC Comeback: Depress brake pedal to to start message with brake pedal depressed, No crank.

Resolution: This situation will be handled in Legal. Please close this SR.

Recalls: No

Branded Title/ Warranty Block – No

Previous Goodwill- No

Selling & Servicing Dealer: Hooman Chevrolet of Culver City BAC: 292

A: 6101 West Slauson Avenue

Culver City, CA 90230 P: 424-216-7400

Service Manager: Jonathan Menge



Service Request Activities – UCC PAR

Report Date: Friday, June 24, 2016

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Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:11 PM	BZSXG2	FZ0935	Notify CRM Account	Other	Done	05/16/2016 17:17:02	ER NISM has been assigned.

Last Name: [REDACTED] First Name: [REDACTED]

[REDACTED]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:11 PM	BZSXG2	FZ0935	Ownership Changed Account		Done	05/16/2016 16:11:53	Service Request Ownership has changed FROM: BZSXG2 TO: FZ0935

Last Name: [REDACTED] First Name: [REDACTED]

[REDACTED]

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:11 PM	BZSXG2	FZ0935	BRC LEGAL Account	VIN Scan Completed	Done	05/16/2016 17:16:56	VIN Scan Performed

Last Name: [REDACTED] First Name: [REDACTED]

[REDACTED]

Comments

VIN Scan Completed. SR's found associated to this VIN:

8- [REDACTED] TAC US
8- [REDACTED] TAC US
8- [REDACTED] BRC LEGAL (CEC)

Joshua/BRC Legal/WF/5911241

Confidential Comments



Service Request Activities – UCC PAR

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Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:10 PM	BZSXG2	FZ0935	BRC LEGAL	Assigned Lawsuit ER	Done	05/16/2016 16:59:47	Assigned Lawsuit ER
Last Name		First Name		Account		BAC Code	
[REDACTED]							
Comments							
Assigned Lawsuit ER							
Joshua/BRC LEGAL/WF/5911241							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
May 16, 2016 4:07 PM	BZSXG2	BZSXG2	Ownership Changed	Ownership Escalated to BRC	Done	05/16/2016 16:07:19	Ownership Escalated to BRC
Last Name		First Name		Account		BAC Code	
[REDACTED]							
Comments							
Confidential Comments							

UCC Information

UCC Code	Description	Symptom
H40	Brakes - Master Cylinder	Inoperative
H46	Brakes - Booster - Hydro / Vac or Pump	Inoperative
N05	Electrical - Chassis / Body Harness / BCM - Body Control Module	Inoperative
R22	Electrical - Cellular Phone / Related Equipment	Reception - Poor
N01	Electrical - General	No Symptom Indicated



Service Request Activities – UCC PAR

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End of Report

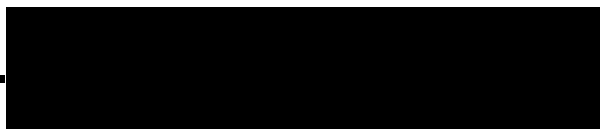
PE18-012

GM

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Q3

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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: 1GN5CBKCXFR [REDACTED] Model: CC15706-2015 TAHOE 1/2 TON 2WD
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: CC15706-2015 TAHOE 1/2 TON 2WD Order Number: SJXFFM
Gross Vehicle Weight: 3,223 Build Date: 03/23/2015
Build Plant: R

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.

1LT - 1LT PACKAGE	1SZ - OPTION PACKAGE DISCOUNT
4AA - INTERIOR TRIM	6RA - COMPONENT FRT LH COMPUTER
7RA - COMPONENT FRT RH COMPUTER	8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER	A31 - EXPRESS DOWN, EXPRESS UP POWER POWER WINDOWS
A45 - DRIVER SEAT, MEMORY ADJUST	AG2 - PWR SEAT ADJUSTER, FRONT PASSENGER
AKJ - WINDSHIELD STYLE SHADE BAND	AKK - WINDSHIELD, LAMINATED GLASS
AKO - GLASS, DEEP-TINTED	AKX - WINDSHIELD TYPE SOLAR ABSORB
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AN3 - SEATS, FRONT FULL FEATURE LEATHER APPOINTED BUCKETS & CENTER CONSOLE, FLOOR W/ USB PORTS
AP9 - CARGO NET	ARL - PLANT CODE- ARLINGTON, TX
AS8 - SEATS, 3RD ROW 60/40 SPLIT - BENCH, POWER FOLD	ATH - PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS ENTRY
ATN - SEATS, 2ND ROW BUCKET, POWER	AU3 - POWER DOOR LOCK SYSTEM
AVF - **UNIT BUILT AFTER OCT 6, 2014	AXP - VEHICLE TYPE VEHICLE TYPE - NOT REQUIRED
AYQ - AIRBAGS	B30 - COLOR KEYED CARPET
B58 - FLOOR MATS, CARPETED, FRT/RR	BTM - KEYLESS START
BTV - REMOTE VEHICLE START	BVE - RUNNING BOARDS, ASSIST STEPS
C25 - INTERMITTENT FRONT WIPERS	C49 - REAR WINDOW DEFROSTER

C5Y - GVW RATING - 7100 LBS	CE1 - WINDSHIELD WIPERS, RAIN SENSING
CJ4 - CLIMATE CONTROL, TRI-ZONE AUTOMATIC	D07 - CENTER CONSOLE, FLOOR
DCP - PROCESSING DIRECTIONS & CONNECTIONS SERVICE PACKAGE	DD8 - INSIDE REARVIEW MIRROR, AUTO DIMMING
DL3 - POWER HEATED OUTSIDE MIRROR, ADJUSTABLE W/ TURN SIGNAL	EF7 - COUNTRY CODE, U.S.A.
FHO - VEHICLE FUEL GASOLINE E10	G80 - AUTO LOCKING REAR DIFFERENTIAL
GBA - BLACK	GU6 - REAR AXLE 3.42 RATIO
H2U - JET BLACK	I15 - ENGINEERING YEAR 2015
IO6 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION (REPLACES STD./OPT. AUDIO SYSTEM)	JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
JF4 - POWER ADJUSTABLE PEDALS	JL1 - TRAILER BRAKE CONTROLLER
K34 - CRUISE CONTROL	K4C - WIRELESS CHARGING
KA6 - HEATED 2ND ROW SEATS	KC4 - ENGINE OIL COOLING SYSTEM
KG4 - ALTERNATOR, 150 AMPS	KI4 - POWER OUTLET, 110-VOLT AC
KNP - HD AUX TRANS. COOLING SYS	L83 - ENGINE, 5.3L V8 ECOTEC3
MAH - MARKETING AREA NORTH AMERICA	MYC - TRANSMISSION, 6 SPD AUTOMATIC
N38 - STEERING COLUMN, POWER TILT & TELESCOPIC	NHT - MAX TRAILERING PACKAGE: * REAR AXLE, 3.42 RATIO * TRAILER BRAKE CONTROLLER * SUSPENSION PACKAGE
NP5 - LEATHER WRAP STEERING WHEEL	NU5 - EMISSION SYSTEM CALIFORNIA
PCK - LUXURY PACKAGE: * PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS START * SEATS, 2ND ROW 60/40 SPLIT BENCH POWER RELEASE * HEATED, 2ND ROW SEATS * SEATS, 3RD ROW 60/40 SPLIT BENCH POWER FOLD * STEERING COLUMN, POWER TILT AND TELESCOPIC * HEATED STEERING WHEEL * FRONT AND REAR PARK ASSIST * REAR CROSS TRAFFIC ALERT * SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT * REAR CROSS TRAFFIC ALERT ADJUSTABLE W/ TURN SIGNAL * FRONT FOG LAMPS * WIRELESS CHARGING * HANDSFREE LIFTGATE	PZX - WHEELS, 18" BRIGHT-MACHINED ALUMINUM
R6Q - FLEET PROCESSING OPTION	R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM
RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL	RKX - TIRES, ALL SEASON
RUF - WHEEL, 17" STEEL SPARE	SAF - SPARE TIRE LOCK
SLM - STOCK ORDERS	SLT - SALES PACKAGE
T3U - FRONT FOG LAMPS	TC2 - HANDS FREE LIFTGATE
TG5 - SINGLE-SLOT CD/MP3 PLAYER	U2M - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS
U77 - ANTENNA RR WINDOW, RADIO	UD5 - FRONT AND REAR PARK ASSIST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - 6 MTH ONSTAR(R) DIRECTIONS & CONNECTIONS W/ AUTOMATIC CRASH RESPONSE & TURN-BY-TURN NAV PLUS 5-YEAR ONSTAR BASIC PLAN (OMITS SAFETY, SECURITY & NAV) (SEE ONSTAR.COM)
UEU - FORWARD COLLISION ALERT	UFG - REAR CROSS TRAFFIC ALERT
UFL - LANE DEPARTURE WARNING	UG1 - UNIVERSAL HOME REMOTE
UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)	UK3 - STEERING WHEEL AUDIO CONTROLS
UKC - SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT	UMN - SPEEDOMETER, MILES & KILO, MILES FOR ODOMETER

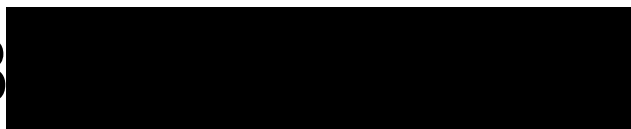
PE18-012

GM

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Q3

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

INTERFACE WITH CUSTOMER

View Vehicle Component Summary



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

Vehicle Information

VIN: 1GNSCBKCXFR [REDACTED] Model: CC15706-2015 TAHOE 1/2 TON 2WD
 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 Component

Component Code: 61-TRANSMISSION	Traceability: 572857
Source Plant: 0-	Part / Number Broadcast:
Date Scanned: 03/23/2015	Time Scanned: 17:07:00 Scan Station:
Component Code: 99-SPEAKER AMPLIFIER	Traceability: 274554071
Source Plant: B-BOSE FRAMINGHAM, MASSACHUSETTS	Part / Number Broadcast: 3708
Date Scanned: 03/23/2015	Time Scanned: 21:44:00 Scan Station: 01
Component Code: AH-IR-SENSOR ASM-LEFT	Traceability: AAEECA105
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676
Date Scanned: 03/23/2015	Time Scanned: 21:44:00 Scan Station: 01
Component Code: AJ-IR-SENSOR ASM-RIGHT	Traceability: A61C8A105
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8676
Date Scanned: 03/23/2015	Time Scanned: 21:44:00 Scan Station: 01
Component Code: AT-RIGHT SIDE IMPACT SENSING MODULE	Traceability: P34340441
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8677
Date Scanned: 03/23/2015	Time Scanned: 21:44:00 Scan Station: 01
Component Code: AU-LEFT SIDE IMPACT SENSING MODULE	Traceability: P3434DB12
Source Plant: D-ALLIED SIGNAL BSRD	Part / Number Broadcast: 8677
Date Scanned: 03/23/2015	Time Scanned: 21:44:00 Scan Station: 01
Component Code: BR-SENSOR ASSY - (PSIR) PRESENCE DETECTOR	Traceability: 02550EJYX
Source Plant: S-	Part / Number Broadcast: 3680
Date Scanned: 03/23/2015	Time Scanned: 21:44:00 Scan Station: 01
Component Code: CB-SEQ NUM (FLEX) BODY ASM	Traceability: 3150617
Source Plant: -	Part / Number Broadcast: 1ZZ
Date Scanned: 03/11/2015	Time Scanned: 01:30:00 Scan Station:
Component Code: CG-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 0775243
Source Plant: -	Part / Number Broadcast: 1GG
Date Scanned: 03/21/2015	Time Scanned: 15:21:00 Scan Station:
Component Code: CH-SEQ NUM (FLEX) PAINT PROCESS	Traceability: 0777545
Source Plant: -	Part / Number Broadcast: 1HH
Date Scanned: 03/21/2015	Time Scanned: 02:52:00 Scan Station:

6/24/2016

Global Warranty Management

Component Code: CN-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 03/23/2015

Traceability: 0779075
Part / Number Broadcast: 1EE
Time Scanned: 10:34:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM
Source Plant: -
Date Scanned: 03/23/2015

Traceability: 0745810
Part / Number Broadcast: 1AZ
Time Scanned: 12:08:00 Scan Station:

Component Code: DA---
Source Plant: D-
Date Scanned: 03/23/2015

Traceability: A1DFDB905
Part / Number Broadcast: 8678
Time Scanned: 21:44:00 Scan Station: 01

Component Code: DB---
Source Plant: D-
Date Scanned: 03/23/2015

Traceability: AE412B905
Part / Number Broadcast: 8678
Time Scanned: 21:44:00 Scan Station: 01

Component Code: DV---
Source Plant: Q-
Date Scanned: 03/23/2015

Traceability: 079306415
Part / Number Broadcast: 0598
Time Scanned: 21:44:00 Scan Station: 01

Service Agent Installed Component

Vehicle has no current record of vehicle component.

Global Warranty Management: [Site Map](#)

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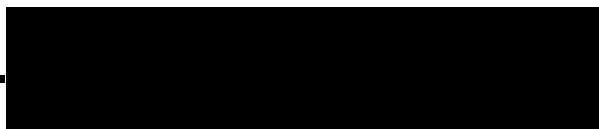
PE18-012

GM

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Q3

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Global Warranty Management: [Home](#) > [Interface With Customer](#) > [View Vehicle Delivery Information](#)**INTERFACE WITH
CUSTOMER**

View Vehicle Delivery Information



This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

Vehicle Information

VIN: 1GN5CBKCXFR [REDACTED] Model: CC15706-2015 TAHOE 1/2 TON 2WD
Service Contract: No Branded Title: No Warranty Block: No POI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: [Open](#)

[REQUEST MAINTENANCE](#)

Invoice Information

Invoicing Service Agent: [REDACTED]
SELMAN CHEVROLET COMPANY
1800 E CHAPMAN
ORANGE CA 92867-7797 7146333521

Invoice Date: 03/24/2015

Ship to Information

Ship to Service Agent: [REDACTED]
SELMAN CHEVROLET COMPANY
1800 E CHAPMAN
ORANGE CA 92867-7797 7146333521

Ship to Date: N/A

Delivery Information

Delivery Service Agent: [REDACTED]
BUNNIN CHEVROLET
6101 WEST SLAUSON AVENUE
CULVER CITY CA 90230-6419 4242167400

Delivery Date: 04/09/2015
Delivery Type: 010 - INDIVIDUAL
Delivery Odometer: 75

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

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

For this vehicle:

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

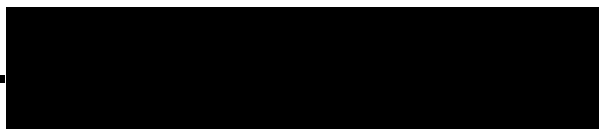
PE18-012

GM

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Q3

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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: 1GNSCBKCXFR [REDACTED] Model: CC15706-2015 TAHOE 1/2 TON 2WD
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](#)

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Customer Satisfaction Program	N150577	15577	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

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: QMU2D34V XM Status: Active
OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	04/13/2015	04/09/2015	75 MI	04/09/2018	50,075 MI
	Emission Select Component Ltd	04/13/2015	04/09/2015	75 MI	04/09/2023	80,075 MI

Wty					
Emission Select State Component Ltd Wty	04/13/2015	04/09/2015	75 MI	04/09/2022	70,075 MI
Powertrain Limited Warranty	04/13/2015	04/09/2015	75 MI	04/09/2020	100,075 MI
Chevrolet 2 Year Scheduled Maintenance	04/13/2015	04/09/2015	75 MI	04/09/2017	24,075 MI
Bumper to Bumper Limited Warranty	04/13/2015	04/09/2015	75 MI	04/09/2018	36,075 MI
Corrosion Limited Warranty	04/13/2015	04/09/2015	75 MI	04/09/2021	100,075 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
04/19/2016	197015	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	10,335 MI
01/30/2016	192317	ZREG----Regular Vehicle Transaction		5410030 - Body Control Module Replacement	7,849 MI
01/30/2016	192317	ZREG----Regular Vehicle Transaction		2810335 - Radio Reprogramming with SPS	7,849 MI
10/06/2015	184663	ZREG----Regular Vehicle Transaction	Add Credit	4023850 - Vacuum Pump Assembly Replacement	5,545 MI
10/06/2015	184663	ZREG----Regular Vehicle Transaction	Full Debit - Reversal	4023850 - Vacuum Pump Assembly Replacement	5,545 MI
10/06/2015	184663	ZREG----Regular Vehicle Transaction		4023850 - Vacuum Pump Assembly Replacement	5,545 MI
09/22/2015	183738	ZREG----Regular Vehicle Transaction		2440100 - Master Cylinder Replacement	4,962 MI
09/22/2015	183738	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	4,962 MI
03/30/2015	A41459	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management: [Site Map](#)

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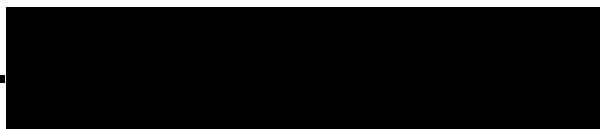
PE18-012

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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: 1GNSCBKCXFF [REDACTED] Model: CC15706-2015 TAHOE 1/2 TON 2WD
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: 04/19/2016	Job Card Number: [REDACTED]	Transaction Detail
Repair Service Agent: [REDACTED] HOOMAN CHEVROLET OF CULVER CITY 6101 WEST SLAUSON AVENUE CULVER CITY CA 90230-6419 4242167400		Odometer Reading: 10,335 MI Authorization Code:
Process Date: 05/16/2016 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 Line Total: USD 50.00		

Job Card Date: 01/30/2016	Job Card Number: [REDACTED]	Transaction Detail
Repair Service Agent: [REDACTED] HOOMAN CHEVROLET OF CULVER CITY 6101 WEST SLAUSON AVENUE CULVER CITY CA 90230-6419 4242167400		Odometer Reading: 7,849 MI Authorization Code:
Process Date: 02/11/2016 Transaction Type: ZREG----Regular Vehicle Transaction Transaction Expense Category: Warranty Customer Complaint Code: 0523-Features/Controls/Displays - Lights Job Card Line #: 1 Transaction Adjustment: Cause Code: 6573-Module/Component - No/Incorrect Communication Labour Op 5410030-Body Control Module Replacement Causal Part Number 00000000013587704-MODULE ASM-BODY CONT		

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

Line Total: USD 315.67

Job Card Date: 01/30/2016**Job Card Number:** [REDACTED]**Transaction Detail**

Repair Service Agent: [REDACTED]
HOOMAN CHEVROLET OF CULVER CITY
6101 WEST SLAUSON AVENUE
CULVER CITY CA 90230-6419
4242167400

Odometer Reading: 7,849 MI

Authorization Code:

Process Date:

02/11/2016

Transaction Type:

ZREG----Regular Vehicle Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0223-Audio/Entertainment/Navigation -
Communication

Job Card Line #: 3

Transaction Adjustment:

Cause Code: 3067-Rotating Part -
Resonance / from foreign part

Labour Op 2810335-Radio Reprogramming with SPS

Causal Part Number

Line Total: USD 68.50

Job Card Date: 10/06/2015**Job Card Number:** 184663**Transaction Detail**

Repair Service Agent: 265509
BUNNIN CHEVROLET
6101 WEST SLAUSON AVENUE
CULVER CITY CA 90230-6419
4242167400

Odometer Reading: 5,545 MI

Authorization Code:

Process Date:

11/03/2015

Transaction Type:

ZREG----Regular Vehicle
Transaction

Transaction Expense Category:

Warranty

Customer Complaint Code:

0390-Engine/Fuel/Exhaust - Other
issues

Job Card Line #: 1

Transaction Adjustment: Add Credit

Cause Code: 3073-Rotating Part -
Seized/Binds/Sticks

Labour Op 4023850-Vacuum Pump Assembly Replacement

Causal Part Number 000000000012662552-PUMP ASM-VAC

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

Line Total: USD 545.51

Job Card Date: 10/06/2015**Job Card Number:** 184663**Transaction Detail**

Repair Service Agent: 265509
BUNNIN CHEVROLET
6101 WEST SLAUSON AVENUE
CULVER CITY CA 90230-6419
4242167400

Odometer Reading: 5,545 MI

Authorization Code:

Process Date:

11/03/2015

Transaction Type:

ZREG----Regular Vehicle
Transaction

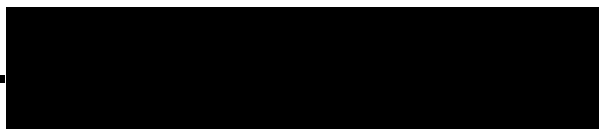
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3-27-2019

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Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

May 16, 2016

Jonathan Menge
Hooman Chevrolet of Culver City
6101 West Slauson Avenue
Culver City, CA 90230

RE: [REDACTED]
Service Request: 8-[REDACTED]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSCBKCXFR [REDACTED]
Customer Relationship Specialist: Lorena

Dear Jonathan:

This is a letter of notification regarding a breach of warranty lawsuit involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

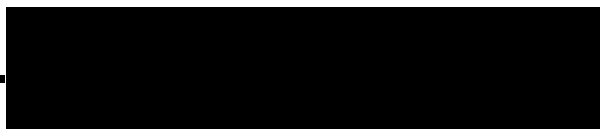
PE18-012

GM

3-27-2019

Q3

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Lorena Velasquez (C)

From: GM P2P File Delivery <gmp2p@gm.com>
Sent: Friday, June 24, 2016 4:22 PM
To: Lorena Velasquez (C)
Subject: Adrian Flansburg downloaded package: 8-[REDACTED] [REDACTED]

Dear Lorena Velasquez,

Adrian Flansburg downloaded the following package:

8-[REDACTED] [Download Package](#)

From: Lorena Velasquez on 06/24/2016 05:04 PM

Size: 17.3 MB in 39 files

8-2100781710 - Enclosed is a copy of our file regarding the [REDACTED] case. It's being removed from the Early Resolution Program and turned over to you for further handling
