INFORMATION REDACTED PURSUANT TOTHE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

PE18-012

GM

3-27-2019

Q3

[redacted]

R002 Brake / ABS Systems Preliminary Inspection v. 3			
Customer's last name:	[redacted]	Inspection date:	09/01/2016
Vehicle brand:	Chevrolet	Year/Model:	2015/Silverado
Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

Mileage at inspection:	25,746	Inspection location: Quirk Chevrolet	
Inspected by:	Susan Fuller	Address: 444 Quincy Ave. Braintree, MA.	
Inspector's phone number:	248-709-8183		

Was a dealer technician used?	x Yes / No	Number of photos	60
If Yes, number of hours?	2.0		
If possible, document the RO number:	[redacted]	Number of DTCs	7
Maximum vehicle speed taken from CDR report:	n/a		
Did CDR detect a rollover event?	Yes / x 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:

Owner states, he was in a parking space and put the vehicle in drive. When he moved forward about ten feet on level ground, he applied the brakes and the pedal would not go down. He turned the wheel to the left but could not avoid hitting a truck. There were no injuries to the occupant.

Owner further states he forgot to mention on his initial contact, that he had a second collision that day. He was backing out of a parking space when his brakes did not work and hit another truck and damaged the rear of his vehicle. And states he is not concerned with the other truck damage as he owns them and they are trash trucks.

Following the inspection, summarize the facts and observations:

- The brake depleted when applied the first application. (in shop environment)
- The second application the brake was set hard. (in shop environment)
- The road test did not duplicate brake pedal set hard condition, and the vehicle stopped when brakes were applied.
- The park brake held vehicle in position.
- The Brake system vacuum source test was performed, the vacuum assist reading was 8 in. per photo 42. Stock unit reading was 27 in. Also see photo 52 Diagnostic data display.
- A copy of PIT5361B is attached.
- There were 7 DTC's as seen in photo 51.
- There is damage to the right front fender per photos 53-56.
- There is damage to the left rear bumper and tail light assembly as seen in photos 57-60.

Section 2 INTERVIEW - INCIDENT DETAILS

Interviewee name:	[redacted]
Address:	[redacted]
Phone number:	[redacted]
Date of interview:	08/01/2016
Interview mode: (Telephone or In Person)	Telephone

Police report?	Yes	x No
Fire report?	Yes	x No

Driver's Physical Description

Name:	[redacted]
Gender:	Male
Height:	6'0"
Weight:	220 lbs.
Disabilities:	None

Driver's Trip Information

Hours	Minutes	Distance	Driver's estimated speed
0	2	10 feet	5 mph.

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Exact incident location: Harvard Street Medford, MA.	**Exact incident date and time:** 08/25/2016 11 AM
Weather condition and visibility: Clear	**Approximate temp (°F):** 80°F

Was there a collision? [x] Yes [ ] No

Were there any other occupants in the vehicle at the time of the incident? [ ] Yes [x] 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	[x] Gravel	[ ] Crushed Rock	[ ] Dirt
Road Condition:	[x] Dry	[ ] Wet	[ ] Icy	[ ] Other:	
Shoulder/Curb Condition:	[x] Dry	[ ] Wet	[ ] Icy	[ ] Other:	[ ] Dirt
Select One----->	[ ] Shoulder	[ ] Curb			

Any unusual noises (bang, pop, tick, grinding, metallic, roar, etc.)? [ ] Yes [x] 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 [x] No
If Yes, what indicator?

Has condition been observed/experienced prior to this incident? [ ] Yes [x] 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: [x] Right Foot [ ] Left Foot

Adjustable pedals? [ ] Yes [x] 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:	[x] Normal	[ ] Pulling	[ ] Grabbing	[ ] Other:
Brake system operation during the incident:	[ ] Normal	[ ] Pulling	[ ] Grabbing	[x] Other:

Pedal Feel: [ ] Normal [ ] Spongy [x] Hard [ ] To the Floor [ ] Pulsation/shudder/vibration
[ ] Other:

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During the incident did the driver pump the brakes?	x	Yes		No
During the incident did the driver attempt to steer?	x	Yes		No

Additional comments concerning the incident:

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? x 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 x 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 x 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.

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☐ 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:

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

If Yes, describe & make copies:

IVH, Owner states, oil changes are done at Jiffy Lube
Recall N150304

Section 4 VEHICLE / SYSTEM INPECTION

---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
B1325	03	Control module power circuit low voltage		X
B1325	03	Control module power circuit low voltage		X
B1325	03	Control module power circuit low voltage		X
U0164	00	Lost communication with HVAC control module		X
B1278	28	Rear view camera input signal missing reference circuit		X
B172E	01	Driver's seat left rear Haptic movement motor control circuit short to battery		X
B172E	01	Driver's seat left rear Haptic movement motor control circuit short to battery		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

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Case #:	[redacted]	VIN:	1GCUKTEC1FG[redacted]

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

Does the vehicle have?

4-Wheel disc brakes?	x	Yes		No	Front disc, rear-drum brakes?		Yes	x	No
Anti-lock brakes?		Yes	x	No	Vacuum assisted power brakes?	x	Yes		No
Hydraulically assisted (hydro boost) brakes?		Yes	x	No	Regenerative braking?		Yes	x	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)?	x	Yes	x	No
Does the red brake warning light come on with the parking brake applied?		Yes		No
Does the red brake warning light go off when the parking brake is released?	x	Yes		No
Does the ABS (if equipped) warning light remain on after self test?		Yes	x	No

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

x	Full		Clear	x	Normal Smell		Other:

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

See photo 40
Fluid clean and full

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

Any leakage observed? | | Yes | x | 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 | x | 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): 2.5

Describe and photograph the method used to measure pedal travel:

Tape measure see photos 47 & 48

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

Any calliper/wheel cylinder corrosion?		Yes	x	No	Describe:
Any rotor/drum corrosion?		Yes	x	No	Describe:
Any rotor/drum grooving?		Yes	x	No	Describe:

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Any rotor/drum irregularities?		Yes	x	No	Describe:
Any lining corrosion evident?		Yes	x	No	Describe:
Any signs of overheating?		Yes	x	No	Describe:

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	8 mm	8 mm	8 mm	8 mm	8 mm	8 mm	8 mm	8 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:

Vehicle stops when brake is applied.

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

Observations:

n/a

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? [x] Yes [ ] No

If "No", record the engine speed/throttle position at which vehicle starts to move. [ ] RPM's [ ] Percent Throttle

Comments:

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? [x] Yes [ ] No

If "No", record the engine speed and throttle position at which the vehicle starts to move. [ ] RPM's [ ] Percent Throttle

Comments:

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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 (Goodyear)	Tire Type / Style	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (32nds of Inch)	DOT Numbers*
LF	Goodyear	Eagle ls2	P275/55R20	50	8/32	M62AFC2R4614
RF	Goodyear	Eagle ls2	P275/55R20	39	7/32	M62AFC2R4614
LR	Goodyear	Eagle ls2	P275/55R20	44.5	8/32	M62AFC2R4614
RR	Goodyear	Eagle ls2	P275/55R20	47	10/32	M62AFC2R0716

* Note: DOT numbers are found on the inside of the tire, adjacent to the rim.
TPC number (if any):

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

Tire size: P275/55R20

Tire pressure: 32 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:	None
LF:	None
RR:	None
LR:	None

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 [X] 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 & photograph any object struck by the vehicle on or off the road prior to, during, or after incident.
- Inspect roadway & 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:

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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 smouldering, 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)

X	Photographs	X	Data Downloads	X	Other Records

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GlobalWarranty

Albert DiFalco

August 31, 2016

Logout

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

INTERFACE WITH CUSTOMER | USER OPTIONS

View Vehicle Summary

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

For this vehicle:

- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information
- → Investigate Major Assembly History

Vehicle Information

VIN: 3GCUKTEC1FG[redacted] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 70 - RETAIL - STOCK

Field Actions: 1 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Open

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: HKKM930Y XM Status: Active

OnStar Vehicle Diagnostics: Y DMN Enabled: N

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Powertrain Limited Warranty	04/02/2015	03/17/2015	11 MI	03/17/2020	100,011 MI
		04/02/2015	03/17/2015	11 MI	03/17/2022	70,011 MI

Emission Select State Component Ltd Wty					
Corrosion Limited Warranty	04/02/2015	03/17/2015	11 MI	03/17/2021	100,011 MI
Emission Limited Warranty	04/02/2015	03/17/2015	11 MI	03/17/2018	50,011 MI
Emission Select Component Ltd Wty	04/02/2015	03/17/2015	11 MI	03/17/2023	80,011 MI
Chevrolet 2 Year Scheduled Maintenance	04/02/2015	03/17/2015	11 MI	03/17/2017	24,011 MI
Bumper to Bumper Limited Warranty	04/02/2015	03/17/2015	11 MI	03/17/2018	36,011 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
02/02/2015	703164	ZPDI----Pre-Delivery Inspection		0590032 - PDI - Dealer Installed - Factory Invoiced Options	5 MI
12/22/2014	A35253	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Matthew Thomas (C)

From: Matthew Thomas (C)
Sent: Thursday, September 22, 2016 3:09 PM
To: [redacted]
Subject: RE: [EXTERNAL] Re: Re: Re: Regarding [redacted]

Mr. [redacted]

Send me copy of the rental invoice and will reimburse you for the charge.

Thank you,

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

From: [redacted]
Sent: Thursday, September 22, 2016 1:48 PM
To: Matthew Thomas (C)
Subject: [EXTERNAL] Re: Re: Re: Regarding [redacted]

Hi Matthew,

Ok update:

Picked up the silverado today from Quirk. 9/22/16

Returned the loaner vehicle today.
9/22/16

Returned the pickup truck we had to rent today.
9/22/16

Paid out of pocket:
$50/day rental @ 15days =$750.00
9/8/16-9/22/16

Let me know how I will be reimbursed for the truck rental.

Thanks,

[redacted]

On Sep 9, 2016, at 9:23 AM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

Mr. [redacted] ,

Just let me know when you return the service loaner so I can notate the case. I did note you rented a truck as of 9-8-2016.

Thank you,

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

From: [redacted]
Sent: Thursday, September 08, 2016 6:55 PM
To: Matthew Thomas (C)
Subject: [EXTERNAL] Re: Re: Regarding [redacted]

I still have the loaner vehicle in my yard.

I rented the pickup truck today.

I was awaiting instruction before I returned the loaner depending on whether the driver would need another ride back or would be returning with a vehicle.

Thanks,

[redacted]

On Sep 8, 2016, at 4:39 PM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

Mr. [redacted] ,

What date did you return the loaner to the dealer and what date did you rent the truck you are using?

Thank you,

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

From: [redacted]
Sent: Thursday, September 08, 2016 1:41 PM
To: Matthew Thomas (C)
Subject: [EXTERNAL] Re: Regarding [redacted]

Hi Matthew,

Give me a call when you get a chance. [redacted] . Thankyou

[redacted]

On Sep 8, 2016, at 12:07 PM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

> [redacted]
>
> I just wanted let you know, I received the Raytheon inspection and I am reviewing the file right now. I'm hoping to have a resolution by Monday.
>
> Thank you,
>
> *Matthew Thomas*
> Product Assistance Claims Department
> Business Resource Center
> General Motors
> Matthew.3.Thomas@gm.com
> Tel: 866-790-5600 ext 5921603
> Fax: 586-920-0714
>
> Nothing in this message is intended to constitute an electronic signature unless a specific statement to the contrary is included in this message.
>
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Matthew Thomas (C)

From: Matthew Thomas (C)
Sent: Thursday, September 08, 2016 10:26 AM
To: Christopher F. Rose
Subject: New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Assistance needed for Decision --- ---
Attachments: 3GCUKTEC1FG[redacted]_ACM.CDRx; 3GCUKTEC1FG[redacted]_ACM.PDF; [redacted] GM Product Assistance - Claims Department PAC R.pdf; [redacted] Final Photo Log.pdf; [redacted] Final Report.pdf; [redacted] IVH.pdf; PIT5361B.pdf; Service Update 15304.pdf

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

Allegation:	Brakes/Steering/Suspension	Case Summary
Case Status: (drop down list)	New	**Describe Allegation:**
Recommendation (drop down list)	Assistance needed for Decision	Owner states, he was in a parking space and put the vehicle in When he moved forward about ten feet on level ground, he a brakes and the pedal would not go down. He turned the whee left but could not avoid hitting a truck. There were no injuries occupant. Owner further states he forgot to mention on his in contact, that he had a second collision that day. He was backi a parking space when his brakes did not work and hit another damaged the rear of his vehicle. And states he is not concerne the other truck damage as he owns them and they are trash t
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	3GCUKTEC1FG[redacted]	Raytheon inspection was completed and the results are as fo 1) The brake depleted when applied the first application. (in s environment) 2) The second application the brake was set hard. (in shop en 3) The road test did not duplicate brake pedal set hard conditi the vehicle stopped when brakes were applied. 4) The park brake held vehicle in position. 5) The Brake system vacuum source test was performed, the assist reading was 8 in. per photo 42. Stock unit reading was 2 see photo 52 Diagnostic data display. 6) There were 7 DTC's as seen in photo 51.
Incident Date	8/25/2016	
Dealer & BAC code	Quirk Chevrolet BAC 114934 / #N/A	
After Market Equipment (yes/no & Type from dropdown)	No	

Dealership primary contact Name & Title	Patrick Owen Service Manager	
Open/Closed Recalls (If closed include closed Transaction History)	Service Update Bulletins N150304 15304 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY* 09/16/2015 Open	
Mileage	24,000	
Purchased From	Quirk Chevrolet BAC 114[redacted]	
MSRP/KBB (Trade-in Good Value)	$55,045	
Repair Estimate Total $	available upon request	
Loaner Vehicle (yes/no from drop down and enter date issued)	**Yes**	8/31/2016

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

PE18-012

GM

3-27-2019

Q3



Matthew Thomas (C)

From: Christopher F. Rose
Sent: Thursday, September 08, 2016 2:13 PM
To: Matthew Thomas (C)
Subject: RE: New Allegation: - Brakes/Steering/Suspension SR# [redacted]--- Assistance needed for Decision --- ---

Mathew,

Can we have the dealer perform diagnosis for low vacuum concern at startup and provide a repair estimate. Then I would recommend a warranty repair for the mechanicals and a PAC repair for the body damages.

From: Matthew Thomas (C)
Sent: Thursday, September 8, 2016 10:26 AM
To: Christopher F. Rose <christopher.f.rose@chevrolet.com>
Subject: New Allegation: - Brakes/Steering/Suspension SR#[redacted]--- Assistance needed for Decision --- ---

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

Allegation:	Brakes/Steering/Suspension	Case Summary
Case Status: (drop down list)	New	**Describe Allegation:**
Recommendation (drop down list)	Assistance needed for Decision	Owner states, he was in a parking space and put the vehicle ir When he moved forward about ten feet on level ground, he a the brakes and the pedal would not go down. He turned the w the left but could not avoid hitting a truck. There were no inju the occupant. Owner further states he forgot to mention on h contact, that he had a second collision that day. He was backi a parking space when his brakes did not work and hit another damaged the rear of his vehicle. And states he is not concerne the other truck damage as he owns them and they are trash t
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	3GCUKTEC1FG[redacted]	Raytheon inspection was completed and the results are as fo 1) The brake depleted when applied the first application. (in s

Incident Date	8/25/2016	
Dealer & BAC code	Quirk Chevrolet BAC 114[redacted]	#N/A
After Market Equipment (yes/no & Type from dropdown)	**No**	
Dealership primary contact Name & Title	Patrick Owen Service Manager	
Open/Closed Recalls (If closed include closed Transaction History)	Service Update Bulletins N150304 15304 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY* 09/16/2015 Open	
Mileage	24,000	
Purchased From	Quirk Chevrolet BAC 114[redacted]	
MSRP/KBB (Trade-in Good Value)	$55,045	
Repair Estimate Total $	available upon request	
Loaner Vehicle (yes/no from drop down and enter date issued)	**Yes**	8/31/2016

environment)
2) The second application the brake was set hard. (in shop env
3) The road test did not duplicate brake pedal set hard conditi
the vehicle stopped when brakes were applied.
4) The park brake held vehicle in position.
5) The Brake system vacuum source test was performed, the v
assist reading was 8 in. per photo 42. Stock unit reading was 2
see photo 52 Diagnostic data display.
6) There were 7 DTC's as seen in photo 51.

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

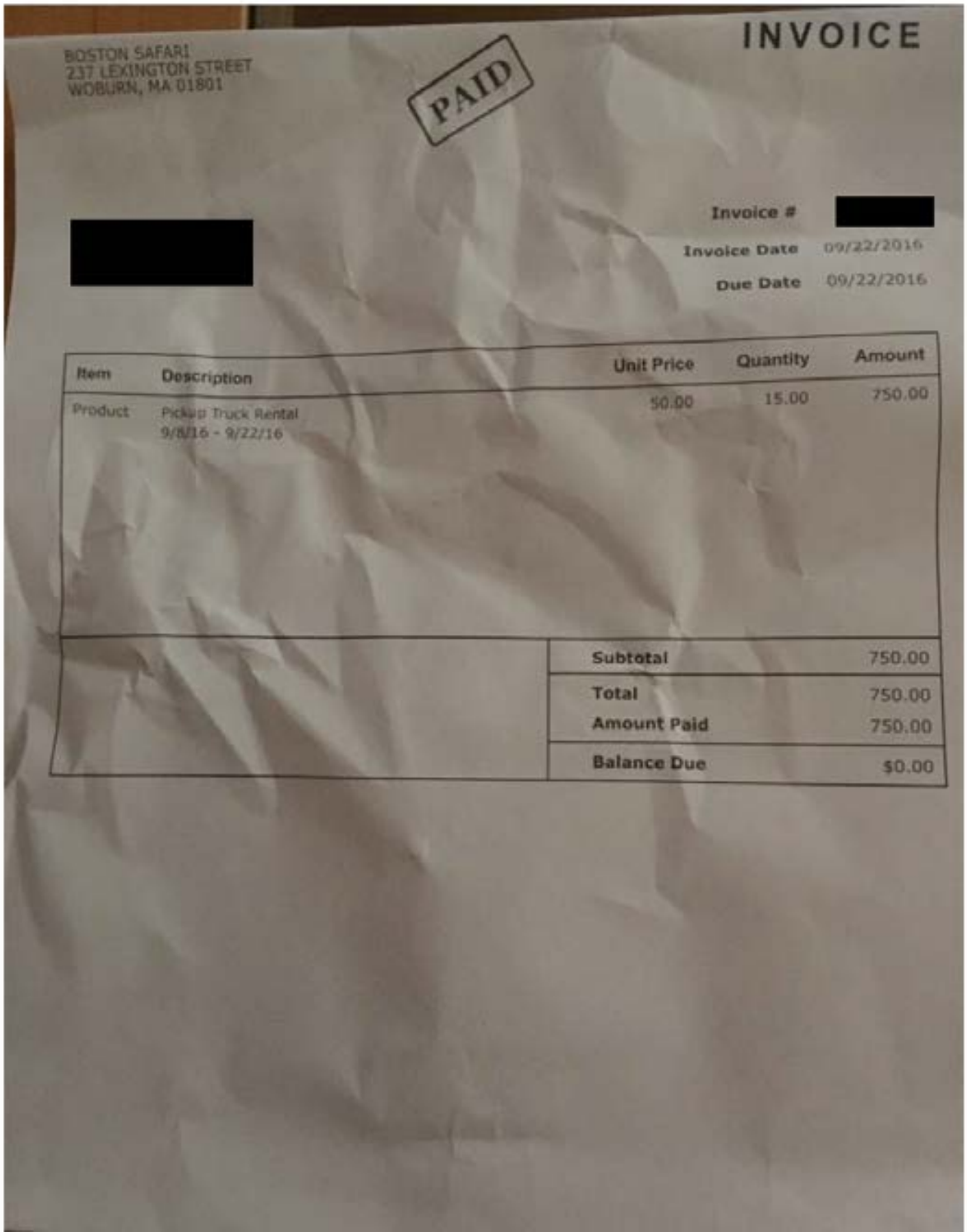
PE18-012

GM

3-27-2019

Q3





BOSTON SAFARI
237 LEXINGTON STREET
WOBURN, MA 01801

PAID

INVOICE

[redacted]

Invoice # [redacted]
Invoice Date 09/22/2016
Due Date 09/22/2016

Item	Description	Unit Price	Quantity	Amount
Product	Pickup Truck Rental 9/8/16 - 9/22/16	50.00	15.00	750.00

Subtotal	750.00
Total	750.00
Amount Paid	750.00
Balance Due	$0.00

PE18-012

GM

3-27-2019

Q3



Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Tuesday, December 13, 2016 9:22 AM
To: [redacted]
Subject: Case [redacted] 2015 Chevrolet Silverado

[redacted]

Please let this email acknowledge that we spoke about your case this morning. Thanks for your 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



Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Tuesday, December 13, 2016 11:02 AM
To: [redacted]
Subject: RE: [EXTERNAL] Re: Case [redacted] 2015 Chevrolet Silverado

[redacted]

Please send me a copy of the rental agreement and bill. Thanks.

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

From: [redacted]
Sent: Tuesday, December 13, 2016 10:51 AM
To: Anthony Gerbasi (C)
Subject: [EXTERNAL] Re: Case [redacted] 2015 Chevrolet Silverado

Thankyou Tony,

We were also supposed to be reimbursed for the pickup truck rental $750.00 months ago.

Any update on this.

Please make check payable to / mailing address is:

[redacted]
Woburn, MA [redacted]

Thanks,

[redacted]

On Dec 13, 2016, at 9:22 AM, Anthony Gerbasi (C) <anthony.gerbasi@gm.com> wrote:

> Mr. [redacted]
>
> Please let this email acknowledge that we spoke about your case this morning. Thanks for your time.
>
> Tony Gerbasi
> PAC Specialist
> 866-446-6963 ext. 5911544
> Fax- 866-233-7029

Email-Anthony.Gerbasi@gm.com

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GM

3-27-2019

Q3



Anthony Gerbasi (C)

From: [redacted]
Sent: Tuesday, December 13, 2016 10:51 AM
To: Anthony Gerbasi (C)
Subject: [EXTERNAL] Re: Case [redacted] 2015 Chevrolet Silverado

Thankyou Tony,

We were also supposed to be reimbursed for the pickup truck rental $750.00 months ago.

Any update on this.

Please make check payable to / mailing address is:

[redacted]
Woburn, MA [redacted]

Thanks,

[redacted]

On Dec 13, 2016, at 9:22 AM, Anthony Gerbasi (C) <anthony.gerbasi@gm.com> wrote:

[redacted]

Please let this email acknowledge that we spoke about your case this morning. Thanks for your time.

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

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GM

3-27-2019

Q3



#PIT5361B: Diagnostic Tip - Additional Brake Pedal Effort - (Jun 28, 2016)

Subject: Diagnostic Tip - Additional Brake Pedal Effort

Models: 2015-2016 Cadillac Escalade Models
2014 Chevrolet Silverado 1500
2015-2016 Chevrolet Silverado 1500, Suburban, Tahoe
2014 GMC Sierra 1500
2015-2016 GMC Sierra 1500, Yukon Models

This PI was superseded to update the condition and parts list. Please discard PIT5361A.

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. Also, in some cases a tick or ticking noise may be heard, which may sound like an exhaust manifold leak. While performing normal diagnostics, fluid may be found in the brake booster and/or the booster vacuum line.

Important: Pay close attention to the fluid and if it is determined to be engine oil, it could be coming from the vacuum pump. The vacuum pump is belt-driven and mounted to the side of the engine block. It is lubricated by pressurized engine oil.

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
5. Vacuum Pump Belt

Parts Information

Part Number	Description	Qty
12669488	PUMP ASM-VAC	1
23144638 (VYU) or 23135228 (w/o VYU)	PIPE ASM-P/B BOOS VAC	1
23135220	BOOSTER ASM-P/B	1
20925765	CYLINDER-BRK MAS	1
12658179	BELT - VAC PUMP	1

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Part Number	Description	Qty
12658178	BELT - A/C COMPRESSOR	1

Warranty Information

For vehicles repaired under warranty use:

Labor Operation	Description	Labor Time
2480118 *	Replace vacuum pump, belts, vacuum pump to booster hose, vacuum brake booster, and brake master cylinder	2.8 hr
* This is a unique labor operation for bulletin use only.		

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.

Additional SI Keywords

C0299

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.

WE SUPPORT VOLUNTARY TECHNICIAN CERTIFICATION

PE18-012

GM

3-27-2019

Q3



Anthony Gerbasi (C)

From: Anthony Gerbasi (C)
Sent: Tuesday, December 13, 2016 11:49 AM
To: [redacted]
Subject: RE: [EXTERNAL] Re: Re: Case [redacted] 2015 Chevrolet Silverado

[redacted]

Our Goodwill department needs a copy of the rental agreement as a starting point to provide a rental reimbursement. I'm sure that if you contact Boston Safari they can provide you with a copy of the rental agreement. Thanks.

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

From: [redacted]
Sent: Tuesday, December 13, 2016 11:14 AM
To: Anthony Gerbasi (C)
Subject: [EXTERNAL] Re: Re: Case [redacted] 2015 Chevrolet Silverado



BOSTON SAFARI
237 LEXINGTON STREET
WOBURN, MA 01801

PAID

INVOICE

[redacted]

Invoice # [redacted]
Invoice Date 09/22/2016
Due Date 09/22/2016

Item	Description	Unit Price	Quantity	Amount
Product	Pickup Truck Rental 9/8/16 - 9/22/16	50.00	15.00	750.00

Subtotal	750.00
Total	750.00
Amount Paid	750.00
Balance Due	$0.00

I do not have a rental agreement. I only have the invoice/receipt.

Thanks,

[redacted]

On Dec 13, 2016, at 11:01 AM, Anthony Gerbasi (C) <anthony.gerbasi@gm.com> wrote:

> [redacted],
>
> Please send me a copy of the rental agreement and bill. Thanks.
>
> Tony Gerbasi
> PAC Specialist
> 866-446-6963 ext. 5911544
> Fax- 866-233-7029
> Email-Anthony.Gerbasi@gm.com
>
> ---
>
> From: [redacted]
> Sent: Tuesday, December 13, 2016 10:51 AM
> To: Anthony Gerbasi (C)
> Subject: [EXTERNAL] Re: Case [redacted] 2015 Chevrolet Silverado
>
> Thankyou Tony,
>
> We were also supposed to be reimbursed for the pickup truck rental $750.00 months ago.
>
> Any update on this.
>
> Please make check payable to / mailing address is:
>
> [redacted]
> Woburn, MA [redacted]
>
> Thanks,
>
> [redacted]
>
> On Dec 13, 2016, at 9:22 AM, Anthony Gerbasi (C) <anthony.gerbasi@gm.com> wrote:
>
> > [redacted]
> >
> > Please let this email acknowledge that we spoke about your case this morning. Thanks for your time.
> >
> > Tony Gerbasi
> > PAC Specialist
> > 866-446-6963 ext. 5911544

Fax- 866-233-7029
Email-Anthony.Gerbasi@gm.com

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PE18-012

GM

3-27-2019

Q3



Matthew Thomas (C)

From: Matthew Thomas (C)
Sent: Thursday, September 08, 2016 4:40 PM
To: [redacted]
Subject: RE: [EXTERNAL] Re: Regarding [redacted]

[redacted]

What date did you return the loaner to the dealer and what date did you rent the truck you are using?

Thank you,

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

From: [redacted]
Sent: Thursday, September 08, 2016 1:41 PM
To: Matthew Thomas (C)
Subject: [EXTERNAL] Re: Regarding [redacted]

Hi Matthew,

Give me a call when you get a chance. [redacted] . Thankyou

[redacted]

On Sep 8, 2016, at 12:07 PM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

> [redacted] ,
>
> I just wanted let you know, I received the Raytheon inspection and I am reviewing the file right now. I'm hoping to have a resolution by Monday.
>
> Thank you,
>
> *Matthew Thomas*
> Product Assistance Claims Department
> Business Resource Center
> General Motors
> Matthew.3.Thomas@gm.com
> Tel: 866-790-5600 ext 5921603
> Fax: 586-920-0714

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PE18-012

GM

3-27-2019

Q3



Matthew Thomas (C)

From: [redacted]
Sent: Thursday, September 08, 2016 1:41 PM
To: Matthew Thomas (C)
Subject: [EXTERNAL] Re: Regarding [redacted]

Hi Matthew,

Give me a call when you get a chance.[redacted] . Thankyou

[redacted]

On Sep 8, 2016, at 12:07 PM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

[redacted]

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Thank you,

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Matthew.3.Thomas@gm.com
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PE18-012

GM

3-27-2019

Q3



Matthew Thomas (C)

From: [redacted]
Sent: Thursday, September 22, 2016 1:48 PM
To: Matthew Thomas (C)
Subject: [EXTERNAL] Re: Re: Re: Regarding [redacted]

Hi Matthew,

Ok update:

Picked up the silverado today from Quirk. 9/22/16

Returned the loaner vehicle today.
9/22/16

Returned the pickup truck we had to rent today.
9/22/16

Paid out of pocket:
$50/day rental @ 15days =$750.00
9/8/16-9/22/16

Let me know how I will be reimbursed for the truck rental.

Thanks,

[redacted]

On Sep 9, 2016, at 9:23 AM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

> [redacted]
>
> Just let me know when you return the service loaner so I can notate the case. I did note you rented a truck as of 9-8-2016.
>
> Thank you,
>
> *Matthew Thomas*
> Product Assistance Claims Department
> Business Resource Center
> General Motors
> Matthew.3.Thomas@gm.com
> Tel: 866-790-5600 ext 5921603
> Fax: 586-920-0714
>
> From: [redacted]
> Sent: Thursday, September 08, 2016 6:55 PM

To: Matthew Thomas (C)
Subject: [EXTERNAL] Re: Re: Regarding [redacted]

I still have the loaner vehicle in my yard.

I rented the pickup truck today.

I was awaiting instruction before I returned the loaner depending on whether the driver would need another ride back or would be returning with a vehicle.

Thanks,

[redacted]

On Sep 8, 2016, at 4:39 PM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

> [redacted]
>
> What date did you return the loaner to the dealer and what date did you rent the truck you are using?
>
> Thank you,
>
> *Matthew Thomas*
> Product Assistance Claims Department
> Business Resource Center
> General Motors
> Matthew.3.Thomas@gm.com
> Tel: 866-790-5600 ext 5921603
> Fax: 586-920-0714
>
> ---
>
> From: [redacted]
> Sent: Thursday, September 08, 2016 1:41 PM
> To: Matthew Thomas (C)
> Subject: [EXTERNAL] Re: Regarding [redacted]
>
> Hi Matthew,
>
> Give me a call when you get a chance. [redacted]. Thankyou
>
> [redacted]
>
> On Sep 8, 2016, at 12:07 PM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:
>
> > [redacted],
> >
> > I just wanted let you know, I received the Raytheon inspection and I am reviewing the file right now. I'm hoping to have a resolution by Monday.

Thank you,

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

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PE18-012

GM

3-27-2019

Q3



Matthew Thomas (C)

From: [redacted]
Sent: Friday, September 09, 2016 10:04 AM
To: Matthew Thomas (C)
Subject: [EXTERNAL] Re: Re: Re: Regarding [redacted]

Ok I will return once I have the game plan so I am not making extra trips to the dealership. I am assuming we will have a schedule for the brake fix sometime today. And can pickup the truck shortly thereafter.

Let me know. Matthew thankyou for everything thus far. You have kept me in the loop for planning and you have been very courteous and on point. It hasn't gone unnoticed. I am very pleased with GM's handling of the case thus far and makes me very confident in my purchase and future purchases.

Thanks,

[redacted]

On Sep 9, 2016, at 9:23 AM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

> [redacted] ,
>
> Just let me know when you return the service loaner so I can notate the case. I did note you rented a truck as of 9-8-2016.
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> Thank you,
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> Matthew.3.Thomas@gm.com
> Tel: 866-790-5600 ext 5921603
> Fax: 586-920-0714
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> ---
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> From: [redacted]
> Sent: Thursday, September 08, 2016 6:55 PM
> To: Matthew Thomas (C)
> Subject: [EXTERNAL] Re: Re: Regarding [redacted]
>
> I still have the loaner vehicle in my yard.
>
> I rented the pickup truck today.
>
> I was awaiting instruction before I returned the loaner depending on whether the driver would need another ride back or would be returning with a vehicle.

Thanks,

[redacted]

On Sep 8, 2016, at 4:39 PM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

> [redacted] ,
>
> What date did you return the loaner to the dealer and what date did you rent the truck you are using?
>
> Thank you,
>
> *Matthew Thomas*
> Product Assistance Claims Department
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> Matthew.3.Thomas@gm.com
> Tel: 866-790-5600 ext 5921603
> Fax: 586-920-0714

From: [redacted]
Sent: Thursday, September 08, 2016 1:41 PM
To: Matthew Thomas (C)
Subject: [EXTERNAL] Re: Regarding [redacted]

Hi Matthew,

Give me a call when you get a chance. [redacted] . Thankyou

[redacted]

On Sep 8, 2016, at 12:07 PM, Matthew Thomas (C) <matthew.3.thomas@gm.com> wrote:

> [redacted]
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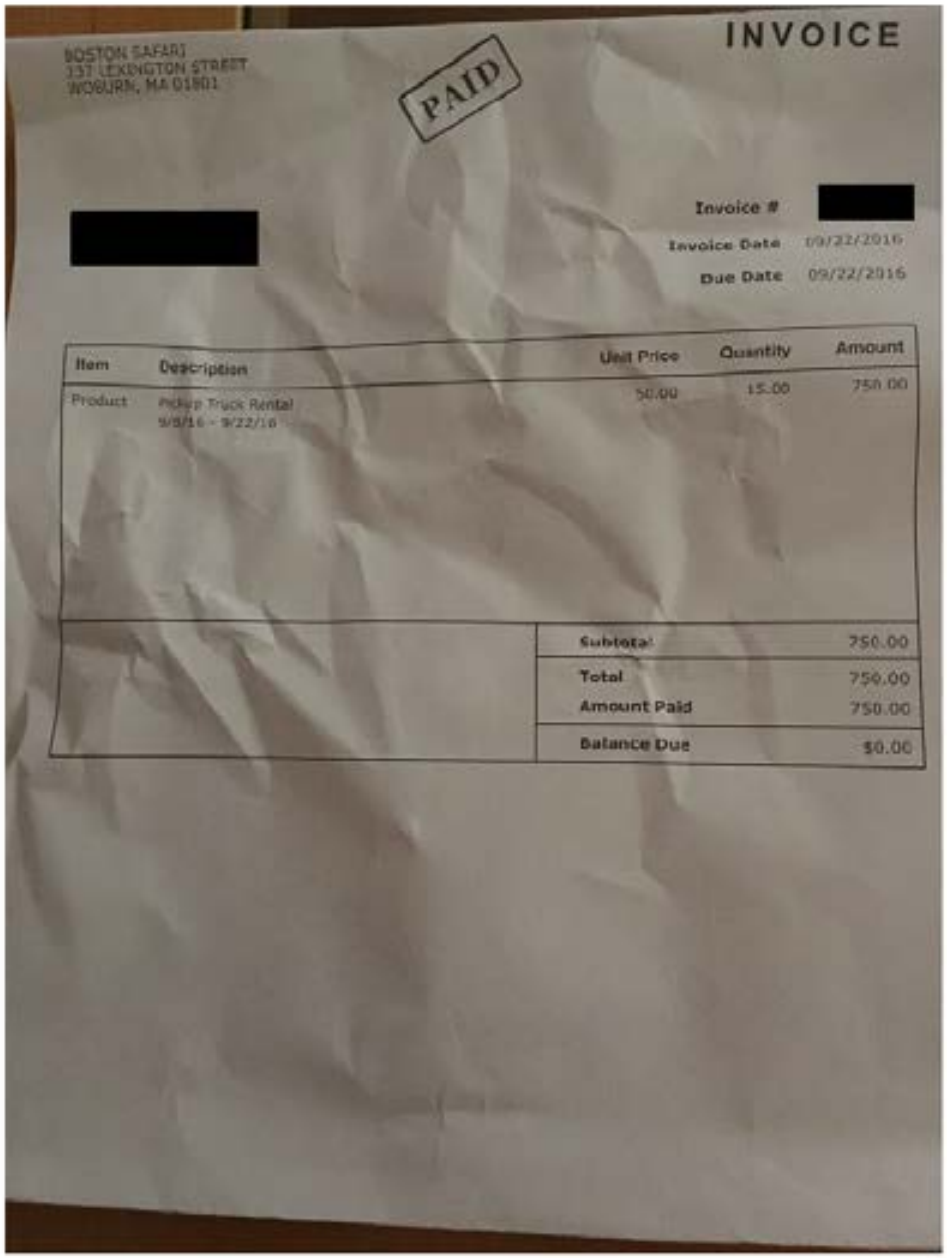
PE18-012

GM

3-27-2019

Q3





BOSTON SAFARI
337 LEXINGTON STREET
WOBURN, MA 01801

PAID

INVOICE

[redacted]

Invoice # [redacted]
Invoice Date 09/22/2016
Due Date 09/22/2016

Item	Description	Unit Price	Quantity	Amount
Product	Pickup Truck Rental 9/8/16 - 9/22/16	50.00	15.00	750.00

Subtotal	750.00
Total	750.00
Amount Paid	750.00
Balance Due	$0.00

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DI002 Dealer Brake / ABS System Preliminary Report

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:	**Anthony Martignetti**	Customer Phone:	[redacted]
Year/Make:	2015 Chevrolet	Case Number:	[redacted]
VIN:	3GCUKTEC1FG[redacted]	Dealership contact (Service Manager/Director)	
Model:	Silverado	Dealership / (Service Manager/Director) Phone #	
Mileage:	24,000	Dealer City/ST	Braintree, MA
Dlr. BAC & Name	BAC 114[redacted] Quirk Chevrolet	Warranty Rate:	

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:

Owner states, he was in a parking space and put the vehicle in drive. When he moved forward about ten feet on level ground, he applied the brakes and the pedal would not go down. He turned the wheel to the left but could not avoid hitting a truck. There were no injuries to the occupant. Owner further states he forgot to mention on his initial contact, that he had a second collision that day. He was backing out of a parking space when his brakes did not work and hit another truck and damaged the rear of his vehicle. And states he is not concerned with the other truck damage as he owns them and they are trash trucks.

Customer Allegation of Defect:

Brakes did not stop the vehicle.

Section 3 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), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History

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VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

☐ Remote start	☐ Suspension	☐ Tires/wheels	☐ Audio/video	☐ Snow removal
☐ Body modifications	☐ Towing equip.	☐ Security alarm	☐ Wiring	☐ Other
☐ Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

4-Wheel disc brakes?	☐ Yes	☐ No		Front disc, rear-drum brakes?	☐ Yes	☐ No	
Anti-lock brakes?	☐ Yes	☐ No		Vacuum assisted power brakes?	☐ Yes	☐ No	
Hydraulically assisted (hydro boost) brakes?	☐ Yes	☐ No		Regenerative braking?	☐ 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)?	☐ Yes	☐ No
Does the red brake warning light come on with the parking brake applied?	☐ Yes	☐ No
Does the red brake warning light go off when the parking brake is released?	☐ Yes	☐ No
Does the ABS (if equipped) warning light remain on after self test?	☐ Yes	☐ No

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

☐ Full ☐ Clear ☐ Normal Smell ☐ Other:

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

Describe:

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: ☐

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

Remove the wheels and inspect the front / rear brake:

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:

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								

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.

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

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CONDUCT A BRAKE TORQUE TEST if possible. (MUST chalk the tires)
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. ☐ RPM's ☐ Percent Throttle

Comments:

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. ☐ RPM's ☐ Percent Throttle

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth.
If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF					
RF					
LR					
RR					

Specific test requests:

- Perform diagnosis for low vacuum concern at startup and provide a repair estimate. Then I would recommend a warranty repair for the mechanicals and a PAC repair for the body damages

Describe below any testing performed and provide the specific V, amp, ohm readings etc. And detail all relevant information.

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Following the inspection:	Summarize all relevant facts and observations:

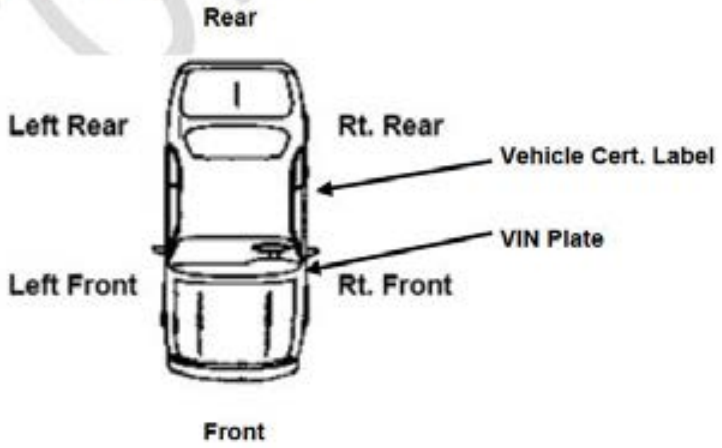
PLEASE PROVIDE A REPAIR ESTIMATE
(at your dealer warranty rates)

- When performing Airbag repairs – please confirm if the SDM &/or other SIR components **should** or **should not be replaced.** If B0052, is present, GM Service Information provides that answer under the conditions for clearing the DTC.

- Ensure all collaterally damaged components are included in your repair estimate prior to submission.

MINIMUM REQUIRED PHOTO LOG AND PHOTOS must include:

1. **Driver (left) side Exterior**
2. **Passenger (right) side Exterior**
3. **Front Exterior**
4. **Rear Exterior**
5. **Close-up of concerns**
6. **Mid-level zoom of concern to show surrounding area**
7. **Overall photo to ensure identification location of concern and affected area**
8. **Vehicle Certification Label with VIN visible**
9. **VIN plate**



ATTACH PHOTOS OF CONCERN AND ANY ADDITIONAL PHOTOS AS NECESSARY. FORWARD VIA E-MAIL TO YOUR PAC ADVISOR.

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3-27-2019

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Matthew Thomas (C)

From: Matthew Thomas (C)
Sent: Friday, September 09, 2016 12:01 PM
To: 'powen@quirkcars.com'
Subject: Regarding SR [redacted]
Attachments: dealer inspection form 9-9-2016.docx

Patrick,

Thank you for your assistance. Can you please complete the attach inspection form. Also, what is your dealer warranty rate. Once the inspection is completed I will be submitting for authorization for payment. Please send me a RO for time it took to diagnose, dealer warranty rate and I will reimburse the dealer for your time.

Thank you,

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

PE18-012

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3-27-2019

Q3



Matthew Thomas (C)

From:	Matthew Thomas (C)
Sent:	Thursday, September 15, 2016 4:08 PM
To:	Christopher F. Rose
Subject:	Regarding SR# [redacted]
Attachments:	repair estimate for vehicle.pdf

Chris,

I have the repair estimate and the body estimate for [redacted] vehicle. Please advise of the next step.

Thank you,

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

PE18-012

GM

3-27-2019

Q3



Matthew Thomas (C)

From: Matthew Thomas (C)
Sent: Monday, September 26, 2016 11:43 AM
To: 'powen@quirkcars.com'
Subject: Pre-Repair Authorization ID for payment using labor op 0600006

Patrick,

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount.

If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and list all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Car Rental/Hire, Towing, Sublet, etc). The pre-authorization # is listed below. If this claim rejects, please contact the Warranty Support Center at 1-866-446-5900.

Servicing Dealer BAC 114[redacted]
Dealer Contact Patrick Owen
Dealer Email powen@quirkcars.com
Dealer Fax 781-843-0306
Job Card number 746061
Job Card Date 8-31-2016
VIN 3GCUKTEC1FG[redacted]
Odometer 25,743

Labor Op 0600006
Labor Time (hrs) estimate N/A
Dealer's mechanical warranty rate per hour N/A
Total Labor Estimate N/A
Parts total N/A
Car Rental/Hire (if applicable) 836.00
Sublet (if applicable) n/a
Claim total 836.00

Claim total before taxes: $836.00

Customer Compliant Category:09
Complaint Code: 0090
Description: No customer complaint-Other issues
Cause Code:9090
Description: Other-Field Action/Tech Bulletin
Correction Description: Repair Vehicle

Pre Authorization ID: 341796200000

If you have any other questions, please contact Matthew

General Motors
Product Assistance Claims

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors

Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

PE18-012

GM

3-27-2019

Q3



Date: 9/14/2016 11:37 AM
Estimate ID: 14323
Estimate Version: 0
Preliminary
Profile ID: Mitchell
Quote ID: 11715433

QUIRK AUTO BODY

45 Field Street P.O. BOX 690535, Quincy, MA 02269-0535
(617) 773-2040
Fax: (617) 472-5513
Email: gblakeman@quirkcars.com

Damage Assessed By: DEAN SEARS
Classification: None

Deductible: UNKNOWN

Owner: [redacted]

Mitchell Service: 911611

Description: 2015 Chevrolet Silverado 1500 High Country
Body Style: 4D PkupCrw 6' Bed 144" WB
Drive Train: 5.3L Inj 8 Cyl 4WD
VIN: 3GCUKTEC1FG[redacted]
OEM/ALT: O
Search Code: None
Options: PASSENGER AIRBAG, POWER DRIVER SEAT, POWER LOCK, POWER WINDOW, POWER STEERING
REAR WINDOW DEFOGGER, AIR CONDITION, CRUISE CONTROL, TILT STEERING COLUMN
AM/FM STEREO, DRIVER AIRBAG, HEATED EXTERIOR MIRROR, REAR (DUAL-ZONE) AC
LEATHER SEAT, POWER PASSENGER SEAT, FRONT SIDE AIRBAG WITH HEAD PROTECTION
PREMIUM SOUND SYSTEM, ANTI-LOCK BRAKE SYS., TRACTION CONTROL, RUNNING BOARDS
FOG LIGHTS, PICKUP TRUCK BED LINER, REARVIEW CAMERA, REMOTE IGNITION
TIRE INFLATION/PRESSURE MONITOR, MEMORY SEAT, ANTI-THEFT SYSTEM
NAVIGATION SYSTEM, AUXILIARY INPUT, BLUETOOTH WIRELESS CONNECTIVITY
LEATHER STEERING WHEEL, SATELLITE RADIO, CD PLAYER, TOW HITCH RECEIVER
CHROME WHEELS, POWER ADJUSTABLE EXTERIOR MIRROR, 4WD OR AWD, PRIVACY GLASS
AUTO AIR CONDITION, FIRST ROW BUCKET SEAT, TELEMATIC SYSTEMS
UNIVERSAL GARAGE DOOR OPENER, 4 WHEEL DRIVE, SIDE AIRBAGS
SECOND ROW SIDE AIRBAG WITH HEAD PROTECTION
INTERIOR AUTOMATIC DAY/NIGHT OR ELECTROCHROMATIC MIRROR, MP3 PLAYER
DAYTIME RUNNING LIGHTS, DRIVER SEAT WITH POWER LUMBAR SUPPORT
ELECTRONIC PARKING AID, ELECTRONIC STABILITY CONTROL, EXTERIOR MEMORY MIRRORS
FRONT COOLED SEATS, FRONT HEATED SEATS, FRONT SEATS WITH POWER LUMBAR SUPPORT
KEYLESS ENTRY SYSTEM, LIMITED SLIP DIFFERENTIAL, POWER FOLDING EXTERIOR MIRRORS
REAR BENCH SEAT, STEERING WHEEL AUDIO CONTROLS

Line Item	Entry Number	Labor Type	Operation	Line Item Description	Part Type/ Part Number	Dollar Amount	Labor Units
							3.1 #
1	100171	BDY	OVERHAUL	Frt Bumper Assy	22944857	895.00	INC #
2	101427	BDY	REMOVE/REPLACE	Frt Bumper Impact Bar			C 2.1
3	AUTO	REF	REFINISH	Frt Face Bar			0.4
4	AUTO	BDY	REMOVE/REPLACE	Frt Add w/Parking Sensor	Existing		2.5*
5	101438	BDY	REPAIR	Frt Bumper Cap			C 2.0
6	AUTO	REF	REFINISH	Frt Moulding Cap	23201882	21.32	INC #
7	101711	BDY	REMOVE/REPLACE	R Frt Bumper Mounting Bracket			INC #
8	AUTO	BDY	REMOVE/INSTALL	Frt Bumper Assy	Existing		0.6*
9	900500	BDY *	REMOVE/INSTALL	RT FRONT MUD GAURD			INC #
10	100166	BDY	REMOVE/INSTALL	Grille Assy			0.4
11	101794	BDY	CHECK/ADJUST	Headlamps			INC #
12	101795	BDY	REMOVE/INSTALL	R Front Combination Lamp			0.3 #
13	101796	BDY	REMOVE/INSTALL	L Front Combination Lamp			

ESTIMATE RECALL NUMBER: 09/14/2016 11:20:34 14323
Mitchell Data Version: OEM: AUG_16_V

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Software Version: 7.1.206

14	100004	REF	BLEND	Hood Outside			C	1.3
15	100430	BDY	REMOVE/REPLACE	R Fender Panel	84026461	503.93		4.4 *
16	AUTO	REF	REFINISH	R Fender Outside			C	2.4
17	AUTO	REF	REFINISH	R Add To Edge Fender			C	1.2
18	100416	BDY	REMOVE/REPLACE	R Fender Liner	22757274	83.05		INC
19	100418	BDY	REMOVE/REPLACE	R Fender Bracket	23343215	83.73		0.1 #
20	101848	REF	REFINISH	R Frt Door Outside			C	2.3
21	101284	BDY	REMOVE/INSTALL	R Frt Rear View Mirror				0.3 *
22	AUTO	BDY	REMOVE/INSTALL	R Frt Upr Door Window Frame Moulding				0.2 #
23	101286	BDY	REMOVE/INSTALL	R Frt Otr Door Belt Moulding				0.2 #
24	101358	BDY	REMOVE/REPLACE	R Frt Door Adhesive Moutding	22775443	76.00		0.2
25	101382	BDY	REMOVE/REPLACE	R Frt Door Adhesive Nameplate	22813987	57.23		0.2
26	101680	BDY	REMOVE/INSTALL	R Frt Door Trim Panel				INC
27	102154	BDY	REMOVE/INSTALL	R Frt Otr Door Handle				0.3
28	101193	GLS	REMOVE/INSTALL	R Frt Door Moveable Glass	Existing			1.3 r
29	101179	BDY	REMOVE/INSTALL	R Frt Door Glass Run	Existing			0.2 #r
30	101188	BDY	REMOVE/INSTALL	R Frt Door Glass Regulator Assy	Existing			0.5 #r
31	900500	REF *	REFINISH/REPAIR	BLEND RT FRONT WINDSHEILD POST	Existing			1.3*
32	900500	REF *	REFINISH/REPAIR	BACK MASK RT ROOF MLDG	Existing			0.3*
33	900500	REF *	REFINISH/REPAIR	BACK MASK RT WINSHEILD MLDG	Existing			0.3*
34	AUTO	REF	ADD'L OPR	Three Stage				5.4
35	900500	BDY *	REPAIR	DISCONNECT BATTERY	Existing			0.3*
36	900500	BDY *	REPAIR	RECODE / RESET RADIO	Existing			0.4*
37	900500	BDY *	REMOVE/REPLACE	Cover Car For Primer	Sublet	5.00 *		0.2*
38	900500	BDY *	REMOVE/REPLACE	Cover Car For Refinish	Sublet	5.00 *		0.2*
39	900500	BDY *	REPAIR	Mask Jambs for Primer	Sublet	3.00 *		0.5*
40	900500	BDY *	REPAIR	Mask Jambs for Refinish	Sublet	3.00 *		0.5*
41	900500	BDY *	REMOVE/REPLACE	Flex Additive	** QUAL REPL PART	12.00 *		0.0*
42	900500	BDY *	REMOVE/REPLACE	Anti Corrosive Primer	** QUAL REPL PART	15.00 *		0.3*
43	900500	BDY *	REMOVE/REPLACE	Restore Corrosion Protection	** QUAL REPL PART	15.00 *		0.3*
44	900500	BDY *	REMOVE/REPLACE	Mics Hardware	** QUAL REPL PART	15.00 *		0.0*
45	900500	BDY *	REPAIR	Color Sand & Buff	Existing			1.2*
46	900500	BDY *	ADD'L LABOR OP	Clean For Delivery	Existing			0.5*
47	900500	BDY *	ADD'L LABOR OP	Tint Color	Existing			0.5*
48	AUTO		ADD'L COST	Paint/Materials		651.00 *		

* - Judgment Item
\# - Labor Note Applies
C - Included In Clear Coat / Three Stage Calc
r - CEG R&R Time Used For This Labor Operation

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Date: 9/14/2016 11:37 AM
Estimate ID: 14323
Estimate Version: 0
Preliminary
Profile ID: Mitchell
Quote ID: 11715433

Estimate Totals

I. Labor Subtotals	Units	Rate	Add'l Labor Amount	Sublet Amount	Totals
Body	18.8	42.00	0.00	6.00	795.60
Refinish	18.6	42.00	0.00	0.00	781.20
Glass	1.3	42.00	0.00	0.00	54.60
Non-Taxable Labor					1,631.40
Labor Summary	38.7				1,631.40

II. Part Replacement Summary			Amount
Taxable Parts			1,677.26
Sales Tax	@	6.250%	117.33
Non-Taxable Parts			10.00
Total Replacement Parts Amount			2,004.59

III. Additional Costs			Amount
Taxable Costs			651.00
Sales Tax	@	6.250%	40.69
Total Additional Costs			691.69

Paint Material Method: Rates
Init Rate = 35.00 , Init Max Hours = 99.9, Add'l Rate = 0.00

IV. Adjustments	Amount
Customer Responsibility	0.00

I.	Total Labor:	1,631.40
II.	Total Replacement Parts:	2,004.59
III.	Total Additional Costs:	691.69
	Gross Total:	4,327.68
IV.	Total Adjustments:	0.00
	Net Total:	4,327.68

This is a preliminary estimate.
Additional changes to the estimate may be required for the actual repair.

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QUIRK

AUTO DEALERS

444 QUINCY AVENUE · P.O. BOX 850972 · BRAINTREE, MA 02184

TELEPHONE (781) 849-1300

www.quirkcars.com

[redacted]

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
13 SEP 16		14 SEP 16		[redacted]

Account No: [redacted]

Territory:

SOLD TO

[redacted]

WINCHESTER, MA [redacted]

SHIP TO

**** R O P A R T S Q U

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
13:39:51	1147			WILLIAM MCGRAW

QUANTITY ORD	QUANTITY SHIP	QUANTITY B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
			RO Quote for Service Repair Order: 746[redacted]				
			Service Advisor: 5764 Vehicle: FG235253				
			Part(s) quoted on LineA C/S AFTER STARTING VEHICLE BRAK				
1	1	0	12669488	(S)PUMP 1112C	237.38	237.38	237.38
			12659655	** replacement part number **			
1	1	0	12658179	(S)BELT 1127A	63.82	63.82	63.82
1	1	0	LABOR	LABOR	248.00	177.14	177.14
1	1	0	TAX	TAX	26.36	18.83	18.83
			Parts quoted on RO# [redacted]				

BUSINESS HOURS

MONDAY - FRIDAY
7:00 A.M. - 6:00 P.M.

OPEN SATURDAYS
7:00 A.M. - 4:00 P.M.

STORE HOURS 7AM-6PM M-F & 7AM-4PM SAT
REMIT PAYMENTS TO
PO BOX 5220,MANCHESTER,NH 03108
NO CASH REFUNDS
DISCOUNTED ITEMS ARE NOT RETURNABLE

CUSTOMER'S SIGNATURE
X

MISC SUPPLIES	
PARTS	497.17
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$0.00

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
NO RETURNS AFTER 30 DAYS. 20% RE-STOCK CHARGE ON ALL RETURNED PARTS.
PLEASE USE CAUTION OPENING PARTS. IF CONTAINER IS TORN OR DEFACED PART NOT RETURNABLE!

Copyright 2014 CDK Global, LLC PARTS INVOICE 11UP - R3C1 - IMAGING

CUSTOMER COPY

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4X4


4X4





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Customer	**Vehicle**	**Status of vehicle/concern**
Almuthanna Alrusan () -	Chevrolet Silverado 2014 3GCPCREC9EG[redacted] Mileage Now: 70000 mi Warranty Start: 11/29/2014	A GM Dealer has diagnosed the current concern Repairs are scheduled Vehicle is inoperable for this concern and cannot be driven

Key Points

Customer states vehicle is hard to stop. Customer says it's a while to stop the vehicle when going to a stop. Customer feels this very dangerous. SA advised customer to keep vehicle shopped to be repaired. Customer decide to let dealership take another look will keep vehicle overnight.

Customer seeks vehicle repaired with no concerns.

SA advised customer will partner with CEM to come to a resolution.

Patricia\WMI\Tier 2

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 2 times Vehicle was inop/down due to this concern: 14 or more days Customer has incurred costs due to this concern	
Please consider these additional questions: *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?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket 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:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Patricia McGlown --> 1-866-790-5700 Ext # 5913676

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3-27-2019

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Respondent Report - 1035957816 - CONFIDENTIAL

Demographics

Resp #:	1035957816
Age:	[redacted]
Gender:	Female
Re-contact:	Yes

Survey

Srvy Yr:	2016
Srvy Method:	W
Srvy Coun:	United States
Outgoing:	E
Published:	0

New Vehicle

First New Veh:	No
Add/Rep:	Replaced Prior
Brand Replaced:	Ford

Likely Recommend

Brand :	10
Model :	10

Mobile Phone

Carrier:	AT+T
Brand:	Apple
Model:	Apple iPhone 6

Majority Drv Cond.

City

Vehicle Information

Vehicle

Vin:	1GNSCBKC9GR[redacted]
Model Year:	2016
Build Date:	4/15/2016
Sold Date:	6/20/2016
Miles/KM:	4100/6598
MPG/KPL/LP100KM:	19/8.1/12.4
Model:	TAHOE
Body:	Wagon
Engine:	5.3
Trans:	A
Plant:	Arlington
Series:	LT
Drive:	RWD
Doors:	5
GVW:	7001 - 8000

RPO Vehicle

Brakes	
HVAC	CJ4-AIR CONDITIONING, FRT & RR ELECTRONIC CONTROLS
Engine	L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALUM, GM
Trans	MYC-AUTO 6 SPD, HMD, 6L80
Infotainment	
Seat	AN3-FRT, INDIVIDUAL (NON BKT)
Suspension	
Trim Seat	

Troubles Indicated on the Survey

Checkbox	Excessive Brake Pressure Required - Too much effort required/hard
PPH	Brakes Don't Have Enough Stopping Power
SMT	Chassis
QRD	2A-Brake System

Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 20 Q:How Often Trouble Occurs - Always Q:Passengers or Cargo When Trouble Occurs - Load does not matter Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox	Stopping Distance
PPH	Stopping Distance
SMT	Vehicle Performance
QRD	I5-Ride & Handling

Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 20 Q:Weather Condition When Trouble Occurred - Happens under all conditions Q:Passengers or Cargo When Trouble Occurs - Load does not matter Q:How Hard Brakes Applied - Braking in regular conditions Q:Taken Vehicle for Repair - No Q:Time Trouble Occurs - Every time I push the pedal Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Trouble Occurs In City Q:Trouble Occurs In Rural Area Q:Trouble Occurs In Highway Q:Vehicle Speed (Low) - All the time - Speed does not matter

Checkbox	Fwd Collision Avoidance System NW properly
PPH	Fwd Collision Avoidance System-Broken/NW
SMT	Electrical
QRD	7T-Active

Q:When First Noticed - 1-2 months Q:Distance Driven When Noticed - 4000 Q:How Often Trouble Occurs - Occasionally Q:Trouble Occurs At Low Speeds (1-35 mph/1-55 kph) Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Rear Automatic Braking

Checkbox	Warning Lights/Messages/Chimes - Parking assistance
PPH	Warning Lights-Parking Assistance
SMT	Electrical
QRD	7T-Active

Q:When First Noticed - 1-2 months Q:Distance Driven When Noticed - 4000 Q:How Often Trouble Occurs - Occasionally Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Describe the Warning Trouble - Warning too early/late/unnecessary/missed

[redacted]

Checkbox	Warning Lights/Messages/Chimes - unspecified	Q:When First Noticed - 1-2 months Q:Distance Driven When Noticed - 3600 Q:How Often Trouble Occurs - Occasionally Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No
PPH	Warning Lights-Other/Unspecified	
SMT	Electrical	
QRD	7A-Body Electronics	
Checkbox	Exc. Wind Noise - Around front side door/window - window closed	Q:When First Noticed - Upon vehicle delivery Q:How Often Trouble Occurs - Always Q:Noise Is Heard All The Time - Speed Does Not Matter Q:Road Surface When Noise Occurs - Smooth or Paved Q:Taken Vehicle for Repair - No Q:Noise Is Airleak/Hiss Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
PPH	Excessive Wind Noise	
SMT	Body	
QRD	5K-Side Closures	
Checkbox	Exc. Wind Noise - From front of veh (grille, hood, windshield)	Q:When First Noticed - Upon vehicle delivery Q:How Often Trouble Occurs - Always Q:Noise Is Heard All The Time - Speed Does Not Matter Q:Road Surface When Noise Occurs - All road conditions Q:Taken Vehicle for Repair - No Q:Noise Is Airleak/Hiss Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
PPH	Excessive Wind Noise	
SMT	Body	
QRD	5K-Side Closures	
Checkbox	Exc. Wind Noise - Exc. air vib. noise when side window is open	Q:When First Noticed - Upon vehicle delivery Q:How Often Trouble Occurs - Always Q:Noise Is Heard All The Time - Speed Does Not Matter Q:Road Surface When Noise Occurs - All road conditions Q:Taken Vehicle for Repair - No Q:Noise Is Airleak/Hiss Q:How Loud is the Noise - Loud/distracting Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
PPH	Excessive Wind Noise	
SMT	Body	
QRD	5K-Side Closures	
Checkbox	Vehicle Vibrates - Through steering wheel/steering column	Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 20 Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - No Q:Type of Roads When Trouble Occurred - All road types Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:This Occurs All The Time - Speed Does Not Matter
PPH	Steering Wheel Vibrates Excessively While Driving	
SMT	Vehicle Performance	
QRD	I7-Vehicle Dynamics	
Checkbox	Vehicle Vibrates - other	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 100 Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - No Q:Type of Roads When Trouble Occurred - All road types Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:This Occurs All The Time - Speed Does Not Matter Q:Vibration Source - Seat
PPH	Vehicle Vibrates-Other/Unspecified	
SMT	Vehicle Performance	
QRD	I3-General Noise	
Checkbox	Steering/Turning - Too heavy/stiff	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 300 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:Engine Temp When Trouble Occurs - All temperatures Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Dash Indicator Warning Light On - No Q:Weather Condition When Trouble Occurred - Happens under all conditions Q:Taken Vehicle for Repair - No Q:Type of Roads When Trouble Occurred - All road types Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Kind of Tire Mounted When Problem Occurred - Does not matter Q:Steering Effort Used When Problem Occurred - Does not matter Q:This Occurs All The Time - Speed Does Not Matter
PPH	Steering System-Too Stiff/Sensitive	
SMT	Vehicle Performance	
QRD	I5-Ride & Handling	

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle	Correct the brake system
Question: Like Most About Vehicle	Height

Performance Attributes

Attribute	1-10 Rating

Vehicle Overall (TopMind)	10
Vehicle (Overall)	10
Vehicle quality (overall)	10
Level of technology and innovation	10
Value for the money	10
Cost of maintenance and repair	9
Condition of vehicle upon delivery	8
Overall feeling of safety while driving	10
Overall visibility for driver	10
Security features	10
Vehicle feels solidly built	10
Overall rating of vehicle driving dynamics	10
Braking responsiveness and effort	10
Handling/stability on curves or winding roads	10
Vehicle ground clearance	10
Maneuverability in traffic and tight spaces	10
Rides smooth	10
Transmission smoothness when shifting	9
Overall sound of the engine	10
Overall power and acceleration	10
Overall rating of audio/entertainment system	10
Front seat roominess	10
Storage spaces for driver and passengers	10
Overall rating of trunk or rear cargo area	8
Rear seat roominess	10
Ease of getting into and out of the vehicle	10
Interior quietness	8
Overall rating of seats	10
Overall rating of heater, ventilation and A/C	10
Overall attractiveness of your vehicle interior	10
Quality of interior materials	10
Overall attractiveness of your vehicle exterior	10
Fuel economy	10
Driving range on full tank / full charge	10

PE18-012

GM

3-27-2019

Q3



Bulletin No.: 15577
Date: January 2016

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: **Interior Electrical Center Left End Cap Fuse Label Error**

MODELS: **2015 Cadillac Escalade, Escalade ESV**
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon, Yukon XL

THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2018.

Labels required to perform this program are being mailed to customers of record, along with installation instructions. Customers may install the label, or if they desire, they may take the label to their dealer for installation at **no charge**. To reduce the inconvenience to the customer, if a customer brings their vehicle and their label into your facility for installation, please have this recall performed on the vehicle immediately, if possible, so that the customer does not have to leave their vehicle at the facility.

CONDITION

Certain 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL model vehicles have an incorrect electrical circuit label on the instrument panel left end cap cover that shows four incorrect fuse positions. This condition could lead to service confusion, and possible improper fuse installation. Fuses protect wiring circuits, and if a higher than required fuse is installed, the circuit wire may fault open or increased risk of fire may result.

CORRECTION

Dealers are to install a corrected label. Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent directly to customers of record along with the installation instructions. Customers may install the label, or if they desire, they may bring the label to their dealer for installation at **no charge**.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

USA: Parts required to complete this recall are to be ordered online, through the DWD 1Store application in Global Connect. Please log in and order the appropriate item number label(s) using the chart below. The label will be provided at no charge. **Do not order labels from GMCCA.**

Canada: Please contact the Warranty Call Centre (WCC) at 1-888-222-5546 to order required overlay label(s). The item number for the Canadian version of the label is listed in the chart below. The label will be provided at no charge. **Do not order labels from GMCCA.**

Note: Labels are being mailed to customers of record. Please order labels for inventory vehicles only.

Item Number	Description	Quantity/Vehicle
CS15577	Fuse Block Label/Label-I/P Fuse BLK ACC Hole	1

SERVICE PROCEDURE



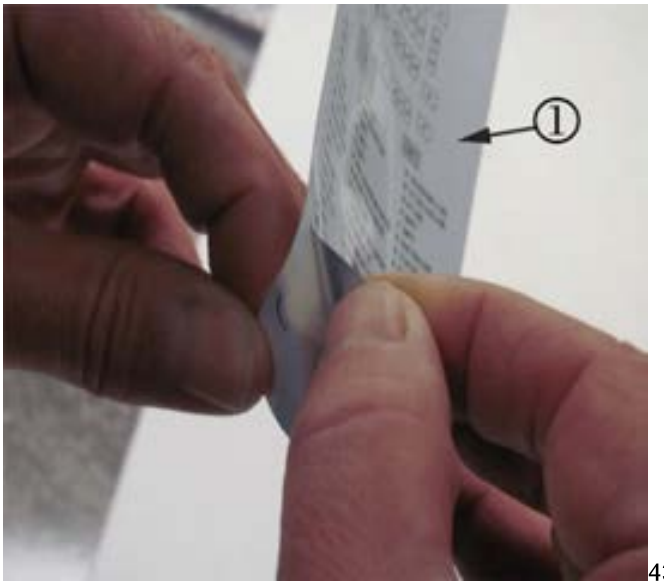
4355464

1. Remove the Instrument Panel Fuse Block Access Hole Cover - Left Side (1). Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.



4355468

2. Remove existing label (1) and any residue using isopropyl alcohol. Dry the label surface with clean, lint free cloth. The label surface must be clean, dry and free of any contaminants. Do NOT place new label over an existing label.



4355472

3. Firmly hold the new label (1) and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.



4355474

4. Using the alignment tabs (1), carefully align new label (2) to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.



4355478

5. Install the Instrument Panel Fuse Block Access Hole Cover - Left Side (1). Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: Labels are being provided to dealers at no-charge.

Labor Code	Description	Labor Time
9101975	Install New Fuse Block Label	0.2

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles. Part availability for this program is limited, but improving. Parts are available for dealers to address inventory units that have been sold. Dealers are strongly encouraged to address vehicles prior to delivery to the customer. However, if this is not possible, dealers are to make arrangements with the customer to return for completion of the Customer Satisfaction Program at a later date, convenient to the customer.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2018.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through February 28, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your dealer for information on whether your vehicle may benefit from the information.

We Support Voluntary Technician Certification

February 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon or Yukon XL may have been built with an incorrect electrical circuit label on the instrument panel left end cap cover that shows four incorrect fuse positions. This condition could lead to service confusion, and possible improper fuse installation. Fuses protect wiring circuits, and if a higher than required fuse is installed, the circuit wire may fault open or increased risk of fire may result.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to correct this condition.

What We Will Do: The new fuse block label for your vehicle is enclosed. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation within the next 60 days. This service will be performed for you at **no charge**.

What You Should Do: If you would like your dealer to install the label, you should contact your <DIV_DLR> dealer to arrange a service appointment as soon as possible. Bring the label with you when you visit your dealer.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
15577

PE18-012

GM

3-27-2019

Q3



BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 08/30/16
Start Date:

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

SECTION 1: CUSTOMER INFORMATION

Titled owner: [redacted]			
Mailing address: [redacted]			
City: [redacted]	State: WI	Zip code: [redacted]	
Day phone: [redacted]	Evening phone [redacted]	Cell phone: [redacted]	
Fax:	E-mail address: [redacted]		

SECTION 2: VEHICLE INFORMATION

Make: Chevrolet	Model: Tahoe	Year: 2015	Current mileage: 43000
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Burtness, Orfordville, WI			
Primary Servicing dealer/city/state: symdon chevrolet,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 04/23/15	Mileage at purchase/lease:		
First repair attempt date: 07/09/15	First repair attempt mileage: 7157		
How often is the vehicle used for business purposes (percentage): 0 %	Number of vehicles owned or leased by the business:	Transmission type: ☒ Automatic ☐ Manual	
Has the vehicle been in an accident/had body damage? ☐ yes ☒ no	Date of accident:		
Description of damage:			

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

I would like a replacement

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

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days** **6/10/07 12,700 miles 1 day**	**yes**
Water LeakDrain issues		9		yes
Vibration		9		yes
Window		2		no
Transmission		9		yes
Clunk from rearfront end		7		yes
Ticking noise from sterring wheel		3		yes
Liftgate		4		yes
Lane Detection		2		no
Brakes		5		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

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

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

Case Number: [redacted]

SECTION 4: VEHICLE PROBLEMS (List primary problem first)

Problem	Servicing dealer(s)	# of repair attempts	List the date, mileage, and days out of service for each repair attempt	Does the problem exist now?
Example: **A/C won't cool properly**	**Any Dealer, Inc.**	**2**	**4/23/06 3,500 miles 5 days 6/10/07 12,700 miles 1 day**	**yes**
AC		3		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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

PE18-012

GM

3-27-2019

Q3



SYMDON CHEVROLET, INC.
369 UNION STREET • EVANSVILLE, WI 53536
Phone: (608) 882-4603 • Fax: (608) 882-4606
www.symdon.com • 1-866-SYMDONS

SYMDON MOTORS, INC.
9277 BUSINESS HWY 18-151 E • P.O. BOX 48
MT. HOREB, WI 53572
Phone: (608) 437-5555 • Fax: (608) 437-3793
www.symdon.net • 877-4-SYMDON

RO [redacted] VIN 1GNSKCKCXFR [redacted]

YEAR	MAKE	MODEL	COLOR
2015	CHEVROLET	TAHOE LTZ	BLACK

MILES IN	MILES OUT	FIRST USE	DR.
7157	7157	04/23/15	[redacted]

SEE ALSO

[redacted]

DATE IN 07/09/15
TIME IN 16:03
CLOSED 15:58 07/10/15
WRITER DAVE\85

(1) 2014 + (DEX OW20 8QTS) CHEVROLET CERTIFIED MAINTENANCE. OIL & FILTER CHANGE, TIRE ROTATION, & 27-POINT VEHICLE INSPECTION

MAINTENANCE

PERFORMED OIL CHANGE, TIRE ROTATION AND 27 PT INSPECTION
(Tech:41) A

0600723	9094	0021	T41	8
19330001	(FILTER)			1
88864004	(OW20 DEXOS1)			8

.....(Warranty).....

(2) WATER LEAK COMING FROM SPEAKER IN HEADLINER BY DRIVERS HEAD.

INSPECTED FOR WATER LEAK FROM SUNROOF DRAIN TUBE IN AREA OF ASPERATOR AND MIC FOR ONSTAR, FOUND DRAIN TUBE RESTRICTED ALOWING WATER TO OVER FLOW MANAGEMENT FOR SUNROOF.

CLEARED RESTRICTION FROM DRAIN TUBE AND RECHECK OPERATION OF DRAIN, ALL OK.
(Tech:41) A

6060922	4049	0824	T41	5

Labor rate for Work business!

.....(Warranty)

(3) VIBRATION/SURGE CAN BE FELT AT ALL SPEEDS

UNABLE TO DUPLICATE CUSTOMER CONSERN, TEST 8 VYBRATION FELT.

NO PROBLEM FOUND AT THIS TIME, CUSTOMER TO MONITOR.
(Tech:41) A

Labor		T41

.....(Warranty).....

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

THANK YOU

	WAS	INC.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Shop Supplie			.00
Oil/Grease			.00
Sub Total			.00
Tax		.00	.00
Total			.00

Page 1 of 1

Job [redacted]

[redacted]

Customer Copy

Repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

BURTNESS Chevrolet

www.burtnesschev.com
Whitewater: 262-473-2522 • Orfordville: 608-879-2873
602 Genesis Drive • Orfordville, Wisconsin 53576
563 S. Janesville Street • Whitewater, Wisconsin 53190

RO [redacted] 1GNSKCKCXFR [redacted] N [redacted]
DATE IN 08/18/15
TIME IN 17:57 16:14
CLOSED 08/19/15
WRITER 9506 RICK\54
YEAR 2015 MAKE CHEVROLET MODEL TAHOE LTZ COLOR BLACK
MILES IN 12445 MILES OUT 12445 FIRST USE 07/23/15 04/23/15 LIC. WI
[redacted] (0) -
SEE ALSO

CALL WHEN READY

(1) CUSTOMER REPORTS SUN ROOF LEAKS WATER DRIPS OUT OF SPEAKER UNABLE TO VERIFY CUSTOMER CONCERN NOTE VEHICLE SAT OUTSIDE IN THE RAIN - RAN WA TER OVER TOP OF VEHICLE AND RAN THROUGH CAR W ASH MULTI TIMES (Tech:07) A	Labor .....(Warranty)	T07	
(2) CUSTOMER REPORTS BLUE TOOTH CONCERN - PEOPLE CAN NOT HEAR UNABLE TO VERIFY CUSTOMER CONCERN SYSTEM WORKING AS DESIGNED WHEN TESTED (Tech:07) A	Labor .....(Warranty)	T07	
(3) CUSTOMER REPORTS RADIO VOLUME GOES IN AND OUT CUST HAS SHUT OFF SPEED ADJUST UNABLE TO VERIFY CUSTOEMR CONCERN - SYSTEM WO RKING AS DESIGNED WHEN TESTED (Tech:07) A	Labor .....(Warranty)	T07	
(4) CUSTOMER REPORTS DRIVERS WINDOW NOISEY AT HIG HWAY SPEED L- CRACKLING NOISE VERIFIED CONCERN - ORDERED PARTS (Tech:07) A	Labor .....(Internal)	T07	
(5) CUSTOMER REPORTS VEHICLE HESITATES TO START LONG CRANK UNABLE TO VERIFY CUSTOMER CONCERN NORMAL OPER ATION AT THIS TIMES - ADVISED CUSTOMER HIGH P SI FUEL SYSTEM REQUIRES LONGER CRANK TO START AND CAN BE INFLUENCED BY ALCOHOL CONTENT (Tech:07) A	Labor .....(Warranty)	T07	
(6) 2014/2015 2 YEAR FREE SCHEDULED MAINT INCLUDES TIRE ROTATION 2014/2015 2 YEAR FREE SCHEDULED MAINT 2014/2015 2 YEAR FREE SCHEDULED MAINT (Tech:04) A	0600723 88864004 (OIL) 19330001 (FILTER) .....(Warranty)	T04	6 16 1

W/O	DIT.	CUSTOMER

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale or use of products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

TERMS
No returns on electrical or special order items. Restocking charge applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.

Job [redacted]

Customer Copy

...ted by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, ...e, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

BURTNESS Chevrolet

www.burtnesschev.com
Whitewater: 262-473-2522 • Orfordville: 608-879-2973
802 Genesis Drive • Orfordville, Wisconsin 53576
563 S. Janesville Street • Whitewater, Wisconsin 53190

RO [redacted] VIN 1GNSKCKCXFR [redacted]

YEAR	MAKE	MODEL	COLOR
2015	CHEVROLET	TAHOE LT2	BLACK

MILES IN	MILES OUT	FIRST USE	USED
13466	13466	04/23/15 04/23/15	WI

[redacted]

DATE IN 09/01/15
TIME IN 16:43
CLOSED 17:01 09/01/15
WRITER RICK\54

SEE ALSO

H: [redacted] -

CUSTOMER IS WAITING

(1) CUSTOMER REPORTS A NOISE DRIVERS DOOR AREA HI GHWAY SPEEDS - PC
REPLACED DRIVERS DOOR APPLIQUE
(Tech:38) A

Labor T38
(F)20963324 (APPLIQUE) 1
.....(Warranty).....

	W/C	INT	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Epa Com/shop			.00
Oil/Grease			.00
Sub Total			.00
Tax			.00
Total			.00

DISCLAIMER OF WARRANTIES
Any representation on this 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, all fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X [redacted]

TERMS
No returns on electrical or special order items. Restocking charge applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.

Page 1 of 1 Job [redacted]

[redacted]

Customer Copy

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WATDA Services, Inc. • 1-800-336-1642 05/2013 WI Auto & Truck

SYMDON CHEVROLET, INC.
369 UNION STREET • EVANSVILLE, WI 53536
Phone: (608) 882-4803 • Fax: (608) 882-4805
symdon.com • 1-866-SYMDONS

SYMDON CHEVROLET

SYMDON MOTORS, INC.
2011 SPRINGDALE STREET • P.O. BOX 48
MT. HOREB, WI 53572
Phone: (608) 437-5555 • Fax: (608) 437-3793
symdon.net • 877-4-SYMDON

R/O [redacted]	VIN 1GNSKCKCXFR [redacted]			DATE IN 11/11/15	
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK O	TIME IN 17:17	
MILES IN 19617	MILES OUT 19617	FIRST LOG 04/23/15 03/00/00	LIC [redacted]	CLOSED 16:22 11/12/15	
SRO AUTO		C: [redacted] H: [redacted]	W: [redacted]	WRITER 0383 ADAM\13	

(1) 2014/2015(DEX 0W20 8QTS) CHEVROLET CERTIFIED MAINTENANCE. OIL & FILTER CHANGE, TIRE ROTATION, & 27-POINT VEHICLE INSPECTION
-
PERFORMED ENGINE OIL CHANGE & TIRE ROTATION.
(Tech:42) A

0600723 9094 0021 T42 6
19330001 (FILTER) 1
88864004 (0W20 DEXOS1) 8
.....(Warranty).....

(2) CLUNK NOISE WHEN DRIVING. SOUNDS LIKE IT MAY BE COMING FROM THE TRANSMISSION. TENDS TO OCCUR AROUND 25-30 MPH, BUT CAN OCCUR AT ANY SPEED IT SEEMS.
-
TEST DROVE VEHICLE.
-
COULD NOT DUPLICATE CONCERN.
(Tech:42) A

Labor T42 19.95
Total Labor 19.95
Less Special Discount ..... -19.95
Total Repair (Customer)..... .00

(3) VIBRATION FELT BETWEEN 25-30 MPH.
-
TEST DROVE VEHICLE.
NO ABNORMAL VIBRATION IS FELT.
-
NO REPAIR ATTEMPT MADE.
(Tech:42) A

Labor T42
Thank you for your business!
.....(Warranty).....

(4) ALL FOUR WINDOWS MAKE NOISE WHEN GOING UP.
-
OPERATE ALL WINDOWS.
NO ABNORMAL NOISE IS HEARD.
WINDOW MOTOR OPERATION WILL BE AUDIBLE DURING OPERATION OF WINDOWS.
-
NO REPAIR ATTEMPT MADE.
(Tech:42) A

Labor T42
.....(Warranty).....

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said product. Any limitation contained herein does not apply where prohibited by law.

X

THANK YOU

	W/C	INT.	CUSTOMER
Labor			19.95
Parts			.00
Sublet			.00
Shop Supplie			.00
Oil/Grease			.00
Less Disc.			-19.95
Sub Total			.00
Tax		.00	.00
Total			.00

Page 1 of 1 Job [redacted]

[redacted] [redacted] Customer Copy

WATBA Services, Inc. • 1-920-526-7272 • 6DVW Auto & Truck

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Symdon Chevrolet, Inc.

369 Union Street
Evansville, WI 53536
(608) 882-4803

[redacted]	1GNSKCKCXFR[redacted]			12/29/15	
2015	CHEVROLET	TAHOE LTZ	BLACK	17:03	
23426	23426	04/23/15	[redacted]	01/08/16 16:52	
				MINDI	

(1) INTERMITTENTLY WHEN ACCELERATING VEHICLE DOES NOT GO, FEELS LIKE ITS HESITATING/BOGGS DOWN, THEN BUCKS FORWARD THROWING YOU BACK. OCCURS WITH WARM AND COLD ENGINE. SEE PIT5404 NO ABNORMAL CONDITION FOUND AT THIS TIME. PERFORMED A VEHICLE DIAGNOSTIC. NO TROUBLE CODES STORED. TEST DROVE TO ATTEMPT TO DUPLICATE CONDITION. WHEN VEHICLE ENTERS V4 MODE, A SLIGHT CHANGE IN EXHAUST TONE AND A SLIGHT VIBRATION IS NOTED. ENGINE POWER IS REDUCED BY DESIGN. THESE ARE CONSIDERED NORMAL CHARACTERISTICS OF V4 OPERATION*CODE E FOR TIME TO ISOLATE W/GDS DURING TEST DRIVE** (Tech:42)	4069919 9090 0322 [42] 9 Total Labor		88.54 88.54
	Total Repair (Warranty)		88.54
(2) VIBRATION FROM DASH NEAR RIGHT 'A' PILLAR WHEN DRIVING THROUGH TOWN UNDER LIGHT ACCELERATION. . UPPER DASH PANEL VIBRATING AT TIMES WHEN IN V4 MODE DUE TO CHANGE IN ENGINE LOAD. . TEST DROVE, ISOALTED VIBRATION, REPOSITIONED AND INSULATED DASH PANELS IN ORDER TO ELIMINATE VIBRATION. TEST DROVE SEVERAL TIMES IN ORDER TO ISOLATE AND ELIMINATE VIBRATION. (Tech:42)	1032990 6069 0827 [42] 29 Total Labor		285.30 285.30
	Total Repair (Warranty)		285.30
(3) BLOWER MOTOR WHISTLES ON HIGH SPEED AFTER VEHICLE IS WARMED UP, OCCURS WHEN ON HIGH HEAT, HIGH BLOWER SETTING, WITH AIR FLOW TO FEET AND FACE. - TEST DROVE VEHICLE MULTIPLE TIMES OVER MULTIPLE DAYS AND WAS UNABLE TO DUPLICATE CONCERN. - NO REPAIR ATTEMPT MADE. (Tech:42)	4429959 9099 0726 [42] 3 Total Labor		29.51 29.51
	Total Repair (Warranty)		29.51
(4) ON ROUGH ROADS & INCLINES/DECLINES, IT FEELS AS IF REAR SHOCKS NOT SHOCK ABSORBING, CAN FEEL IT IN REAR SUSPENSION, VERY BOUNCY - TEST DROVE VEHICLE. COULD NOTE NO OBJECTIONABLE RIDE CHARACTERISTIC BUT HEARD CLUNK/	2024050 6025 0424 [42] 7 SLD [42] 3 11610075 (CLIP) 2 23245451 (PANEL) 1 23505002 (WINDOW) 1		68.67 29.51 7.28 66.43 493.56

WC	INT		CUSTOMER

Symdon Chevrolet, Inc.

369 Union Street
Evansville, WI 53536
(608) 882-4803

[redacted]	1GNSKCKCXFR[redacted]			DATE IN	12/29/15
				TIME IN	17:03
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK	CLOSED	01/08/16 16:52
MILES IN 23426	MILES OUT 23426	LAST SVC 04/23/15	LIC [redacted]	WRITER	MINDI
			REG [redacted]	PHONE [redacted]	CELL [redacted]

RATTLE FROM LIFTGATE AREA DUE TO WORN HINGES.
* DIAG ADD FOR TIME TO ISOLATE NOISE *
REMOVED TRIM PANEL AND TEST DROVE:NOISE STILL PRESENT, REMOVED SPOILER AND TEST DROVE:NOISE STILL PRESENT, INSPECTED AND FOUND LIFTGATE HINGES WORN. REPLACED LIFTGATE GLASS AND RECHECKED: NOISE GONE.
(Tech:42)

CAR RENTAL 97242	210.0
Total Labor	98.38
Total Parts	567.27
Total Sublet	210.00
Total Repair (Warranty)	875.65

(5) REQUEST TO CHECK OVER BRAKING SYSTEM, ON ONE OCCURANCE PRESSED PEDAL BUT DID NOT FEEL AS IF BRAKES WORKING, RELEASED PEDAL AND REAPPLIED AND THEN WORKED NORMAL
-
TEST DRIVE VEHICLE TO ASSESS BRAKING OPERATION. HOIST VEHICLE AND INSPECT BRAKING SYSTEM COMPONENTS. COULD FIND NO FAULT.
-
NO REPAIR ATTEMPT MADE.
(Tech:42)

2429939	9099	0131	[42]	3	29.51
Total Labor					29.51
Total Repair (Warranty)					29.51

(6) POWER LIFTGATE WOULD NOT OPEN WHEN USING PAD OR REMOTE, CAN REAR LATCH RELEASE BUT WILL NOT POWER LIFT, HAVE TO MANUALLY OPEN INTERMITTENTLY BUT FREQUENTLY.
-
OPERATED LEFTGATE MULTIPLE TIMES OVER MULTIPLE DAYS. COULD NOT DUPLICATE CONCERN.
-
SCANNED FOR CODES: NONE FOUND AND CHECKED FOR SERVICE BULLETINS: NONE FOUND.
(Tech:42)

2069939	9099	0524	[42]	3	29.51
Total Labor					29.51
Total Repair (Warranty)					29.51

(7) 5 DAY RENTAL REQUIRED FOR MULTIPLE REPAIRS AND DUE TO PART DELAY LINE 4.
.
DRAC VEHICLE 1GCVKREC6F2[redacted]
(Tech:42)

Labor		[42]	.00
Total Repair (Warranty)			.00

TYPE	INT	CUSTOMER

Symdon Chevrolet, Inc.

369 Union Street
Evansville, WI 53536
(608) 882-4803

[redacted]	1GNSKCKCXFR[redacted]			DATE IN	01/25/16
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK	TIME IN	07:37
MILES IN 24614	MILES OUT 24614	LAST SVC 04/23/15	LIC [redacted]	CLOSED	02/04/16 16:40
ME		[redacted]	[redacted]	ENTRY	ADAM

(1) 2014/2015(DEX 0W20 8QTS) CHEVROLET CERTIFIED MAINTENANCE. OIL & FILTER CHANGE, TIRE ROTATION, & 27-POINT VEHICLE INSPECTION . MAINTENANCE . PERFORMED OIL CHANGE, TIRE ROTATION, 27 PT INSPECTION AND SET TIRE PRESSURES. (Tech:41)	0600723 9094 0021 [41] 8 19330001 (FILTER) 1 88864004 (0W20 DEXOS1) 8 Total Labor Total Parts Less Special Discount Total Repair (Warranty)		20.00 4.35 33.68 20.00 38.03 -8.03 50.00
(2) CUSTOMER STATES THAT THERE ARE RATTLES FROM THE FRONT AND REAR OF THE VEHICLE STILL. MOST PROMINENT WHEN DRIVING OVER BUMPS. * CODE E FOR TIME TO ISOLATE NOISE * TEST DROVE: ONLY FOUND A KNOCK/THUMP NOISE COMMING FROM FRONT OVER BUMPS. FOUND NOISE COMING FROM BOTH FRONT STRUTS WITH CHASSIS EARS. FOUND PIT5477 DOC ID 4309763. CALLED TAC: CASE [redacted] BOYD MEISSNER AND WAS INSTRUCTED TO REPLACE BOTH FRONT STRUTS. . REPLACED BOTH FRONT STRUT ASSEMBLIES, CHECKED ALIGNMENT, TEST DROVE AGAIN: NOISE GONE. (Tech:41)	8033641 6063 0313 [41] 25 (F)23312155 (SPRING) 2 Total Labor Total Parts Total Repair (Warranty)		252.10 892.98 252.10 892.98 1145.08
(3) CHECK FOR BUZZING FROM PASSENGER DASH AREA. . REAR HEATER PIPES VIBRATING AGAINST EACH OTHER. PIT5447-DOC ID 4247599 FOR REPAIR. . TEST DROVE VEHICLE, FOUND BUZZ NOISE FROM THE RIGHT SIDE OF DASH BUT COULD NOT CHANGE FROM INSIDE, FOUND HEATER PIPES UNDER HOOD WITH WITNESS MARKS FROM RUBBING. SEPARATED PIPES & TEST DROVE AGAIN: NOISE GONE. (Tech:41)	4413120 6069 0726 [41] 8 Total Labor Total Repair (Warranty)		80.67 80.67 80.67
(4) CUSTOMER STATES THAT THERE IS HARSH SHIFTING WHEN SHIFTIN FROM 4 CYLINDERS TO 8 CYLINDERS. . TEST DROVE WITH NO PROBLEM FOUND AT THIS TIME . NO PROBLEM FOUND AT THIS TIME, SCANNED FOR CODES: NO CODES FOUND, NO BULLETINS FOUND. NO REPAIR ATTEMPT MADE AT THIS TIM.	Labor [41]		.00

	INT	CUSTOMER

Symdon Chevrolet, Inc.

369 Union Street
Evansville, WI 53536
(608) 882-4803

[redacted]	VIN 1GNSKCKCXFR[redacted]				DATE IN 01/25/16
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK	[redacted]	TIME 07:37
MILEAGE IN 24614	MILEAGE OUT 24614	FIRST USE 04/23/15	LIC [redacted]		DELIVERED 02/04/16 16:40
		[redacted]	[redacted]	[redacted]	WRITER ADAM

	Total Repair (Warranty).....		.00
(Tech:41)			
(5) CHECK FRONT SPEAKER OPERATION. LEFT FRONT ESPECIALLY SEEMS TO BE DISTORTED AND VIBRATE . CHECKED OPERATION OF FRONT DOOR SPEAKERS AND FOUND THE LEFT ONE TO BE SLIGHTLY DISTORTED. . ORDERED NEW DOOR SPEAKER. WE WILL CALL WHEN IT COMES IN. (Tech:41)	Labor	[41]	.00
	Total Repair (Warranty).....		.00
(6) GAS MILEAGE SEEMS TO HAVE DROPPED SINCE LAST SERVICE . NO PROBLEMS FOUND, SCANNED FOR CODES & CHECED FOR BULLETINS: NONE FOUND. . NO PROBLEM FOUND, CUSTOMER TO MONITOR. (Tech:41)	Labor	[41]	.00
	Total Repair (Warranty).....		.00
(7) BRAKES ARE NOISY AFTER SITTING FOR A WHILE . COULD NOT DUPLICATE COMPLAINT AT THIS TIME. . TEST DROVE AFTER SITTING OVERNIGHT AND FOUND NO PROBLEMS WITH BRAKES. NOISE MAY BE CASUED BY MOISTURE BUILD-UP ON BRAKES AND FIRST FEW STOPS IN AM WILL CAUSE NOISE UNTIL MOISTURE IS BURNED OFF OF BRAKES. CUSTOMER TO MONITOR. (Tech:41)	Labor	[41]	.00
	Total Repair (Warranty).....		.00
(8) SPEEDO AND TACH WENT THROUGH A GAGE SWEEP ON THEIR OWN ONE TIME WHILE DRIVING. . COULD NOT DUPLICATE COMPLAINT AT THIS TIME. . TEST DROVE VEHICLE, NO PROBLEM FOUND AT THIS TIME, SCANNED FOR CODES: NONE FOUND IN ANY MODULE, PERFORMED GAUGE SWEEP TEST AND ALL FUNCTIONED NORMALLY. CUSTOMER TO MONITOR. (Tech:41)	Labor	[41]	.00
	Total Repair (Warranty).....		.00
(9) SQUEAL NOISE FROM HVAC ON HIGH WHEN IN BI-LEVEL MODE.	Labor	[41]	.00

		INT		CUSTOMER

Symdon Chevrolet, Inc.

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Evansville, WI 53536
(608) 882-4803

[redacted]	1GNSKCKCXFR[redacted]			DATE IN	01/25/16
				TIME IN	07:37
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK	CLOSED	02/04/16 16:40
MILES IN 24614	MILES OUT 24614	FIRST USE 04/23/15	[redacted]	WRITER	ADAM
		[redacted]	[redacted]	[redacted]	

.
INSPECTED AND FOUND ALL FRONT DASH VENTS
IN CLOSED POSITION. WHEN IN BY-LEVEL BETWEEN
DASH AND FLOOR THIS WOULD MAKE A SQUEAL NOISE

.
OPENED VENTS AND RECHECKED OPERATION: NOISE
GONE. NO ABNORMAL CONDITION PRESENT.
(Tech:41)

Total Repair (Warranty)..... .00

(X) 1-DAY RENTAL REQUIRED FOR REPAIRS

.
BILL TO JOB 2

.
DRAC VEHICLE 3GCUKREC0GG[redacted]
(Tech:41)

Labor	(41)	.00
CAR RENTAL 98011		42.0
Total Sublet		42.00
Total Repair (Warranty).....		42.00

	--C/P--	--W/C--	--INT--	-Total-	
Labor Time	0	41	0	41	
Total Labor	.00	352.77	.00	352.77	
Total Parts	.00	931.01	.00	931.01	(N/A)
Total G/O/G	.00	.00	.00	.00	
Total Sublet	.00	42.00	.00	42.00	
Total R/O	.00	1325.78	.00	1325.78	(N/A)

	USC	MI		CUSTOMER
	352.77	.00	Labor	.00
	931.01	.00	Parts	.00
	42.00	.00	Sublet	.00
			Warr Deduct	.00
	.00	.00	Shop Supplies	.00
	.00	.00	Oil/Grease	.00
	8.03	.00	Less Disc.	.00
	1317.75	.00	Total	.00
	.00	.00	Tax	.00
	.00	.00	Tax2	.00
	.00	.00	Tire Tax	.00
	1317.75	.00	TOTAL (CHRG)	.00

R/O HISTORY

SYMDON CHEVROLET, INC.
369 UNION STREET • EVANSVILLE, WI 53536
Phone: (608) 882-4803 • Fax: (608) 882-4805
symdon.com • 1-866-SYMDONS

SYMDON CHEVROLET

SYMDON MOTORS, INC.
2011 SPRINGDALE STREET • P.O. BOX 48
MT. HOREB, WI 53572
Phone: (608) 437-5555 • Fax: (608) 437-3793
symdon.net • 877-4-SYMDON

R/O [redacted]	VIN 1GNSKCKCXFR [redacted]			DATE IN 05/03/16	
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK	TIME IN 17:21	
MILES IN 31916	MILES OUT 31916	FIRST USE 04/23/15 00/00/00	LIC [redacted]	CLOSED 14:57 05/04/16	
S/O# ALSO	C: [redacted] H: [redacted] W: [redacted]			WRITER 3404 ADAM\13	

(1)	(1)LUBE, OIL, FILTER SERVICE. ADJUST TIRE PRESSURES, TOP OFF FLUID LEVELS, RESET OIL LIFE MONITOR, & 27-PT INSPEC			
	.			
	MAINTENANCE.			
	.			
	PERFORMED OIL CHANGE,ADJUSTED TIRE PRESSURE, TOPPED OFF FLUID LEVELS,RESET OIL LIFE, 27 POINT INSPECTION,ALL OK. (Tech:77) A			
		Labor	T77	11.56
		19130001	(FILTER) 1	5.34
		88864004	(0W20 DEXOS1) 8	35.20
		Total Labor		11.56
		Total Parts		40.54
		Total Repair (Customer).....		52.10

PAID

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X

	WC	INT		CUSTOMER
THANK YOU	.00	.00	Labor	11.56
			Parts	40.54
			Sublet	.00
			Shop Supplie	.00
			Oil/Grease	.00
	.00	.00	Sub Total	52.10
	.00		Tax	2.61
			Tax 2	.26
			Total (Cash)	54.97

Page 1 of 1 Job [redacted]

[redacted]

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Phone: (608) 437-5555 • Fax: (608) 437-3793
symdon.net • 877-4-SYMDON

RO [redacted]	VIN 1GNSKCKCXFR[redacted]			DATE IN	06/18/1
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LT2	COLOR BLACK	TIME IN	08:0
MILES IN 35484	MILES OUT 35454	FIRST USE 01/23/15	LIC. [redacted]	CLOSED	17:0
SEE ALSO		C: [redacted] H: [redacted]	W: [redacted]	WRITER	06/20/1 0318 SONNY\

(1) LANE DETECTION NOT WORKING WHEN GOING OVER CENTER LINE OR WHEN SOMEONE GETS CLOSE TO HER IT IS NOT VIBRATING . COULD NOT DUPLICATE COMPLAINT AT THIS TIME. . TEST DROVE MULTIPLE TIMES WITH NO PROBLEMS FOUND. NOTE: SYSTEM IS NOT ACTIVE BELOW 38 MPH AND AND WILL ONLY WORK WITH CLEARLY MARKED ROADS. (Tech:41) A	Labor	T41 .....(Warranty)..... .....(Warranty)..... .....(Warranty).....

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Phone: (608) 437-5555 • Fax: (608) 437-3793
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RO [redacted]	VIN 1GNSKCKCXFR[redacted]			DATE IN 06/27/16	
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK	TIME IN 06:43	
MILES IN 35950	MILES OUT 35950	FIRST USE 04/21/15 00/00/00	LIC [redacted]	CLOSED 16:47 06/29/16	
SOLD ALSO		CT H: [redacted]	W: [redacted]	WRITER 4385 MINDI\21	

(1) NO GPS SIGNAL WHEN IN CLEAR VIEW WITH NO OBSTUCTIONS-WILL NOT RESPOND TO VOICE COMMANS D AT TIMESOOTEN SOURCE SOFTWARE MESS. WAS DISPLAYED WHEN OCCURING ON SCREEN, - FAULTY HIGH FREQUENCY ANTENNA - PERFORM DIAGNOSTICS, NO CODES SET, NO GPS SIGNAL, SEARCH BULLETINS, INSTALL TEST ANTENNA, SIGNAL OK, ORDER ANTENNA AS NEEDED, REPLACE FAULTY HIGH FREQUENCY ANTENNA, ROAD TEST, GPS FUNCTIONING PROPERLY AT THIS TIME (Tech:39) A	Labor (F)23258459 (ANTENNA)	T39 1	.....(Warranty)..... .....(Warranty)..... .....(Warranty)..... .

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MT. HOREB, WI 53572
Phone: (608) 437-5555 • Fax: (608) 437-3793
symdon.net • 877-4-SYMDON

RO [redacted]	VIN 1GNSKCKCXFR [redacted]			DATE IN 06/27/16	
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK O	TIME IN 06:43	
MILES IN 35950	MILES OUT 35950	FIRST USE 06/23/15 00/00/00	LIC [redacted]	CLOSED 16:47 06/29/16	
SEC ALSO		C: [redacted] H:	W: [redacted]	WRITER 4385 MINDI\21	

(5) VEHICLE HAS NO POWER AT TIMES AND WILL NOT RESPOND WHEN PUSHING ACCELERATOR PEDAL - - ROAD TEST, UNABLE TO DUPLICATE CONCERN, PERFORM DIAGNOSTIC CHECK, NO CODES, SEARCH BULLETINS, NO PROBLEM FOUND AT THIS TIME ALL OPERATING AS DESIGNED (Tech:39) A	Labor .....(Warranty)	T39
(6) DRAC LOANER (Tech:39) A	Labor .....(Warranty)	T39

Thank you for your business!

	WC	INT.	CUSTOMER
THANK YOU	.00	.00	Labor .00 Parts .00 Sublet .00 Shop Supplie .00 Oil/Grease .00 Sub Total .00
	.00	.00	Tax .00 Total .00

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X Job [redacted]

Page 2 of 2 [redacted] Customer Copy

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FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name

Address

City | State | Zip

Phone

RO# Unit# 21 RA#

CUSTOMER INFORMATION

Customer [redacted]

Home Address [redacted]

City [redacted] State WI Zip

Driver's License No. State Exp.

Birth Date Home Telephone [redacted]

Additional Driver's Name Birth Date

Driver's License No. State Expires

Additional Driver's Name Birth Date

Driver's License No. State Expires

CUSTOMER VEHICLE INFORMATION

License No. State

VIN

Year/Make/Model/Color

RENTAL VEHICLE INFORMATION

Date and Time IN	/ /	A.M.	P.M.
Date and Time OUT	2, 3, 16	A.M.	P.M.
Date and Time DUE IN	/ /	A.M.	P.M.

Vehicle VIN [redacted]

Vehicle Description 16 Silv.

	FUEL OUT	FUEL IN
Mileage IN		
Mileage OUT	3/4	3/4
Miles Driven	1/2	1/2
Miles Allowed	1/4	1/4
Chargeable Miles	E	E

CUSTOMER INSURANCE INFORMATION

Insurer Strata Agent

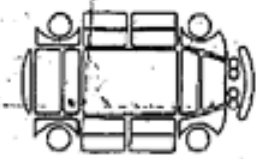
Policy No. Expiration Date Telephone

DAMAGE DESCRIPTION

Initials

Condition Out:

Condition In:



RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: @	
DAYS: @ $	
[redacted]	
TAXABLE FUEL GAL @ $	
TITLE & REGISTRATION FEE	
[redacted]	
TAX @ %	
NON-TAXABLE FUEL GAL @ $	
TITLE & REGISTRATION FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
[redacted]	

METHOD OF PAYMENT

$ ☐ AMEX ☐ MC ☐ VISA ☐ OTHER

☐ CHECK

/ EXPIRES

CARD VERIFIED

REFUNDED

$

CUSTOMER INITIALS

X

[redacted]

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding [redacted] scribed in Section 2 of the Terms

ALL CHARGES SUBJECT TO FINAL AUDIT

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION

Name

Address

City | State | Zip

Phone

CUSTOMER VEHICLE INFORMATION

License No. | State

VIN

Year/Make/Model/Color

RENTAL VEHICLE INFORMATION

Date and Time IN / / A.M. P.M.

Date and Time OUT 4 / 18 / 16 A.M. P.M.

Date and Time DUE IN / / A.M. P.M.

Vehicle VIN G[redacted]

Vehicle Description 2016 Traverse

Mileage IN

Mileage OUT

Miles Driven

Miles Allowed N/C

Chargeable Miles

FUEL	OUT	IN
	F	F
	3/4	3/4
	1/2	1/2
	1/4	1/4
	E	E

RO# Unit# RA#

CUSTOMER INFORMATION

Customer [redacted]

Home Address [redacted]

City [redacted] State [redacted] Zip [redacted]

Driver's License No. State Expires

Birth Date Home Telephone

Additional Driver's Name Birth Date

Driver's License No. State Expires

Additional Driver's Name Birth Date

Driver's License No. State Expires

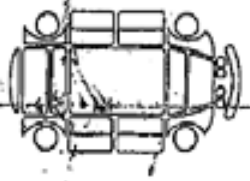
CUSTOMER INSURANCE INFORMATION

Insurer Agent

Policy No. Expiration Date Telephone

DAMAGE DESCRIPTION

Initials



Condition Out:

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: ____ @ ____¢	
DAYS 2 @ $ ____	
TOTAL	
TAXABLE FUEL GAL. @ $	
TITLE & REGISTRATION FEE	
TOTAL	
TAX @ ____%	
NON-TAXABLE FUEL GAL. @ $	
TITLE & REGISTRATION FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGES	

METHOD OF PAYMENT

$ ____

☐ CHECK

____/____ EXPIRES

#____

☐ CARD VERIFIED

☐ AMEX ☐ MC ☐ VISA ☐ OTHER

REFUNDED

$ ____

CUSTOMER INITIALS

X ____

[redacted]

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding con[redacted]d in Section 2 of the Terms and-

[redacted]

Customer

ALL CHARGES SUBJECT TO FINAL AUDIT

FACE PAGE

RENTAL AGREEMENT

DEALER INFORMATION		
Name		
Address		
City	State	Zip
Phone		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

RENTAL VEHICLE INFORMATION		FUEL OUT	FUEL IN
Date and Time IN	/ / A.M. P.M.		
Date and Time OUT	6 25 16 A.M. P.M.		
Date and Time DUE IN	/ / A.M. P.M.		
Vehicle VIN	GG [redacted]		
Vehicle Description	206 Silv.	F	F
Mileage IN			
Mileage OUT		3/4	3/4
Miles Driven		1/2	1/2
Miles Allowed		1/4	1/4
Chargeable Miles		E	E

RO#	Unit# JP5725	RA#
Customer [redacted]		
Home Address [redacted]		
City [redacted]		[redacted]
Driver's License No.	State	Expires
Birth Date	Home Telephone [redacted]	

Additional Driver's Name		Birth Date
Driver's License No.	State	Expires
Additional Driver's Name		Birth Date
Driver's License No.	State	Expires

CUSTOMER INSURANCE INFORMATION		
Insurer		Agent
Policy No.	Expiration Date	Telephone

DAMAGE DESCRIPTION

Initials _____



Condition Out

Condition In:

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ _____ ¢	
DAYS: _____ @ $ _____	
TOTAL MILEAGE CHARGE →	
TAXABLE FUEL _____ GAL. @ $ _____	
TITLE & REGISTRATION FEE	
SUB-TOTAL →	
TAX @ _____ %	
NON-TAXABLE FUEL _____ GAL. @ $ _____	
TITLE & REGISTRATION FEE	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	

[redacted]

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; and agree that binding consideration exists, as further described in Section 2 of the Terms an[redacted]

Customer _____

ALL CHARGES SUBJECT TO FINAL AUDIT

METHOD OF PAYMENT

$ _____

☐ CHECK

___/___ EXPIRES

$ _____

☐ CARD VERIFIED

☐ AMEX ☐ MC ☐ VISA ☐ OTHER

REFUNDED

$ _____

CUSTOMER INITIALS

X _____

CTP-2 WI RA 080615 *White:* Dealer Copy *Canary:* Customer Copy *Pink:* RO Copy

PE18-012

GM

3-27-2019

Q3



MOTOR VEHICLE PURCHASE CONTRACT

THIS IS AN OFFER TO PURCHASE THAT WILL BECOME A BINDING MOTOR VEHICLE PURCHASE CONTRACT IF ACCEPTED BY THE DEALER. THE DEALER MUST ACCEPT OR REJECT THIS OFFER WITHIN 2 WORKING HOURS OR THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY RESCIND THE OFFER UNLESS AND UNTIL ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION OF THIS OFFER THE DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

VEH. STOCK NO. OR ORDER NO.: 27358 | MILEAGE AT SIGNING: 11 | ORDER DATE: 04/23/2015

DEALER NAME: BURTNESS CHEVROLET INC.
ADDRESS: 802 Genesis Drive
CITY, STATE, ZIP: GREENVILLE, WI 54942
TELEPHONE NO.: [redacted]
SALESPERSON'S NAME (PLEASE PRINT): [redacted]
SALESPERSON'S LICENSE NUMBER:

PROSPECTIVE PURCHASER (FIRST NAME, MIDDLE INITIAL): [redacted]
PROSPECTIVE PURCHASER STREET ADDRESS: [redacted]
CITY: [redacted] STATE: [redacted] ZIP: [redacted]
E-MAIL ADDRESS: [redacted]
RESIDENCE PHONE: [redacted] BUSINESS PHONE: [redacted] RESIDENCE COUNTY: [redacted]
LICENSE NO.: [redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE: ☒ NEW ☐ USED ☐ DEMO
TITLE AS: ☒ CAR ☐ TRUCK ☐ MOTORCYCLE ☐ OTHER

	MODEL YEAR	MAKE – TRADE NAME	MODEL	BODY TYPE	IDENTIFICATION NO.
PURCHASED VEHICLE	2015	CHEVROLET	TAHOE LTZ	WAGON	1GNSKCKCXFR[redacted]
OWNED OR LEASED TRADE-IN	2013	CHEVROLET	TAHOE LTZ	4 DR	1GNSKCE05DR[redacted]
THIS VEHICLE ☐ owned ☐ leased					

ORDERED COLOR	ORDERED TRIM	ORDERED ENGINE
BLACK		

Dealer is not a party to any manufacturer warranties. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

WARRANTY & SERVICE CONTRACT INFORMATION
Refer to separate document for coverages and exclusions. Dealer disclaims implied warranties of merchantability and fitness for a particular purpose.
AS IS – NO WARRANTY. Unless "Dealership" is checked under Limited Extended Warranty, this vehicle is sold AS IS and the dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.
IMPORTANT: Ask for all promises in writing. Spoken promises are difficult to enforce. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

Manufacturer Warranty Information
(Dealer is not a party to any manufacturer warranty)
☒ **Original Manufacturer Warranty** (either new or remaining)
Expiration: N/A (date) N/A (miles), whichever comes first.
Deductible: N/A Transfer fee: N/A
☐ **Original Manufacturer Warranty EXPIRED or NOT KNOWN**
☐ **Original Manufacturer Warranty CANCELLED** due to history

☐ **LIMITED EXTENDED WARRANTY/SERVICE CONTRACT**
provided by: ☐ Manufacturer ☐ Warranty company ☐ Dealership
Duration: N/A (months) N/A (miles), whichever comes first.
Deductible: N/A Transfer fee: N/A
Percentage of repair costs to be paid by you: N/A
Warranty term begins on:

OTHER CONDITIONS OF SALE

~~This Contract Overrides All Other Contracts~~

ANTICIPATED DELIVERY DATE: April 22, 20 15

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

USED: PRICE from the Wisconsin Buyers Guide $ 0.00
NEW: ☒ MSRP detail provided on window label ☐ MSRP detail provided on attachment — See Total MSRP Below
BASE MSRP (Manufacturer Suggested Retail Price) $ 50,350.00

Dealer Markup	N/A	
Dealer installed options — Has a warranty if ☑ at left.	383.00	
3M	495.00	
5M	0.00	
Total Dealer Installed Options (Add to Used Price or credit and apply in step 1)	884.00	
PRICE OF THE VEHICLE		
a. Dealer Retail Price	50,456.00	
b. Services Fee	185.00	
c. Discount	7,026.99	
1. Cash Price (a + b – c)	1.	43,614.01
TRADE ALLOWANCE		
(See invoice side for lease equity calculation. If net lease equity is negative, add it as a positive amount in step 6.)		
2. Owned Trade-in Allowance or Net Lease Equity	2.	30,000.01
d. Trade Difference (1-2)	13,614.00	
TAXABLE ITEMS PURCHASED WITH THE VEHICLE		
e. Other	N/A	
f. Service Contract	0.00	
3. Total of Taxable Items (e + f)	3.	N/A
SALES TAX CALCULATION		
g. Amount Subject to Sales Tax (1 - 2 + 3)	13,614.00	
h. State Tax (g x .05)	680.70	
i. County Tax (g x .005)	68.00	
j. Local/Stadium Tax (g x .001)	N/A	
4. Total of Taxes (h + i + j)	4.	748.70
NON-TAXABLE ITEMS PURCHASED WITH THE VEHICLE		
k. Fees to appear on MV11	99.00	
l. Other	N/A	
5. Total of Non-Taxable Items (k + l)	5.	99.00
OWNED [redacted] Due [redacted] rade-in	6.	36,359.70
6. Estimated CASH & CASH EQUIVALENTS		
m. Cash Down Payment on Order	519.90	
n. REBATES (CASH BACK $250/$500)		
N/A	N/A	
N/A	N/A	
N/A	N/A	
o. Additional Cash Due (Underscore)	N/A	
7. Total Cash and Rebates (m + n [if assigned] + o)	7.	519.90

Dealer's Actual

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

☐ **This is a Finance Transaction.** (Check A. or B.):
A. ☐ Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
In attached disclosure. These terms do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. ☐ Acceptable to You.

☒ **This transaction is subject to financing being arranged through creditor of Your choice.** You must obtain acceptable financing and dealer must receive written notice by (date) ~~01/29/2015~~ or this contract is void.

☐ **This is a cash transaction.** You are obligated to pay the balance due on delivery.

N/A	☐ ☐	N/A	
N/A	☐ ☐	N/A	
6. Additional Cash Due (Date/Amount)		N/A	
7. Total Cash and Rebates (5 + 6 [if assigned] + 6)		7.	819 00
8. Due on Delivery or Balance to Finance (1 - 2 + 3 + 4 + 5 + 6 - 7)		8.	~~15,862.06~~

☐ **THE ORDERED VEHICLE MUST BE LOCATED**
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed _____ miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

☐ **ORDER OUT VEHICLE NOT PRICE PROTECTED** (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO ~~N/A~~ MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

BUYER'S REPRESENTATIONS: This transaction is voidable at the option of the dealer at any time prior to delivery of the purchased vehicle if any of the following representations are untrue. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to or after the closing of this transaction and these representations survive the closing of this transaction as to other remedies. You must read and answer these questions. I represent and warrant:

	YES	NO
1. That I am 18 year of age or older.	☐	☐
2. That I have full power, right and lawful authority to dispose of the trade-in.	☐	☐
3. That, notwithstanding the payoff amount that dealer agrees to make as indicated in the components of price of the Purchase contract or in Other Conditions of Sale, I will ensure that any and all liens or encumbrances on the trade-in are satisfied and released before or immediately upon delivery of the trade-in to the dealer.	☐	☐
4. That the only holder(s) of a security interest or lien in the trade-in (Lienholders) is (are) shown below.	☐	☐
5. That the trade-in is not subject to a child support lien.	☐	☐
6. That the trade-in does not have a cracked or defective head, block, powertrain, or frame (including supportive portion of unibody).	☐	☐
7. That all parts of the trade-in emission control system are as originally installed by the manufacturer or have comparable and tested replacement equipment.	☐	☐
8. That the engine and transmission of the trade-in have not been changed from manufacturer's original equipment specifications.	☐	☐
9. That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the trade-in vehicle's current odometer reading of _____ miles/kilometers does reflect its actual mileage.	☐	☐
10. That while I have owned or leased the trade-in its restraining devices (including airbags and belts) have not been replaced, tampered with, or otherwise altered in any way.	☐	☐
11. That the trade-in has not previously been a salvage vehicle, manufacturer buyback, or subject to any other title brands.	☐	☐
12. That the trade-in has not previously been flood or water damaged.	☐	☐
13. That the trade-in does not have any corrective welds or other evidence of repair to the strut tower, floor pan, frame or other structural portion of the unibody.	☐	☐

Lienholder(s): _____

Explain All "NO" Answers: _____

No oral representations are binding unless written on this form. The document (including the items printed on the Reverse Side) is the entire agreement between You and Dealer and supersedes any prior agreements and representations, regarding the transactions described above. No modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, _____% (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caus[redacted] of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S) [redacted] DATE SIGNED 4/23/2015 TIME SIGNED 5 o'clock A.M. P.M.

ACCEPTED BY DEALER O[redacted] DATE SIGNED 4/23/2015 TIME SIGNED 5 o'clock A.M. P.M.

AUTHORIZED SIGNATUR[redacted]

WATDASI Forms 800-230-7472 www.watdasi.com #1 Rev. 4/2014 copyright 2014 WI

PE18-012

GM

3-27-2019

Q3



[redacted]
[redacted]
CHV1625616
2015 Chevrolet Tahoe
1GNSKCKCXFR[redacted]
Wisconsin

Gina Meyer from BBB Hearing site called Arb. Specialist to start hearing.

GM mailing address is: **Chevrolet** P.O. Box 33170 Detroit, MI 48232-5170

Arbitrator: Dennis M Selby
Consumer: [redacted]
Also attending in person: DMA Kevin Torrence, Svc Mgr Dennis Koepp

All parties were sworn in.

All parties named above submit to arbitration the following:

The parties have come to agreement on the following: N/A.

Each party requests the arbitrator(s) render the following decision:
Consumer: Replacement
Manufacturer: Denial

The manufacturer also agrees to extend authority to the arbitrator(s) to award the following: N/A.

Purchase price: $62,552.01

Bumper to Bumper : 04/23/2015 11 MI 04/23/2018 36,011 M

Powertrain Warranty: 04/23/2015 11 MI 04/23/2020 100,011 MI

Customer Opening Statements:

Customer stated: Her first issue was for water leak on the speaker. She has pictures for this issue. The dealership unclogged the rain tube. Nothing happened until August 18th when she brought it back in and the second time there was not able to be duplicated. She had issues with bluetooth and a swooshing sound in the sunroof. It has to rain for the noise to happen. After the December visit, the dealership would not document her concerns. So some of the invoices were not filled out correctly. The other dlr did not duplicate. There was several times in. 04/18 the vehicle was brought in for swooshing.

Svc mgr adv 91900 the vehicle was there 2 days

The issues with the vibration there was no problem found. It is occurring all the time.

The svc mgr adv that they did look at the tires. No abnormal wear.

Cust adv at 19617 no vibration felt. #98011 there was 11

Svc mgr adv that it was not there that many days 01/25 and 02/04 2 days.

Cust adv no and she adv that she felt the strut issue was a safety defect as she felt unsafe and the dlr would not give her a loaner

Svc mgr adv there were no safety issue

Arb spec asked if there were any times that that she made the dlr aware of because we have not documentation of any claims made

Cust adv 10706 they grouped her issues and 11155 she brought every issue up and the dlr did not document. #12667 the vibration was not documented. Svc mgr would need to ride with her in order to have them document her concern. #12923 vibration was brought in for no problem found. #71293 air flow noise is a safety related issue as it could have flown off. #71864 the part was placed on but these should be all included

Arb spec advised that since the vehicle was taken there are 2 separate repair visits

Cust adv next time in was #95947 the window was making noise but is not a big issue and there is a sound like too much wind is coming in.

Svc mgr adv that it was documented that it was a noise when operating the window and nothing about wind noise

Customer adv that the rear end feels like it shifts and the latch is loose and the keypad remote is inoperable.

The brakes felt that there are no brake at times. Like having to pump the brakes.

Customer also had navigation issue

Arb spec asked if the navigation is part of the agreement to arbitrate

Arb advised that he will let it in

>>BREAK<<
>>BACK FROM BREAK<<

Arb spec gave dlr svc mgr opportunity to respond to the comments from Ms. [redacted] stating the dlr did not document her concerns.

Svc Mgr adv to try to explain she came in many, many times for many, many times and she was coming in so many times for the same complaints. #98579 they were asked to document concerns that were not duplicated on the ro. He admits that they did not document on a numerous occasion. The sloshing noise comes from a tray that is part of the water management system.

Ticking noise from steering wheel

June 27, 2016 at 35,950 miles Repair Order #[redacted] Symdon Chevrolet Inc. [redacted] brought the vehicle into the dealership for issues relating to a ticking noise in the steering when turning. The dealership performed a diagnosis of the vehicle. The dealership was not able to duplicate [redacted] concern.

Lane Detection

June 18, 2016 at 35,454 miles Repair Order #[redacted] Symdon Chevrolet Inc. [redacted] brought the vehicle into the dealership for issues relating lane detection not working. The dealership performed a diagnosis of the vehicle and was not able to duplicate [redacted] concern. The vehicle does have to be traveling above 38 mph on clearly marked roads in order to operate properly.

GM testimony was negated as arbitrator advised that it was repetitious and that the customer had already went over the entire service history.

Arbitration Specialist stated: *GM wants to advise that the vehicle is still within warranty, and we would continue to honor the parameters of the written warranty. If any concerns do still exist with the vehicle, we ask that Ms.* [redacted] *return to our dealer service department to have them addressed under warranty.*

GM is respectfully requesting a decision of denial.

Arb wanted to know about the leakage

Arb spec adv that the svc mgr explained the design of that earlier

*********QUESTION AND ANSWER PERIOD**********

1. **Arb. Specialist asked: What is the condition of the roads that the vehicle is driven on? Smooth paved road? Salted roads? Gravel road? Potholes?**

Customer Stated Highway roads

2. **Arb. Specialist asked: How is the vehicle used? Personal use only or business use? How much do you drive this vehicle in a week approximately**?

Customer stated: Personal

3. **Arb. Specialist asked: How is the vehicle kept? Is it mostly garage kept or parked outside?**

Customer stated: In garage / outside in the open

4. **Arb. Specialist asked: Has this vehicle ever been in an accident, or had an insurance claim filed on it?**

Customer stated: No

5. **Arb. Specialist asked: Is this vehicle ever used to tow a trailer or carry heavy loads? If you pull a trailer, do you know approximately how heavy the fully loaded trailer is that you tow?**

Customer stated: No

6. **Arb. Specialist asked: Are there any aftermarket items that did not come from the factory, such as theft alarms, stereo or DVD equipment, different wheels, rims or changes to the suspension?**

Customer stated: No. Only dlr installed exhaust tips

7. **Arb. Specialist asked: Have there been any aftermarket items removed from this vehicle?**

Customer stated: No

Arb went over independent invoice from the independent facility

Arb sec inquired if the person that made that invoice is he an ASE certified technician and has experience with GM products

Customer advised she does not know

Arb spec that we cannot place any validity in this document as it is from a unconfirmed source with no VIN on the document

Arb asked about the internet article

Arb spec adv that it is the internet. We cannot qualify this document as we do not know if the writer is a technician, has ever worked on a GM vehicle, or of any specific vehicle named in the article

DMA asked if the vehicle has ever left the customer stranded

Customer advise no

>>> **BROKE FOR TEST DRIVE** <<<

Hearing site Coordinator called Arb. specialist back to resume hearing.

Arbitrator stated: The current vehicle mileage is 47,789 miles.

Customer stated: Since the issues were not documented the value of the vehicle

Arb asked the DMA if the issues on the ATA

DMA asked if the cust has ever tried to sell the vehicle or have the vehicle appraised.

CUSTOMER CLOSING STATEMENT: No comment

GM CLOSING STATEMENT:

Arbitration Specialist advised:

Based on the repair history of the vehicle, we believe that there were no significant drivability or no safety issues and nor substantial loss of use. GM cannot guarantee Ms. [redacted] is never going to have any issues with her vehicle. No manufacturer can. What we can promise is that we will continue to uphold our written warranty on the vehicle and repair any non-conformity diagnosed at our repair facility.

GM has not denied any warranty coverage, as any repair that was required to be performed was covered by the warranty or as a goodwill gesture. Ms. [redacted] has experienced no out-of-pocket expense. The new vehicle warranty is designed to protect the customer by alleviating the financial burden of those new vehicle repairs and to restore customer's confidence.

Not every concern supports repurchase or replacement of a product. Rather, the concern must substantially impair the use, safety, or value of the vehicle. Under GM Program Summary, recourse is for a "defect in the vehicle's materials or workmanship," and not for design as to particular components of a model year design, or the individual customer's preferences. State law is designed to protect both the customer and the new

vehicle manufacturer by providing very specific standards that a vehicle repair history must meet to qualify for repurchase.

In the entire life of the vehicle, GM documentation only accounts for a total of 41 days out of service. Only 11 repair visits for Ms. [redacted] complaints were addressed.

Ms. [redacted] has been able to accrue 47,789 miles on this vehicle in the time frame of just more than 18 months. This comes to an average of 2,118 miles per month. GM believes that the average consumer will accrue 1,000 – 1,200 miles per month for a personal use vehicle. Ms. [redacted] is slightly above that amount of average use per month.

GM wants to advise that this vehicle is still within the remaining warranty, and we will continue to honor the parameters of the written warranty terms

GM is respectfully requesting a decision of denial.

Customer reiterated the no documentation

*****End of Hearing******

PE18-012

GM

3-27-2019

Q3



Penny Crisp (C)

From: Penny Crisp (C)
Sent: Monday, October 03, 2016 9:16 AM
To: 'Khalifeh, MaryAnn'
Cc: Henry Starling (C); [redacted] (C); Kevin M. Torrence
Subject: RE: FW: [redacted]

10/21 at 1:00 PM Eastern.
Our District Manager Aftersales Kevin Torrence will attend the hearing in person.
We will also have an arbitration specialist over the phone.
Your Arbitration Specialist will be:
Henry Starling
866-790 – 5600 x 5911347
Please have the hearing site call Henry when the hearing begins.

Thank You,

Penny Crisp
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x5911368
Fax: 866-485-4466
penny.crisp@gm.com

From: Khalifeh, MaryAnn [mailto:MKhalifeh@council.bbb.org]
Sent: Friday, September 30, 2016 11:33 AM
To: Penny Crisp (C)
Cc: Kayla Sikes (C); Marion Lindsey (C); Henry Starling (C); [redacted] (C)
Subject: [EXTERNAL] FW: FW: [redacted]

Will you be available the week of 10/17 for a hearing at the Milwaukee, WI BBB?

Mary Ann Khalifeh, Dispute Resolution Specialist

Council of Better Business Bureaus, Inc.
p: [redacted]
f: 1 (703) 247-9700
bbb.org *Start With Trust®*

PE18-012

GM

3-27-2019

Q3



Denial Decision

Submitted Date: 11/29/16

[redacted]

VIN: 1GNSKCKCXFR[redacted]

Customer[redacted] Hearing Date: 10/21/16

Arbitrator: Dennis M Selby

Question 1

The customer's request (Repair, Replacement, etc - listed below) is denied.

Replacement

CASE: [redacted] **Customer:** [redacted]

Arbitrator: Dennis M Selby **Date: 11/29/16**

Reasons for Decision

Submitted Date: 11/29/16

[redacted]

VIN: 1GNSKCKCXFR[redacted]

Customer: [redacted] - Hearing Date: 10/21/16

Arbitrator: Dennis M Selby

Question 1

The *Agreement to Arbitrate* indicates that the customer has alleged that the following problem(s) exists with his or her vehicle (please list):

1. Water leak drain issues.
2. Vibration.
3. Window.
4. Transmission.
5. Clunk from rearfront end.
6. Ticking noise from steering wheel.
7. Liftgate.
8. Lane Detection.
9. Brakes.
10. AC.

Question 2

Please answer the following for *each* alleged problem set out on the Agreement to Arbitrate:

a **Is the alleged problem a condition or defect that is covered by the manufacturer's vehicle warranty? Please explain your reasons if this is a disputed issue.**

All conditions/problems set forth above in 1.a. are covered by the manufacturer's vehicle warranty.

b **Is the alleged problem a condition or defect that substantially impairs the vehicle's use, value, or safety? Please explain.**

1. The water LeakDrain issue is not a condition or defect that substantially impairs the vehicle's use, value, or safety as the leak was immediately repaired by unplugging an area to allow the free flow of water and the noise heard by the customer was the natural sound created by the water flow.

2. Vibration was not detected by the arbitrator; and the Dekra technical expert heard a whine but did not conclude that there was a vibration. I thus find that the alleged vibration did not exist.

3. There was no observable evidence that any of the vehicle's windows was not performing properly.

4. The arbitrator, due to the confines of traffic upon the inspection drive was unable to observe any transmission defects. The Dekra technical expert concluded that "THE 1-2 SHIFT HAS A CONSISTENT SHUDDER." However, there was no indication by the Dekra technical expert that the "shudder" was so severe so as to affect the vehicle's driveability. I thus find that the "shudder" does not substantially affect the vehicle's use, value or safety as demonstrated by the consumer having driven said vehicle more than 47,000 miles without incident.

5. This arbitrator did not notice any "clunk from the rearfront end" during the inspection drive.

6. During the test drive, the arbitrator did not note any "ticking" noise emanating from the steering wheel.

7. The liftgate was tested while parked and performed normally.

8. Neither the arbitrator nor the Dekra technical expert noted any problem with the

lane detection function of the vehicle.

9. Neither the arbitrator nor the Dekra technical expert noted any failure of the lane detection device to work properly.

10. The consumer stated prior to the inspection drive that she did not wish to pursue any issue related to the air conditioning..

c **Was the alleged problem caused by abuse, neglect, or unauthorized modification or alteration of the vehicle by a consumer? Please explain your reasons if this is a disputed issue.**

No.

Question 3

The following alleged problem(s) constitute a nonconformity under the Wisconsin lemon law:

None.

Question 4

For each problem that constitutes a nonconformity under the Wisconsin lemon law:

a **How many times has the nonconformity been subject to repair by the manufacturer, lessor or authorized dealer within the term of the manufacturer's vehicle warranty, OR one year after the first delivery of the vehicle to a consumer, whichever is sooner?**

b **How many days have the vehicle been out of service because of the nonconformities within the term of the manufacturer's vehicle warranty, OR one year after the first delivery of the vehicle to a consumer, whichever is sooner?**

c **Has the manufacturer had a reasonable attempt to repair the vehicle as defined by the Wisconsin lemon law? Please explain.**

Question 5

Are there any other considerations that affect the consumer's eligibility under the Wisconsin lemon law? Please explain.

No.

Question 6

I have determined that the following remedies are appropriate:

Question 7

The above remedies are appropriate for the following reasons:

Question 8

If a repurchase or replacement was awarded:

a **I have set out below the method used to calculate any reasonable use deduction I have taken or have explained why no reasonable use deduction was taken.**

b **I have listed below any damage to the vehicle beyond normal wear and tear and have explained any deduction I have made for this damage.**

c **I have indicated below why I have not awarded any collateral or incidental charges that were requested on the *Agreement to Arbitrate*.**

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Penny Crisp (C)

From: Kevin M. Torrence
Sent: Monday, October 03, 2016 4:49 PM
To: Penny Crisp (C)
Subject: RE: FW: [redacted]

PC
Can you provide location of hearing?

KT

From: Penny Crisp (C)
Sent: Monday, October 3, 2016 8:16 AM
To: Khalifeh, MaryAnn <MKhalifeh@council.bbb.org>
Cc: Henry Starling (C) <henry.starlinng@gm.com>; Brittany Bridges (C) <brittany.bridges@gm.com>; Kevin M. Torrence <kevin.m.torrence@chevrolet.com>
Subject: RE: FW: [redacted]

10/21 at 1:00 PM Eastern.
Our District Manager Aftersales Kevin Torrence will attend the hearing in person.
We will also have an arbitration specialist over the phone.
Your Arbitration Specialist will be:
Henry Starling
[redacted]
Please have the hearing site call Henry when the hearing begins.

Thank You,

Penny Crisp
Arbitration Specialist
General Motors - Business Resource Center
Phone: [redacted]
Fax: 866-485-4466
penny.crisp@gm.com

From: Khalifeh, MaryAnn [mailto:MKhalifeh@council.bbb.org]
Sent: Friday, September 30, 2016 11:33 AM
To: Penny Crisp (C)
Cc: Kayla Sikes (C); Marion Lindsey (C); Henry Starling (C); [redacted] (C)
Subject: [EXTERNAL] FW: FW: [redacted]

Will you be available the week of 10/17 for a hearing at the Milwaukee, WI BBB?

Mary Ann Khalifeh, Dispute Resolution Specialist

Council of Better Business Bureaus, Inc.
p: [redacted]
f: 1 (703) 247-9700
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GM

3-27-2019

Q3



Marion Lindsey (C)

From: Kevin M. Torrence
Sent: Friday, November 11, 2016 6:44 PM
To: Marion Lindsey (C)
Subject: 3rd party Technical Expert response requested, , Customer [redacted], SR # [redacted] BBB # [redacted]

Marion,

Symdon Chevrolet and I reviewed report of 3rd party. Our response is as follows

Symptom 1 - 3rd Party inspector did not duplicate the problem. [redacted] described a vibration. 3rd party inspector describes a “whine."

Symptom 2 – You can make a transmission shift awkwardly. Can 3rd party inspector provide measurements? Speed, RPMs and throttle angle at time of 'shudder'. How long did shudder last (2 seconds, 3 seconds, 4 seconds). This transmission has sensors to detect a shudder or transmission slip. The report states no codes were set.

Symdon Chevrolet’s Tech went on road test during each repair visit that Ms. [redacted] stated a condition with transmission. On each road test, tech concluded vehicle was operating as designed. Ms. [redacted] has driven vehicle 49,000 miles without failure. Vehicle still has manufacturer’s warranty coverage that GM and Symdon Chevrolet will honor.

Sincerely,

Kevin Torrence
Customer Care and Aftersales
GM - North Central Region
District Manager - Aftersales
Cell: [redacted]
Fax: (608) 825.6190
kevin.m.torrence@chevrolet.com

"Even if you are on the right track, you'll get run over if you are just standing still."
- Will Rogers

GENERAL MOTORS

PE18-012

GM

3-27-2019

Q3



VIA FAX ONLY

COMTE

November 14, 2016

Attention: Mary Ann Khalifeh
Better Business Bureau Autoline
3033 Wilson Blvd. Suite 600
Arlington, VA 22201

RE: Consumer: [redacted]
Service Request: [redacted]
Better Business Bureau Autoline Case Number: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]

Manufacturer's Response to 3rd Party Technical Expert Report

We appreciate the opportunity to respond to the 3rd Party Technical Expert Report findings. Our response to the report is as described below.

Symptom 1:

In our opinion, the 3rd party Technical Expert did not duplicate the consumer's complaint. Ms. [redacted] described a vibration complaint and the 3rd Party Technical Expert described a whine noise in his report. The report describes that the while noise then goes away after the vehicle was warmed up. We believe that if this was an actual defect, the whine noise heard during the test drive would not have went away after the vehicle was warmed up. We believe this slight whine noise is a normal operational characteristic of the vehicle, and not a defect.

Symptom 2:

A transmission can be made to shift awkwardly when driven, with no actual manufacturer's defect actually being present. Can the 3rd Party Technical Expert provide any measurements for the speed, RPMs, and throttle angle at the time of the "shudder"? How long did the "shudder" last (example: 2 seconds, 3 seconds, 4 seconds,...etc..)? This model transmission has sensors to detect a shudder or transmission slip, if it were to occur. The 3rd Party Technical Expert report states that no diagnostic trouble codes were set. If there was a defect in the transmission that caused excessive shudder or slipping, then a diagnostic trouble code would be set in the vehicle computer control module history. This vehicle has an automatic 6 speed transmission that will constantly shift up or down in response to

the throttle and braking of the vehicle to obtain the highest fuel economy possible. This is a change in vehicle transmission design operation from several years ago, previous to the current model vehicle that Ms. [redacted] currently owns. This may result in a slight slipping feel in the transmission as compared to previous model year vehicle operation. Once again, this would not be a defect.

Symdon Chevrolet's Service Technician previously went on a road test during each of Ms. [redacted] repair visits for complaints about the transmission. On each of these road tests, the dealer Service Technician concluded the vehicle was operating as designed.

Ms. [redacted] has been able to drive this vehicle 49,341 miles, from her original vehicle delivery approximately 16 and ½ months ago, without a transmission failure. This comes to approximately 2,990 miles per month. We believe that this is well above what a normal consumer would accrue per month for a personal use vehicle. Therefore, we believe the use, value or safety of this vehicle has not been significantly affected.

This vehicle still has remaining Powertrain Warranty coverage for the specific components of the engine, transmission, transaxle, transfer case, and vehicle drive systems (axles, differential). General Motors will continue to uphold the terms of our written warranty terms.

We are again respectfully requesting a decision for a denial decision to be rendered in this matter.

If you have any questions, please contact our Business Resource Center at [redacted] Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Mr. Marion Lindsey Jr.
Arbitration Specialist
General Motors Business Resource Center
Phone: [redacted]
Fax: 1-(866)-278-1779

PE18-012

GM

3-27-2019

Q3



Penny Crisp (C)

From: Kevin M. Torrence
Sent: Friday, September 30, 2016 5:16 PM
To: Penny Crisp (C)
Subject: RE: URGENT: BBB Case Being Scheduled for Arbitration-[redacted] – Response Required within 24 Hours: 1GNSKCKCXFR[redacted]

Penny
I would be available either day. Afternoon works best. I will also plan to be there in person. Assistant would be needed.

Kevin T

From: Penny Crisp (C)
Sent: Friday, September 30, 2016 11:50 AM
To: Kevin M. Torrence <kevin.m.torrence@chevrolet.com>
Cc: Thomas M. Piette <thomas.m.piette@gm.com>; Brittany Bridges (C) <brittany.bridges@gm.com>
Subject: URGENT: BBB Case Being Scheduled for Arbitration-[redacted] – Response Required within 24 Hours: 1GNSKCKCXFR[redacted]

RE:
Customer: [redacted]
SR#: [redacted]
VIN#: 1GNSKCKCXFR[redacted]
2015 Chevrolet Tahoe
Invovled dealer: Symdon Chevrolet Inc.
BAC#: 113[redacted]
Assigned Advisor: Brittany Bridges
Assigned Advisor Contact Info: 5921117

Attached is the Customer Claim Form sent to BBB

The BBB would like to schedule this case for arbitration.
The BBB has provided the following available dates:
10/19 – 10/21

I am contacting you to inquire if you would like to participate in the arbitration process. Please respond via email on whether you will want to attend in person, by phone, or will be declining to attend. Should you choose to participate in the arbitration could you also please advise of the following:

- Which of the provided dates do you prefer?
- Do you prefer a morning or afternoon hearing?
- Would you like the assistance of an Arbitration Specialist over speaker phone at the hearing, or will you wish to defend the claim for General Motors on your own?

I must provide the BBB an answer within 24 hours. If a response is not received I will have to give a date and time without your input. Thank you in advance for your cooperation and assistance.

PLEASE NOTE: I am not the advisor assigned to this case. If you have any questions related to the details of the case, please contact the advisor listed above.

If you have further questions, please contact the Customer Relationship Specialist at the telephone number and extension above or contact The Business Resource Center at 1.800.231.1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Thank You,

Penny Crisp.
Arbitration Specialist
General Motors - Business Resource Center
Phone: 866-790-5600 x 5911368
Fax: 866-485-4466
penny.crisp@gm.com

From: Khalifeh, MaryAnn [mailto:MKhalifeh@council.bbb.org]
Sent: Friday, September 30, 2016 11:33 AM
To: Penny Crisp (C)
Cc: Kayla Sikes (C); Marion Lindsey (C); Henry Starling (C); Brittany Bridges (C)
Subject: [EXTERNAL] FW: FW: [redacted]

Will you be available the week of 10/17 for a hearing at the Milwaukee, WI BBB?

Mary Ann Khalifeh, Dispute Resolution Specialist

Council of Better Business Bureaus, Inc.
p: [redacted]
f: 1 (703) 247-9700
bbb.org *Start With Trust®*

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BBB AUTO LINE

MANUFACTURER RESPONSE FORM

Case Number: [redacted]
Customer Name: [redacted]
VIN: 1GTV2UEH0FZ[redacted]

Start Date: 09/08/16
State: WI
Probable Hearing Location: Milwaukee

This claim is ☐ IN Warranty ☐☒ OUT of Warranty
Has the customer contacted you regarding the claim? ☒ YES ☐ NO
Is the VIN listed above correct? ☒ YES ☐ NO
If you checked NO, please indicate the correct VIN: _____
Customer Contact Info:

SETTLEMENT INFORMATION

What, if anything, are you willing to offer the customer to settle this dispute? Please include as much detail as possible (e.g., dealership name for repairs, specific dollar figures, etc.). General Motors has offered Ms. [redacted] a $2000.00 Owner Loyalty Certificate.

Has this offer been communicated to the customer? ☒ YES ☐ NO
If you checked YES, please indicate the customer's response below:
☐ The customer accepted the offer on _____/_____/_____
☒ The customer rejected the offer on 09/19/16
☐ The customer has not indicated a response to the offer.

If the customer accepts this offer, **when will the settlement be performed**? Please indicate a specific performance date or time frame: 6-8 weeks from acceptance

ARBITRATION INFORMATION

Please list customer requests that you feel are ineligible for arbitration and explain why.
We do not believe Ms. [redacted] 2015 Chevrolet Tahoe meets the criteria of the Wisconsin Lemon Law, or the General Motors Program Summary.

Please write your position as to the cause of each problem listed on the *Customer Claim Form*.

All of the concerns that Ms. [redacted] has brought to the attention of the dealer in regards to her 2015 Chevrolet Tahoe have been addressed. The last time the vehicle was in a General Motors dealer [redacted] vehicle was test driven and when released, the vehicle was operating as designed. If there are any current concerns on the vehicle, we request that Ms. [redacted] make the vehicle available for repairs per the terms of the manufacturer's written warranty.

Please indicate the decision you request the arbitrator to render:
Denial /

List the amount of any over allowance/negative equity: $_____
I will participate ☒ By phone ☐ In person ☐ In writing
Return this form as soon as possible

Council of Better Business Bureaus, Inc.
3033 Wilson Boulevard, Suite 600 · Arlington, VA · 22201 · Phone [redacted] · Fax: 703.247.9700

BBB AUTO LINE

MANUFACTURER RESPONSE FORM

To:
BBB AUTO LINE
Fax: 703.247.9700

Completed by: Brittany Date: 09/19/496
Future contact: Brittany
Phone: [redacted] Fax: 866-256-2828

MRF

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Symdon Chevrolet, Inc.

369 Union Street
Evansville, WI 53536

[redacted]

R/O [redacted]	VIN 1GNSKCKCXFR[redacted]			DATE IN	02/12/16
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK	TIME IN	07:05
MILES IN 25789	MILES OUT 25789	FIRST USE 04/23/15	[redacted]	CLOSED	02/12/16 17:31
USE	[redacted]	[redacted]	[redacted]	WRITER	ADAM

(1) DRIVER FRONT DOOR SPEAKER DISTORTED. SOP.
.
POOR SOUND FROM SPEAKER (DISTORTED)
.
REPLACED DRIVERS FRONT DOOR SPEAKER, RECHECK OPERATION AND SOUND QUALITY, ALL OK AT THIS TIME.
(Tech:41)

3421540	6063 0221	[41]	6	60.50
SLD		[41]	3	30.25
(F)22753373	(SPEAKER)		1	139.68
Total Labor				90.75
Total Parts				139.68
Total Repair (Warranty)				230.43

(2) CUSTOMER HAS SEVERAL ISSUES THAT WE HAVE NOT BEEN ABLE TO DUPLICATE WHILE THE VEHICLE HAS BEEN HERE FOR SERVICE. CUSTOMER IS ALSO NOT SATISFIED WITH OUR EXPLANATION OF WHAT IS NORMAL OPERATION OF ACTIVE FUEL MANAGEMENT - SHE FEELS THAT THE TRANSITION BETWEEN 8 CYL. MODE AND 4 CYL. MODE IS NOT NORMAL. WE HAVE INFORMED THE CUSTOMER THAT WE CAN NOT LOOK INTO THESE CONCENRS ANY MORE UNLESS SHE CAN GET THEM TO ACT UP FOR OUR TECHNICIAN.
(Tech:41)

Labor	[41]		.00
Total Repair (Customer)			.00

	--C/P--	--W/C--	--INT--	-Total-	
Labor Time	0	9	0	9	
Total Labor	.00	90.75	.00	90.75	
Total Parts	.00	139.68	.00	139.68	(N/A)
Total G/O/G	.00	.00	.00	.00	
Total Sublet	.00	.00	.00	.00	
Total R/O	.00	230.43	.00	230.43	(N/A)

W/C	INT		CUSTOMER
90.75	.00	Labor	.00
139.68	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
230.43	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
230.43	.00	TOTAL (CHRG)	.00

Printed 2 time(s)

[redacted] Job [redacted]

R/O HISTORY

Symdon Chevrolet, Inc.

369 Union Street
Evansville, WI 53536

[redacted]

[redacted]	1GNSKCKCXFR[redacted]				04/19/16
2015	CHEVROLET	TAHOE LTZ	BLACK		07:02
30755	30755	04/23/15	[redacted]		04/20/16 07:17
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	DENNIS

(1) RECALL 15577 INSTALL NEW FUSE BLOCK LABEL

.
RECALL #15577
.
PERFORMED RECALL #15577, INSTALLED NEW FUSE BLOCK LABEL.
(Tech:34)

9101975 [34] 2 20.17
Total Labor 20.17

Total Repair (Warranty)..... 20.17

(2) FREE SCAN TEST FOR ANY TROUBLE CODES THAT MAY BE RELATED TO ANY OF CUSTOMER'S CONCERNS THAT COULD NOT BE DUPLICATED.

.
SCANNED ALL MODULES FOR CODES, NO CODES FOUND IN ANY MODULE AT THIS TIME.
(Tech:34)

Labor [34] 3 19.95
Total Labor 19.95
Less Special Discount ..... -19.95

Total Repair (Customer)..... .00

(3) CLUNK/RATTLE FROM LIFTGATE WHEN HITTING MEDIUM SIZE BUMPS IN THE ROAD.

.
DUE TO NORMAL PLAY IN LIFTGATE GLASS AND LIFTGATE HINGES SOME NOISE MAY BE HEARD OVER LARGER BUMPS.
.
TEST DROVE VEHICLE. ADJUSTED LIFTGATE LATCH STRIKER AND LUBRICATED LIFTGATE & GLASS HINGES.
(Tech:34)

2063800 6011 0422 [34] 2 20.17
Total Labor 20.17

Total Repair (Warranty)..... 20.17

(4) SQUEAK/CHIRP NOISE FROM REAR WHEN HITTING SMALLER BUMPS IN THE ROAD.

.
FOUND RETAINING CLIPS ON RIGHT REAR LOWER QUARTER TRIM, RIGHT D-PILLAR, AND LEFT C-PILLAR ALL MAKING SQUEAK NOISES.
.
TEST DROVE AND ISOLATED NOISE TO RETAINING CLIPS ON MULTIPLE TRIM PIECES. REMOVED TRIM PIECES AND INSULATED RETAINING CLIPS. TEST DROVE AGAIN: ALL OK.
(Tech:34)

1045830 6069 0827 [34] 13 131.09
Total Labor 131.09

Total Repair (Warranty)..... 131.09

(5) WATER SLOSHING SOUND FROM RIGHT SIDE OF SUNROOF AFTER A RAIN OR CAR WASH.

.
COULD NOT DUPLICATE CUSTOMER CONCERN.

2029939 9099 0525 [34] 2 20.17
Total Labor 20.17

W/C	INT		CUSTOMER

[redacted] Job [redacted]

Printed 1 time(s)

R/O HISTORY

Symdon Chevrolet, Inc.

369 Union Street
Evansville, WI 53536
[redacted]

[redacted]	VIN 1GNSKCKCXFR[redacted]				DATE IN 04/19/16
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK	[redacted]	TIME IN 07:02
MILES IN 30755	MILES OUT 30755	FIRST USE 04/23/15	LIC [redacted]		CLOSED 04/20/16 07:17
KEY	[redacted]	[redacted]		DEL [redacted]	WRITER DENNIS

.
CHECKED OPERATION OF ALL SUNROOF DRAINS,
ALL DRAINS ARE WORKING PROPERLY AT THIS TIME.
(Tech:34)

Total Repair (Warranty) 20.17

(6) 1-DAY RENTAL REQUIRED FOR CUSTOMER
CONVENIENCE. VEHICLE WAS DROPPED OFF THE
EVENING OF 4/18/16 AND CUSTOMER PICKED UP
VEHICLE THE EVENING OF 4/19/16.
.
DRAC VEHICLE 1GNKVGKD6GJ[redacted]
(Tech:34)

Labor	[34] .00
CAR RENTAL 10706	42.0
Total Sublet	42.00
Total Repair (Warranty)	42.00

	--C/P--	--W/C--	--INT--	-Total-	
Labor Time	3	19	0	22	
Total Labor	19.95	191.60	.00	211.55	
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	
Total Sublet	.00	42.00	.00	42.00	
Total R/O	19.95	233.60	.00	253.55	(N/A)

WC	INT		CUSTOMER
191.60	.00	Labor	19.95
.00	.00	Parts	.00
42.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Loss Disc.	-19.95
233.60	.00	Total	.00
.00	.00	Tax	.00
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
233.60	.00	TOTAL (CHRG)	.00

Printed 1 time(s)

[redacted] Job [redacted]

R/O HISTORY

Symdon Chevrolet, Inc.

369 Union Street
Evansville, WI 53536
[redacted]

[redacted]	1GNSKCKCXFR[redacted]			DATE IN	07/18/16
YEAR 2015	MAKE CHEVROLET	MODEL TAHOE LTZ	COLOR BLACK	TIME IN	07:19
MILES IN 38131	MILES OUT 38131	FIRST USE 04/23/15	[redacted]	CLOSED	07/20/16 08:39
[redacted]	[redacted]	[redacted]	[redacted]	WRITER	MINDI

(1) (2)LUBE, OIL, FILTER SERVICE. ADJUST TIRE PRESSURES, TOP OFF FLUID LEVELS, RESET OIL LIFE MONITOR, & 27-PT INSPEC

(Tech:59)

Labor		[59]	4	11.56
19330001	(FILTER)		1	5.34
88864004	(0W20 DEXOS1)		8	35.20
Total Labor				11.56
Total Parts				40.54
Total Repair (Customer)				52.10

(2) TIRE REPAIR ON RIM - PLUG TIRE
PASS REAR TIRE FLAT
.
TIRE BLOWN OUT AT SIDEWALL
.
NATION DRIVER COVERING NEW TIRE PER
#570456-1006088
FAX TO 561-226-3615 262.15 AUTHORIZED
(Tech:59)

Labor		[59]	3	15.00
(F)20967936	(TIRE)		1	234.67
Total Labor				15.00
Total Parts				234.67
Total Repair (Customer)				249.67

	--C/P--	--W/C--	--INT--	-Total-	
Labor Time	7	0	0	7	
Total Labor	26.56	.00	.00	26.56	
Total Parts	275.21	.00	.00	275.21	(N/A)
Total G/O/G	.00	.00	.00	.00	
Total Sublet	.00	.00	.00	.00	
Total R/O	301.77	.00	.00	301.77	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	26.56
.00	.00	Parts	275.21
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Shop Supplies	.00
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	301.77
.00	.00	Tax	15.09
.00	.00	Tax2	1.51
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CASH)	318.37

Printed 2 time(s)

[redacted]

Job [redacted]

R/O HISTORY

PE18-012

GM

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Q3



DEALER NAME: BURTNESS CHEVROLET INC.
ADDRESS: 802 Genesis Drive
CITY, STATE, ZIP: ORFORDVILLE, WI 53576
DEALER TEL NO.: [redacted]
FAX NO.: [redacted]
PURCHASER'S ADDRESS: [redacted]

VEH. STOCK NO. OR ORDER NO.: 27858
SALESPERSON: 11
ORDER DATE: 04/23/2015
SALESPERSON'S NAME: Brian Bowditch

CITY: [redacted] STATE: [redacted] ZIP: [redacted]

DO DEALERS PHONE	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY	RESIDENCE TOWN/VILLAGE/CITY	E-MAIL ADDRESS
[redacted]			[redacted]	[redacted]	[redacted]

LICENSING:

PLEASE ENTER X IN CHECK FOR THE FOLLOWING DESCRIBED VEHICLE: NEW ☐ USED ☐ DEMO/LOAN ☐ TITLE AS: CAR ☐ TRUCK ☐ MOTORCYCLE ☐ OTHER

	MODEL YEAR	MAKE - TRADE NAME	MODEL	BODY TYPE	IDENTIFICATION NO.
TRADE-IN	2015	CHEVROLET	TAHOE LTZ	WAGON	1GNSKCEC8FR[redacted]
USED TRADE-IN	2013	CHEVROLET	TAHOE LTZ	4 DR	1GNSKCE0ADR[redacted]

ORDERED COLOR	ORDERED TRIM	ORDERED OPTIONS
BLACK		0

Dealer is not a party to any manufacturer warranties. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

WARRANTY & SERVICE CONTRACT INFORMATION
Refer to separate documents for coverages and exclusions. Dealer disclaims implied warranties of merchantability and fitness for a particular purpose.
AS IS – NO WARRANTY: Unless "Dealership" is checked under Limited Extended Warranty, this vehicle is sold AS IS and the dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.
IMPORTANT: Ask for all promises in writing. Spoken promises are difficult to enforce. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

Manufacturer Warranty Information
Dealer is not a party to any manufacturer warranty)
☒ Original Manufacturer Warranty (either new or remaining)
Expiration: N/A (date) N/A (miles), whichever comes first
Deductible: N/A Transfer fee: N/A
☐ Original Manufacturer Warranty EXPIRES or NOT KNOWN
☐ Original Manufacturer Warranty CANCELLED due to history
☐ LIMITED EXTENDED WARRANTY/SERVICE CONTRACT provided by: ☐ Manufacturer ☐ Warranty company ☐ Dealership
Duration: N/A (months) N/A (miles), whichever comes first
Deductible: N/A Transfer fee: N/A
Percentage of repair costs to be paid by you: N/A
Warranty term begins on:
OTHER CONDITIONS OF SALE

~~This Contract Cancelled All Other Contracts~~

ANTICIPATED DELIVERY DATE: April 23, 20 15

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 24 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

☐ Title by a Finance Transaction. (Check A. or B.):
Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
A. ☐ On attached disclosure. These terms are not agreed beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. ☐ Acceptable to You.

☐ This transaction is subject to financing being arranged through creditor of Your choice. You must obtain acceptable financing and dealer must receive written notice by (date) 04/30/2015, or this contract is void.

☐ This is a cash transaction. You are obligated to pay the balance due on delivery.

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO N/A MILES/KILOMETERS, AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

BUYER'S REPRESENTATIONS: This transaction is voidable at the option of the dealer at any time prior to delivery of the purchased vehicle if any of the following representations are untrue. You agree in writing this transaction or in any way limits or restricts the situation of other operators available to the dealer prior to or after the closing of this transaction as to other customers. You must read and answer these questions. I represent and warrant:

	YES	NO
1. That I am 18 year of age or older.	☐	☐
2. That I have full power, right and legal authority to dispose of the trade-in.	☐	☐
3. That, notwithstanding the down payment and/or trade-in agreed to under or disclosed in the computation of price of the Purchase Contract or in Other Conditions of Sale, I will receive (list any and all lists or allowances on the trade-in are subject to and obtained before or immediately upon delivery of the vehicle to the dealer.	☐	☐
4. That the only holder(s) of a security interest or lien in the trade-in (Lienholders) is (are) listed herein.	☐	☐
5. That the trade-in is not subject to a child support lien.	☐	☐
6. That the trade-in does not have a structural or driveline repair, theft, joyriding, or flood damage property damage portion of ordered).	☐	☐
7. That all parts of the trade-in remain in original factory location as originally installed by the manufacturer or have comparable and tested replacement equipment.	☐	☐
8. That the engine and transmission of the trade-in have not been changed from manufacturer's vehicles' applicable specifications.	☐	☐
9. That while I have owned or leased the trade-in its odometer has not been replaced, tampered with or otherwise altered in any way and I believe that the mileage indicated on the odometer reading of _____ miles/kilometers does reflect the actual mileage.	☐	☐
10. That while I have owned or leased the trade-in its odometer has not been replaced, tampered with, or otherwise altered in any way.	☐	☐
11. That the trade-in has not previously been a salvage vehicle, manufacturer buyback, subject to any other title brands.	☐	☐
12. That the trade-in has no previously been type or color changed.	☐	☐
13. That the trade-in does not have any excessive wear or any evidence of repair to the wear items, floor pan, frame or other structural portion of the vehicle.	☐	☐

Lienholder(s):
Explain All "NO" Answers:

No oral representations are binding unless written on this form. The document constitutes the entire contract between You and Dealer, and supersedes any prior agreements and representations, regarding the entire contract or document attached. Any modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of the order.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer as a penalty, _____ % (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages above penalty.

YOUR SIGNATURE(S): [redacted]
DATE SIGNED: 4/23/2015 TIME SIGNED: 5:02 A.M. P.M.
ACCEPTED BY DEALER OR AUTHORIZED AGENT: [redacted]
DATE SIGNED: TIME SIGNED: A.M. P.M.
AUTHORIZED SIGNATURE

USED: PRICE (from the Wholesale Buyers Guide) $ 0.00
NEW: ☒ MSRP detail provided on window label ☐ MSRP detail provided on attachment ☐ BASE MSRP (Manufacturer Suggested Retail Price) $ See Total MSRP Below 58,979.00

Dealer Markup	N/A
Dealer Installed options — Has a warranty? ☐ at MR	
XX	299.00
XX	485.00
XX	0.00
Total Dealer Installed Options	984.00
PRICE OF THE VEHICLE	
a. Dealer Retail Price	60,454.00
b. Services Fee	126.00
c. Discount	7,026.99
1. Cash Price (a + b – c)	1 53,553.01
TRADE ALLOWANCES	
(Year, make of the trade-in for which equity calculation. If you have equity to register, enter the figure in 2)	
2. Owned Trade-In Allowance or Net Lease Equity	2 54,978.01
d. Trade Difference (1-2)	1,174.00
TAXABLE ITEMS PURCHASED WITH THE VEHICLE	
e. Other	N/A
f. Service Contract	0.00
3. Total of Taxable Items (e + f)	3 N/A
SALES TAX CALCULATION	
g. Amount Subject to Sales Tax (1 - 2 + 3)	1,174.00
h. State Tax (g x .05)	58.70
i. County Tax (g x .005)	5.86
j. Local/Stadium Tax (g x .001)	N/A
4. Total of Taxes (h + i + j)	4 64.56
NON-TAXABLE ITEMS PURCHASED WITH THE VEHICLE	
k. Fees to appear on MVT	99.00
l. Other	N/A
5. Total of Non-Taxable Items (2 + 5	5 99.00
OWED [redacted]	
Due	
6. Estimated Payoff Amount on Owned Trade-In	6 54,059.79
CASH & CASH EQUIVALENTS	
m. Cash Down Payment on Order	519.96
n. REBATES (APPLIED / ASSIGNED)	
N/A	N/A
N/A	N/A
N/A	N/A
o. Additional Cash Due (explain)	N/A
7. Total Cash and Rebates (m + n (if assigned) + o)	7 519.96
8. Due on Delivery or Balance to Finance (1 - 2 + 3 + 4 + 5 + 6 – 7)	8 49,564.00

☐ THE ORDERED VEHICLE MUST BE LOCATED
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the mileage range upon delivery will not exceed _____ miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

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WISCONSIN TITLE & LICENSE PLATE APPLICATION

MV11 [redacted] 9/2015

[redacted]

DO NOT WRITE ABOVE THIS LINE
Complete form using BLUE or BLACK INK

Application Type (check one) ☐ Title Transfer ☒ Original Title ☐ Title Only ☐ Salvage Title ☐ Check if also IRP

Section A – Vehicle Owner Information

[redacted]

Section B – Vehicle Information

1GNSKCKEXF[redacted] 2015 CHEVROLET Auto BLACK

[redacted]

Section C – Loan Information

[redacted] Heritage Credit Union

[redacted]

Federal and State law requires that seller state the mileage in connection with the transfer of ownership. Failure to complete or providing a false mileage statement may result in fines and/or imprisonment and may make you liable for damages to your transferee. (Read back)

ODOMETER NOW READS (No Tenths) and to the best of my knowledge is the actual mileage of this vehicle unless one of the statements to the right is checked. 1 (No Tenths)

☐ The odometer reading reflects the amount of mileage in excess of the mechanical limit.

☐ The odometer reading is NOT actual mileage. WARNING ODOMETER DISCREPANCY

Exempt from odometer disclosure because vehicle is:
☐ 10 or more model years old
☐ Gross vehicle weight rating exceeds 16,000 lbs.

Section E – Vehicle Transaction

a. Cash price (vehicle described in Section D) $ 62,552.01
WARNING: It is a crime to understate the purchase price.

b. Less trade-in allowance $ 54,379.01

Note: WI Dealers need not complete parts below

[redacted]

Fee Computation
Title Fee $69.50 (Replacement $20) $ 69.50
Lien Filing Fee $10 $ 10.00
License Plate Fee (see Section H) $ N/A

Miscellaneous Fees (see instructions to determine if applicable)
Wheel Tax (see instructions) $ N/A
Motor Carrier Class Fee (see Section H) $

Other Fees
Courier Service Fee $5 (if you appear in person at WisDOT) $ N/A
Processing Fee (see instructions) $ 15.50
ENTER FEE TOTAL $ 99.00

WI Dealers: remit state, county & local tax with form ST-12 to WI Dept. of Revenue

MAKE CHECK PAYABLE TO: Registration Fee Trust

REGULAR SERVICE – Mail application and check to:
Wisconsin Dept. of Transportation
PO Box 7949, Madison WI 53707-7949

SPECIAL PLATES – Mail entire application to:
Wisconsin Dept. of Transportation
PO Box 7911, Madison WI 53707-7911

Tax Statement

☒ New ☐ Used Date Vehicle Purchased 04/23/15 Date of Sale 04/23/15

Odometer Reading 2013 Year CHEVROLET Make Vehicle Identification Number 1GNSKCE0S[redacted]

If tax exempt, enter exemption code and reason (see instructions on back of page 3)

Licensed Dealer's Statement of Sale and Warranty

For value received, I hereby sell, assign or title the vehicle described in this document to the purchaser(s) named in Section A and I certify that all facts shown on the Certificate of Title are part

Dealer Name BURTNESS CHEVROLET INC. Area Code) Telephone Number [redacted]

Reported Title Brand (see instructions 6a & b on page 3) Dealer Number

☐ Police ☐ Tax ☐ Flood Damage ☐ Affidavit on Back ☐ Hail Damage

BURTNESS CHEVROLET INC.

X [redacted] 04/23/15
(Agent Signature) (Date)

[redacted]

COMMERCIAL CARRIERS – I further certify knowledge of applicable federal and state motor carrier safety rules, regulations, standards and orders, and declare that all operations will be conducted in compliance with such requirements.

X [redacted] 04/23/15
(Date)

X 04/23/15
(Co-Owner Signature) (Date)

2 – SELLER

GM CUSTOMER INCENTIVE AND ONSTAR AGREEMENT

CUSTOMER NAME: [redacted]

VIN: 1 G N S K C K C X F R [redacted]

Customer Incentive Acknowledgement

1. Customer Incentive

I assign the total amount of customer incentive(s) listed to the dealer named below and request that the available customer incentive(s) be applied: (a) XX to the down payment of this vehicle, (b) ___ where permissible by law, as a price reduction (Bill of Sale indicates pre-incentive price, amount of incentive, and final price with incentive applied), or c) ___ a check be issued in my name by Dealer named below:

Incentive Program Reference	Amount	GM Incentive Code
	$	
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Division supported financing/leasing, etc.)

I elect to receive the following in lieu of N/A

AND/OR

I elect to receive N/A

Vehicle Incentive Acknowledgment. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which was sold/leased to me by the Dealer, named below. This vehicle was purchased/leased for personal/business use and not resale and I took delivery on 04/23/15. I acknowledge receipt of incentive(s) as described in Item(s) 1 and release GM from any future claim or obligation for incentive(s) on this unit.

Purchaser/Lessee Signature [redacted] Date: 04/23/15

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

Agreement to OnStar Terms and Conditions

I have read and agree to be bound by the OnStar terms and conditions and privacy statement, a copy of which is available at [redacted] or from my dealer.

Cancellation of OnStar Services

I acknowledge that the OnStar services are provided under a continuous service contract that will remain in effect until cancelled by me or OnStar. I understand that to request cancellation of OnStar services, I must press the blue OnStar button in my car or call 1.888.4ONSTAR.

Payment Methods

Unless I indicate otherwise to OnStar, I understand that if I provide OnStar with my credit or debit card information at any time, it will be kept securely on file and will be automatically charged when payment for my OnStar Plan becomes due (at the then current rate). Notice of the payment due date, the monthly amount due and how to update or remove my credit or debit card information will be provided at least 30 days prior to any charges. Current pricing and information relating to the OnStar Plans can be found at [redacted]

Purchaser/Lessee Signature: [redacted] Date: 04/23/15

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments, OnStar Vehicle Software; OnStar Terms and Conditions; Cancellation of OnStar Services and Payment Method disclosures have been provided to the said purchaser/lessee who has taken delivery of the referenced unit through this dealership and that properly completed accurate delivery data has been forwarded to General Motors.

Authorized Dealer Signature: _____ Date: 04/23/15

Dealership Name: BURTNESS CHEVROLET INC Dealer Code: _____

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM379509-06012014) Rev 06-01-2014

April 15, 2015

BURTNESS CHEVROLET, INC.
Brian Bowditch
303 Beloit St
Orfordville, WI 53576

Dealer Confirmation Letter – Trade

Subject: **Trade Repurchase**
Customer: [redacted]

Vehicle: 2013 Chevrolet Tahoe
VIN: 1GNSKCE05DF[redacted]
Ref SR[redacted]

Dear Brian Bowditch:

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

General Motors will issue a check in the amount of **$19,249.18** to BURTNESS CHEVROLET, INC.. Once all of the final repurchase paperwork has been sent back to the Reacquired Vehicle Disclosure Center (RVDC) [redacted] will issue a check in the amount of [redacted]
When writing the sales agreement for the trade repurchase, please use the numbers below:

Replacement VIN:	1GNSKCKCXFR[redacted]
New Vehicle Sales Price:	$61,543.01
Used Vehicle Trade Value:	$54,378.01
Trade Difference:	$7165.00
Taxes:	$400.95
Reg/Lic/Title Fees:	$99.00
Cash Paid on Delivery	$230.87
Document Fees:	$125.00
Dealer Processing Fee:	$ 200.00 (Paid by check, after receipt of documents)

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

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

If you are in agreement with this offer, please sign and date below and return both pages of this agreement along with a Dealer signed Bill of Sale to my attention at the following fax # 866-802-6668 by Monday [redacted]. If you have any questions you may reach me at 866-802-6625 x 1204.

[redacted] V.P.
[redacted]gement Agent's Signature and Title.

Brian Bowditch V.P.
BURTNESS CHEVROLET, INC. 113360 Management Agent's Printed Name and Title.

[redacted]

PE18-012

GM

3-27-2019

Q3



Brittany Bridges (C)

From: Brittany Bridges (C)
Sent: Wednesday, November 30, 2016 10:28 AM
To: Marion Lindsey (C); Kevin M. Torrence
Cc: Thomas M. Piette; Aubrey Parrott
Subject: Denial Decision Awarded in arbitration , Customer-[redacted] SR # [redacted] BBB # [redacted]
Attachments: [redacted] Denial.pdf

RE: Customer Name:[redacted]
Service Request:[redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

Good Morning,

This is just a quick FYI to let you know that a decision of a denial was awarded in arbitration. I have attached a copy for your review. If you have any questions don't hesitate to let me know. I will be closing my case at this time. Thank you again for your attention to this matter.

Best wishes,

Ms. Brittany Bridges | BRC

General Motors BRC Mediation Liaison ATX
Phone [redacted] | Fax (866) 256-2828 | brittany.bridges@gm.com

If you have further questions, please contact Mediation Liaison Brittany at [redacted] extension [redacted] or fax 1-866-256-2828 between 8:00 a.m. and 4:30 p.m., Eastern Time. You may also contact the Business Resource Center at [redacted], Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

From: Marion Lindsey (C)
Sent: Thursday, November 10, 2016 2:27 PM
To: Kevin M. Torrence
Cc: Brittany Bridges (C)

Subject: FW: 3rd party Technical Expert response requested, , Customer-[redacted] SR # [redacted] BBB # [redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

Mr. Torrance,

The 3rd party Technical Expert Report requested by the Arbitrator has been returned to the BBB Autoline.
The 3rd Party TE found the transmission had a whine noise until warmed up on a 10 miles test drive, and the transmission was found to shuddering during 1-2 shift when cold during his inspection. The lane departure system and brake pedal were found to operating as designed.

Let me know what if any comments you have in this matter. While we are not required to respond, we only have until Monday, 11/14/16, to respond in writing with any comments we might have. Unless you want to personally write the response, I can write it with whatever feedback that you have.

Once the comments from us and the consumer, along with the 3rd party Technical Expert Report have been forwarded to the Arbitrator, we can expect a final decision to be made within a week or two.

Thank you for your assistance in this matter.

If you have further questions, please contact the Arbitration Specialist, Marion Lindsey Jr. at the telephone number and extension below. Please refer to the service request number above.

Sincerely,

General Motors
Business Resource Center Alternative Dispute Resolution

Alternative Dispute Resolution Arbitration Specialist: Marion Lindsey Jr.
Telephone: [redacted]
Fax # 1-866-278-1779
marion.lindsey@gm.com

If you respond to this message, please use the 'Reply with History' option to ensure that I have all the details needed for any required follow-up.

From: Brittany Bridges (C)
Sent: Thursday, November 10, 2016 2:06 PM
To: Marion Lindsey (C)
Subject: RE: 3rd party Technical Expert requested by the Arbitrator, Customer-[redacted] SR # [redacted] BBB # [redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000

Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

The Technical Expert report is available.

Best wishes,

Brittany | BRC

BRC Mediation Liaison ATX
Phone [redacted] | Fax (866) 256-2828 |

If you have further questions, please contact Mediation Liaison Brittany at [redacted] extension [redacted] or fax 1-866-256-2828 between 8:00 a.m. and 4:30 p.m., Eastern Time. You may also contact the Business Resource Center at [redacted], Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

From: Marion Lindsey (C)
Sent: Thursday, November 03, 2016 4:45 PM
To: Kevin M. Torrence
Cc: Brittany Bridges (C); Penny Crisp (C); Kayla Sikes (C)
Subject: FW: 3rd party Technical Expert requested by the Arbitrator, Customer-[redacted] SR # [redacted] BBB # [redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

Mr. Torrence,

Just as an FYI, the Arbitrator in this case has requested a 3rd party Technical Expert inspect the vehicle and report findings back. When that report arrives, we can review it with you to see if we wish to respond to the 3rd party Technical Expert report or not, before the Arbitrator makes a final decision in this matter. This will extend the time for a decision by a week or two at least.

The Arbitration Specialist that you worked with, Henry has now been transferred to another department here at this center. The assigned Mediation Liaison, Brittany can assist you on this claim further as needed. The other Arbitration Specialist and myself will monitor the claim for the Technical Expert Report to arrive.

Thank you for your assistance in this matter.

If you have further questions, please contact the Arbitration Specialist, Marion Lindsey Jr. at the telephone number and extension below. Please refer to the service request number above.

Sincerely,

General Motors
Business Resource Center Alternative Dispute Resolution

Alternative Dispute Resolution Arbitration Specialist: Marion Lindsey Jr.
Telephone: [redacted]
Fax # 1-866-278-1779
marion.lindsey@gm.com

If you respond to this message, please use the 'Reply with History' option to ensure that I have all the details needed for any required follow-up.

From: Kevin M. Torrence
Sent: Wednesday, October 19, 2016 3:13 PM
To: Marion Lindsey (C)
Subject: RE: BBB Hearing location, time and map to hearing site, Customer- [redacted] SR # [redacted] BBB # [redacted]

Marion,
Can I follow up with you on process. I've only participated in one BBB hearing and that was by phone.
Can I call you tomorrow? I want to be on same page with you.

KT

From: Marion Lindsey (C)
Sent: Wednesday, October 19, 2016 12:32 PM
To: Kevin M. Torrence <kevin.m.torrence@chevrolet.com>
Cc: Henry Starling (C) <henry.starlinng@gm.com>
Subject: FW: BBB Hearing location, time and map to hearing site, Customer- [redacted] SR # [redacted] BBB # [redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

State filed in : WI

Mr. Torrence,

I am assisting the assigned Arbitration Specialist, Henry in responding to you concerning the BBB hearing location. Henry is in the middle of a BBB hearing right now.

The hearing site date, time and location is:

10/21/16, at 12:00 CST

BBB Serving Wisconsin

10019 West Greenfield Ave.

Milwaukee, WI 53214

Hearing site phone # [redacted]

Thank you for your assistance in this matter.

If you have further questions, please contact the Arbitration Specialist, Marion Lindsey Jr. at the telephone number and extension below. Please refer to the service request number above.

Sincerely,

General Motors
Business Resource Center Alternative Dispute Resolution

Alternative Dispute Resolution Arbitration Specialist: Marion Lindsey Jr.
Telephone: [redacted]
Fax # 1-866-278-1779
marion.lindsey@gm.com

If you respond to this message, please use the 'Reply with History' option to ensure that I have all the details needed for any required follow-up.

PE18-012

GM

3-27-2019

Q3



Marion Lindsey (C)

From: Marion Lindsey (C)
Sent: Thursday, November 03, 2016 4:45 PM
To: kevin.m.torrence@gm.com
Cc: Brittany Bridges (C); Penny Crisp (C); Kayla Sikes (C)
Subject: FW: 3rd party Technical Expert requested by the Arbitrator, Customer- [redacted] SR # [redacted] BBB # [redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

Mr. Torrence,

Just as an FYI, the Arbitrator in this case has requested a 3rd party Technical Expert inspect the vehicle and report findings back. When that report arrives, we can review it with you to see if we wish to respond to the 3rd party Technical Expert report or not, before the Arbitrator makes a final decision in this matter. This will extend the time for a decision by a week or two at least.

The Arbitration Specialist that you worked with, Henry has now been transferred to another department here at this center. The assigned Mediation Liaison, Brittany can assist you on this claim further as needed. The other Arbitration Specialist and myself will monitor the claim for the Technical Expert Report to arrive.

Thank you for your assistance in this matter.

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Sincerely,

General Motors
Business Resource Center Alternative Dispute Resolution

Alternative Dispute Resolution Arbitration Specialist: Marion Lindsey Jr.
Telephone: [redacted]
Fax # 1-866-278-1779
marion.lindsey@gm.com

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Sent: Wednesday, October 19, 2016 3:13 PM
To: Marion Lindsey (C)
Subject: RE: BBB Hearing location, time and map to hearing site, Customer- [redacted] SR # [redacted] BBB # [redacted]

Marion,
Can I follow up with you on process. I've only participated in one BBB hearing and that was by phone.
Can I call you tomorrow? I want to be on same page with you.

KT

From: Marion Lindsey (C)
Sent: Wednesday, October 19, 2016 12:32 PM
To: Kevin M. Torrence <kevin.m.torrence@chevrolet.com>
Cc: Henry Starling (C) <henry.starlinng@gm.com>
Subject: FW: BBB Hearing location, time and map to hearing site, Customer [redacted] SR # [redacted] BBB # [redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted]

State filed in : WI

Mr. Torrence,

I am assisting the assigned Arbitration Specialist, Henry in responding to you concerning the BBB hearing location. Henry is in the middle of a BBB hearing right now.

The hearing site date, time and location is:

10/21/16, at 12:00 CST

BBB Serving Wisconsin

10019 West Greenfield Ave.

Milwaukee, WI 53214

Hearing site phone # [redacted]

Thank you for your assistance in this matter.

If you have further questions, please contact the Arbitration Specialist, Marion Lindsey Jr. at the telephone number and extension below. Please refer to the service request number above.

Sincerely,

General Motors
Business Resource Center Alternative Dispute Resolution

Alternative Dispute Resolution Arbitration Specialist: Marion Lindsey Jr.
Telephone: [redacted]
Fax # 1-866-278-1779
marion.lindsey@gm.com

If you respond to this message, please use the ‘Reply with History’ option to ensure that I have all the details needed for any required follow-up.

PE18-012

GM

3-27-2019

Q3



Marion Lindsey (C)

To: kevin.m.torrence@gm.com
Cc: Brittany Bridges (C)
Subject: FW: 3rd party Technical Expert response requested, , Customer-[redacted] SR # [redacted] BBB # [redacted]
Attachments: Technical Expert Report[redacted].pdf

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

Mr. Torrance,

The 3rd party Technical Expert Report requested by the Arbitrator has been returned to the BBB Autoline.
The 3rd Party TE found the transmission had a whine noise until warmed up on a 10 miles test drive, and the transmission was found to shuddering during 1-2 shift when cold during his inspection. The lane departure system and brake pedal were found to operating as designed.

Let me know what if any comments you have in this matter. While we are not required to respond, we only have until Monday, 11/14/16, to respond in writing with any comments we might have. Unless you want to personally write the response, I can write it with whatever feedback that you have.

Once the comments from us and the consumer, along with the 3rd party Technical Expert Report have been forwarded to the Arbitrator, we can expect a final decision to be made within a week or two.

Thank you for your assistance in this matter.

If you have further questions, please contact the Arbitration Specialist, Marion Lindsey Jr. at the telephone number and extension below. Please refer to the service request number above.

Sincerely,

General Motors
Business Resource Center Alternative Dispute Resolution

Alternative Dispute Resolution Arbitration Specialist: Marion Lindsey Jr.
Telephone: [redacted]
Fax # 1-866-278-1779
marion.lindsey@gm.com

If you respond to this message, please use the 'Reply with History' option to ensure that I have all the details needed for any required follow-up.

From: Brittany Bridges (C)
Sent: Thursday, November 10, 2016 2:06 PM

To: Marion Lindsey (C)
Subject: RE: 3rd party Technical Expert requested by the Arbitrator, Customer-[redacted] SR # [redacted] BBB # [redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted]

The Technical Expert report is available.

Best wishes,

Brittany | BRC

BRC Mediation Liaison ATX
Phone[redacted] | Fax (866) 256-2828 |

If you have further questions, please contact Mediation Liaison Brittany at [redacted] extension [redacted] or fax 1-866-256-2828 between 8:00 a.m. and 4:30 p.m., Eastern Time. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above.

Sincerely,

General Motors

From: Marion Lindsey (C)
Sent: Thursday, November 03, 2016 4:45 PM
To: Kevin M. Torrence
Cc: Brittany Bridges (C); Penny Crisp (C); Kayla Sikes (C)
Subject: FW: 3rd party Technical Expert requested by the Arbitrator, Customer-[redacted] SR # [redacted] BBB # [redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

Mr. Torrence,

Just as an FYI, the Arbitrator in this case has requested a 3rd party Technical Expert inspect the vehicle and report findings back. When that report arrives, we can review it with you to see if we wish to respond to the 3rd party Technical

Expert report or not, before the Arbitrator makes a final decision in this matter. This will extend the time for a decision by a week or two at least.

The Arbitration Specialist that you worked with, Henry has now been transferred to another department here at this center. The assigned Mediation Liaison, Brittany can assist you on this claim further as needed. The other Arbitration Specialist and myself will monitor the claim for the Technical Expert Report to arrive.

Thank you for your assistance in this matter.

If you have further questions, please contact the Arbitration Specialist, Marion Lindsey Jr. at the telephone number and extension below. Please refer to the service request number above.

Sincerely,

General Motors
Business Resource Center Alternative Dispute Resolution

Alternative Dispute Resolution Arbitration Specialist: Marion Lindsey Jr.
Telephone: 1-866-790-5700, Ext. 5921259
Fax # 1-866-278-1779
marion.lindsey@gm.com

If you respond to this message, please use the 'Reply with History' option to ensure that I have all the details needed for any required follow-up.

From: Kevin M. Torrence
Sent: Wednesday, October 19, 2016 3:13 PM
To: Marion Lindsey (C)
Subject: RE: BBB Hearing location, time and map to hearing site, Customer-[redacted] SR # [redacted] BBB # [redacted]

Marion,
Can I follow up with you on process. I've only participated in one BBB hearing and that was by phone.
Can I call you tomorrow? I want to be on same page with you.

KT

From: Marion Lindsey (C)
Sent: Wednesday, October 19, 2016 12:32 PM
To: Kevin M. Torrence <kevin.m.torrence@chevrolet.com>
Cc: Henry Starling (C) <henry.starlinng@gm.com>
Subject: FW: BBB Hearing location, time and map to hearing site, Customer-[redacted] SR #[redacted] BBB # [redacted]

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

State filed in : WI

Mr. Torrence,

I am assisting the assigned Arbitration Specialist, Henry in responding to you concerning the BBB hearing location. Henry is in the middle of a BBB hearing right now.

The hearing site date, time and location is:

10/21/16, at 12:00 CST

BBB Serving Wisconsin

10019 West Greenfield Ave.

Milwaukee, WI 53214

Hearing site phone # 414-847-6096

Thank you for your assistance in this matter.

If you have further questions, please contact the Arbitration Specialist, Marion Lindsey Jr. at the telephone number and extension below. Please refer to the service request number above.

Sincerely,

General Motors
Business Resource Center Alternative Dispute Resolution

Alternative Dispute Resolution Arbitration Specialist: Marion Lindsey Jr.
Telephone: 1-866-790-5700, Ext. 5921259
Fax # 1-866-278-1779
marion.lindsey@gm.com

If you respond to this message, please use the 'Reply with History' option to ensure that I have all the details needed for any required follow-up.

PE18-012

GM

3-27-2019

Q3



Marion Lindsey (C)

From:	Marion Lindsey (C)
Sent:	Wednesday, October 19, 2016 1:31 PM
To:	'kevin.m.torrence@gm.com'
Cc:	Henry Starling (C)
Subject:	FW: BBB Hearing location, time and map to hearing site, Customer [redacted], SR # [redacted] BBB # [redacted]
Attachments:	NOH, Map to hearing site, ATA, BBB hearing info docs, [redacted] [redacted] pdf

RE: Customer Name: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKCKCXFR[redacted]
approx. mileage: 43,000
Servicing dealer: Symdon Chevrolet Inc. (BAC # 113[redacted])

State filed in : WI

Mr. Torrence,

I am assisting the assigned Arbitration Specialist, Henry in responding to you concerning the BBB hearing location. Henry is in the middle of a BBB hearing right now.

The hearing site date, time and location is:

10/21/16, at 12:00 CST

BBB Serving Wisconsin

10019 West Greenfield Ave.

Milwaukee, WI 53214

Hearing site phone # 414-847-6096

Thank you for your assistance in this matter.

If you have further questions, please contact the Arbitration Specialist, Marion Lindsey Jr. at the telephone number and extension below. Please refer to the service request number above.

Sincerely,

General Motors
Business Resource Center Alternative Dispute Resolution

Alternative Dispute Resolution Arbitration Specialist: Marion Lindsey Jr.
Telephone: 1-866-790-5700, Ext. 5921259
Fax # 1-866-278-1779
marion.lindsey@gm.com

If you respond to this message, please use the ‘Reply with History’ option to ensure that I have all the details needed for any required follow-up.

PE18-012

GM

3-27-2019

Q3



[redacted]

0000000

WISCONSIN
Certificate of Vehicle Registration

					Product Number	Registration Number	
					15004151173	[redacted]	
Plate Number	Registration	Chassis	Gross Weight	Period	Color	Fleet No.	
[redacted]	AUT AUT	TRUK		A	BLACK		
Vehicle Identification Number			Year	Make	Expiration Date	Amount Received	
1GNSKCKCXFR[redacted]			2015	CHEV	07/04/2017	$ 78.00	
					YEAR		

This Registration Certificate is not a Title. Not Valid for Transfer of Ownership.

Contact the Division of Motor Vehicles at: wisconsindmv.gov

[redacted]

[redacted]

Division of Motor Vehicles
DMV
Online Services

Tired of misplacing or losing your license plate renewal notice?

Sign up to receive your renewal notice by email and renew your registration online.

eNotify (electronic notification) allows you to receive an email in place of your paper renewal notice. You can also have text reminders sent to your mobile device. Most vehicles are eligible for eNotify and for online renewal. Skip the trip. *Enroll now to take advantage of these services.*

Go to ***wisconsindmv.gov*** for information on these and other online services:

- change your address
- get a duplicate driver license or ID card
- check eligibility and reinstate a driving privilege
- purchase a driver or vehicle record
- see if a license is valid
- manage the registrations for a fleet of vehicles
- and more

Online chat service is also available for some of our self-service applications.

Do I need insurance?

Yes. In Wisconsin, you're required to have liability coverage for the vehicle you drive and carry proof of it when you are driving. If you don't, you can be fined up to $500. If you are in an accident without the proper coverage, you may still be responsible for damages and lose your license. Visit ***wisconsindmv.gov*** for more details.

PE18-012

GM

3-27-2019

Q3



DEKRA

DEKRA Expertise
Customer Service 770-257-0107

CAR INSPECTION

CLIENT
143 - BBB Auto Line

INSP DATE	FLEET NAME	VIN (LAST 8)	PO NUMBER
11/09/2016		FF[redacted]	[redacted]

Stanley Urbanski
INSPECTION ID [redacted]

ADDRESS [redacted]

CUSTOMER [redacted]

VEHICLE INSPECTION REPORT

Assignment Information

Assignment Number:	[redacted]
Date Received:	11/02/2016
Re-Inspect:	
Date Inspected:	11/09/2016

Client Information

Client:	143 - BBB Auto Line
Adjuster:	
Verbal Report Given To:	
Date & Time:	

Claim Information

Contract Number:	
Claim Number:	[redacted]
Contract Holder:	
Year/Make/Model:	2015/CHEVY/TAHOE
Mileage:	0
VIN-Last 6:	[redacted]

Vehicle Location

Address:	[redacted]
Contact:	
Phone:	
Verified Torn Down With:	
Labor Rate:	$
Date & Time:	

Inspection Request

1) Vibration at low shift gears i.e. 15-25 MPH. 2) Transmission herky/jerky. 3) Lane detection function may not be operating properly. 4) Brake pedal twice failed to engage and pedal had to be pumped to actuate brakes.

Inspection Results

Verified Vehicle Information

Complete VIN:	1GNSKCKCXFR[redacted]	License Tag:	[redacted]
Current Mileage:	49352	State of Issue:	WI
Manufactured Date:	03/15	Reg. Tag Exp:	07/17
Mileage at Date of Sale:	0		

Repair Order

Order Number:		Name on RO:	No repair order
Dated:		Driven/Towed:	N/A
Complaint:			

Service History

Door Sticker Info:		Service Stickers:	
Service History Availability:	Not Available		

Tires

Mounted Tire Size:		OEM Sizes:	
	Right Front: 285/45R22		**Right Front:** 285/45R22
	Left Front: 285/45R22		**Left Front:** 285/45R22
	Right Rear: 285/45R22		**Right Rear:** 285/45R22
	Left Rear: 285/45R22		**Left Rear:** 285/45R22
	Spare: N/A		**Spare:** N/A
After-Market Wheels:	No		
Comment:			

Modifications

Item	Type of Modification
No	Body:
No	Engine:
No	Interior:
No	Suspension:
No	Other:

Comercial Use: No

DEKRA

DEKRA Expertise
Customer Service 770-257-0107

CAR INSPECTION

CLIENT
143 - BBB Auto Line

INSP DATE	FLEET NAME	VIN (LAST 8)	PO NUMBER
11/09/2016		FR[redacted]	[redacted]

Stanley Urbanski
INSPECTION ID [redacted]

ADDRESS
[redacted]

CUSTOMER
[redacted]

VEHICLE INSPECTION REPORT

Body

Model:	TAHOE
Number of Doors:	4
Body Type:	SUV
Options:	

Engine Type
5.3 Single Cam, Pushrod, 16 Valve, EFI, V8

Engine Oil

Oil Level:	Full
Oil Condition:	Clean
Engine oil leaks:	No
Where:	

Condition of Vehicle

General Condition:	Good
Signs of Abuse:	None
Signs of Collision:	None
Tow Package:	Class 3 Receiver type

Radiator

Condition:	Good
Rust:	Not rust visible
Reservoir:	Clean
Radiator Leaks:	No
Where:	

Transmission Type
Automatic, 4x4

Belts / Hoses

Condition:	Good
Hose/Belt Comments:	None

Transmission Fluid

Oil Level:	Full
Oil Condition:	Clean
Evidence of trans intermix:	No
Trans fluid leak:	None were found
Metal in trans:	N/A

Coolant

Level:	Full
Condition:	Clean
Freeze Plug Condition:	N/A
Drive Axle Fluid:	N/a
Evidence of Overheat:	No
Overheat Notes:	

State of Assembly
FULLY ASSEMBLED

Extende of Damage

PROBLEM/SYMPTOM: VIBRATION AT LOW SHIFT GEARS I.E. 15-25 MPH. DOES THE PROBLEM/SYMPTOM EXIST? YES WHAT EXAMINATIONS OR TEST DID YOU PERFORM? ON A 10 MILE ROAD TEST FROM COLD THERE IS A WHINE TYPE NOISE FROM THE TRANSMISSION TILL WARM. THE TRANSMISSION FLUID IS FULL, CLEAN WITH NO VISIBLE EVIDENCE OF LEAKS. IF THE PROBLEM/SYMPTOM EXISTS. FURTHER DISASSEMBLY IS NEEDED TO VERIFY THE CAUSE AND FULL EXTENT OF THE DAMAGE. PROBLEM/SYMPTOM: TRANSMISSION HERKY/JERKY. DOES THE PROBLEM/SYMPTOM EXIST? YES WHAT EXAMINATIONS OR TEST DID YOU PERFORM? ON A 10 MILE ROAD TEST FROM COLD THE 1-2 SHIFT HAS A CONSISTENT SHUDDER. THE CHECK ENGINE LAMP IS NOT ON AND THERE ARE NO STORED OR ACTIVE FAULT CODES. THE TRANSMISSION FLUID IS FULL, CLEAN WITH NO VISIBLE EVIDENCE OF LEAKS. IF THE PROBLEM/SYMPTOM EXISTS. FURTHER DISASSEMBLY IS NEEDED TO VERIFY THE CAUSE AND FULL EXTENT OF THE DAMAGE. PROBLEM/SYMPTOM: LANE DETECTION FUNCTION MAY NOT BE OPERATING PROPERLY. DOES THE PROBLEM/SYMPTOM EXIST? NO WHAT EXAMINATIONS OR TEST DID YOU PERFORM? ON A 10 MILE ROAD TEST THE LANE DETECTION FUNCTION APPEARS TO BE OPERATING NORMALLY. IF THE PROBLEM/SYMPTOM EXISTS. UNKNOWN PROBLEM/SYMPTOM: BRAKE PEDAL TWICE FAILED TO ENGAGE AND PEDAL HAD TO BE PUMPED TO ACTUATE BRAKES. DOES THE PROBLEM/SYMPTOM EXIST? NO WHAT EXAMINATIONS OR TEST DID YOU PERFORM? ON A 10 MILE ROAD TEST THE SERVICE BRAKE APPEARS TO BE OPERATING NORMALLY. THE VEHICLE STOPPED IN A STRAIGHT LINE WITH NO PULLS OR VIBRATIONS. THE BRAKE WARNING AND ABS WARNING LAMPS ARE NOT ON. THE BRAKE FLUID IS FULL, CLEAN WITH NO EVIDENCE OF CONTAMINATION OR LEAKS.

Cause of Failure

SEE REPORT.

This inspection and the opinions expressed are exactly that, opinions. Many parts perform perfectly up until the moment of failure. Failure may occur suddenly and without any prior warning. Due to the cursory nature of the inspection, the location, the constraints, and the lack of diagnostic tools, the inspector, and/or DEKRA cannot accept liability for failures that may occur after the inspection has been completed.

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From:	Deanna Garcia (C)
Sent:	Monday, December 12, 2016 4:16 PM
To:	'jackcurran@moorecadillac.com'
Cc:	'michael.korelitz@moorecadillac.com'
Subject:	Sorour - [redacted] - 2015 Cadillac Escalade ESV
Importance:	High

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Curran,

I am needing to confirm days out of service for the following RO's:

[redacted] **Opened – 5/18/16 – Closed – 5/25/16 (8 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

[redacted] **Opened – 8/15/16 – Closed – 8/19/16 (5 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resources Center at 800-231-1841, Monday through Friday between 8:00 am & 5:00 pm, Eastern Time. Please refer to the service request numbers above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison

866-790-5700 ext. 5921236
866-300-4978 Fax
Deanna.1.garcia@gm.com



“This message is for the use of the intended recipient only. It is from a Legal Department and may contain information that is privileged and confidential. If you are not the intended recipient any disclosure, copying, future distribution, or use of this communication is prohibited. If you have received this communication in error, please advise us by return e-mail, or if you have received this communication by fax advise us by telephone and delete/destroy the document.”

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From:	Michael Korelitz <michael.korelitz@moorecadillac.com>
Sent:	Monday, September 19, 2016 11:35 AM
To:	Deanna Garcia (C)
Subject:	[EXTERNAL] [redacted]
Attachments:	CCE09192016_0005.pdf

Here is our repair orders on this client.

Michael Korelitz
Moore Cadillac

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From:	Deanna Garcia (C)
Sent:	Thursday, September 22, 2016 6:03 PM
To:	'sdesdunes@lindsaycadillac.com'
Cc:	'iwallace@lindsaycadillac.com'
Subject:	RE: [redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.
Attachments:	Dlr 119074 Ack Letter.doc
Importance:	High

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Desdunes,

I am reaching out to you to gather Repair Orders for [redacted] as they are needed for the open legal case. If the you have any questions, please reference your Policies & Procedures Manual section 3.3.4 - Reproduction and Retrieval of Records (All records (with all associated documents) are to be legible, and to be provided in the requested format within a reasonable period of time. A reasonable period of time is defined as: 10 records or less 20 minutes, 11 to 50 records 60 minutes, 51 to 100 records 4 hours, 101 or more records 24 hours). Please see attached documents & advise.

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

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com



From: Deanna Garcia (C)
Sent: Monday, September 19, 2016 12:43 PM
To: 'sdesdunes@lindsaycadillac.com'
Subject: [redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Desdunes,

Please see attached documents.

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

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com



PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From:	Deanna Garcia (C)
Sent:	Thursday, September 22, 2016 6:05 PM
To:	'toni@rcolsencadillac.com'
Cc:	'garyc@rcolsencadillac.com'; 'johnh@rcolsencadillac.com'
Subject:	RE: [redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.
Attachments:	Dlr 119110 Ack Letter.doc

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Ms. Toni,

I am reaching out to you to gather Repair Orders & Sales documents for [redacted] as they are needed for the open legal case. If the you have any questions, please reference your Policies & Procedures Manual section 3.3.4 - Reproduction and Retrieval of Records (All records (with all associated documents) are to be legible, and to be provided in the requested format within a reasonable period of time. A reasonable period of time is defined as: 10 records or less 20 minutes, 11 to 50 records 60 minutes, 51 to 100 records 4 hours, 101 or more records 24 hours). Please see attached documents & advise.

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

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com

GENERAL MOTORS COMPANY

From: Deanna Garcia (C)
Sent: Monday, September 19, 2016 12:43 PM
To: 'toni@rcolsencadillac.com'
Subject: [redacted] - [redacted] - 2015 Cadillac Escalade ESV - NISM - Requesting Docs.

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Ms. Toni,

Per our discussion via phone, please see attached documents.

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

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 fax
Deanna.garcia@gm.com

GENERAL MOTORS COMPANY

PE18-012

GM

3-27-2019

Q3



CORPORATION SERVICE COMPANY®

Notice of Service of Process

null / WARBREACH
Transmittal Number: 15686510
Date Processed: 09/29/2016

Primary Contact: Rosemarie Williams
General Motors LLC
Mail Code 48482-038-210
400 Renaissance Center
Detroit, MI 48265

Entity:	General Motors LLC Entity ID Number 3113523
Entity Served:	General Motors LLC
Title of Action:	[redacted], E. vs. General Motors LLC
Document(s) Type:	Complaint
Nature of Action:	Breach of Warranty
Court/Agency:	Richmond City Circuit Court, Virginia
Case/Reference No:	Not Shown
Jurisdiction Served:	Virginia
Date Served on CSC:	[redacted]
Answer or Appearance Due:	Other/NA
Originally Served On:	CSC
How Served:	Regular Mail
Sender Information:	The Consumer Law Group PC (Richmond, VA) 804-282-7900
Client Requested Information:	Year: 2015 Make: Cadillac Model: Escalade ESV VIN: 1GYS4TKJ1FR[redacted]

Notes: The Consumer Law Group PC 1508 Willow Lawn Drive Suite 220 Richmond, VA 23230
CSC Location document was served: 1111 E. Main St. 16th Floor Richmond, VA 23219
Document matches the original as it was received. Please note that all pages served are present.

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

THE CONSUMER LAW GROUP, P.C.
Protecting and fighting for Consumer Rights

[redacted]

(804) 282-7900 • (804) 673-0316 FAX
WWW.THECONSUMERLAWGROUP.COM

September 26, 2016

Hon. Edward F. Jewett, Clerk
Richmond Circuit Court
400 North Ninth Street
John Marshall Courts Building
Richmond, VA 23219

Re: [redacted] **v. General Motors LLC**

Dear Mr. Jewett:

Enclosed are an original and one copy of a Civil Complaint. **Attached to the service copy are Interrogatories, Request for Admissions, and Request for Production of Documents** which I would appreciate your processing in the usual manner. Also enclosed is my firm check totaling $236.00 made payable to the Clerk for the filing fee. Please issue process and **contact Pamela Campbell of my office once process has been issued. Service will be effected by private process server.**

Thank you in advance for your cooperation.

Very truly yours,

[redacted]

JCG/psc

Enclosures

cc: [redacted]
Hester Process Service
Corporation Service Company *(letter and Complaint only – courtesy copy)*

VIRGINIA:

IN THE CIRCUIT COURT FOR THE CITY OF RICHMOND

[redacted]

Plaintiff,

v. CASE NO. _____

GENERAL MOTORS LLC,
SERVE:
Corporation Service Company
Registered Agent
Bank of America Center
1111 East Main Street
Richmond, Virginia 23219

Defendant.

COMPLAINT

COMES NOW the plaintiff, [redacted] by counsel, and moves for judgment against the defendant on the grounds and in the amount as hereinafter set forth:

1. This is a case for breach of warranty and violation of the Motor Vehicle Warranty Enforcement Act.

2. Plaintiff is a consumer who resides in Falls Church, Virginia.

3. Defendant General Motors LLC (hereinafter "General Motors") is a corporation which does significant business through its authorized dealers in the City of Richmond and has its Registered Agent in Richmond, Virginia. Among its other authorized dealers/agents, which distribute and sell automobiles, is RC Olsen Cadillac Inc. (hereinafter "the dealer"), which is located in Woburn, Massachusetts.

BACKGROUND FACTS

4. Relying on the warranties, express and implied, given by the defendant and its agents, the plaintiff agreed to purchase, took delivery of, and accepted a new 2015 Cadillac Escalade-ESV, Vehicle Identification Number: **1GYS4TKJ1FR[redacted]** ("the vehicle"), on May 2, 2015, from the dealer in Woburn, MA. The vehicle is warranted with a manufacturer's limited warranty and other warranties implied by law.

5. Soon after purchase, the plaintiff discovered the vehicle did not conform to the contract as there are defects which cause the vehicle to fail to conform to the warranties: i.e.

a. The brake pedal sinks to the floor, takes an excessive distance to stop and requires excessive pedal travel to stop. At speeds as low as 10 mph the vehicle takes excessive pedal travel, physical effort and distance to stop. The ABS light comes on as this happens. **(SERIOUS SAFETY DEFECT).**

b. When driving the car on a multi-lane road the vehicle requires constant correction to keep it from drifting to the left. As a result, keeping the vehicle going straight requires the steering wheel to be cocked to the right at all times when driving down a straight road. The steering wheel is off center.

c. The stability control light comes on and the traction control off light comes on.

d. There are clicking noises as if something was on the wheels or brake discs.

e. The rear window is held in place with packing tape and is not latching to the tail gate.

f. The Stabilitrack warning light comes on as well as the ABS warning light.

In addition, the vehicle has been repaired for the following problems: A brake caliper fell off causing brake failure **(SERIOUS SAFETY DEFECT);** the vehicle driver's side mirror turns black when the car is running, the mirror just dims to the point you cannot see at all; the finish on the flip portion of the radio controls is bubbling at the top just under the screen; the wood trim on the passenger side of truck next to the radio has cracked and broken off; when cold the steering wheel makes noise; the arm rest lid to the center compartment is loose and makes noise; the center console is making noise when driving over bumps; noise is coming from lid; the steering wheel makes noise when turning; the battery was defective; the fabric on the driver side front seat is wrinkling on the seat bottom; the front arm rest makes a squeak noise; there is a clicking from the front and rear of vehicle when in reverse or when driving at slow speeds when window

rolled down on driver side; the radio controls are inoperable, volume etc. stopped working (intermittent); there is abnormal noise from the engine area when driving at 80 mph; the rubber is detaching from the remote; there is a clunking noise when shifting into drive from park; there is a clicking noise from the front tires when making parking lot maneuvers; the rear glass will not latch; both the heating and cooling functions of the front seats are not functioning; and the driver seat makes a squeaking/creaking noise getting in and out of the vehicle.

6. At the time plaintiff took delivery of and accepted the vehicle, he was unaware of the defects and nonconformities because of the difficulty of discovery and because some of the problems have appeared subsequent to his purchase of the vehicle.

7. Soon after discovering the defects and nonconformities, the plaintiff took the vehicle to the dealer to have the nonconformities corrected. Ten or more repair attempts have not corrected the nonconformities within eighteen months of the date of delivery of the vehicle to him.

8. General Motors received notice of the defects in the form of a letter from my client on or about April 7, 2016.

9. The defects and nonconformities continue to exist and substantially impair the vehicle's use, market value and safety to the plaintiff, who has used it for his personal use, and who has properly used and serviced the vehicle while it has been in his possession.

10. At this time, the vehicle is in substantially the same condition as when it was delivered to the plaintiff, with the exception of repairs done to the vehicle by the defendant's agents or authorized repair facilities, and damages caused by the defects and nonconformities and damages made by the dealer.

11. The vehicle, as accepted, has a substantially reduced value to the plaintiff.

12. On September 12, 2016 the plaintiff rejected or revoked acceptance of the vehicle and asked the defendant to return the purchase price and all other damages sustained and recoverable under Virginia law, if it could not fix it. The defendant has refused to do this.

COUNT ONE

BREACH OF EXPRESS AND IMPLIED WARRANTIES UNDER THE MAGNUSON-MOSS WARRANTY ACT

13. Plaintiff incorporates the allegations of paragraphs 1 through 12 as if alleged herein.

14. Plaintiff is a "consumer" as defined in 15 U.S.C. §2301 (3); General Motors fits the definition of "supplier" and "warrantor" as defined in 15 U.S.C. §2301 (4) and (5); and the vehicle is a "consumer product" as defined in 15 U.S.C. §2301 (1).

15. General Motors does not have a dispute resolution mechanism which meets the requirements of 16 C.F.R. Part 703, promulgated by the Federal Trade Commission pursuant to §2310(a)(2) of the Magnuson-Moss Warranty Act.

16. The vehicle was manufactured after July 4, 1975 and an express Limited Warranty and an implied warranty of merchantability were given to plaintiff as a part of the purchase, warranties which meet the definition of "written warranty" and "implied warranty" contained in 15 U.S.C. §2301 (6) and (7).

17. The Limited Warranty has failed of its essential purpose and the defendant has violated the Act due to its inability and/or refusal to repair or replace the nonconformity within a reasonable time, and due to its refusal to provide the plaintiff with a refund. 15 U.S.C. §2304 (a)(1) and (4).

18. The defendant has also breached its implied warranty of merchantability since the vehicle, in view of the nonconformity and defendant's inability to correct them, was not fit for the ordinary purpose for which the vehicle was used. 15 U.S.C.§§2308, 2310 (d).

19. As a proximate result of defendant's violations of the Act and breach of its warranties, the plaintiff has been damaged for which the defendant is responsible. 15 U.S.C. §§2304(a) and 2310(d).

COUNT TWO

VIOLATION OF THE MOTOR VEHICLE WARRANTY ENFORCEMENT ACT

20. Plaintiff incorporates the allegations of paragraphs 1 through 19 as if alleged herein.

21. As individually defined in Section 59.1-207.11, et. seq., of the Code of Virginia, the plaintiff is a "consumer," "General Motors" is a "manufacturer, "the vehicle" is a "motor vehicle," and the defect in the vehicle constitutes a "nonconformity."

22. The defendant and its agents have failed to correct nonconformities in the vehicle after a reasonable number of repair attempts, which has impaired the use, market value and safety of the vehicle to the plaintiff. It has refused the plaintiff's demand for damages and its

actions are in violation of the Motor Vehicle Warranty Enforcement Act, §§59.1-207.11, 207.13, and 207.14, Code of Virginia (1950).

WHEREFORE, the plaintiff respectfully requests this Court to award him damages for all money paid towards the purchase of the vehicle, including any deposit, trade-in, extended warranty, all of which at this time totals about NINETY THOUSAND SEVEN HUNDRED FORTY-TWO DOLLARS and TWENTY CENTS ($90,742.20), plus any other collateral charges as defined in §59.1-207.11, incidental and consequential damages, loss of use, expert witness fees, pre-judgment interest, all reasonable attorney's fees, vehicle loan payments made after the filing of this suit, costs and expenses herein incurred.

Trial by jury is demanded.

[redacted]

By: [redacted]

John Cole Gayle, Jr.
VSB No. [redacted]
The Consumer Law Group, P.C.
1508 Willow Lawn Drive, Suite 220 **(NEW)**
Richmond, Virginia 23230
804 282-7900
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Counsel for Plaintiff



Mailed From 23230
[redacted]

NEW ADDRESS:
[redacted]

GENERAL MOTORS LLC
Corporation Service Company
Registered Agent
Bank of America Center
1111 East Main Street
Richmond, VA 23219

PE18-012

GM

3-27-2019

Q3



Logout

September 19, 2016

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: 1GYS4TKJ1FR[redacted] Model: 6K15906-2015 ESCALADE ESV 4WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 50 - FLEET

Field Actions: 1 Open

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: 119110
R. C. OLSEN CADILLAC, INC.
201 CAMBRIDGE RD
WOBURN MA 01801-4705 7819357000

Invoice Date: 03/09/2015

Ship to Information

Ship to Service Agent: 119110
R. C. OLSEN CADILLAC, INC.
201 CAMBRIDGE RD
WOBURN MA 01801-4705 7819357000

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 119110
R. C. OLSEN CADILLAC, INC.
201 CAMBRIDGE RD
WOBURN MA 01801-4705 7819357000

. Delivery Date: 05/02/2015
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 101

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service 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

[redacted]

Registration Information

Registration Service Agent: N/A

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

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PE18-012

GM

3-27-2019

Q3



Logout

September 19, 2016

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: 1GYS4TKJ1FR[redacted] Model: 6K15906-2015 ESCALADE ESV 4WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 50 - FLEET

Field Actions: 1 Open

REQUEST ANOTHER VIN

Job Card Date: 08/22/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690

MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 12,068 MI

Authorization Code:

Process Date:
08/26/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0526-Features/Controls/Displays - Seat Features/Functions

Job Card Line #: 1

Transaction Adjustment:

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

Labour Op 7029929-Seat Heating and Cooling/Hardware, Trim and Upholstery/Power Seat - Customer Concern Not Duplicated (CCND)

Causal Part Number

Job Card Date: 08/15/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690

MOORE CADILLAC
25450 PLEASANT VALLEY RD

Odometer Reading: 12,067 MI

Authorization Code:

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

CHANTILLY VA 20152-1307
7036745900

Process Date:
08/23/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0526-Features/Controls/Displays - Seat Features/Functions

Job Card Line #: 5 Transaction Adjustment: Cause Code: 6573-Module/Component - No/Incorrect Communication

Labour Op 2810345-Human Machine Interface Control Module Reprogramming with SPS

Causal Part Number

Job Card Date: 08/15/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690 Odometer Reading: 12,067 MI

MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Authorization Code:

Process Date:
08/23/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0422-Exterior - Closures

Job Card Line #: 4 Transaction Adjustment: Cause Code: 5017-Fastener - Broken

Labour Op 2020020-Liftgate Window Latch Replacement

Causal Part Number 000000000023444228-LATCH ASM-L/GATE WDO

→See other Parts and/or Net Items

Job Card Date: 05/26/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690 Odometer Reading: 8,779 MI

MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Authorization Code:

[redacted]

Process Date:
06/09/2016
Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0342-Transmission - Transmission Shifting
Job Card Line #: 3 Transaction Adjustment: Cause Code: 9094-Other - Follow operation
Labour Op 8469959-Automatic Transmission - Customer Concern Not Duplicated (CCND)
Causal Part Number

Job Card Date: 05/26/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690
MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 8,779 MI
Authorization Code:

Process Date:
06/09/2016
Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0522-Features/Controls/Displays - Mirrors
Job Card Line #: 2 Transaction Adjustment: Cause Code: 1029-Surface (exterior) - Off-Colour
Labour Op 2050360-Inside Rearview Mirror Replacement
Causal Part Number 000000000013503845-MIRROR ASM-I/S RR VIEW
→See other Parts and/or Net Items

Job Card Date: 05/18/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690
MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 8,756 MI
Authorization Code:

Process Date:
05/27/2016

[redacted]

Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0590-Features/Controls/Displays - Other issues
Job Card Line #: 5 Transaction Adjustment: Cause Code: 5025-Fastener - Loose
Labour Op 6430320-Remote Control Door Lock Transmitter Replacement
Causal Part Number 000000000013598511-TRANSMITTER ASM-R/CON DR LK & THEFT DTRN
→See other Parts and/or Net Items

Job Card Date: 05/18/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690
MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 8,756 MI
Authorization Code: E4

Process Date:
06/22/2016
Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0313-Steering/Suspension - Noise
Job Card Line #: 3 Transaction Adjustment: Add Credit Cause Code: 3063-Rotating Part - Noise during operation
Labour Op 8033641-Shock Absorber, Shock Absorber Component, or Spring Replacement - Both Sides
Causal Part Number 000000000023312167-ABSORBER ASM-FRT SHK
→See other Parts and/or Net Items

Job Card Date: 05/18/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690
MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 8,756 MI
Authorization Code: E4

Process Date:
06/22/2016

[redacted]

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0313-Steering/Suspension - Noise

Job Card Line #: 3 Transaction Adjustment: Full Debit Cause Code: 3063-Rotating Part - Noise during operation

Labour Op 8033641-Shock Absorber, Shock Absorber Component, or Spring Replacement - Both Sides

Causal Part Number 000000000023312167-ABSORBER ASM-FRT SHK

→See other Parts and/or Net Items

Job Card Date: 05/18/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690
MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 8,756 MI
Authorization Code: E4

Process Date:
06/02/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0313-Steering/Suspension - Noise

Job Card Line #: 3 Transaction Adjustment: Cause Code: 3063-Rotating Part - Noise during operation

Labour Op 8033641-Shock Absorber, Shock Absorber Component, or Spring Replacement - Both Sides

Causal Part Number 000000000023312167-ABSORBER ASM-FRT SHK

→See other Parts and/or Net Items

Job Card Date: 05/18/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690
MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 8,756 MI
Authorization Code:

Process Date:

[redacted]

05/27/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0312-Steering/Suspension - Handling/Responsiveness

Job Card Line #: 2 Transaction Adjustment: Cause Code: 3011-Rotating Part - Alignment/Adjustment

Labour Op 8070032-Wheel Alignment Measurement

Causal Part Number

Job Card Date: 05/14/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690 Odometer Reading: 8,750 MI

MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Authorization Code:

Process Date:
06/14/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0526-Features/Controls/Displays - Seat Features/Functions

Job Card Line #: 7 Transaction Adjustment: Add Credit Cause Code: 6579-Module/Component - Shorted

Labour Op 6421500-Front Seat Lane Departure Warning Actuator Replacement

Causal Part Number 000000000019353978-ACTUATOR ASM,F/SEAT LANE DEPARTURE WRNG

→See other Parts and/or Net Items

Job Card Date: 05/14/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690 Odometer Reading: 8,750 MI

MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Authorization Code:

Process Date:

[redacted]

06/14/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0526-Features/Controls/Displays - Seat Features/Functions

Job Card Line #: 7 Transaction Adjustment: Full Debit Cause Code: 6579-Module/Component - Shorted

Labour Op 6421500-Front Seat Lane Departure Warning Actuator Replacement

Causal Part Number 000000000019353978-ACTUATOR ASM,F/SEAT LANE DEPARTURE WRNG

→See other Parts and/or Net Items

Job Card Date: 05/14/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690
MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 8,750 MI
Authorization Code:

Process Date:
05/31/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0526-Features/Controls/Displays - Seat Features/Functions

Job Card Line #: 7 Transaction Adjustment: Cause Code: 6579-Module/Component - Shorted

Labour Op 6421500-Front Seat Lane Departure Warning Actuator Replacement

Causal Part Number 000000000019353978-ACTUATOR ASM,F/SEAT LANE DEPARTURE WRNG

→See other Parts and/or Net Items

Job Card Date: 05/14/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690
MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 8,750 MI
Authorization Code: E

[redacted]

Process Date:
05/31/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0131-Brakes - Low Pedal/Spongy

Job Card Line #: 3 Transaction Adjustment: Cause Code: 6571-Module/Component - Discharge

Labour Op 2420530-Front Brake Caliper Replacement

Causal Part Number 000000000023290149-CALIPER,FRT BRK (W/O BRK PADS & BRKT)

→See other Parts and/or Net Items

Job Card Date: 05/14/2016 **Job Card Number:** [redacted]

Repair Service Agent: 216690

MOORE CADILLAC
25450 PLEASANT VALLEY RD
CHANTILLY VA 20152-1307
7036745900

Odometer Reading: 8,750 MI

Authorization Code:

Process Date:
05/31/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 2 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600503-Cadillac Premium Care - Oil Change

Causal Part Number 000000000019330000-FILTER ASM,OIL

→See other Parts and/or Net Items

Job Card Date: 05/14/2016 **Job Card Number:** [redacted]

Repair Service Agent: 119074

LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Odometer Reading: 8,750 MI

Authorization Code:

[redacted]

Process Date:
05/14/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

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

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600002-CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 05/13/2016 **Job Card Number:** [redacted]

Repair Service Agent: 257619 Odometer Reading: 8,750 MI

ALLSTATE - SIGNATURE MOTOR CLUB, IN
200 N MARTINGALE RD
SCHAUMBURG IL 60173-2033

Authorization Code: AM

Process Date:
05/17/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

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

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600022-ROADSIDE SERVICE (TOWING)

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 04/21/2016 **Job Card Number:** [redacted]

Repair Service Agent: 119075 Odometer Reading: 8,162 MI

JIM COLEMAN CADILLAC
10400 AUTO PARK AVE
BETHESDA MD 20817-1006
3014696600

Authorization Code:

[redacted]

Process Date:
05/03/2016
Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0828-Interior - Seats (Fit and Finish)
Job Card Line #: 1 Transaction Adjustment: Cause Code: 5031-Fastener - Poor Fits
Labour Op 7023350-Front Seat Cushion Cover and Pad Replacement
Causal Part Number 000000000023121857-COVER ASM-F/SEAT CUSH
→See other Parts and/or Net Items

Job Card Date: 04/21/2016 **Job Card Number:** [redacted]

Repair Service Agent: 119075
JIM COLEMAN CADILLAC
10400 AUTO PARK AVE
BETHESDA MD 20817-1006
3014696600

Odometer Reading: 8,162 MI
Authorization Code: W8

Process Date:
05/06/2016
Transaction Type:
ZFAT---Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 6 Transaction Adjustment: Cause Code: -
Labour Op 9101975-15577 - Install New Fuse Block Label
Causal Part Number

Job Card Date: 03/02/2016 **Job Card Number:** [redacted]

Repair Service Agent: 119074
LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Odometer Reading: 6,101 MI
Authorization Code:

Process Date:
03/03/2016
Transaction Type:
ZREG--Regular Vehicle Transaction

[redacted]

Transaction Expense Category:
Warranty

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

Job Card Line #: 2 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600102-Roadside Service - Battery Test & Replace

Causal Part Number 000000000088864065-BATTERY ASM

→See other Parts and/or Net Items

Job Card Date: 03/02/2016 **Job Card Number:** [redacted]

Repair Service Agent: 119074 Odometer Reading: 6,101 MI

LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Authorization Code:

Process Date:
03/03/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

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

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600002-CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 02/29/2016 **Job Card Number:** [redacted]

Repair Service Agent: 257619 Odometer Reading: 5,900 MI

ALLSTATE - SIGNATURE MOTOR CLUB, IN
200 N MARTINGALE RD
SCHAUMBURG IL 60173-2033

Authorization Code: AM

Process Date:
03/02/2016

Transaction Type:
ZREG--Regular Vehicle Transaction

[redacted]

Transaction Expense Category:
Warranty

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

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 0600072-ROADSIDE SERVICE (PREMIUM)

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/16/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074
LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Odometer Reading: 5,883 MI
Authorization Code: E

Process Date:
11/23/2015

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0313-Steering/Suspension - Noise

Job Card Line #: 2 Transaction Adjustment: Cause Code: 4063-Interface (Gasket, Seal,Hose,Weld.) - Noise in operation

Labour Op 7441760-Steering Column Replacement

Causal Part Number 000000000023354099-COLUMN ASM-STRG (RPR)

→See other Parts and/or Net Items

Job Card Date: 11/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074
LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Odometer Reading: 5,849 MI
Authorization Code:

Process Date:
11/16/2015

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0829-Interior - Trim/Hardware

Job Card Line #: 1 Transaction Adjustment: Cause Code: 2021-Surface (interior) - Damaged/Cracked

Labour Op 1031640-Instrument Panel Trim Plate Replacement - Right Side

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 11/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074 Odometer Reading: 5,849 MI

LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Authorization Code:

Process Date:
11/16/2015

Transaction Type:
ZFAT---Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 9 Transaction Adjustment: Cause Code: -

Labour Op 9101695-N150304 - Transfer Case Shift Control Module Reprogramming with SPS

Causal Part Number

Job Card Date: 11/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074 Odometer Reading: 5,849 MI

LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Authorization Code:

Process Date:
11/16/2015

Transaction Type:
ZREG--Regular Vehicle Transaction

[redacted]

Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 6 Transaction Adjustment: Cause Code: 9098-Other - Maintenance
Labour Op 0600513-Cadillac Premium Care - Tire Rotation
Causal Part Number

Job Card Date: 11/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074
LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Odometer Reading: 5,849 MI
Authorization Code:

Process Date:
11/16/2015
Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0021-No Customer Complaint - Maintenance
Job Card Line #: 5 Transaction Adjustment: Cause Code: 9098-Other - Maintenance
Labour Op 0600503-Cadillac Premium Care - Oil Change
Causal Part Number 000000000019330000-FILTER ASM,OIL
→See other Parts and/or Net Items

Job Card Date: 11/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074
LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Odometer Reading: 5,849 MI
Authorization Code:

Process Date:
11/16/2015
Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0890-Interior - Other issues

[redacted]

Job Card Line #: 4 Transaction Adjustment: Cause Code: 9094-Other - Follow operation
Labour Op 1049929-Interior Buzz/Squeak/Rattle - Customer Concern Not Duplicated (CCND)
Causal Part Number

Job Card Date: 11/09/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074 Odometer Reading: 5,849 MI
LINDSAY CADILLAC COMPANY Authorization Code:
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Process Date:
11/16/2015
Transaction Type:
ZFAT---Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 10 Transaction Adjustment: Cause Code: -
Labour Op 9101708-N150472 - Reprogram HMI & VPC (inc battery & steering shaft inspect)
Causal Part Number

Job Card Date: 07/30/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074 Odometer Reading: 1,740 MI
LINDSAY CADILLAC COMPANY Authorization Code:
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Process Date:
09/08/2015
Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0290-Audio/Entertainment/Navigation
- Other issues
Job Card Line #: 3 Transaction Adjustment: Partial Debit Cause Code: 6049-Module/Component - Warped/Wavy/Wrinkled
Labour Op 3420700-Radio Control Assembly Replacement

[redacted]

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 07/30/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074
LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Odometer Reading: 1,740 MI
Authorization Code:

Process Date:
09/08/2015

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

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

Job Card Line #: 3 Transaction Adjustment: Full Debit Cause Code: 6049-Module/Component - Warped/Wavy/Wrinkled

Labour Op 3420700-Radio Control Assembly Replacement

Causal Part Number

→See other Parts and/or Net Items

Job Card Date: 07/30/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074
LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Odometer Reading: 1,740 MI
Authorization Code:

Process Date:
09/08/2015

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

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

Job Card Line #: 3 Transaction Adjustment: Cause Code: 6049-Module/Component - Warped/Wavy/Wrinkled

[redacted]

Labour Op 3420700-Radio Control Assembly Replacement
Causal Part Number
→See other Parts and/or Net Items

Job Card Date: 07/30/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119074
LINDSAY CADILLAC COMPANY
1525 KENWOOD AVE
ALEXANDRIA VA 22302-2399
7039986600

Odometer Reading: 1,740 MI
Authorization Code:

Process Date:
09/08/2015
Transaction Type:
ZFAT---Field Action Recall
Transaction Expense Category:
Field Action Recall
Customer Complaint Code:
-
Job Card Line #: 2 Transaction Adjustment: Cause Code: -
Labour Op 9101554-N150389 - Transmission Control Module Reprogramming with SPS
Causal Part Number

Job Card Date: 07/30/2015 **Job Card Number:** [redacted]

Repair Service Agent: 192110
SPECMO ENTERPRISES
1200 E. AVIS
MADISON HEIGHTS MI 48071-1507

Odometer Reading: 1,740 MI
Authorization Code:

Process Date:
08/10/2015
Transaction Type:
ZREG--Regular Vehicle Transaction
Transaction Expense Category:
Warranty
Customer Complaint Code:
0290-Audio/Entertainment/Navigation - Other issues
Job Card Line #: 1 Transaction Adjustment: Add Credit Cause Code: 6017-Module/Component - Broken
Labour Op 0600458-Control Assembly-Radio Audio (face plate), Return to ACDelco ESC
Causal Part Number 000000000023233090-CONTROL ASM-AM/FM STEREO RDO
→See other Parts and/or Net Items

[redacted]

Job Card Date: 07/30/2015 **Job Card Number:** [redacted]

Repair Service Agent: 192110
SPECMO ENTERPRISES
1200 E. AVIS
MADISON HEIGHTS MI 48071-1507

Odometer Reading: 1,740 MI
Authorization Code:

Process Date:
08/10/2015

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

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

Job Card Line #: 1 Transaction Adjustment: Full Debit Cause Code: 6017-Module/Component - Broken

Labour Op 0600458-Control Assembly-Radio Audio (face plate), Return to ACDelco ESC

Causal Part Number 000000000023233090-CONTROL ASM-AM/FM STEREO RDO

→See other Parts and/or Net Items

Job Card Date: 07/30/2015 **Job Card Number:** [redacted]

Repair Service Agent: 192110
SPECMO ENTERPRISES
1200 E. AVIS
MADISON HEIGHTS MI 48071-1507

Odometer Reading: 1,740 MI
Authorization Code:

Process Date:
08/07/2015

Transaction Type:
ZREG--Regular Vehicle Transaction

Transaction Expense Category:
Warranty

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

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6017-Module/Component - Broken

Labour Op 0600458-Control Assembly-Radio Audio (face plate), Return to ACDelco ESC

Causal Part Number 000000000023233090-CONTROL ASM-AM/FM STEREO RDO

→See other Parts and/or Net Items

[redacted]

Job Card Date: 03/11/2015 **Job Card Number:** [redacted]

Repair Service Agent: 119110
R. C. OLSEN CADILLAC, INC.
201 CAMBRIDGE RD
WOBURN MA 01801-4705
7819357000

Odometer Reading: 1 MI
Authorization Code:

Process Date:
03/11/2015

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

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

Global Warranty Management: Site Map

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[redacted]

PE18-012

GM

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Logout

September 19, 2016

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:
- → View Vehicle Summary
  - → Service Contract
  - → Branded Title
  - → Warranty Block
- → View Vehicle Build
- → View Vehicle Component Summary
- → View Vehicle Transaction History Detail
- → View Vehicle Delivery Information

Vehicle Information

VIN: 1GYS4TKJ1FR[redacted] Model: 6K15906-2015 ESCALADE ESV 4WD

Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes

Order Type: 50 - FLEET

Field Actions: 1 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	Closed
Service Update Bulletins	N150472	15472	CAMERA MODULE SOFTWARE UPDATE / STEERING COLUMN & BATTERY CHECKS	08/27/2015	Closed
Service Update Bulletins	N150389	15389	TORQUE CONVERTER CLUTCH (TCC) SHUDDER	05/22/2015	Closed
Customer Satisfaction Program	N150577	15577	INTERIOR ELECTRICAL CENTER LEFT END CAP FUSE LABEL ERROR	01/29/2016	Closed
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open

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.

[redacted]

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0350	Bang or Loud Noise with No Forward (Drive) or Reverse Ranges	01/12/2016
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: WEH8D348
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
	Premium Care Maintenance	06/05/2015	05/02/2015	101 MI	05/02/2019	50,101 MI
	Bumper to Bumper Limited Warranty	06/05/2015	05/02/2015	101 MI	05/02/2019	50,101 MI
	Corrosion Limited Warranty	06/05/2015	05/02/2015	101 MI	05/02/2021	Unlimited
	Emission Limited Warranty	06/05/2015	05/02/2015	101 MI	05/02/2018	50,101 MI
	PVPP Limited Warranty with deductible	06/05/2015	05/02/2015	101 MI	05/02/2018	150,101 MI
	Emission Select Component Ltd Wty	06/05/2015	05/02/2015	101 MI	05/02/2023	80,101 MI
	Emission Select State Component Ltd Wty	06/05/2015	05/02/2015	101 MI	05/02/2022	70,101 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job

[redacted]

Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/22/2016	250649	ZREG–– Regular Vehicle Transaction		7029929 - Seat Heating and Cooling/Hardware, Trim and Upholstery/Power Seat - Customer Concern Not Duplicated (CCND)	12,068 MI
08/15/2016	250216	ZREG–– Regular Vehicle Transaction		2810345 - Human Machine Interface Control Module Reprogramming with SPS	12,067 MI
08/15/2016	250216	ZREG–– Regular Vehicle Transaction		2020020 - Liftgate Window Latch Replacement	12,067 MI
05/26/2016	245178	ZREG–– Regular Vehicle Transaction		8469959 - Automatic Transmission - Customer Concern Not Duplicated (CCND)	8,779 MI
05/26/2016	245178	ZREG–– Regular Vehicle Transaction		2050360 - Inside Rearview Mirror Replacement	8,779 MI
05/18/2016	244662	ZREG–– Regular Vehicle Transaction		6430320 - Remote Control Door Lock Transmitter Replacement	8,756 MI
05/18/2016	244662	ZREG–– Regular Vehicle Transaction	Add Credit	8033641 - Shock Absorber, Shock Absorber Component, or Spring Replacement - Both Sides	8,756 MI
05/18/2016	244662	ZREG–– Regular Vehicle Transaction	Full Debit - Reversal	8033641 - Shock Absorber, Shock Absorber Component, or Spring Replacement - Both Sides	8,756 MI
05/18/2016	244662	ZREG–– Regular Vehicle Transaction		8033641 - Shock Absorber, Shock Absorber Component, or Spring Replacement - Both Sides	8,756 MI
05/18/2016	244662	ZREG–– Regular Vehicle Transaction		8070032 - Wheel Alignment Measurement	8,756 MI
05/14/2016	244345	ZREG–– Regular Vehicle Transaction	Add Credit	6421500 - Front Seat Lane Departure Warning Actuator Replacement	8,750 MI
05/14/2016	244345	ZREG–– Regular Vehicle Transaction	Full Debit - Reversal	6421500 - Front Seat Lane Departure Warning Actuator Replacement	8,750 MI
05/14/2016	244345	ZREG–– Regular Vehicle Transaction		6421500 - Front Seat Lane Departure Warning Actuator Replacement	8,750 MI
05/14/2016	244345	ZREG––		2420530 - Front Brake Caliper	8,750 MI

[redacted]

		Regular Vehicle Transaction	Replacement	
05/14/2016	244345	ZREG--Regular Vehicle Transaction	0600503 - Cadillac Premium Care - Oil Change	8,750 MI
05/14/2016	509351	ZREG--Regular Vehicle Transaction	0600002 - CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	8,750 MI
05/13/2016	0027475879	ZREG--Regular Vehicle Transaction	0600022 - ROADSIDE SERVICE (TOWING)	8,750 MI
04/21/2016	679672	ZREG--Regular Vehicle Transaction	7023350 - Front Seat Cushion Cover and Pad Replacement	8,162 MI
04/21/2016	679672	ZFAT--Field Action Recall	9101975 - 15577 - Install New Fuse Block Label	8,162 MI
03/02/2016	505523	ZREG--Regular Vehicle Transaction	0600102 - Roadside Service - Battery Test & Replace	6,101 MI
03/02/2016	505523	ZREG--Regular Vehicle Transaction	0600002 - CADILLAC-COST OF TECH. TO MAKE ROADSIDE SRVC CALLS	6,101 MI
02/29/2016	0026649669	ZREG--Regular Vehicle Transaction	0600072 - ROADSIDE SERVICE (PREMIUM)	5,900 MI
11/16/2015	500021	ZREG--Regular Vehicle Transaction	7441760 - Steering Column Replacement	5,883 MI
11/09/2015	499603	ZREG--Regular Vehicle Transaction	1031640 - Instrument Panel Trim Plate Replacement - Right Side	5,849 MI
11/09/2015	499603	ZFAT--Field Action Recall	9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	5,849 MI
11/09/2015	499603	ZREG--Regular Vehicle Transaction	0600513 - Cadillac Premium Care - Tire Rotation	5,849 MI
11/09/2015	499603	ZREG--Regular Vehicle Transaction	0600503 - Cadillac Premium Care - Oil Change	5,849 MI
11/09/2015	499603	ZREG--Regular Vehicle Transaction	1049929 - Interior Buzz/Squeak/Rattle - Customer Concern Not Duplicated (CCND)	5,849 MI
11/09/2015	499603	ZFAT--Field	9101708 - N150472 - Reprogram HMI &	5,849 MI

[redacted]

		Action Recall		VPC (inc battery & steering shaft inspect)	
07/30/2015	493889	ZREG--Regular Vehicle Transaction	Partial Debit	3420700 - Radio Control Assembly Replacement	1,740 MI
07/30/2015	493889	ZREG--Regular Vehicle Transaction	Full Debit - Reversal	3420700 - Radio Control Assembly Replacement	1,740 MI
07/30/2015	493889	ZREG--Regular Vehicle Transaction		3420700 - Radio Control Assembly Replacement	1,740 MI
07/30/2015	493889	ZFAT--Field Action Recall		9101554 - N150389 - Transmission Control Module Reprogramming with SPS	1,740 MI
07/30/2015	2252388	ZREG--Regular Vehicle Transaction	Add Credit	0600458 - Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	1,740 MI
07/30/2015	2252388	ZREG--Regular Vehicle Transaction	Full Debit - Reversal	0600458 - Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	1,740 MI
07/30/2015	2252388	ZREG--Regular Vehicle Transaction		0600458 - Control Assembly-Radio Audio (face plate), Return to ACDelco ESC	1,740 MI
03/11/2015	A26353	ZPDI---Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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Columbus copy document requested by jzc8cv at 2:42:57 PM on 9/19/2016

2015 ESCALADE ESV 4WD PREMIUM — GENERAL MOTORS LLC
GBA BLACK RAVEN /V8G
H2X JET BLACK — RENAISSANCE CENTER
ORDER NO. SJPBZQ/FNR STOCK NO. — DETROIT MI 48243-1114
VIN 1GY S4TK J1 FR[redacted] — VEHICLE INVOICE 6AD31274131
**********3580******12*24141S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	FLEET
6K15906 ESCALADE ESV 4WD PREMIUM	87070.00	78798.35	INVOICE 03/09/15
AVF **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00	SHIPPED 03/08/15
BRS ASSIST STEPS, POWER RETRACTABLE	1695.00	1440.75	EXP I/T 03/29/15
			INT COM 03/30/15
L86 ENGINE, 6.2L V8	N/C	N/C	PRC EFF 02/05/15
M5U TRANSMISSION, 8 SPD AUTOMATIC	N/C	N/C	KEYS
NE1 50-STATE EMISSIONS	N/C	N/C	WFP-F QTR OPT-1
SFE WHEEL LOCK KIT (DEALER INSTALLED)	55.00	46.75	FAN: 000885189
			BANK: ALLY - 103
S1V ADDITIONAL (2) REAR SEAT HEADPHONES (DEALER INSTALLED)	110.00	93.50	CHG-TO 24-141
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	225.00	191.25	SHIP WT: 6013
			HP: 52.8
VQZ CHROME EXHAUST TIP (DEALER INSTALLED)	135.00	114.75	GVWR: 7500
			GAWR.FT: 3600
VQ2 FLEET ORDERING AND ASSISTANCE	0.00	0.00	GAWR.RR: 4200
ZR3 3 YEAR / 150,000 MILE* PROFESSIONAL VEHICLE PROTECTION PLAN * WHICHEVER COMES FIRST SEE DEALER FOR DETAILS (REPLACES 6 YEAR / 70,000 MILE POWERTRAIN LIMITED WARRANTY)	0.00	0.00	NTR: 1/2
			CUST PO NUMBER: 02052015
			DAN: CAREY
TOTAL MODEL & OPTIONS	89290.00	80685.35	ACT 237 81680.35
DESTINATION CHARGE	995.00	995.00	
TOTAL	90285.00	81680.35	PAY 310 81680.35

****

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

****

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

R. C. OLSEN CADILLAC, INC.

REMIT TO ALLY NO. 103
VIN 1GYS4TKJ1FR[redacted]
$ 81680.35 INV 6AD31274131
DUE 03/30/15 DEALER 24-141

Columbus.com document requested by jzc8cv at 2:44:45 PM on 9/19/2016

RCMPR01O VEHICLE DELIVERY/INCENTIVE HISTORY 07/09/16
PROCESSING SOURCE: CADILLAC 08:40:14
PAGE: 1

VIN: 1GYS4TKJ1 FR[redacted] SELLG SCE: 12 MDL YR: 15 ORD NO: SJPBZQ

ODATE: 02/05/15 ORDER FAN: 000885189 OTYPE: 050 DLVY SS/SITE CD: 12 24141
DDATE: 05/02/15 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 06/01/15 ORDER BY: CAREY LIMOUSINE
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE: [redacted]
SRVC IN: [redacted] VA 22041
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
XGA	01	12 24141	GMF	06/05/15	6,445.86	OP	0.00	9

PROCESS TYPE: 004 CHECK NO: SSN:
DATA SCE: VEND INC MEMO NO: GMF AUTH PUR CD:
MISC DATE: 05/02/15 MISC: 000456737
POLICY PYMT CMNT: ACTV TYPE: A

Columbus.com document requested by jzc8cv at 2:45:31 PM on 9/19/2016

RCMPR028 VEHICLE EVENT SELECTION 07/09/16
PROCESSING SOURCE: CADILLAC 08:41:26
PAGE: 1

VIN: 1GYS4TKJ1 FR[redacted] SELLG SCE: 12 MDL YR: 15 ORD NO: SJPBZQ
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCTV APPLICATN	12 24141	GMF		06/06/15	XGA	6,445.86	
INCENTIVE MEMO	12 24141	GMF		06/05/15	XGA	6,445.86	
INCTV PAYMENT	12 24141	GMF		06/05/15	XGA	6,445.86	
DELIVERY D.O.E.	12 24141			06/01/15		0.00	
DELIVERY TO CUS	12 24141			05/02/15		0.00	
EXPIRATION TRAN	12 24141	6AD31274131		03/29/15		0.00	
SETTLEMENT DATE	12 24141	6AD31274131		03/28/15		81,680.35	CR
ORIGINAL INVOIC	12 24141	6AD31274131		03/09/15		81,680.35	
COV/NVIS DATE	12 24141	6AD31274131		03/09/15		0.00	
SHIPMENT DATE	12 24141			03/08/15		0.00	
PRODUCTION (BUI	12 24141			03/08/15		0.00	
PREFERENCE TO P	12 24141			02/10/15		0.00	
GM ORDER ACCEPT	12 24141			02/05/15		0.00	
GM ORDER ACCEPT				02/05/15		0.00	

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GM

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September 19, 2016

John Cole Gayle, Jr. Esq.
1508 Willow Lawn Drive, Suite 220
Richmond, VA 23230

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4TKJ1FR[redacted]
Customer Relationship Specialist: Deanna

Dear Mr. Gayle,

This is to advise that General Motors is in receipt of the above referenced case dated September 12, 2016. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five **(5)** days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒	Copy of owner's current title and/or registration	☐	Finance agreement
☐	Other: Copy of owner's current repair history	☐	Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From: Pam Campbell <pcampbell@theconsumerlawgroup.com>
Sent: Thursday, September 29, 2016 2:05 PM
To: Deanna Garcia (C)
Subject: [EXTERNAL] Service Request: [redacted] [redacted] v. GM
Attachments: RELEASE OF LIEN INFORMATION [redacted].pdf

Ms. Garcia:

Attached please find the completed Release of Lien Information Form. I expect the Registration soon. I asked the client to mail as he is having computer problems.

Thank you.

Pam

WE HAVE MOVED. PLEASE NOTE OUR NEW ADDRESS BELOW:

Pamela Sue Campbell, BAS
Office Manager
Paralegal to John Cole Gayle, Jr.
The Consumer Law Group, P.C.
1508 Willow Law Drive, Suite 220
Richmond, Virginia 23230
804 282-7900
804 673-0316 Fax
www.theconsumerlawgroup.com

"Teach Love, Show Love, End Hate"

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From: Pam Campbell <pcampbell@theconsumerlawgroup.com>
Sent: Thursday, October 06, 2016 5:16 PM
To: Deanna Garcia (C)
Subject: [EXTERNAL] FW: Service Request: [redacted] v. GM
Attachments: RELEASE OF LIEN INFORMATION [redacted].pdf; REGISTRATION [redacted].pdf

Ms. Garcia:

Attached please find current Registration (finally!).

Thank you.

Pam

WE HAVE MOVED. PLEASE NOTE OUR NEW ADDRESS BELOW:

Pamela Sue Campbell, BAS
Office Manager
Paralegal to John Cole Gayle, Jr.
The Consumer Law Group, P.C.
1508 Willow Law Drive, Suite 220
Richmond, Virginia 23230
804 282-7900
804 673-0316 Fax
www.theconsumerlawgroup.com

"Teach Love, Show Love, End Hate"

From: Pam Campbell
Sent: Thursday, September 29, 2016 2:05 PM
To: 'deanna.garcia@gm.com' <deanna.garcia@gm.com>
Subject: Service Request: [redacted] v. GM

Ms. Garcia:

Attached please find the completed Release of Lien Information Form. I expect the Registration soon. I asked the client to mail as he is having computer problems.

Thank you.

Pam

WE HAVE MOVED. PLEASE NOTE OUR NEW ADDRESS BELOW:

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Paralegal to John Cole Gayle, Jr.
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1508 Willow Law Drive, Suite 220
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"Teach Love, Show Love, End Hate"

PE18-012

GM

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GM FINANCIAL

P.O. Box 183581
Arlington, TX 76096-3581

September 20, 2017

[redacted]

Customer Name: [redacted] **Account Number:** [redacted]

Vehicle: 2015 CADILLAC ESCALADE **VIN: 1GYS4TKJ1FR**[redacted]

In response to your request, the amount required to pay off the account on the above vehicle is $42,017.87. This payoff must be received by September 30, 2017 and is subject to change if the payoff expires, changes to the account payment history occur or fees assess to the account.

The daily interest amount for this payoff is $6.77.

Please forward the payoff including the account number to:

Regular Mail:
Attention: Payment Processing
P.O. Box 99605
Arlington, Texas 76096

Overnight Mail:
Attention: Payment Processing
4100 Embarcadero Drive
Arlington, Texas 76014

For any questions concerning this account please contact the Customer Service Department at 1-800-284-2271.

Hours of Operation:
Monday through Friday, 7:00 a.m. to 8:00 p.m. CT
Saturday, 7:00 a.m. to 6:00 p.m. CT

Sincerely,

GM Financial
Customer Service Department

jf/Nicholson

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dmv

VIRGINIA MOTOR VEHICLE REGISTRATION

VSA-0 (REV 07/12)

Title Number	Veh. Identification Number (VIN)	Date Issued	Plate Number	Plate Type	Sticker	Expiration Date
[redacted]	1GYS4TKJ1FR[redacted]	05/12/15	[redacted]	GS		05/31/17

Vehicle Make	Model	Body	Year	Color	Fuel	Vehicle Use	Axles
CADILLAC	ESCALADE	SPORT UTILITY	2015	BLK	GAS	PRIVATE	2

Purchase Date	Odometer at Titling	Lien at Reg	EW	GW	GVWR	GCWR	Unit #
05/02/15	000101 ACTUAL	Y	6013				

[redacted]

FALLS CHURCH VA [redacted]

VRA 314

[redacted]

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

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RELEASE OF LIEN INFORMATION

I [redacted]

hereby authorize GM Financial
(Lien holder Name)

(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # [redacted]
(Account Number)

with GM Financial
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date 9-20-16

VEHICLE INFORMATION

The current vehicle mileage is 12855 Date mileage read: 9-20-16

[redacted] [redacted]

Signature Signature

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Cadillac Division
General Motors LLC
P.O. Box 33169
Detroit MI 48232-5169

February 1, 2017

Milton Hamilton
Northeast-40
milton.hamilton@gm.com

Re: [redacted] v. General Motors Company
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4TKJ1FR[redacted]
Customer Relationship Specialist: Deanna

Dear Mr. Hamilton,

The above Cadillac 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 Renee Miller & Keith Hart were contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

BAC: 216[redacted]
Moore Cadillac
25450 Pleasant Valley Rd
Chantilly, VA 20152
P: 703.674.5900

BAC: 119[redacted]
Lindsay Cadillac
1525 Kenwood Ave
Alexandria, VA 22302
P: 703.998.6600

BAC: 119[redacted]
[redacted]

GM's attorney now handling this case:

Tony Conti Esq. 410.837.6999 / [redacted]
Conti Fenn and Lawrence LLC

GM Legal Assistant involved:
Mary Livingston [redacted]

Customer's attorney now handling the case:
John Cole Gayle, Jr. Esq., The Consumer Law Group, P.C., 804.272.7900

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,

Cadillac



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GM

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Q3



Cadillac Division
General Motors LLC
P.O. Box 33169
Detroit MI 48232-5169

October 16, 2019

Milton Hamilton
Northeast-40
milton.hamilton@gm.com

Re: [redacted] v. General Motors Company
Service Request: [redacted]
2015 Cadillac Escalade ESV
Vehicle Identification Number: 1GYS4TKJ1FR[redacted]
Customer Relationship Specialist: Deanna

Dear Mr. Hamilton,

The above Cadillac 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 Renee Miller & Keith Hart were contacted while the case was in the Early Resolution Program. The customer has been to the following dealers for servicing thus far:

BAC: 216[redacted]
Moore Cadillac
25450 Pleasant Valley Rd
Chantilly, VA 20152
P: 703.674.5900

BAC: 119[redacted]
Lindsay Cadillac
1525 Kenwood Ave
Alexandria, VA 22302
P: 703.998.6600

BAC: 119[redacted]
[redacted]

GM's attorney now handling this case:

Tony Conti Esq. 410.837.6999 / [redacted]
Conti Fenn and Lawrence LLC

GM Legal Assistant involved:
Mary Livingston [redacted]

Customer's attorney now handling the case:
John Cole Gayle, Jr. Esq., The Consumer Law Group, [redacted]

Please have the designated Field Representative(s) noti[redacted]
dealers in the vicinity of the customer's address that thi[redacted]
Motors. Please have them tell the dealer(s) to make su[redacted]

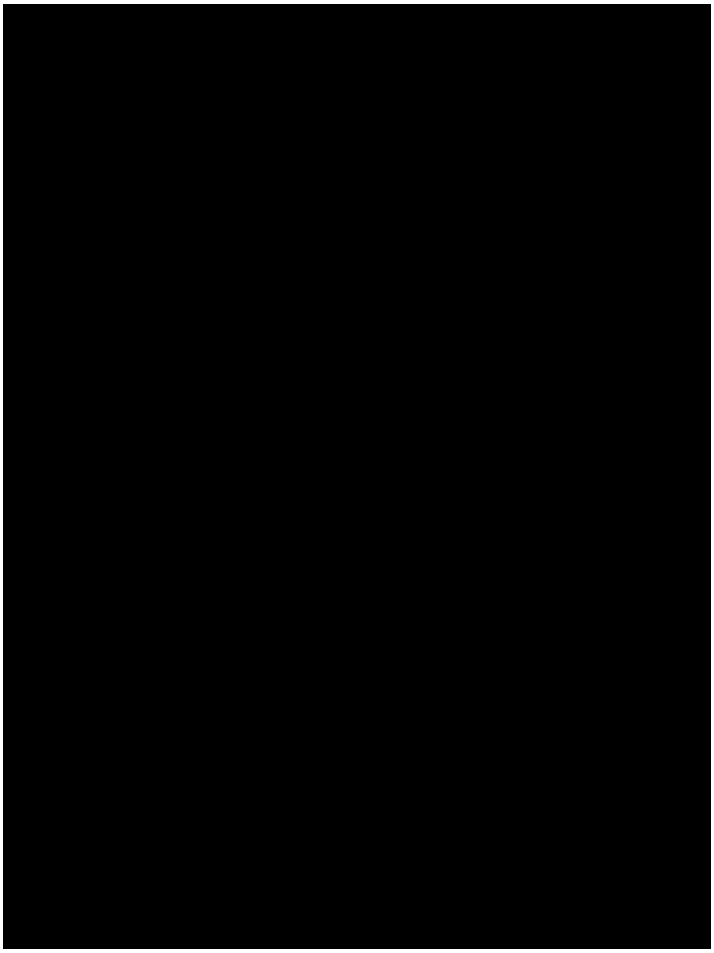
thoroughly documented. The Field Representative(s) / dealership(s) should direct any documentation, repair orders and any other information particular about this customer and his/her vehicle to General Motors' attorney.

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,

Cadillac



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Deanna Garcia (C)

From:	Deanna Garcia (C)
Sent:	Wednesday, February 01, 2017 10:05 AM
To:	MILTON HAMILTON
Cc:	Mary Livingston (C); Nora Valverde (C)
Subject:	FW: Lawsuit Removal Notification - [redacted] - [redacted] - 2015 Cadillac Escalade ESV - Ref # [redacted]
Attachments:	1. [redacted] Case Assessment (27).xls; Removal Letter to CAM.pdf

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Hamilton, Mrs. Livingston, & Ms. Valverde,

Please be advised the above mentioned case is being removed to local counsel due to GM LS supports removal to local counsel. Please see attachments.

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resources Center at 800-231-1841, Monday through Friday between 8:00 am & 5:00 pm, Eastern Time. Please refer to the service request numbers above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 Fax
Deanna.1.garcia@gm.com

GENERAL MOTORS COMPANY

“This message is for the use of the intended recipient only. It is from a Legal Department and may contain information that is privileged and confidential. If you are not the intended recipient any disclosure, copying, future distribution, or use of this communication is prohibited. If you have received this communication in error, please advise us by return e-mail, or if you have received this communication by fax advise us by telephone and delete/destroy the document.”

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RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	R. C. OLSEN CADILLAC, INC. 201 CAMBRIDGE ROAD WOBURN MA 01801 MIDDLESEX

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

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	CADILLAC ESCL-ESV	1GYS4TKJ1FR[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ N/A

TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 19000.00 is
5.99 %	$ 12882.44	$ 66895.00	$ 79777.44	$ 98777.44

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	1108.02	Monthly beginning 06/16/2015
N/A	N/A	N/A

Or As Follows: N/A

Late Charge. If payment is not received in full within 15 days after it is due, you will pay a late charge of 5% of the part of the payment that is late. The charge will not exceed $5 if you bought the vehicle primarily for personal, family, or household use.

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

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including $ N/A sales tax) $ 85503.00 (1)

2 Total Downpayment =

Trade-In N/A (Year) (Make) (Model)

Gross Trade-In Allowance	$ N/A
Less Pay Off Made By Seller	$ N/A
Equals Net Trade In	$ N/A
+ Cash	$ 15000.00
+ Other MFG REBATES	$ 4000.00
(If total downpayment is negative, enter "0" and see 4I below)	$ 19000.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 66503.00 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies.

Life	$ N/A	
Accident and Health	$ N/A	
Involuntary Unemployment Insurance	$ N/A	$ N/A

B Vendor's Single Interest Insurance Paid to Insurance Company $ N/A

C Motor Vehicle Taxes Paid to Public Officials $ 1378.00

D Mechanical Breakdown Insurance Paid to Insurance Company or Companies $ 1000.00

E Other Charges Paid to Others on Your Behalf

N/A	$ N/A
N/A	$ N/A
N/A	$ N/A

F Total Other Charges and Amounts Paid to Others on Your Behalf $ 2378.00 (4)

G Amount Financed (3 plus 4F) $ 68881.00 (5)

H Prepaid Finance Charge $ 14.00

I Total Downpayment Paid After Delivery $ 0.00

J Total Prepaid Finance Charge (4H plus 4I) $ 14.00 (6)

K Amount Financed (5 minus 6) $ 68867.00 (7)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest is required is checked below.

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

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Accident and Health: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Involuntary Unemployment Insurance: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:

Credit Life $ N/A

Credit Accident and Health $ N/A

Credit Involuntary Unemployment Insurance $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Credit life insurance, credit accident and health insurance, and credit involuntary unemployment insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance, credit accident and health insurance, and credit involuntary unemployment insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit accident and health insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance, credit accident and health insurance, and credit involuntary unemployment insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

YOU CANNOT BE DENIED CREDIT SIMPLY BECAUSE YOU CHOOSE NOT TO BUY CREDIT INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE AND CREDIT INVOLUNTARY UNEMPLOYMENT INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)

Premium $ N/A

[redacted] $ [redacted] (3)

Other Charges Including Amounts Paid to Others on Your Behalf

(Seller may keep part of these amounts):

A	Cost of Optional Credit Insurance		
	Paid to Insurance Company or Companies.		
	Life	$ N/A	
	Accident and Health	$ N/A	
	Involuntary Unemployment Insurance	$ N/A	$ N/A
B	Vendor's Single Interest Insurance		
	Paid to Insurance Company		$ N/A
C	Other Optional Insurance Paid to Insurance Company or Companies		$ N/A
D	Optional Gap Contract		$ N/A
E	Official Fees Paid to Government Agencies		
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
F	Government Taxes Not Included in Cash Price		$ N/A
G	Government License and/or Registration Fees		
	N/A		$ N/A
H	Government Certificate of Title Fees		$ N/A
I	Other Charges (Seller must identify who is paid and describe purpose)		
	to N/A for Prior Credit or Lease Balance		$ N/A
	to R. C. OLSEN CADILL for DOC FEE		$ 395.00
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	to N/A for N/A		$ N/A
	Total Other Charges and Amounts Paid to Others on Your Behalf		$ 395.00 (4)
5	Amount Financed (3 + 4)		$ [redacted] (5)

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

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

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

INSURANCE. CREDIT LIFE INSURANCE AND CREDIT ACCIDENT AND HEALTH INSURANCE AND CREDIT INVOLUNTARY UNEMPLOYMENT INSURANCE ARE NOT REQUIRED TO OBTAIN CREDIT. INSURANCE WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL CHARGE.

Other Optional Insurance

☐ N/A Type of Insurance — N/A Term

Premium $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

☐ N/A Type of Insurance — N/A Term

Premium $ N/A

Insurance Company Name N/A

N/A

Home Office Address N/A

N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above.

X N/A Buyer Signature — N/A Date

X N/A Co-Buyer Signature — N/A Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

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

Returned Check Charge: You agree to pay a charge of $ 10 if any check you give to us is dishonored.

NO COOLING OFF PERIOD

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

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

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the [redacted] relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs X [redacted] Co-Buyer Signs X N/A

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

See back for other important agreements.

NOTICE TO THE BUYER: 1. Do not sign this contract if any of the spaces intended for the agreed terms to the extent of then available information are left blank. 2. You are entitled to an exact copy of the contract you signed. 3. Under the law, you have the following rights, among others: (a) to pay off in advance the full amount due and to obtain a partial refund of the finance charge; (b) to redeem the property if repossessed for a default; (c) to require, under certain conditions, a resale of the property if repossessed.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you

PE18-012

GM

3-27-2019

Q3



CONTI FENN & LAWRENCE PLLC

36 SOUTH CHARLES STREET, SUITE 2501
BALTIMORE, MARYLAND 21201
PHONE (410) 837-6999
FACSIMILE (410) 510-1647

September 13, 2017

VIA ELECTRONIC MAIL

John Cole Gayle, Jr., Esq.
The Consumer Law Group, P.C.
1508 Willow Lawn Drive, Suite 220
Richmond, Virginia 23230

RE: [redacted] v. General Motors LLC; Case No.: [redacted]

Dear Mr. Gayle,

In an effort to fully resolve this matter and in response to the plaintiff's demand of a repurchase with a total cost of $97,389.51, General Motors LLC has authorized me to offer your client a vehicle repurchase in the amount of $97,389.51 as a full and final settlement of all claims in connection with this case, including any claims for attorney's fees. General Motors LLC will first pay off the outstanding lien on the vehicle with the settlement funds, and then with the remaining funds, issue a check upon completion of the settlement to your firm and the plaintiff. General Motors' settlement offer of a vehicle repurchase would require the plaintiff and your office to provide the following items before the settlement funds are distributed or the repurchase can be finalized:

- Documentation of any damages claimed beyond the charges included in the contract of sale;
- An original general release with a confidentiality provision executed by the plaintiff;
- An original agreed Order of Dismissal with prejudice executed by your firm which disposes of all claims and all parties to the matter and ends the litigation;
- An original W-9 executed by your firm;
- A return of the vehicle in undamaged condition with all keys;
- Mileage on vehicle not to exceed current mileage plus no more than 1,000 miles per month accumulated on the vehicle during the settlement period, provided the plaintiff does not cause a delay in settlement. If the plaintiff causes a delay in settlement, no additional mileage should be accumulated on the vehicle beyond the current mileage;
- A copy of the current vehicle registration;
- An executed lien payoff authorization (attached);

- The name and telephone number of contact person at financial institution who holds a lien on the vehicle and the account number.

Once we have agreed on this figure and these preliminary materials are forwarded to my office, General Motors LLC will forward the settlement materials to RVDC, who will complete the vehicle repurchase. During the actual repurchase process, RVDC will require the plaintiff to execute and deliver the standard materials necessary to effectuate a vehicle repurchase, including, but not limited to, a power of attorney, odometer disclosure statement, all keys to the vehicle, the vehicle title, and other repurchase paperwork.

The $97,389.51 figure is broken down as follows:

	Purchase Price	$85,500.00
	Finance Charges	$7,309.94
	Documentary Preparation	$395.00
	Destination Charge	$500.00
	Filing Fee	$236.00
	Service of Process Fee	$12.00
	Expert Fee	$450.00
	Attorney's Fees & Costs	$7,425.00
		$101,827.94
-	Usage (1639 miles x ($0.535/2) = $438.43)	$438.43
-	Rebate	$4,000.00
	Total	$97,389.51

Our records indicate that GM Financial holds a lien on the subject vehicle. The settlement offer and any funds distributed would be applied to satisfy this lien. The lien must be fully satisfied before General Motors LLC can move forward with the vehicle repurchase. The remaining settlement amount will be provided in a check payable to "[redacted] and The Consumer Law Group, P.C., jointly."

Please communicate the parameters of this offer to your client and advise me of his response. If accepted, please sign and return a copy of this offer letter via e-mail or facsimile so we can begin the repurchase process.

[redacted]
Kyle S. Kushner

The plaintiff, as authorized through counsel, accepts the above offer of settlement.

[redacted]

27,801
Current Mileage

[redacted]

* This acceptance is based on the ~~could~~ agreement that any additional finance charges incurred by MR. [redacted] will be refunded to him, & any overpayment of the payoff will also be refunded to him. –

[redacted]

PE18-012

GM

3-27-2019

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Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

The Consumer Law Group, P.C.

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☑ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶

Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any)

Exemption from FATCA reporting code (if any)

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) [redacted]

Requester's name and address (optional)

6 City, state, and ZIP code [redacted]

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number

[redacted]

or

Employer identification number

[redacted]

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | **Signature of U.S. person ▶** [redacted] **Date ▶**

General Instructio[redacted]

Section references are to the Inte[redacted]

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at *www.irs.gov/fw9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding? on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

PE18-012

GM

3-27-2019

Q3



Deanna Garcia (C)

From: rcaicedo@jimcolemanauto.com
Sent: Tuesday, December 13, 2016 8:35 AM
To: Deanna Garcia (C)
Subject: [EXTERNAL] RE: [redacted] - [redacted] - 2015 Cadillac Escalade ESV

Importance: High

Good morning Deanna, the first RO [redacted] was open to order parts, there was a spac case generated, the vehicle was not at the dealer the customer had it.
RO [redacted] the truck was here for 9 days, it was dropped off on 4/21 and completed 4/29. The repair order was closed 5/3.
If you have any question please feel free to contact me. I will be out of the office today but will be back tomorrow.
Thanks,

Roberto Caicedo
Service Director
Jim Coleman Auto Group
[redacted]

-------- Original Message --------
Subject: [redacted] - [redacted] - 2015 Cadillac Escalade ESV
From: "Deanna Garcia (C)" <deanna.1.garcia@gm.com>
Date: Mon, December 12, 2016 4:16 pm
To: "rcaicedo (jimcolemanauto.com)" <rcaicedo@jimcolemanauto.com>

RE: [redacted]
Service Request: [redacted]
2015 Cadillac Escalade ESV
VIN: 1GYS4TKJ1FR[redacted]

Dear Mr. Caicedo,

I am needing to confirm days out of service for the following RO's:

[redacted]**: Opened – 3/21/16 – Closed – 4/21/16 (32 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

[redacted]**: Opened – 4/21/16 – Closed – 5/3/16 (13 days down) -** Was the vehicle physically down? Were we waiting on parts? Was the RO closed out late? Was work completed but customer didn't pick up til later date? Was a loaner provided?

If you have further questions, please contact Customer Relationship Specialist Deanna, or you may also contact the Business Resources Center at 800-231-1841, Monday through Friday between 8:00 am & 5:00 pm, Eastern Time. Please refer to the service request numbers above.

Sincerely,

Deanna

General Motors
BRC Legal Mediation Liaison
866-790-5700 ext. 5921236
866-300-4978 Fax
Deanna.1.garcia@gm.com

GENERAL MOTORS COMPANY

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PE18-012

GM

3-27-2019

Q3



Respondent Report - 1040691896 - CONFIDENTIAL

Demographics

Resp #:	1040691896
Age:	[redacted]
Gender:	Male
Re-contact:	Yes

Survey

Srvy Yr:	2016
Srvy Method:	W
Srvy Coun:	United States
Outgoing:	E
Published:	0

New Vehicle

First New Veh:	No
Add/Rep:	Replaced Prior
Brand Replaced:	Jeep

L kely Recommend

Brand :	7
Model :	9

Mobile Phone

Carrier:	AT+T
Brand:	Apple
Model:	Apple iPhone 6 Plus

Majority Drv Cond.

Highway

Vehicle Information

Vehicle

Vin:	3GTU2NEC5GG[redacted]
Model Year:	2016
Build Date:	6/18/2016
Sold Date:	7/8/2016
Miles/KM:	3800/6115
MPG/KPL/LP100KM:	18/7.7/13.1
Model:	GMC150PU
Body:	Crew Cab
Engine:	5.3
Trans:	A
Plant:	Silao
Series:	SLT
Drive:	4X4
Doors:	4
GVW:	7001 - 8000

RPO Vehicle

Brakes	
HVAC	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, A UX TEMP CONT
Engine	L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALU M, GM
Trans	MYC-AUTO 6 SPD, HMD, 6L80
Infotainment	
Seat	AN3-FRT, INDIVIDUAL (NON BKT)
Suspension	
Trim Seat	

Troubles Indicated on the Survey

Checkbox	Fuel Filler Cap - Hard to open
PPH	Fuel Cap-Hard To Open/Close
SMT	Chassis
QRD	9B-Fuel System

The strap holding the cap on is a major pain

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No

Checkbox	Fuel Filler Cap - Hard to close
PPH	Fuel Cap-Hard To Open/Close
SMT	Chassis
QRD	9B-Fuel System

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Most of the Time Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No

Checkbox	Paint Blemish/Dirt in paint
PPH	Paint Imperfection-Blemish/Dirt in Paint
SMT	Paint
QRD	5X-Paint

Dirt under the paint

Q:When First Noticed - Within the first month Q:Size of Problem - Barely noticeable Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Trouble Location Is Roof Q:Trouble Location Is Other Body Part Q:Paint Thin Q:Other Paint Imperfection

Checkbox	Paint chipped/scratched too easily
PPH	Sheet Metal Dings/Scratches Too Easily
SMT	Paint
QRD	5X-Paint

Paint is very thin and chips and scratches easily

Q:When First Noticed - Within the first month Q:Size of Problem - Barely noticeable Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future

		Q:Aftermarket Parts Related - No Q:Trouble Location Is Fender/Quarter Panel Q:Trouble Location Is Other Body Part
Checkbox	Excessive Brake Pressure Required - Too m uch effort required/hard	
PPH	Brakes Don't Have Enough Stopping Power	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Most of the Time Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
SMT	Chassis	
QRD	2A-Brake System	
Checkbox	Excessive Brake Pressure Required - Travels too long	
PPH	Brakes Travel Too Long	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Most of the Time Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No
SMT	Chassis	
QRD	2A-Brake System	
Checkbox	Stopping Distance	The stopping distance for the truck is too far. Needs better brakes
PPH	Stopping Distance	
SMT	Vehicle Performance	
QRD	I5-Ride & Handling	Q:When First Noticed - Within the first week after delivery Q:Weather Condition When Trouble Occurred - Happens under all conditions Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:How Hard Brakes Applied - Occurs all the time Q:Taken Vehicle for Repair - No Q:Time Trouble Occurs - Every time I push the pedal Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Trouble Occurs In City Q:Trouble Occurs In Highway Q:Vehicle Speed (Low) - All the time - Speed does not matter
Checkbox	Front Seat Adjustment - unspecified	Bottom of material did not stay secured to seat frame
PPH	Front Seat Adjustment-Other/Unspecified	
SMT	Interior	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Most of the Time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - 1st visit Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Auto-Manual Adjustment - Manual Q:Which Seat(s) Have Trouble - Both
QRD	4F-Seats	
Checkbox	Seat Upholstery - Gaps/poor fit/parting seam s/poorly sewn	
PPH	Seat Material Dmg/Dirty At Delivery	Q:When First Noticed - Within the first week after delivery Q:Size of Problem - More than 2 inches/5cm Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - 1st visit Q:Bothersome Rating - 4 Q:Aftermarket Parts Related - No Q:Driver Seat
SMT	Interior	
QRD	4F-Seats	

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle	Needs better paint job with thicker paint. Needs better brakes with more stopping power. Needs a smoother ride.
Question: Like Most About Vehicle	The size and room and exterior design
Question: Reason for Brand Score	I would not recommend othe GMC products off owning a Sierra

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	9
Vehicle (Overall)	9
Vehicle quality (overall)	8
Level of technology and innovation	9

Attribute	1-10 Rating
Value for the money	9
Condition of vehicle upon delivery	8
Overall feeling of safety while driving	10
Overall vis bility for driver	10
Security features	10
Vehicle feels solidly built	8
Overall rating of vehicle driving dynamics	9
Braking responsiveness and effort	8
Handling/stability on curves or winding roads	8
Vehicle ground clearance	9
Maneuverability in traffic and tight spaces	9
Rides smooth	8
Transmission smoothness when shifting	8
Overall sound of the engine	9
Overall power and acceleration	9
Overall rating of audio/entertainment system	8
Front seat roominess	10
Storage spaces for driver and passengers	9
Overall rating of trunk or rear cargo area	10
Rear seat roominess	10
Ease of getting into and out of the vehicle	10
Interior quietness	10
Overall rating of seats	8
Overall rating of heater, ventilation and A/C	9
Overall attractiveness of your vehicle interior	9
Quality of interior materials	9
Overall attractiveness of your vehicle exterior	10
Fuel economy	8
Driving range on full tank / full charge	8

PE18-012

GM

3-27-2019

Q3



Respondent Report - 1040000850 - CONFIDENTIAL

Demographics

Resp #:	1040000850
Age:	[redacted]
Gender:	Male
Re-contact:	Yes

Survey

Srvy Yr:	2016
Srvy Method:	W
Srvy Coun:	United States
Outgoing:	E
Published:	0

New Vehicle

First New Veh:	No
Add/Rep:	Replaced Prior
Brand Replaced:	Honda

L kely Recommend

Brand :	7
Model :	7

Mobile Phone

Carrier:	Verizon Wireless
Brand:	Motorola
Model:	Motorola Droid Turbo

Majority Drv Cond.

City,Highway

Vehicle Information

Vehicle

Vin:	1GKS1AKC7GR[redacted]
Model Year:	2016
Build Date:	4/5/2016
Sold Date:	7/9/2016
Miles/KM:	4500/7242
MPG/KPL/LP100KM:	17/7.2/13.8
Model:	YUKON
Body:	Wagon
Engine:	5.3
Trans:	A
Plant:	Arlington
Series:	SLE
Drive:	RWD
Doors:	5
GVW:	7001 - 8000

RPO Vehicle

Brakes	
HVAC	CJ4-AIR CONDITIONING, FRT & RR ELECTRONIC CONTROLS
Engine	L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALUM, GM
Trans	MYC-AUTO 6 SPD, HMD, 6L80
Infotainment	
Seat	A95-FRT BKT, HIGH BACK, DRIVER & PASS RECL
Suspension	
Trim Seat	

Troubles Indicated on the Survey

Checkbox	Excessive Brake Pressure Required - Too much effort required/hard
PPH	Brakes Don't Have Enough Stopping Power
SMT	Chassis
QRD	2A-Brake System

Vibration at highway speeds

Q:When First Noticed - Upon vehicle delivery Q:How Often Trouble Occurs - Always Q:Passengers or Cargo When Trouble Occurs - Load does not matter Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No

Checkbox	Excessive Brake Pressure Required - Spongy Brakes/Too soft
PPH	Brakes Spongy/Too Soft
SMT	Chassis
QRD	2A-Brake System

Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 10 Q:How Often Trouble Occurs - Always Q:Passengers or Cargo When Trouble Occurs - Load does not matter Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox	Excessive Brake Pressure Required - Travels too long
PPH	Brakes Travel Too Long
SMT	Chassis
QRD	2A-Brake System

Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Passengers or Cargo When Trouble Occurs - Load does not matter Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox	Stopping Distance
PPH	Stopping Distance
SMT	Vehicle Performance
QRD	I5-Ride & Handling

Requires to much pedal pressure to stop. Body dive is excessive.

		Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 10 Q:Weather Condition When Trouble Occurred - Happens under all conditions Q:Passengers or Cargo When Trouble Occurs - Load does not matter Q:How Hard Brakes Applied - Occurs all the time Q:Taken Vehicle for Repair - No Q:Time Trouble Occurs - Every time I push the pedal Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Trouble Occurs In City Q:Trouble Occurs In Rural Area Q:Trouble Occurs In Highway Q:Trouble Occurs In Mountains Q:Vehicle Speed (Low) - All the time - Speed does not matter
Checkbox	Front Seat Adjustment - Can't adjust to desired comfort/height	
PPH	Fwd/Back Adjust-Controls DTU/Poorly Located	Q:When First Noticed - Upon vehicle delivery Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No Q:Which Seat(s) Have Trouble - Front drivers seat Q:Sliding lever Q:Recliner lever Q:Headrest level Q:Height adjustment lever Q:Trim cover
SMT	Interior	
QRD	4F-Seats	
Checkbox	Front Seat Adjustment - other	
PPH	Front Seat Adjustment-Other/Unspecified	Q:When First Noticed - Upon vehicle delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No Q:Auto-Manual Adjustment - Automatic Q:Which Seat(s) Have Trouble - Front drivers seat
SMT	Interior	
QRD	4F-Seats	
Checkbox	Seat Upholstery - unspecified	Flimsy cloth material and unsporting seats
PPH	Seat Upholstery-Other/Unspecified	
SMT	Interior	Q:When First Noticed - Upon vehicle delivery Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Driver Seat Q:Passenger Seat Q:Rear/2nd Row Seat Q:3rd Row Seat
QRD	4F-Seats	
Checkbox	Vehicle V brates - Through steering wheel/steering column	
PPH	Steering Wheel Vibrates Excessively While Driving	Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 1 Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - Just started Q:Taken Vehicle for Repair - No Q:Type of Roads When Trouble Occurred - Smooth or Paved Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Position of Steering Wheel Length When Problem Occurred - Dont know Q:Position of Steering Wheel Height When Problem Occurred - Dont know Q:Noise Is Heard At 36-45 mph/50-69 kph
SMT	Vehicle Performance	
QRD	I7-Vehicle Dynamics	

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle	Control body roll and dive during braking. Improve brake feel. Larger brake rotors.
Question: Like Most About Vehicle	Interior room. Technology. Power.
Question: Reason for Brand Score	No independent rear suspension. Wavy ride. Huge body roll issue.

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	7
Vehicle (Overall)	8
Vehicle quality (overall)	8
Level of technology and innovation	10
Value for the money	8

Attribute	1-10 Rating
Cost of maintenance and repair	9
Condition of vehicle upon delivery	10
Overall feeling of safety while driving	10
Overall vis bility for driver	7
Security features	10
Vehicle feels solidly built	10
Overall rating of vehicle driving dynamics	9
Braking responsiveness and effort	1
Handling/stability on curves or winding roads	1
Vehicle ground clearance	10
Maneuverability in traffic and tight spaces	5
Rides smooth	10
Transmission smoothness when shifting	10
Overall sound of the engine	10
Overall power and acceleration	10
Overall rating of audio/entertainment system	10
Front seat roominess	10
Storage spaces for driver and passengers	9
Overall rating of trunk or rear cargo area	9
Rear seat roominess	10
Ease of getting into and out of the vehicle	10
Interior quietness	10
Overall rating of seats	4
Overall rating of heater, ventilation and A/C	9
Overall attractiveness of your vehicle interior	10
Quality of interior materials	10
Overall attractiveness of your vehicle exterior	10
Fuel economy	9
Driving range on full tank / full charge	9

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: 350710600000
Original Author: Lindsay Mader
New Author: Lindsay Mader

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 118124

Service Agent: CAPPELLINO BUICK-GMC-SAAB

Contact Name: James Brady

Phone Number: 7166892900

Fax Number:

Contact Email Address: jbrady@cappellino.net

Job Card*: 179921

Job Card Date: 11/12/2016

Reference Number: [redacted]

VIN: 1GKS2GKC9FR[redacted] Investigate Vehicle History

Odometer: 24498

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*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 20 Supp Time: 0 OLH Time: 13.6

Labour Rate: 93.01 Common GM Division - Mechanica

Labour Total: 3,125.14

Parts Total: 802.73

Part Numbers:

Net Item Type	Amount
Car Rental / Hire	1,543
<Make Selection>	

Net Item Total: 1,543.00

Tax: 0

Deductible: 0

Total Before Taxes: 5,470.87

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
Lindsay Mader	Thu Dec 08 09:52:22 EST 2016	Please include Pre-Auth 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
1GKS2GKC9FR[redacted]	349187800000	2016-11-25
1GKS2GKC9FR[redacted]	350710600000	2016-12-08

CANCEL SAVE

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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: 350710600000
Original Author: Lindsay Mader
New Author: Lindsay Mader

*Required Fields
Disclaimer: All amounts are before taxes

BAC*: 118124

Service Agent: CAPPELLINO BUICK-GMC-SAAB

Contact Name: James Brady

Phone Number: 7166892900

Fax Number:

Contact Email Address: jbrady@cappellino.net

Job Card*: 179921

Job Card Date: 11/12/2016

Reference Number: [redacted]

VIN: 1GKS2GKC9FR[redacted] Investigate Vehicle History

Odometer: 24498

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*: 9090 , Other - Field Action / Tech Bulletin

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 20 Supp Time: 0 OLH Time: 13.3

Labour Rate: 93.01 Common GM Division - Mechanica

Labour Total: 3,097.23

Parts Total: 802.73

Part Numbers:

Net Item Type	Amount
Car Rental / Hire	1,543
<Make Selection>	

Net Item Total: 1,543.00

Tax: 0

Deductible: 0

Total Before Taxes: 5,442.96

Auth Code:

◉ Accept ○ Reject

Comment*:

Created By	Create Date/Time	Comment
Lindsay Mader	Mon Feb 06 14:39:37 EST 2017	Please include Pre-Auth ID when you submit your claim.
Lindsay Mader	Mon Feb 06 14:39:23 EST 2017	Please include Pre-Auth ID when you submit your claim.
Lindsay Mader	Thu Dec 08 09:52:22 EST 2016	Please include Pre-Auth ID when you submit your claim.

Reassign

Created By	Comment	From	Assigned To

Comments:

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
1GKS2GKC9FR[redacted]	349187800000	2016-11-25
1GKS2GKC9FR[redacted]	350710600000	2016-12-08

CANCEL SAVE

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PE18-012

GM

3-27-2019

Q3



5411 Transit Road, Williamsville, New York 14221
(716) 689-2900 Fax (716) 639-7721

CAPPELLINO BUICK GMC

Fax

To: Tonia **From:** James Brady

Fax: 586-920-0719

Phone: 866-446-6983 x5021511 **Date:** December 6, 2016

Re: PAC Case 8-2300946244 **CC:**

☐ Urgent ☐ For Review ☐ Please Comment ☐ Please Reply ☐ Please Recycle

To Tonia,

Attached is the final job card #179921. I am re-sending this as instructed so you can supply the dealership with a pre-authorization number for repairs that have been authorized. As per Farzana Yeasmin instructions I closed the job card line "E" as 0600016 for the PAC investigation assistance. I closed line "G" for the authorized body shop repair and enterprise rental as 0600006.

Thank you for your help. Please feel free to contact me with any questions,

James Brady

Service Director

jbrady@cappellino.net

716-689-2900 X1127

DUPLICATE 1 PAGE 1

CAPPELLINO
BUICK GMC SAAB
5411 Transit Road • Williamsville, NY 14221
(716) 689-2900 • Fax: (716) 639-7721
Parts Hotline: (716) 689-0160 • Parts Toll Free: (888) 716-3160
www.cappellino.net
REPAIR SHOP REG. NO. R 7052758

[redacted]

SERVICE ADVISOR SALVATORE AIELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP16	12NOV16	[redacted]	1GKS2GKC9FR[redacted]	[redacted]	[redacted]		12NOV16	[redacted]

TIME IN	TIME READY	YEAR MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	BA
		15 GMC YUKON XL	[redacted]	VARI	02SEP14	582	675

MILEAGE IN	MILEAGE OUT	LICENSE NO.
24498	24513	[redacted]

TECH	TYPE	ADJS	OPCODE	HRS/UNIT	NET/UNIT	TOTAL	COST	SALE	CLASS
A CUST STATED SHE WAS BACKING OUT OF NARROW DRIVEWAY AND EVEN THOUGH SHE HAD HER FOOT ON THE BRAKES VEHICLE WAS STILL MOVING IT WAS AT LOW SPEED & RAN INTO WOODEN STAIRS DAMAGING LT QUARTER PANEL									
CAUSE: PUMP IS NOT SUPPLING ENOUGH VACUUM									
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT									
580	W	1.40			130.21	130.21	3249	13021	
1 12658179 (S)BELT				63.82	62.94	62.94	3638	6294	0
1 12669488 (S)PUMP				237.38	205.33	205.33	11869	20533	0
1 PART WARR PICKUP				17.80	17.80	17.80	1780	1780	0
1 12658178 (S)BELT KIT				72.10	62.37	62.37	3605	6237	0
1 PART WARR PICKUP				3.61	3.61	3.61	361	361	0
ADD OLH DIAGNOSIS TIME									
580	W	1.60			148.82	148.82	3714	14882	
FC: 6061									
PART#: 12669488									
COUNT: 3							21253	35205	TPARTS
CLAIM TYPE: ZREG									
AUTH CODE: E									
ROAD TEST TO TRY AND DUPLICATE CONCERN. THE TECHNICIAN FOUND THAT HE COULD DEPLETE BRAKE ASSIST WITH TWO PUMPS OF THE BRAKE PEDAL.							6963	27903	TLABOR

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN, SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, RISK IGNORANCE MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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12/05/2016 11:35 7166397721 CAPPELLINO TOWNE BUI PAGE 02/05

DUPLICATE 1 PAGE 2

CAPPELLINO
BUICK GMC SAAB

5411 Transit Road ■ Williamsville, NY 14221
(716) 689-2900 ■ Fax: (716) 639-7721
Parts Hotline: (716) 689-3160 ■ Parts Toll Free: (888) 716-3160
www.cappellino.net
REPAIR SHOP REG. NO. R 7052756

[redacted]

SERVICE ADVISOR SALVATORE AIELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP16	12NOV16	[redacted]	1GKS2GKC9FR[redacted]	[redacted]	[redacted]		12NOV16	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		15	GMC YUKON XL	[redacted]	VARI	02SEP14	582	675

MILEAGE IN	MILEAGE OUT	LICENSE NO.
24498	24513	[redacted]

TECH	TYPE	HOURS	DESCRIPT	RETURN	TOTAL	COST	SALE	COMM
CHECK FOR TSB INFORMATION. FOLLOW PIT5361B. INSPECT FOR OIL LEAKS TO OR FROM VACUUM PUMP. NO LEAKS FOUND. PERFORM BRAKE ASSIST DIAGNOSIS (GM DOC 3416418) AND (GM DOC 4247767). CHECK VACUUM AT SOURCE. READING IS 15-16 IN HG. READING SHOULD BE 27 IN HG. INSPECT FOR RESTRICTIONS. (NO RESTRICTIONS FOUND). VACUUM PUMP IS WEAK. OPEN PRODUCT ALLEGATION CASE [redacted] 10-06-16. ORDER VACUUM PUMP AS AUTHORIZED BY GM. 10-07-16 REPLACE VACUUM PUMP AND TWO DRIVE BELTS. RECHECK VACUUM TO VERIFY REPAIR. READING WAS 27 IN HG								
B			CUST REQUEST OUTSTANDING RECALL BE PERFORMED					
			16007-01: Safety Recall - Frontal Airbag and Pretensioner Non Deploy					
			CAUSE: PROGRAM CODE S3083					
			9102276 INSPECT INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE CALIBRATION. (ADD 0.1 HOURS IF PROGRAMMING IS NECESSARY)					
580	W	0.20		18.60	18.60	464	1860	
			ADD ADD TIME TO PROGRAM MODULE					
580	W	0.10		9.30	9.30	232	930	
						0	0	TPARTS

FC: PART#: COUNT:

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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www.cappellino.net
REPAIR SHOP REG. NO. R 7052756

[redacted]

SERVICE ADVISOR SALVATORE AIELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP16	12NOV16	[redacted]	1GKS2GKC9FR[redacted]	[redacted]	[redacted]		12NOV16	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	B/A
		15	GMC YUKON XL	[redacted]	VARI	02SEP14	582	675

MILEAGE IN	MILEAGE OUT	LICENSE NO.
24498	24513	[redacted]

OPER.	TYPE	ADJUST.	CATEGORY	AMOUNT	TOTAL	CORR.	DATE	CODE
CLAIM TYPE: ZFAT								
AUTH CODE:								
						696	2790	TLABOR
E** PERFORM PAC DEALER INSPECTION AS REQUESTED BY GM. CASE [redacted] NOTE OWNER IS IN A RENTAL VEHICLE								
CAUSE: GM PAC DEALER INSPECTION								
0600016 INVESTIGATION ASSISTANCE PER PRODUCT ASSISTANCE CLAIM # [redacted]								
580	W	2.60		241.83	241.83	6035	24183	
FC: 9094 PART#: COUNT:						0	0	TPARTS
CLAIM TYPE: ZREG								
AUTH CODE:								
						6035	24183	TLABOR
G** GM AUTHORIZED POLICY REPAIRS AND ENTERPRISE RENTAL EXPENCE								
CAUSE: GM AUTHORIZED BODY REPAIRS AND RENTAL VEHICLE								
0600006 GM AUTHORIZED POLICY REPAIR								
582	W	0.00		0.00	0.00	0	0	
FC: 9094 PART#: COUNT:						0	0	TPARTS
CLAIM TYPE: ZREG								
AUTH CODE:								

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, MISUSE, ABUSE OR NEGLECT. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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DUPLICATE 1 PAGE 1

CAPPELLINO
BUICK GMC SAAB
6411 Transit Road ■ Williamsville, NY 14221
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Parts Hotline: (716) 689-3160 ■ Parts Toll Free: (888) 716-3160
www.cappellino.net
REPAIR SHOP REG. NO. R 7052756

[redacted]

SERVICE ADVISOR SALVATORE AIELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP16	12NOV16	[redacted]	1GKS2GKC9FR[redacted]	[redacted]	[redacted]		12NOV16	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	COST PAY LABOR RATE	DELIVERY DATE	PROMISED BY	S/A
		15	GMC YUKON XL	[redacted]	VARI	02SEP14	582	675

MILEAGE IN	MILEAGE OUT	LICENSE NO.
24498	24513	[redacted]

	TOTAL	COST	SALE	CODE
		0	0	TLABOR
SUBL 2GNALCEK6G[redacted]41 DAYS OF ENTERPRISE RENTAL				
W 1543.00 MISC REPAIR BODY DAMAGE AS AUTHORIZED ESTIMATE	1543.00	154300	154300	
WB 3288.77 REPAIR BODY DAMAGE AS PER SUBMITTED ESTIMATE	3288.77	000	328877	
AUTHORIZED BY GM PAC CASE [redacted] OWNER WAS SUPPLIED A ENTERPRISE RENTAL AUTHORIZED BY GM FROM TIME OF DROP OUT, DURING INVESTIGATION, DURING ACTUAL REPAIRS ON VEHICLE AND THEN DURING THE TIME THE VEHICLE SPENT IN THE BODY SHOP.				
		189247	573258	0

** PRE-INVOICE **

46200	54876	13694
48000	35205	21253
46600	154300	154300
47900	328877	000
26300	573258	*******

DESCRIPTION	TOTALS
LABOR AMOUNT	548.76
PARTS AMOUNT	352.05
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	1543.00
MISC. CHARGES	3288.77
TOTAL CHARGES	5732.58
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	5732.58

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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X

TOWNE BUICK GUARANTEES ITS COLLISION AND PAINT WORK TO BE FREE FROM DEFECTS DUE TO WORKMANSHIP FOR A PERIOD OF 5 YEARS. PAINT GUARANTEE DOES NOT COVER STONE CHIPS OR OTHER DRIVING HAZARDS. GUARANTEE DOES NOT APPLY TO RUST OR CORROSION REPAIRS. THIS INVOICE IS PROOF OF PURCHASE. NO CLAIMS WITHOUT INVOICE.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER, THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(Signature) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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PE18-012

GM

3-27-2019

Q3



5411 Transit Road, Williamsville, New York 14221
(716) 689-2900 Fax (716) 639-7721

CAPPELLINO BUICK GMC

Fax

To: Tonia **From:** James Brady

Fax: 586-920-0719

Phone: 866-446-6963 x5921511 **Date:** December 7, 2016

Re: PAC Case [redacted] **CC:**

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

Hello Tonia,

I made the changes as instructed. Let me know if I need to change anything else

Thank you again for your help.

James Brady

Service Director

jbrady@cappellino.net

716-689-2900 X1127

DUPLICATE 2 PAGE 1

CAPPELLINO
BUICK GMC SAAB
5411 Transit Road · Williamsville, NY 14221
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Parts Hotline: (716) 689-3160 · Parts Toll Free: (888) 716-3160
www.cappellino.net
REPAIR SHOP REG. NO. R 7052756

[redacted]

SERVICE ADVISOR SALVATORE AIELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP16	07DEC16	[redacted]	1GKS2GKC9FR[redacted]	[redacted]	[redacted]		07DEC16	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PROMISED BY	B/A
		15	GMC YUKON XL	[redacted]	VARI	02SEP14	582	675

MILEAGE IN	MILEAGE OUT	LICENSE NO.
24498	24513	[redacted]

A CUST STATED SHE WAS BACKING OUT OF NARROW DRIVEWAY AND EVEN THOUGH SHE HAD HER FOOT ON THE BRAKES VEHICLE WAS STILL MOVING IT WAS AT LOW SPEED & RAN INTO WOODEN STAIRS DAMAGING LT QUARTER PANEL							
CAUSE. PUMP IS NOT SUPPLING ENOUGH VACUUM							
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT							
S80 W 1.40		130.21	130.21	3249	13021		
1 12658179 (S) BELT	63.82	62.94	62.94	3638	6294	0	
1 12669488 (S) PUMP	237.38	205.33	205.33	11869	20533	0	
1 PART WARR PICKUP	17.80	17.80	17.80	1780	1780	0	
1 12658178 (S) BELT KIT	72.10	62.37	62.37	3605	6237	0	
1 PART WARR PICKUP	3.61	3.61	3.61	361	361	0	
FC: 6061							
PART#: 12669488							
COUNT: 3				21253	35205	TPARTS	
CLAIM TYPE: ZREG							
AUTH CODE: E							
				3249	13021	TLABOR	
ROAD TEST TO TRY AND DUPLICATE CONCERN. THE TECHNICIAN FOUND THAT HE COULD DEPLETE BRAKE ASSIST WITH TWO PUMPS OF THE BRAKE PEDAL. CHECK FOR TSB INFORMATION. FOLLOW PIT5361B. INSPECT FOR OIL LEAKS TO OR FROM VACUUM PUMP.							

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

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

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X

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

12/07/2016 12:54 7166397721 CAPPELLINO TOWNE BUI PAGE 02/05

DUPLICATE 2 PAGE 2

CAPPELLINO
BUICK GMC SAAB
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www.cappellino.net
REPAIR SHOP REG. NO. R 7052756

[redacted]

SERVICE ADVISOR SALVATORE AIELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP16	07DEC16	[redacted]	1GKS2GKC9FR[redacted]	[redacted]	[redacted]		07DEC16	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	SA
		15	GMC YUKON XL	[redacted]	VARI	02SEP14	582	675

MILEAGE IN	MILEAGE OUT	LICENSE NO.
24498	24513	[redacted]

OPC	TYPE	HOURS	CATEGORY	SERVICE	TOTAL	PART	LABOR	CODE
NO LEAKS FOUND. PERFORM BRAKE ASSIST DIAGNOSIS (GM DOC 3416418) AND (GM DOC 4247767). CHECK VACUUM AT SOURCE. READING IS 15-16 IN HG. READING SHOULD BE 27 IN HG. INSPECT FOR RESTRICTIONS. (NO RESTRICTIONS FOUND). VACUUM PUMP IS WEAK. OPEN PRODUCT ALLEGATION CASE [redacted] 10-06-16. ORDER VACUUM PUMP AS AUTHORIZED BY GM. 10-07-16 REPLACE VACUUM PUMP AND TWO DRIVE BELTS. RECHECK VACUUM TO VERIFY REPAIR. READING WAS 27 IN HG								
B CUST REQUEST OUTSTANDING RECALL BE PERFORMED								
16007-01: Safety Recall - Frontal Airbag and Pretensioner Non Deploy								
CAUSE: PROGRAM CODE S3083								
9102276 INSPECT INFLATABLE RESTRAINT SENSING AND DIAGNOSTIC MODULE CALIBRATION. (ADD 0.1 HOURS IF PROGRAMMING IS NECESSARY)								
	580	W	0.20	18.60	18.60	464	1860	
ADD ADD TIME TO PROGRAM MODULE								
	580	W	0.10	9.30	9.30	232	930	
FC: PART#: COUNT:						0	0	TPARTS
CLAIM TYPE: ZFAT								
AUTH CODE:								

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

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

WARRANTY COPY

12/07/2016 12:54 7166397721 CAPPELLINO TOWNE BUI PAGE 03/05

DUPLICATE 2 PAGE 1

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www.cappellino.net
REPAIR SHOP REG. NO. R 7052756

[redacted]
EAST AMHERST, NY [redacted]

SERVICE ADVISOR SALVATORE AIELLO

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP16	07DEC16	[redacted]	1GKS2GKC9FR[redacted]	[redacted]	[redacted]		07DEC16	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		15	GMC YUKON XL	[redacted]	VARI	02SEP14	582	675

MILEAGE IN	MILEAGE OUT	LICENSE NO.
24498	24513	[redacted]

TECH.	TYPE	HOURS	DELIVERY	SERVICE	TOTAL	COST	SALE	CODE
						696	2790	TLABOR

E** PERFORM PAC DEALER INSPECTION AS REQUESTED BY GM. CASE [redacted] NOTE OWNER IS IN A RENTAL VEHICLE
CAUSE: GM PAC DEALER INSPECTION
0600016 INVESTIGATION ASSISTANCE PER PRODUCT ASSISTANCE CLAIM # [redacted]

		580	W	4.20	390.64	390.64	9748	39064	
FC: 9094 PART#: COUNT:							0	0	TPARTS

CLAIM TYPE: ZREG
AUTH CODE:

							9748	39064	TLABOR

G** GM AUTHORIZED POLICY REPAIRS AND ENTERPRISE RENTAL EXPENCE
CAUSE: GM AUTHORIZED BODY REPAIRS AND RENTAL VEHICLE
0600006 GM AUTHORIZED BODY SHOP POLY REPAIRS

		582	WB	0.00	0.00	0.00	0	0	
1	15825689	PLATE			95.81	95.81	5538	9581	0
1	22980988	PLATE			19.67	19.67	1137	1967	0

ADD REPAIR DAMAGE TO LEFT SIDE OF THE VEHICLE AS AUTHORIZED

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

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ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

ISSUED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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WARRANTY COPY

DUPLICATE 2 PAGE 1

CAPPELLINO
BUICK GMC SAAB
5411 Transit Road · Williamsville, NY 14221
(716) 689-2900 · Fax: (716) 639-7721
Parts Hotline: (716) 689-3180 · Parts Toll Free: (888) 716-3180
www.cappellino.net
REPAIR SHOP REG. NO. R 7052756

[redacted]
EAST AMHERST, NY [redacted]

SERVICE ADVISOR SALVATORE AIELLO

REVISION ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
20SEP16	07DEC16	[redacted]	1GKS2GKC9FR[redacted]	[redacted]	[redacted]		07DEC16	[redacted]

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		15	GMC YUKON XL	[redacted]	VARI	02SEP14	582	675

MILEAGE IN	MILEAGE OUT	LICENSE NO.
24498	24513	[redacted]

INCH	TYPE	HOURS	DEALER	NET/CUST	TOTAL	COST	SALE	CODE
485	WB	27.70		2576.38	2576.38	65123	257638	
						6675	11548	TPARTS
PC: 9094 PART#: COUNT:								
CLAIM TYPE: ZREG								
AUTH CODE:								
						65123	257638	TLABOR
MISC PAINT AND MATERIALS								
	WB			335.20	335.20	33520	33520	
SUBL 2CNALCEK6G6[redacted] 41 DAYS OF ENTERPRISE RENTAL								
	W			1543.00	1543.00	154300	154300	
REPAIR BODY DAMAGE AS PER SUBMITTED ESTIMATE AUTHORIZED BY GM PAC CASE [redacted]. OWNER WAS SUPPLIED A ENTERPRISE RENTAL AUTHORIZED BY GM FROM TIME OF DROP OUT, DURING INVESTIGATION, DURING ACTUAL REPAIRS ON VEHICLE AND THEN DURING THE TIME THE VEHICLE SPENT IN THE BODY SHOP.								
						294564	547086	0

** PRE-INVOICE **

46200	54875	13693
48000	46753	27928
47200	257638	65123
47900	33520	33520
46600	154300	154300
26300	547086	*******

DESCRIPTION	TOTALS
LABOR AMOUNT	3125.13
PARTS AMOUNT	467.53
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	1543.00
MISC. CHARGES	335.20
TOTAL CHARGES	5470.86
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	5470.86

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

ALL PARTS ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

X

TOWNE BUICK GUARANTEES ITS COLLISION AND PAINT WORK TO BE FREE FROM DEFECTS DUE TO WORKMANSHIP FOR A PERIOD OF 5 YEARS. PAINT GUARANTEE DOES NOT COVER STONE CHIPS OR OTHER DRIVING HAZARDS. GUARANTEE DOES NOT APPLY TO RUST OR CORROSION REPAIRS. THIS INVOICE IS PROOF OF PURCHASE. NO CLAIMS WITHOUT INVOICE.

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. ACCOUNTS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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PE18-012

GM

3-27-2019

Q3



Tonia Jenkins (C)

From: jbrady@cappellino.net
Sent: Monday, December 05, 2016 4:04 PM
To: Tonia Jenkins (C)
Subject: [EXTERNAL] RE: RE: RE: [redacted]

okay, I think I have it. The bodyshop repair shows "MISC" on the repair order but I will make sure it gets downloaded into the sublet line.
-----Original Message-----
From: "Tonia Jenkins (C)" <tonia.jenkins@gm.com>
Sent: Monday, December 5, 2016 3:05pm
To: "James Brady Jr (Cappellino Buick-Pontiac-Gmc-Hummer-)" <jbrady@cappellino.net>
Subject: RE: [EXTERNAL] RE: RE: [redacted]

The only thing you would change is take the miscellaneous out and replace with panels or just sublet. We just can't submit it with a repair for $3,288 that shows miscellaneous mainly at the bottom on the last sheet of the RO.

From: jbrady@cappellino.net [mailto:jbrady@cappellino.net]
Sent: Monday, December 05, 2016 1:20 PM
To: Tonia Jenkins (C)
Subject: [EXTERNAL] RE: RE: [redacted]

Hello Tonia,

I supplied Farzana with a written estimate to repair multiple panels. She is the one that instructed me to handle charging it out like a sublet. You you explain in better detail what your looking for.

Jim
-----Original Message-----
From: "Tonia Jenkins (C)" <tonia.jenkins@gm.com>
Sent: Monday, December 5, 2016 12:22pm
To: "James Brady Jr (Cappellino Buick-Pontiac-Gmc-Hummer-)" <jbrady@cappellino.net>
Subject: RE: [EXTERNAL] RE: [redacted]

Hi James:

Yes, I did receive the RO, but I am going to ask if you can change the miscellaneous to whatever the actual body repair. Miscellaneous areas will be rejected.

From: jbrady@cappellino.net [mailto:jbrady@cappellino.net]
Sent: Monday, December 05, 2016 12:10 PM
To: Tonia Jenkins (C)
Subject: [EXTERNAL] RE: [redacted]

Good afternoon Tonia,

I just faxed the paperwork for this case to you. Could you please confirm your recieved it.

Thank you,

James Brady
Service Director
Cappellino Buick GMC
716-689-2900

jbrady@cappellino.net

-----Original Message-----
From: "Tonia Jenkins (C)" <tonia.jenkins@gm.com>
Sent: Thursday, December 1, 2016 2:07pm
To: "James Brady Jr (Cappellino Buick-Pontiac-Gmc-Hummer-)" <jbrady@cappellino.net>
Subject: [redacted]

Hi James:

I spoke briefly to you yesterday regarding submitting your final ROs which were faxed to Farzana. I will go ahead and process the pre-authorizations, but I will need them refaxed or emailed to me directly as we no longer have access to Farzana's emails or faxes.

Tonia
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com

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3-27-2019

Q3



Tonia Jenkins (C)

From: Tonia Jenkins (C)
Sent: Thursday, December 01, 2016 2:07 PM
To: 'Jbrady@cappellino.net'
Subject: [redacted]

Hi James:

I spoke briefly to you yesterday regarding submitting your final ROs which were faxed to Farzana. I will go ahead and process the pre-authorizations, but I will need them refaxed or emailed to me directly as we no longer have access to Farzana's emails or faxes.

Tonia
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com

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GM

3-27-2019

Q3



Tonia Jenkins (C)

From: Tonia Jenkins (C)
Sent: Friday, December 09, 2016 11:25 AM
To: 'jbrady@cappellino.net'
Subject: [redacted] Pre-Repair Authorization ID for payment using labor op 0600006

Hi Jim:

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount.

If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and list all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Car Rental/Hire, Towing, Sublet, etc). The pre-authorization # is listed below. If this claim rejects, please contact the Warranty Support Center at 1-866-446-5900

Servicing Dealer BAC 118[redacted]
Dealer Contact James Brady
Dealer Email jbrady@cappellino.net
Dealer Fax
Job Card number 179921
Job Card Date 11/12/2016
VIN 1GKS2GKC9FR[redacted]
Odometer 24,498
Labor Op 0600006
Labor Time (hrs) estimate 20.00
OLH 13.6
Dealer's mechanical warranty rate per hour $93.01
Total Labor Estimate $3,125.14
Parts total $802.73
Car Rental/Hire (if applicable) 1,543.00
Sublet (if applicable)
Claim total $5,470..87

Total Before Taxes: $5,470.87

Customer Compliant Category:09
Complaint Code: 0090
Description: No customer complaint-Other issues
Cause Code:9090
Description: Other-Field Action/Tech Bulletin
Correction Description: Repair Vehicle

Pre Authorization ID: 350710600000

Approved/Rejected: Approved
Date Entered: 12.8.2016
Entered By: Lindsay Mader

Tonia
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5921511
Fax: (586) 920-0719

tonia.jenkins@gm.com



PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Christopher F. Rose
Sent: Wednesday, October 05, 2016 6:20 PM
To: Farzana Yeasmin (C)
Subject: RE: New Allegation: - Brakes/Steering/Suspension SR# [redacted] Repair

After reviewing the case I agree with the Repair.

Sent from my Verizon Wireless 4G LTE smartphone

-------- Original message --------
From: "Farzana Yeasmin (C)" <farzana.yeasmin@gm.com>
Date: 2016/10/05 1:06 PM (GMT-05:00)
To: "Christopher F. Rose" <christopher.f.rose@chevrolet.com>
Cc: Nadine Clifford <nadine.1.clifford@buickgmc.com>
Subject: New Allegation: - Brakes/Steering/Suspension SR# [redacted] Repair

Dear Mr. Rose,

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

Allegation:	Brakes/Steering/Suspension	Case Summary
Case Status: (drop down list)	New	**Describe Allegation:**
Recommendation (drop down list)	Repair	allegation: customer was pulling out of a driveway (driving forward about 5 mph). Customer pressed the brakes but it f stuck and would not press down. Customer slammed the br few times and finally it pressed down. Customer also pulled her emergency brakes, so she is not sure which one actually stopped her vehicle. In the process, the driveway had side w stairs which scratched the vehicle, causing Indented marks starting from the front driver door to the back tire area. cus is seeking repair for the body damage
Consultation (Agree/disagree drop down. (list by whom)		
SR Number	[redacted]	
Customer Name (Last name/First Name)	[redacted]	
Year/Make/Model	2015 GMC Yukon XL	**Business Case:**

VIN	1GKS2GKC9FR[redacted]	
Incident Date	9/19/2016	
Dealer & BAC code	118[redacted]	Cappellino Buick GMC,Williamsville,NY,118124,"
After Market Equipment (yes/no & Type from dropdown)	**No**	
Dealership primary contact Name & Title	James Brady, Service Manager	
Open/Closed Recalls (If closed include closed Transaction History)	Service Update Bulletins N140616 14616 SERVICE 4WD MESSAGE-TRANSFER CASE STUCK IN 4WD HI - *EXPIRES W/BASE WARRANTY* 11/07/2014 Closed Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy 09/08/2016 Open Service Update Bulletins N150304 15304 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY* 09/16/2015 Closed Customer Satisfaction Program N140541 14541 OWNER MANUAL SUPPLEMENT - DINGHY TOWING 10/27/2014 Closed Service Update Bulletins N140450 14450 INSPECT AIR CONDITIONING REFRIGERANT WARNING LABEL-* EXPIRES W/BASE WARRANTY * 07/29/2014 Closed Service Update Bulletins N140300 14300 SERVICE UPDATE - POWER LIFTGATE INOPERABLE - * EXPIRES WITH BASE WARRANTY * 12/08/2014 Closed Product Safety Recall N140192 14192 UNWANTED TRANSFER	

On September 21, 2016 The dealership technician diagnose customers concern of loss of brake's. He road tested the ve twice to duplicate concern. He found that he could deplete assist with two or three brake pedal pumps. The technician followed diagnostic check from PIT5361B. He inspected fo leakage from or to the pump, no leaks found. Performed bra assist diagnosis (GM Doc#3416418) and this led to brake v source test (Gm Doc#4247767). Check Vacuum source rea 15-16 in Hg, Reading should be 27 in Hg. Inspected for restrictions, none found.

Dealership recommendation: Replacement of Vacuum pum under warranty
PAC is seeking approval for repair of the body damage, est to be $3,288.77.

	CASE SHIFT TO NEUTRAL 06/27/2014 Closed	
Mileage	24,498	
Purchased From	266306 BUICK GMC OF BEACHWOOD 25975 CENTRAL PKWY BEACHWOOD OH 4412	
MSRP/KBB (Trade-in Good Value)	$55,810	
Repair Estimate Total $	$3,289	
Loaner Vehicle (yes/no from drop down and enter date issued)	**Yes**	9/23/2016

Sincerely,

Farzana Yeasmin

BRC PAC Specialist

General Motors Product Assistance Claims

Phone: 866-446-6963 x 5913695

Fax: 586-920-0789

Email: Farzana.Yeasmin@GM.com

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Q3



Email Subject Line:	New Allegation: - Brakes	
Allegation:	Brakes/Steering/Suspension	
Case Status: (drop down list)	New	
Recommendation (drop down list)	Repair	
Consultation (Agree/disagree drop down.		
SR Number	[redacted]	
Customer Name (Last name/First Name)	[redacted]	
Year/Make/Model	2015 GMC Yukon XL	
VIN	1GKS2GKC9FR[redacted]	
Incident Date	9/19/2016	
Dealer & BAC code	118[redacted]	Cappellino Buick GMC,Williamsville,NY,118124 ,"
After Market Equipment (yes/no & Type from dropdown)	No	
Dealership primary contact Name & Title	James Brady, Service Manager	
Open/Closed Recalls (If closed include closed Transaction History)	Service Update Bulletins N140616 14616 SERVICE 4WD MESSAGE- TRANSFER CASE STUCK IN 4WD HI - *EXPIRES W/BASE WARRANTY* 11/07/2014 Closed Product Safety Recall 2016007 16007 Frontal Airbag And	
Mileage	24,498	
Purchased From	266306 BUICK GMC OF BEACHWOOD	
MSRP/KBB (Trade-in Good Value)	$55,810	
Repair Estimate Total $	$3,289	

Loaner Vehicle (yes/no from drop down and enter date issued)	Yes	9/23/2016

Verify before sending E-mail:

IS THE FORM COMPLETE WITH ALL INFORMATION?

Have Photos Log, Final Report, CDR Report, been attached to the E-m

When entering data into the Business Case cell: Since this field origina
pressing ALT & Enter at the end of your #1 comments, #2 comments #3

Example:

1) Jdfs;af; (press Alt & Enter)
2) Djfa;djsf;as (press Alt & Enter)
3) Dsfja;da (press Alt & Enter)

ETC.

If necessary include copy of any additional fire/police reports, dealer in
Please ensure all documentation is complete, accurate and professiona
All Dealer repair estimates should include the labor codes, part numbe
Follow-up (2nd request for approval)should only be sent 48 hours after

Document Revised 6/5/2015

s/Steering/Suspension SR# [redacted] --- Repair

Case Summary

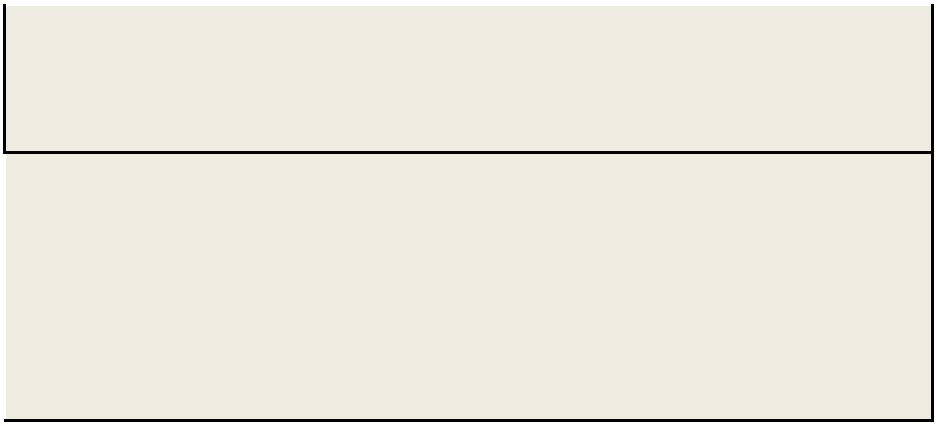
Describe Allegation:

allegation: customer was pulling out of a driveway (driving forward about 5 mph). Customer pressed the brakes but it felt stuck and would not press down. Customer slammed the brakes a few times and finally it pressed down. Customer also pulled on her emergency brakes, so she is not sure which one actually stopped her vehicle. In the process, the driveway had side wooden stairs which scratched the vehicle, causing Indented marks starting from the front driver door to the back tire area. customer is seeking repair for the body damage

Business Case:

On September 21, 2016 The dealership technician diagnosed the customers concern of loss of brake's. He road tested the vehicle twice to duplicate concern. He found that he could deplete brake assist with two or three brake pedal pumps. The technician followed diagnostic check from PIT5361B. He inspected for oil leakage from or to the pump, no leaks found. Performed brake assist diagnosis (GM Doc#3416418) and this led to brake vacuum source test (Gm Doc#4247767). Check Vacuum source reading 15-16 in Hg, Reading should be 27 in Hg. Inspected for restrictions, none found.

Dealership recommendation: Replacement of Vacuum pump, under warranty
PAC is seeking approval for repair of the body damage, estimated to be $3,288.77.



ıail as applicable?

tes in excel, pressing ALT & Enter keys at the same time will insert a new row
comments etc the alignment will remain after sending in outlook.

ıspections, Dealer Diagnosis and Repair Estimates, and copy of title and registra
ıl.
rs with descriptions and be priced at the dealerships current warranty rates.
initial email if still waiting for approval.

Repaired 7/8/2015

--- ---

SEND TEMPLATE TO THE FOLLOWING:

To: BRM, DMA, @GM.com

CC: whom ever was consulted on this case @GM.com

New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Repair --- ---

Email Statement

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

IMPORTANT TO REMEMBE
Use the "Control V" function wher
copied template information to ou

***** When converting the Approval e-mail to a PDF document *****

Page setup must be set to "LANDSCAPE"

within the cell.

ation as necessary.

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3-27-2019

Q3



DI002 Dealer Brake / ABS System Preliminary Report

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:	[redacted]	Customer Phone:	[redacted]
Year/Make:	2015 GMC Yukon XL	Case Number:	[redacted]
VIN:	1GKS2GKC9FR[redacted]	Dealership contact (Service Manager/Director)	James Brady
Model	Yukon XL	Dealership / (Service Manager/Director) Phone #	716-689-2900
Mileage:	24498	Dealer City/ST	Williamsville, NY
Dlr. BAC & Name	Cappellino Buick BAC 118[redacted]	Warranty Rate:	

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:
customer was pulling out of a drive (driving forward about 5 mph). Customer pressed brake but the brake felt stuck, would not press down. Customer slammed the brake a few times and finally it pressed down. Customer also pulled on her emergency brake, so she is not sure which one actually stopped her vehicle. In the process, the driveway had side wooden sairs which scratched the vehicle in the process, causing a indented mark starting from the front driver door to the back tire area.

Customer Allegation of Defect: Brake defect; brake felt stuck and would not press down

Section 3 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). Identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History
U0055	00	Radio Seabuck	lost Communication with Cluster		✓
B1325	03	Radio Control	Control module power Circuit		✓
B1325	03	Cabin	Control module power Circuit		✓
U0140	00		lost Communication with Hvac Control		✓

VEHICLE MODIFICATIONS / ALTERATIONS:
Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

☐ Remote start	☐ Suspension	☐ Tires/wheels	☐ Audio/video	☐ Snow removal

09/28/2016 15:11 7166397721 CAPPELLINO TOWNE BUI PAGE 03/05

☐ Body modifications	☐ Towing equip.	☐ Security alarm	☐ Wiring	☐ Other
☐ Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

4-Wheel disc brakes?	☑ Yes	☐ No	Front disc, rear-drum brakes?	☑ Yes	☐ No
Anti-lock brakes?	☑ Yes	☐ No	Vacuum assisted power brakes?	☑ Yes	☐ No
Hydraulically assisted (hydro boost) brakes?	☐ Yes	☑ No	Regenerative braking?	☐ 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)?	☐ Yes	☑ No
Does the red brake warning light come on with the parking brake applied?	☑ Yes	☐ No
Does the red brake warning light go off when the parking brake is released?	☑ Yes	☐ No
Does the ABS (if equipped) warning light remain on after self test?	☐ Yes	☑ No

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

☑ Full ☑ Clear ☑ Normal Smell ☐ Other:

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

Describe: No signs of leakage

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: 3

Perform a pedal travel check according to Service Information procedures. Record pedal travel (inches): 2¼

Remove the wheels and inspect the front / rear brake:

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:

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		[redacted]			6mm	6mm	6mm	6mm
Green	7mm	8mm	7mm	8mm				

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.

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

Observations:

Braking normal ABS working on Dry Roads - Normal function

09/28/2016 15:11 7166397721 CAPPELLINO TOWNE BUI PAGE 04/05

CONDUCT A BRAKE TORQUE TEST if possible. (MUST chalk the tires)
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. RPM's | Percent Throttle

Comments:

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. RPM's | Percent Throttle

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth.
If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF	Continental	M&S	275 55 R20	31	3/32
RF	Continental	M S	275 55 R20	31	3/32
LR	Continental	M S	275 55 R20	32	3/32
RR	Continental	M S	275 55 R20	31	3/32

Specific test requests:

Brake assist diagnosis (3416418)
Brake assist vacuum source test (4247767)

Describe below any testing performed and provide the specific V, amp, ohm readings etc. And detail all relevant information.

Actual vacuum 15-16 in Should be 27 in Hg.

09/28/2016 15:11 7165397721 CAPPELLINO TOWNE BUI PAGE 05/05

PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Wednesday, September 21, 2016 5:31 PM
To: 'Jbrady@cappellino.net'
Subject: [redacted] PAC Case Preliminary request.

Dear Mr. Brady
Thank you for agreeing to gather some preliminary information including DTC's with symptom codes & required photo images:

Driver (Left) side Exterior (required image)

Passenger (Right) Side Exterior (required image)

Front Exterior (required image)

Rear Exterior (required image)

Image of concern & affected area (required image)

Close-up image of concern (required image)

Vehicle Certification Label with VIN visible (required image)

Add additional photos as necessary.

This information will assist PAC with determining the most appropriate next steps regarding this customer's allegation. You will be reimbursed for your time as appropriate at your dealerships warranty rate. After receiving the pictures, I will contact you to provide you with the labor op to initialize rental for the customer per PAC guideline.

Customer Name: [redacted]

Vehicle YMM: 2015 GMC Yukon XL

SR Number: [redacted]

VIN: 1GKS2GKC9FR[redacted]

Allegation: Brake Failure

Please call me if you have any questions.

Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com

PE18-012

GM

3-27-2019

Q3




GMC
09/22/2016 04:55 PM


SLE
09/22/2016 04:51 PM


09/22/2016 04:54 PM


09/22/2016 04:50 PM

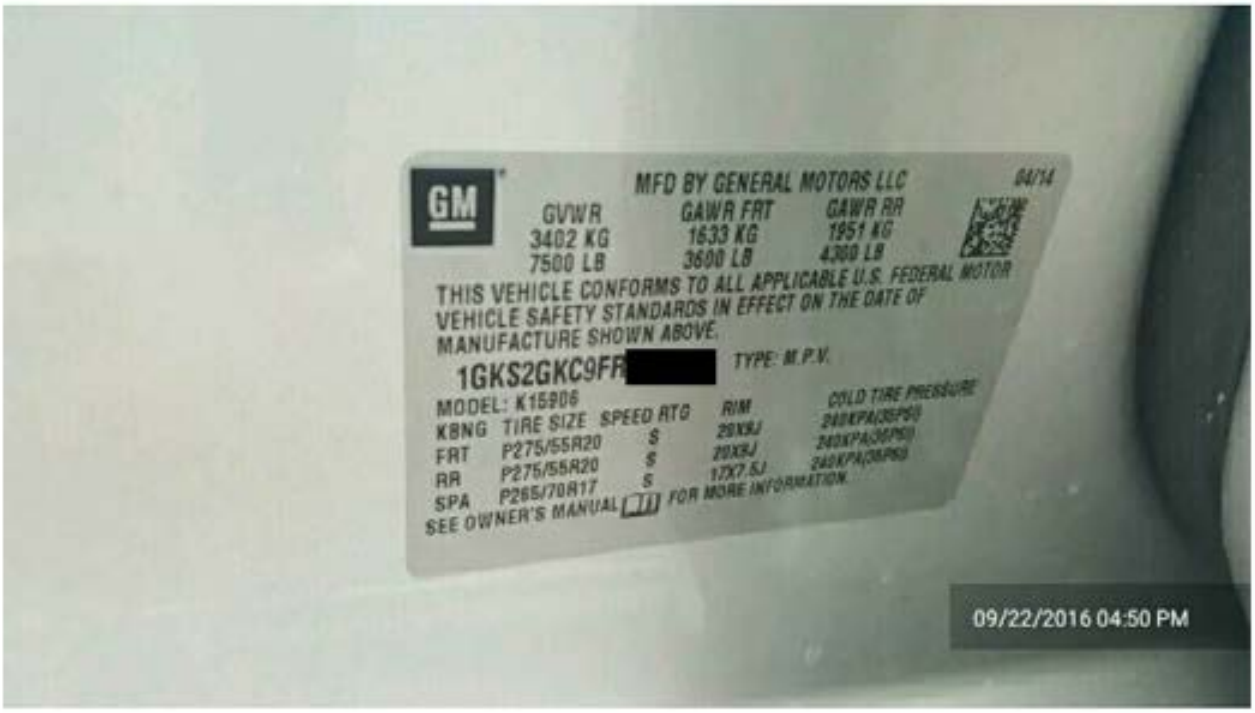

09/22/2016 04:4


09/22/2016 04:48 PM


09/22/2016 04:49 PM

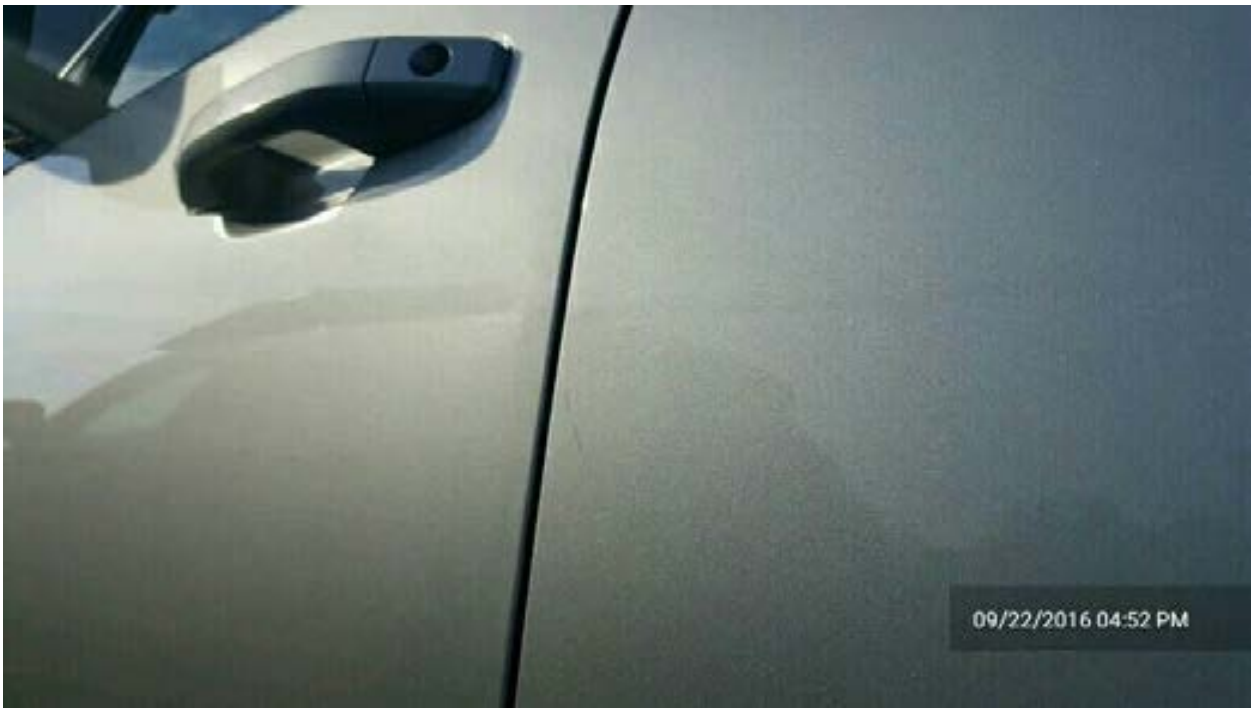

09/22/2016 04:50 PM


RPM
Speed
0
MPH
RNDM
09/22/2016 04:51 PM


GM
MFD BY GENERAL MOTORS LLC
04/14
GVWR
3402 KG
7500 LB
GAWR FRT
1633 KG
3600 LB
GAWR RR
1951 KG
4300 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
1GKS2GKC9FR[redacted]
TYPE: M.P.V.
MODEL: K1500
KBNG TIRE SIZE SPEED RTG RIM COLD TIRE PRESSURE
FRT P275/55R20 S 20X8J 240KPA(35PSI)
RR P275/55R20 S 20X8J 240KPA(35PSI)
SPA P265/70R17 S 17X7.5J 240KPA(35PSI)
SEE OWNER'S MANUAL FOR MORE INFORMATION.
09/22/2016 04:50 PM


09/22/2016 04:51 PM


09/22/2016 04:53 PM


09/22/2016 04:52 PM


09/22/2016 04:52 PM


09/22/2016 04:54 PM

PE18-012

GM

3-27-2019

Q3



To Farzana Yeasmin
BRC PAC Specialist
GM Product Assistance Claims
866-446-6963 x5913695
Fax: 586-920-0789

GM dealer Inspection report: Repair estimate:
Case #[redacted]
2015 GMC Yukon
VIN 1GKS2GKC9FR[redacted]
Miles 24,498

On September 21, 2016 the dealership technician diagnosed the customer concern of loss of brake's. He road tested the vehicle twice to duplicate concern. He found that he could deplete brake assist with two or three brake pedal pumps. The technician followed diagnostic check from PIT5361B. He inspected for oil leakage from or to the pump. No leaks found. Performed brake assist diagnosis (GM Doc#3416418), and this led to brake vacuum source test (GM Doc#4247767). Check Vacuum source reading 15-16 in Hg. Reading should be 27 in Hg. Inspect for restrictions. None found. Call TAC and adviser would not open case due to product allegation: Recommend Vacuum pump replacement.

There are two parts of this Estimate. The repair to the vehicle and a body shop estimate related to the alleged body damage to the vehicle. The body shop estimate was made using the CCC One body estimating system at the dealership warranty rate of $93.01 per hour.

The original diagnosis OLH time 1.6 hours $178.82

The GM investigation inspection 2.6 hours $241.83

Replace the Vacuum Pump Assembly (labor op# 4023850) 1.4 hours $130.21

Vacuum pump part #12669488 $205.33

Vacuum pump drive belt part #12658179 $63.94

The customer has been in a rental during this investigation.

The body shop estimate is separate and attached to this fax.

Any question please feel free to call,

James Brady
Service Director
Cappellino Buick GMC
5411 Transit Road
Williamsville NY 14221
716-689-2900
jbrady@cappellino.net

CAPPELLINO BUICK GMC

WE CAN WORK IT OUT!!
5411 TRANSIT RD, WILLIAMSVILLE, NY 14221
Phone: (716) 689-2900 x1140
FAX: (716) 639-7721

Workfile ID: [redacted]
Federal ID: 161377769
State ID: 7052756

Preliminary Estimate

Customer: [redacted]

Job Number:

Written By: Lisa Shevlin

Insured: [redacted]
Type of Loss:
Point of Impact:

Policy #:
Date of Loss:

Claim #: [redacted]
Days to Repair: 0

Owner:
[redacted]

Inspection Location:
CAPPELLINO BUICK GMC
5411 TRANSIT RD
WILLIAMSVILLE, NY 14221
Repair Facility
(716) 689-2900 x1140 Business
Date Inspected: 9/22/2016

Insurance Company:
GM WARRANTY

VEHICLE

2015 GMC K1500 4X4 YUKON XL SLE 4D UTV 8-5.3L-FI

VIN: 1GKS2GKC9FR[redacted]
License:
State:

Interior Color:
Exterior Color:
Production Date:

Mileage In:
Mileage Out:
Condition: Good

Vehicle Out:
Job #:

TRANSMISSION
Automatic Transmission
Overdrive
4 Wheel Drive
POWER
Power Steering
Power Brakes
Power Windows
Power Locks
Power Mirrors
Heated Mirrors
Power Driver Seat
Power Passenger Seat
DECOR
Dual Mirrors
Console/Storage
CONVENIENCE
Air Conditioning
Intermittent Wipers
Tilt Wheel
Cruise Control
Rear Defogger
Keyless Entry
Alarm
Message Center
Steering Wheel Touch Controls
Rear Window Wiper
Climate Control
Dual Air Condition
Backup Camera w/Parking Sensors
Remote Starter
RADIO
AM Radio
FM Radio
Stereo
Search/Seek
CD Player
Auxiliary Audio Connection
Premium Radio
Satellite Radio
SAFETY
Drivers Side Air Bag
Passenger Air Bag
Anti-Lock Brakes (4)
4 Wheel Disc Brakes
Traction Control
Stability Control
Front Side Impact Air Bags
Head/Curtain Air Bags
Communications System
Hands Free Device
Positraction
ROOF
Luggage/Roof Rack
SEATS
Cloth Seats
Bucket Seats
3rd Row Seat
WHEELS
Aluminum/Alloy Wheels
PAINT
Clear Coat Paint
OTHER
Fog Lamps
TRUCK
Trailer Hitch
Trailering Package
Running Boards/Side Steps

10/04/2016 11:41 7166397721 CAPPELLINO TOWNE BUI PAGE 02/06

Preliminary Estimate

Customer: [redacted] **Job Number:**

2015 GMC K1500 4X4 YUKON XL SLE 4D UTV 8-5.3L-FI

Line		Oper	Description	Part Number	Qty	Extended Price $	Labor	Paint
1		**FRONT BUMPER**						
2	*	R&I	R&I bumper assy- DROP LT SIDE				0.5	
3		**FRONT LAMPS**						
4		R&I	LT Headlamp assy w/o HID lamps				0.5	
5		**FENDER**						
6		Blnd	LT Fender Yukon XL					1.1
7		R&I	LT Fender liner Yukon XL				0.3	
8		**FRONT DOOR**						
9	*	Rpr	LT Outer panel Yukon XL				1.0	2.1
10			Add for Clear Coat					0.8
11	*	R&I	LT Front w'strip				0.2	
12		R&I	LT Belt molding				0.3	
13		R&I	LT Upper molding				0.2	
14		R&I	LT Applique				0.2	
15		Repl	LT Nameplate "YUKON XL"	15825689	1	89.60	0.2	
16		R&I	LT Mirror assy w/o power fold				0.4	
17		R&I	LT Handle, outside paint to match				0.4	
18		R&I	LT R&I trim panel				0.4	
19	#	R&I	LT VENT SHADE				0.2	
20	#		RETAPE MOLDINGS		1	3.00	0.3	
21		**REAR DOOR**						
22	*	Rpr	LT Outer panel Yukon XL				3.0	2.1
23			Overlap Major Adj. Panel					-0.4
24			Add for Clear Coat					0.3
25	*	R&I	LT Rear seal				0.2	
26		R&I	LT Belt w'strip				0.3	
27		R&I	LT Handle, outside w/o extd range remote paint to matc				0.4	
28		R&I	LT R&I trim panel				0.4	
29		**ROOF**						
30		R&I	LT Roof trim				0.3	
31		**PILLARS, ROCKER & FLOOR**						
32	*	Blnd	LT Unlside assy					0.5
33		**QUARTER PANEL**						
34	*	Rpr	LT Quarter panel				4.0	3.1
35			Overlap Major Adj. Panel					-0.4
36			Add for Clear Coat					0.5
37		R&I	LT Wheelhouse liner Yukon XL				0.3	
38		Blnd	Fuel door					0.2
39		R&I	LT Front molding				0.1	
40		R&I	LT Rear molding				0.4	
41		Repl	LT Nameplate "SLE"	22980988	1	18.38	0.2	
42		**REAR LAMPS**						

10/04/2016 11:41 7166397721 CAPPELLINO TOWNE BUI PAGE 03/06

Customer: [redacted] **Job Number:**

2015 GMC K1500 4X4 YUKON XL SLE 4D UTV 8-5.3L-FI

43		R&I	LT Combo lamp assy			0.3	
44	**REAR BUMPER**						
45	*	R&I	R&I bumper cover- DROP LT SIDE			0.5	
46	#		ROPE LT QTR GLASS, LT WINDSHIELD MLDG	1	5.00	0.5	
47	#		COVER CAR TO PROTECT FROM OVERSPRAY	1	4.00	0.2	
48	#		ANTICORROSION PROTECTION	1	8.00	0.3	
49	#		SAND & DENIB	1		1.0	
50	#		HAZARDOUS WASTE REMOVAL	1	3.00		
51	#		MASK FOR PRIMER	1		0.3	
			SUBTOTALS		**130.98**	**17.8**	**9.9**

ESTIMATE TOTALS

Category	Basis		Rate	Cost $
Parts				130.98
Body Labor	17.8 hrs	@	$ 93.01 /hr	1,655.58
Paint Labor	9.9 hrs	@	$ 93.01 /hr	920.80
Paint	9.9 hrs	@	$ 32.00 /hr	316.80
Subtotal				3,024.16
Sales Tax	$ 3,024.16	@	8.7500 %	264.61
Grand Total				**3,288.77**

MyPriceLink Estimate ID: 2083237486574141 44

This document is an estimate of the damages to the vehicle that are visible at the time of inspection. Quite often additional (hidden) damage is discovered once commencing repairs. This estimate does not include any such additional damage.

Parts prices and paint materials are subject to invoice.

Towne Buick warrants all collision and paint work to be free from defects for a period of 5 years if repaired as written by Towne Buick.

General Motors warrants new original equipment part for a period of 1 year or 12,000 miles whichever comes first, or for the remainder of the new car warranty, whichever is longer.

Parts manufactured by companies other than the original equipment manufacturer are warranted by the manufacturer of the part, and neither General Motors, Buick Motor Division, nor Towne Buick make any warranty or guarantee, express or implied with any regard to these parts.

10/04/2016 11:41 7166397721 CAPPELLINO TOWNE BUI PAGE 04/06

Customer: [redacted] **Job Number:**

2015 GMC K1500 4X4 YUKON XL SLE 4D UTV 8-5.3L-FI

ANY PERSON WHO KNOWINGLY AND WITH INTENT TO DEFRAUD ANY INSURANCE COMPANY OR OTHER PERSON FILES AN APPLICATION FOR COMMERCIAL INSURANCE OR A STATEMENT OF CLAIM FOR ANY COMMERCIAL OR PERSONAL INSURANCE BENEFITS CONTAINING ANY MATERIALLY FALSE INFORMATION, OR CONCEALS FOR THE PURPOSE OF MISLEADING, INFORMATION CONCERNING ANY FACT MATERIAL THERETO, AND ANY PERSON WHO, IN CONNECTION WITH SUCH APPLICATION OR CLAIM, KNOWINGLY MAKES OR KNOWINGLY ASSISTS, ABETS, SOLICITS OR CONSPIRES WITH ANOTHER TO MAKE A FALSE REPORT OF THE THEFT, DESTRUCTION, DAMAGE OR CONVERSION OF ANY MOTOR VEHICLE TO A LAW ENFORCEMENT AGENCY, THE DEPARTMENT OF MOTOR VEHICLES OR AN INSURANCE COMPANY, COMMITS A FRAUDULENT INSURANCE ACT, WHICH IS A CRIME, AND SHALL ALSO BE SUBJECT TO A CIVIL PENALTY NOT TO EXCEED FIVE THOUSAND DOLLARS AND THE VALUE OF THE SUBJECT MOTOR VEHICLE OR STATED CLAIM FOR EACH VIOLATION.

You are entitled to the return of all replaced parts, except warranty and exchange parts, but you must ask for them in writing before any work is done. If you authorize work by phone, the shop must keep any replaced parts, and make them available when you pick up the vehicle.

10/04/2016 11:41 7166397721 CAPPELLINO TOWNE BUI PAGE 05/06

Customer: [redacted] **Job Number:**

2015 GMC K1500 4X4 YUKON XL SLE 4D UTV 8-5.3L-FI

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide DR1GA15, CCC Data Date 10/3/2016, and potentially other third party sources of data; and (b) the parts presented are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "Blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2017 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:
m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:
D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:
Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Information Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:
BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

10/04/2016 11:41 7166397721 CAPPELLINO TOWNE BUI PAGE 06/06

PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Wednesday, October 05, 2016 1:06 PM
To: 'christopher.f.rose@gm.com'
Cc: 'nadine.1.clifford@gm.com'
Subject: New Allegation: - Brakes/Steering/Suspension SR# [redacted] Repair

Dear Mr. Rose,

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

Allegation:	Brakes/Steering/Suspension		Case Summary
Case Status: (drop down list)	New		**Describe Allegation:**
Recommendation (drop down list)	Repair		allegation: customer was pulling out of a driveway (driving forwar about 5 mph). Customer pressed the brakes but it felt stuck and w not press down. Customer slammed the brakes a few times and fi it pressed down. Customer also pulled on her emergency brakes, is not sure which one actually stopped her vehicle. In the process, driveway had side wooden stairs which scratched the vehicle, causing Indented marks starting from the front driver door to the tire area. customer is seeking repair for the body damage
Consultation (Agree/disagree drop down. (list by whom)			
SR Number	[redacted]		
Customer Name (Last name/First Name)	[redacted]		
Year/Make/Model	2015 GMC Yukon XL		**Business Case:**
VIN	1GKS2GKC9FR[redacted]		On September 21, 2016 The dealership technician diagnosed the customers concern of loss of brake's. He road tested the vehicle t to duplicate concern. He found that he could deplete brake assist two or three brake pedal pumps. The technician followed diagnos check from PIT5361B. He inspected for oil leakage from or to the pump, no leaks found. Performed brake assist diagnosis (GM Doc#3416418) and this led to brake vacuum source test (Gm Doc#4247767). Check Vacuum source reading 15-16 in Hg, Readir should be 27 in Hg. Inspected for restrictions, none found. Dealership recommendation: Replacement of Vacuum pump, und warranty
Incident Date	9/19/2016		
Dealer & BAC code	118[redacted]	Cappellino Buick GMC,Williamsville,NY,118124,"	
After Market Equipment (yes/no & Type from dropdown)	No		

Dealership primary contact Name & Title	James Brady, Service Manager	PAC is seeking approval for repair of the body damage, estimated $3,288.77.
Open/Closed Recalls (If closed include closed Transaction History)	Service Update Bulletins N140616 14616 SERVICE 4WD MESSAGE-TRANSFER CASE STUCK IN 4WD HI - *EXPIRES W/BASE WARRANTY* 11/07/2014 Closed Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy 09/08/2016 Open Service Update Bulletins N150304 15304 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY* 09/16/2015 Closed Customer Satisfaction Program N140541 14541 OWNER MANUAL SUPPLEMENT - DINGHY TOWING 10/27/2014 Closed Service Update Bulletins N140450 14450 INSPECT AIR CONDITIONING REFRIGERANT WARNING LABEL-* EXPIRES W/BASE WARRANTY * 07/29/2014 Closed Service Update Bulletins N140300 14300 SERVICE UPDATE - POWER LIFTGATE INOPERABLE - * EXPIRES WITH BASE WARRANTY * 12/08/2014 Closed Product Safety Recall N140192 14192 UNWANTED TRANSFER CASE SHIFT TO NEUTRAL 06/27/2014 Closed	
Mileage	24,498	
Purchased From	266306 BUICK GMC OF BEACHWOOD 25975 CENTRAL PKWY BEACHWOOD OH 4412	
MSRP/KBB (Trade-in Good Value)	$55,810	

Repair Estimate Total $	$3,289	
Loaner Vehicle (yes/no from drop down and enter date issued)	**Yes**	9/23/2016

Sincerely,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

PE18-012

GM

3-27-2019

Q3



To Farzana Yeasmin
BRC PAC Specialist
GM Product Assistance Claims
866-446-6963 x5913695
Fax: 586-920-0789

GM dealer Inspection report: Repair estimate:
Case #[redacted]
2015 GMC Yukon
VIN 1GKS2GKC9FR[redacted]
Miles 24,498

On September 21, 2016 the dealership technician diagnosed the customer concern of loss of brake's. He road tested the vehicle twice to duplicate concern. He found that he could deplete brake assist with two or three brake pedal pumps. The technician followed diagnostic check from PIT5361B. He inspected for oil leakage from or to the pump. No leaks found. Performed brake assist diagnosis (GM Doc#3416418), and this led to brake vacuum source test (GM Doc#4247767). Check Vacuum source reading 15-16 in Hg. Reading should be 27 in Hg. Inspect for restrictions. None found. Call TAC and adviser would not open case due to product allegation: Recommend Vacuum pump replacement.

There are two parts of this Estimate. The repair to the vehicle and a body shop estimate related to the alleged body damage to the vehicle. The body shop estimate was made using the CCC One body estimating system at the dealership warranty rate of $93.01 per hour.

The original diagnosis OLH time 1.6 hours $178.82

The GM investigation inspection 2.6 hours $241.83

Replace the Vacuum Pump Assembly (labor op# 4023850) 1.4 hours $130.21

Vacuum pump part #12669488 $205.33

Vacuum pump drive belt part #12658179 $63.94

The customer has been in a rental during this investigation.

The body shop estimate is separate and attached to this fax.

Any question please feel free to call,

James Brady
Service Director
Cappellino Buick GMC
5411 Transit Road
Williamsville NY 14221
716-689-2900
jbrady@cappellino.net

PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: jbrady@cappellino.net
Sent: Tuesday, September 27, 2016 2:47 PM
To: Farzana Yeasmin (C)
Subject: [EXTERNAL] RE: [redacted] PAC Case Dealer Inspection request.

Good afternoon,

I did get your e-mail and just got your voice mail. I will have a update by tomorrow.

Thank you

Jim Brady
-----Original Message-----
From: "Farzana Yeasmin (C)" <farzana.yeasmin@gm.com>
Sent: Friday, September 23, 2016 10:53am
To: "James Brady Jr (Cappellino Buick-Pontiac-Gmc-Hummer-)" <jbrady@cappellino.net>
Subject: [redacted] PAC Case Dealer Inspection request.

Dear Mr. Brady ,

Thank you for agreeing to assist us with a Dealer Inspection/Diagnosis and Repair Estimate for this PAC (Product Assistance Claim) case. We appreciate your support.

Please reserve a rental for the customer at GM's cost using Labor Op 0600006. You can refer to Service Bulletin 13-00-89-010 in Service Center for more information regarding providing courtesy transportation for PAC customers.

PAC needs your assistance to compile the facts surrounding the allegation and to document the condition of the vehicle by completing the attached inspection form. Once this data is obtained, PAC will make the determination if the customer's claim will be approved or denied. DO NOT make any repairs to the vehicle until PAC has completed our review.

IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE INFORMATION BELOW BEFORE BEGININNG THE PAC INSPECTION PROCESS.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer. Your support is critical to a fair evaluation of this case and we must have all questions, diagnosis and requested information answered in full detail.

The PAC advisor will NOT be able to provide authorization for payment until investigation is complete and the case resolution decided.

Please contact your PAC advisor to provide direction/assistance with testing/diagnosis. If needed your advisor will arrange for a GM PAC approved TAC (Technical Assistance Center) consultant to contact you directly.

YOU will be compensated appropriately for your assistance with the inspection & diagnosis. Please 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. All costs should be itemized at the dealership's current warranty rates.

Please verify all requested information is fully documented then, return the forms and photos via email within 72 business hours. (if not able: notify your PAC advisor as soon as possible) Delays receiving the inspection report will impact the duration of the case, resulting in increased rental car fees and inconvenience to our customer.

Please call me if you have any questions.

Regards,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



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

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PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From:	lshevlin@cappellino.net
Sent:	Friday, September 23, 2016 10:14 AM
To:	Farzana Yeasmin (C)
Subject:	[EXTERNAL] photos- SR# [redacted]
Attachments:	Front.jpg; Interior.jpg; Left Front.jpg; Left QP.jpg; Left Rear.jpg; Left Side.jpg; LT FRONT & REAR DOOR.jpg; LT FRONT DOOR.jpg; LT REAR DOOR AND QTR.jpg; Odometer.jpg; Rear.jpg; Right Front.jpg; Right QP.jpg; Right Rear.jpg; VIN Number.jpg

Hello Farzana- per Jim Brady's request I attached photos of the vehicle & damage for SR# [redacted] [redacted] 2015 GMC Yukon. Thank you, Lisa

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PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Thursday, September 29, 2016 10:09 AM
To: 'Jbrady@cappellino.net'
Subject: [redacted] missing page on Dealer Inspection request.
Attachments: Brake inspection form.docx

Good Morning Mr. Brady,
Per Page 4 of the inspection, can you please send me a repair estimate (at your dealer warranty rates) which includes all collaterally damaged components.

Thank you,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

From: Farzana Yeasmin (C)
Sent: Friday, September 23, 2016 10:54 AM
To: 'Jbrady@cappellino.net'
Subject: [redacted] PAC Case Dealer Inspection request.

Dear Mr. Brady ,

Thank you for agreeing to assist us with a Dealer Inspection/Diagnosis and Repair Estimate for this PAC (Product Assistance Claim) case. We appreciate your support.

Please reserve a rental for the customer at GM's cost using Labor Op 0600006. You can refer to Service Bulletin 13-00-89-010 in Service Center for more information regarding providing courtesy transportation for PAC customers.

PAC needs your assistance to compile the facts surrounding the allegation and to document the condition of the vehicle by completing the attached inspection form. Once this data is obtained, PAC will make the determination if the customer's claim will be approved or denied. DO NOT make any repairs to the vehicle until PAC has completed our review.

IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE INFORMATION BELOW BEFORE BEGININNG THE PAC INSPECTION PROCESS.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer. Your support is critical to a fair evaluation of this case and we must have all questions, diagnosis and requested information answered in full detail.

The PAC advisor will NOT be able to provide authorization for payment until investigation is complete and the case resolution decided.

Please contact your PAC advisor to provide direction/assistance with testing/diagnosis. If needed your advisor will arrange for a GM PAC approved TAC (Technical Assistance Center) consultant to contact you directly.

YOU will be compensated appropriately for your assistance with the inspection & diagnosis. Please 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. All costs should be itemized at the dealership's current warranty rates.

Please verify all requested information is fully documented then, return the forms and photos via email within 72 business hours. (if not able: notify your PAC advisor as soon as possible) Delays receiving the inspection report will impact the duration of the case, resulting in increased rental car fees and inconvenience to our customer.

Please call me if you have any questions.

Regards,
Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Friday, September 23, 2016 10:54 AM
To: 'Jbrady@cappellino.net'
Subject: [redacted] PAC Case Dealer Inspection request.
Attachments: Brake inspection form.docx

Dear Mr. Brady ,

Thank you for agreeing to assist us with a Dealer Inspection/Diagnosis and Repair Estimate for this PAC (Product Assistance Claim) case. We appreciate your support.

Please reserve a rental for the customer at GM's cost using Labor Op 0600006. You can refer to Service Bulletin 13-00-89-010 in Service Center for more information regarding providing courtesy transportation for PAC customers.

PAC needs your assistance to compile the facts surrounding the allegation and to document the condition of the vehicle by completing the attached inspection form. Once this data is obtained, PAC will make the determination if the customer's claim will be approved or denied. DO NOT make any repairs to the vehicle until PAC has completed our review.

IT IS IMPORTANT THAT YOU READ AND UNDERSTAND THE INFORMATION BELOW BEFORE BEGININNG THE PAC INSPECTION PROCESS.

The information gathered during the investigation is confidential and proprietary to GM. Please DO NOT provide to the customer. Your support is critical to a fair evaluation of this case and we must have all questions, diagnosis and requested information answered in full detail.

The PAC advisor will NOT be able to provide authorization for payment until investigation is complete and the case resolution decided.

Please contact your PAC advisor to provide direction/assistance with testing/diagnosis. If needed your advisor will arrange for a GM PAC approved TAC (Technical Assistance Center) consultant to contact you directly.

YOU will be compensated appropriately for your assistance with the inspection & diagnosis. Please 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. All costs should be itemized at the dealership's current warranty rates.

Please verify all requested information is fully documented then, return the forms and photos via email within 72 business hours. (if not able: notify your PAC advisor as soon as possible) Delays receiving the inspection report will impact the duration of the case, resulting in increased rental car fees and inconvenience to our customer.

Please call me if you have any questions.

Regards,

Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com



PE18-012

GM

3-27-2019

Q3



Farzana Yeasmin (C)

From: Farzana Yeasmin (C)
Sent: Friday, September 23, 2016 11:24 AM
To: 'nadine.1.clifford@gm.com'
Subject: [redacted] PAC Case Handled within BRC No Action Required

A product allegation claim has been made in your district. The customer is alleging brake failure

Customer : [redacted]
Year, Make, Model: 2015 GMC Yukon
VIN: 1GKS2GKC9FR[redacted]
Dealership, City, State (BAC) 118[redacted] Cappellino Buick-GMC-Saab, Williamsville NY
Dealership Contact, Title/Position: James Brady/ Service Manager

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

Farzana Yeasmin
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x 5913695
Fax: 586-920-0789
Email: Farzana.Yeasmin@GM.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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3-27-2019

Q3



DI002 Dealer Brake / ABS System Preliminary Report

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:	[redacted]	Customer Phone:	[redacted]
Year/Make:	2015 GMC Yukon XL	Case Number:	[redacted]
VIN:	1GKS2GKC9FR[redacted]	Dealership contact (Service Manager/Director)	James Brady
Model	Yukon XL	Dealership / (Service Manager/Director) Phone #	716-689-2900
Mileage:	24498	Dealer City/ST	Williamsville, NY
Dlr. BAC & Name	Cappellino Buick BAC 118[redacted]	**Warranty Rate:**	

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:
customer was pulling out of a drive (driving forward about 5 mph). Customer pressed brake but the brake felt stuck, would not press down. Customer slammed the brake a few times and finally it pressed down. Customer also pulled on her emergency brake, so she is not sure which one actually stopped her vehicle. In the process, the driveway had side wooden sairs which scratched the vehicle in the process, causing a Indented mark starting from the front driver door to the back tire area.

Customer Allegation of Defect: Brake defect; brake felt stuck and would not press down

Section 3 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), identify any module that does not communicate.

DTC	Symptom	Module	Description	Current	History

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

☐ Remote start ☐ Suspension ☐ Tires/wheels ☐ Audio/video ☐ Snow removal

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☐ Body modifications	☐ Towing equip.	☐ Security alarm	☐ Wiring	☐ Other
☐ Unknown				

If yes, describe, and capture photos:

Does the vehicle have?

4-Wheel disc brakes?	☐ Yes	☐ No		Front disc, rear-drum brakes?	☐ Yes	☐ No	
Anti-lock brakes?	☐ Yes	☐ No		Vacuum assisted power brakes?	☐ Yes	☐ No	
Hydraulically assisted (hydro boost) brakes?	☐ Yes	☐ No		Regenerative braking?	☐ 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)?	☐ Yes	☐ No
Does the red brake warning light come on with the parking brake applied?	☐ Yes	☐ No
Does the red brake warning light go off when the parking brake is released?	☐ Yes	☐ No
Does the ABS (if equipped) warning light remain on after self test?	☐ Yes	☐ No

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

☐ Full ☐ Clear ☐ Normal Smell ☐ Other:

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

Describe:

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: ☐

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

Remove the wheels and inspect the front / rear brake:

			Describe:
Any calliper/wheel cylinder corrosion?	☐ Yes	☐ No	
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:

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								

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.

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

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CONDUCT A BRAKE TORQUE TEST if possible. (MUST chalk the tires)
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. ☐ RPM's ☐ Percent Throttle

Comments:

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. ☐ RPM's ☐ Percent Throttle

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

Use a tread depth gauge at four points around the circumference to determine the average tread depth.
If the tire size is different than specified on the tire placard, check the ABS calibration with a scan tool and note the findings.

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF					
RF					
LR					
RR					

Specific test requests:

Describe below any testing performed and provide the specific V, amp, ohm readings etc. And detail all relevant information.

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Following the inspection:	Summarize all relevant facts and observations:

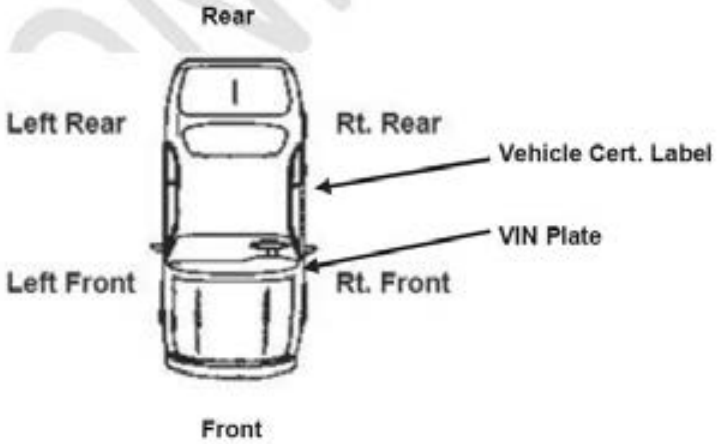
PLEASE PROVIDE A REPAIR ESTIMATE
(at your dealer warranty rates)

- When performing Airbag repairs – please confirm if the SDM &/or other SIR components **should** or **should not be replaced.** If B0052, is present, GM Service Information provides that answer under the conditions for clearing the DTC.

- Ensure all collaterally damaged components are included in your repair estimate prior to submission.

MINIMUM REQUIRED PHOTO LOG AND PHOTOS must include:

1. **Driver (left) side Exterior**
2. **Passenger (right) side Exterior**
3. **Front Exterior**
4. **Rear Exterior**
5. **Close-up of concerns**
6. **Mid-level zoom of concern to show surrounding area**
7. **Overall photo to ensure identification location of concern and affected area**
8. **Vehicle Certification Label with VIN visible**
9. **VIN plate**



ATTACH PHOTOS OF CONCERN AND ANY ADDITIONAL PHOTOS AS NECESSARY. FORWARD VIA E-MAIL TO YOUR PAC ADVISOR.

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3-27-2019

Q3



Respondent Report - 1041485653 - CONFIDENTIAL

Demographics

Resp #: 1041485653
Age: [redacted]
Gender: Male
Re-contact: Yes

Survey

Srvy Yr: 2016
Srvy Method: W
Srvy Coun: United States
Outgoing: E
Published: 0

New Vehicle

First New Veh: No
Add/Rep: Replaced Prior
Brand Replaced: Chevrolet

Likely Recommend

Brand : 5
Model : 5

Mobile Phone

Carrier: Verizon Wireless
Brand: Apple
Model: Apple iPhone 6 Plus

Majority Drv Cond.

Rural

Vehicle Information

Vehicle

Vin: 3GCUKSEJ5GG[redacted]
Model Year: 2016
Build Date: 6/21/2016
Sold Date: 7/21/2016
Miles/KM: 2000/3219
MPG/KPL/LP100KM: 16/6.8/14.7
Model: SILVER15
Body: Crew Cab
Engine: 6.2
Trans: A
Plant: Silao
Series: LTZ
Drive: 4X4
Doors: 4
GVW: 7001 - 8000

RPO Vehicle

Brakes
HVAC CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
Engine L86-GAS, 8 CYL, 6.2L, SIDI VVT, AFM, E85 MAX, ALUM, GM
Trans M5U-AUTO 8 SPD, 8L90
Infotainment
Seat AN3-FRT, INDIVIDUAL (NON BKT)
Suspension
Trim Seat

Troubles Indicated on the Survey

Checkbox Auto Trans Shift While Driving - Shifting is rough/not smooth
PPH Auto Trans-Shifts Roughly-Normal Driving
SMT Propulsion Systems
QRD TB-Controls

shifts clunky

Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 16 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No

Checkbox Excessive Brake Pressure Required - Spongy Brakes/Too soft
PPH Brakes Spongy/Too Soft
SMT Chassis
QRD 2A-Brake System

Checkbox Stopping Distance
PPH Stopping Distance
SMT Vehicle Performance
QRD I5-Ride & Handling

just spongy pedal

Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 16 Q:Weather Condition When Trouble Occurred - Happens under all conditions Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:How Hard Brakes Applied - Braking in regular conditions Q:Taken Vehicle for Repair - No Q:Time Trouble Occurs - Every time I push the pedal Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No Q:Trouble Occurs In Other Driving Situation Q:Vehicle Speed (Low) - Over 10 mph/20 kph

Checkbox Cooled/Ventilated Seats - Not cold enough
PPH Cooled/Ventilated Seat-Uneven/Too Cool
SMT Interior
QRD 4F-Seats

not cold

Q:When First Noticed - Within the first month Q:How Often Trouble Occurs - Most of the Time Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved

[redacted]

		Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No Q:Passenger Seat
Checkbox	Blower/Fan - Excessive noise	
PPH	Fan/Blower Excessive Noise	
SMT	Thermal	
QRD	3I-Interior Comfort	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:How Long Running Before Problem - Just started Q:Taken Vehicle for Repair - No Q:Trouble Occur In Climate Control System Auto Mode - Yes Q:Frequency of Occurance - Sometimes Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No Q:Auto climate control Q:Fan Speed Auto Mode Q:Dashboard vents
Checkbox	Engine Starting - Does not turn over when trying to start	Weird not sure why just doesn't start on occasion
PPH	Engine Doesn't Start At All	
SMT	Propulsion Systems	
QRD	EX-Ignition & ESC	Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 1000 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:Vehicle Temp When Trouble Occurs - Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
Checkbox	Unusual Engine Noise/Vibrations - While idling	feel it in driveline
PPH	Abnormal Engine Noises	
SMT	Propulsion Systems	
QRD	ER-Engine Unassigned	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 16 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking
Checkbox	Unusual Engine Noise/Vibrations - While accelerating	clunks
PPH	Abnormal Engine Noises	
SMT	Propulsion Systems	
QRD	ER-Engine Unassigned	Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 16 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Noise Is Heard At 1-20 mph/1-29 kph Q:Noise Is Heard At 21-35 mph/30-49 kph Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Noise Is Heard At 46-55 mph/70-89 kph Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking
Checkbox	Unusual Engine Noise/Vibrations - At steady speeds	
PPH	Abnormal Engine Noises	
SMT	Propulsion Systems	
QRD	ER-Engine Unassigned	
Checkbox	Unusual Engine Noise/Vibrations - While decelerating	
PPH	Abnormal Engine Noises	
SMT	Propulsion Systems	
QRD	ER-Engine Unassigned	
Checkbox	Engine Hesitates/Surges/Run Rough - 1st startup of the day	no start
PPH	Engine Stumbles/Hesitates	
SMT	Propulsion Systems	
QRD	EN-ECM/PCM Reprogram	Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 1000 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
Checkbox	Engine Hesitates/Surges/Run Rough - Other startups	runs rough like a old piece of crap not a brand new $60,000+ truck
PPH	Engine Stumbles/Hesitates	
SMT	Propulsion Systems	
QRD	EN-ECM/PCM Reprogram	Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 16 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Most of the Time Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
Checkbox	Engine Hesitates/Surges/Run Rough - While idling	agains runs rough

[redacted]

PPH	Engine Stumbles/Hesitates	Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 16 Q:How Often Trouble Occurs - Most of the Time Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
SMT	Propulsion Systems	
QRD	EN-ECM/PCM Reprogram	

Checkbox	Engine Hesitates/Surges/Run Rough - While accelerating	after coming to a stop engine feels like it wants to stall out
PPH	Engine Stumbles/Hesitates	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 16 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Most of the Time Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
SMT	Propulsion Systems	
QRD	EN-ECM/PCM Reprogram	

Checkbox	Engine Hesitates/Surges/Run Rough - At steady speeds	rough
PPH	Engine Stumbles/Hesitates	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 16 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
SMT	Propulsion Systems	
QRD	EN-ECM/PCM Reprogram	

Checkbox	Engine Hesitates/Surges/Run Rough - While decelerating	wants to stall
PPH	Engine Stumbles/Hesitates	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 16 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
SMT	Propulsion Systems	
QRD	EN-ECM/PCM Reprogram	

Checkbox	Engine Hesitates/Surges/Run Rough - When shifting gears	dealer called it "driveline whip" but just feels like crappy quality to me.
PPH	Engine Stumbles/Hesitates	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 16 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Occasionally Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
SMT	Propulsion Systems	
QRD	EN-ECM/PCM Reprogram	

Checkbox	Engine Idle - Too rough	runs rough
PPH	Engine Idle Problem	Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 16 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Most of the Time Q:How Long Running Before Problem - It occurs all the time/Does not matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Fuel In Tank - Gasoline
SMT	Propulsion Systems	
QRD	EN-ECM/PCM Reprogram	

Checkbox	Wireless Phone Charging - Broken/NW	console cover charging base too small for iPhone plus
PPH	Wireless Phone Charging Broken/NW	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No Q:Does Phone Have a Cover - Yes, Q:Phone Screen Placement - Facing up Q:Running Any Apps On Phone - Yes Q:Phone Charge Rate - Yes Q:Is Vehicle Running? - Yes Q:Did your Phone come with Wireless Charging? - No Q:Aftermarket Wireless Phone Charger - iphone 6 plus doesn't fit Q:Does the vehicle charging indicator? - Doesnt turn on Q:Items on Charging Surface? - No
SMT	Electrical	
QRD	7A-Body Electronics	

Checkbox	Wireless Phone Charging - DTU/understand	
PPH	Wireless Phone Charging DTU/Poor Location	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:Phone Charge Rate - Yes Q:Wireless Charging Q:Charging Indicator Q:Which Wireless Charging Problem? - Doesnt fit my phone
SMT	Electrical	
QRD	7A-Body Electronics	

[redacted]

Checkbox	Wireless Phone Charging - Poor location	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:Phone Charge Rate - Yes Q:Wireless Charging Q:Charging Indicator Q:Which Wireless Charging Problem? - Doesnt fit my phone
PPH	Wireless Phone Charging DTU/Poor Location	
SMT	Electrical	
QRD	7A-Body Electronics	
Checkbox	Wireless Phone Charging - other	
PPH	Wireless Phone Charging	
SMT	Electrical	
QRD	7A-Body Electronics	
Checkbox	Ignition Switch/Button - Broken/NW	weird just sometimes no start
PPH	Ignition-Broken/NW	
SMT	Electrical	Q:When First Noticed - Within the first month Q:Distance Driven When Noticed - 1000 Q:How Often Trouble Occurs - Occasionally Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No
QRD	7H-Switches	
Checkbox	Wipers - Front windshield wiper broken/NW	slow wiping
PPH	Windshield Wipers/Washer-Broken/NW	
SMT	Body	Q:When First Noticed - Within the first month Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No
QRD	5M-Wipers	
Checkbox	Floor/Cargo Area Lights - Broken/damaged	LED lights ion in cargo area
PPH	Floor/Cargo Lights-Broken/NW	
SMT	Body	Q:When First Noticed - Upon vehicle delivery Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - 1st visit Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No
QRD	5D-Exterior Lighting	
Checkbox	Instrument Panel - Gaps/poor fit	steering wheel blocks gauges
PPH	Instrument Panel/Dash-Gap/Poor Fit	
SMT	Interior	Q:When First Noticed - Within the first month Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No
QRD	4B-IP	
Checkbox	Steering Wheel/Column Adjustment - Difficult to adjust	steering wheel blocks gauges not centered
PPH	Steering Wheel Column-DTU/Poor Range	
SMT	Chassis	
QRD	2C-Steering System	
Checkbox	Cargo Area Cover/Shelf - Gaps/poor fit	just loose
PPH	Rear Cargo Shelf/Cvr-Gap/Poor Fit	
SMT	Interior	Q:When First Noticed - Within the first week after delivery Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No Q:Gap/Overlap/Flushness Issues Noticed - Flushness
QRD	4H-Carpet, Cargo, and Acoustics	
Checkbox	Cargo Area Cover/Shelf - DTU	bad clamps
PPH	Cargo Area Cover/Shelf-DTU	
SMT	Interior	Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No
QRD	4H-Carpet, Cargo, and Acoustics	
Checkbox	A/T Unusual Trans Noise - While driving	
PPH	Abnormal Transmission Noises	
SMT	Propulsion Systems	
QRD	TP-Transmission Unassigned	
Checkbox	A/T Unusual Trans Noise - While shifting	
PPH	Abnormal Transmission Noises	
SMT	Propulsion Systems	
QRD	TP-Transmission Unassigned	
Checkbox	A/T Unusual Trans Noise - While starting/accel. from a stop	
PPH	Abnormal Transmission Noises	
SMT	Propulsion Systems	
QRD	TP-Transmission Unassigned	

[redacted]

Checkbox	Seat Squeaks/Rattles - Driver's seat	just bad design. BRAND NEW seats should not squeak
PPH	Seat Squeak/Rattle, Abnormal Noise	
SMT	Interior	
QRD	4F-Seats	Q:When First Noticed - Within the first month Q:How Often Trouble Occurs - Occasionally Q:Noise Is Heard All The Time - Speed Does Not Matter Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:When Does Squeak or Rattle Appear - Both Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No
Checkbox	Seat Pillar - Squeaks/Vibrates	
PPH	Seat Pillar - Squeaks/Vibrates	
SMT	Interior	
QRD	4F-Seats	
Checkbox	Interior Compartment Squeaks/Rattles - Instrument panel/dashboard	again loud bangs coming from HVAC systems=crap
PPH	Instrument Panel/Dash-Squeak/Rattle	
SMT	Interior	
QRD	4B-IP	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Occasionally Q:Noise Is Heard At 21-35 mph/30-49 kph Q:Noise Is Heard At 36-45 mph/50-69 kph Q:Noise Is Heard At 46-55 mph/70-89 kph Q:Occur When Accel/Decel - At steady speeds Q:Noise Description - Squeak/squeal Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Type of Roads When Trouble Occurred - Smooth or Paved Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:Side of Vehicle - Both
Checkbox	Rear Cargo Shelf/Cargo Cover Squeaks/Rattles	
PPH	Rear Cargo Shelf/Cvr-Squeak/Rattle	
SMT	Interior	
QRD	4H-Carpet, Cargo, and Acoustics	
Checkbox	Front Seat Adjustment - Broken/NW	cooling seats on passenger side not as effective as drivers side
PPH	Fwd/Back Adjust-Broken/NW	
SMT	Interior	
QRD	4F-Seats	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No Q:Auto-Manual Adjustment - Manual Q:Which Seat(s) Have Trouble - Front passengers seat Q:Other Part Of Seat
Checkbox	Front Seat Adjustment - other	
PPH	Front Seat Adjustment-Other/Unspecified	
SMT	Interior	
QRD	4F-Seats	Q:When First Noticed - Within the first week after delivery Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No Q:Which Seat(s) Have Trouble - Front passengers seat
Checkbox	Rear/2nd Row Seat - Broken/NW	bad design. hard to pull up.
PPH	Fwd/Back Adjust-Broken/NW	
SMT	Interior	
QRD	4F-Seats	Q:When First Noticed - Within the first week after delivery Q:How Often Trouble Occurs - Always Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 1 A minor annoyance Q:Aftermarket Parts Related - No Q:Auto-Manual Adjustment - Manual
Checkbox	Seat Loose	not loose but driver seat leather squeaks when being sat in.
PPH	Seat Loose	
SMT	Interior	
QRD	4F-Seats	Q:When First Noticed - Within the first week after delivery Q:Taken Vehicle for Repair - Yes Q:Number of Repair Visits - Still not resolved Q:Bothersome Rating - 2 Q:Aftermarket Parts Related - No Q:Driver Seat
Checkbox	Vehicle Vibrates - Through steering wheel/steering column	
PPH	Steering Wheel Vibrates Excessively While Driving	
SMT	Vehicle Performance	
QRD	I7-Vehicle Dynamics	

Other Verbatims on the Survey

Question: Suggestions to Improve Vehicle	Tune the 6.2 for performance not economy(maybe that would smooth it out). Use ZF 8speed instead of GM 8 speed. Im sure the 10speed codeveloped with Ford is gonna be in this application soon anyway in next two years or whatever so this probably a moot point. I wanted to order lower(higher numerical final drive gears) but that would require the towing package which I didn't want to get towing package because of mandatory tow mirrors that can't fit on rural roads where I live.Factory dual exhausts(like RAM). I know

Attribute	1-10 Rating
	stereo. Regular paint colors without subtle yet annoying tints to them.(my silverado is deep ocean blue which is cool color but looks purple under certain conditions) I like it but just bring back REGULAR solid colors without crazy tints. Back to the transmission-make true manumatic controls(YES I KNOW ITS A PICKUP) for better driving experience. Lock it in gear that is selected(like BMW).When dropping into manual mode, have gear selected it is in like old 6 speed GM trans(not right into 6th gear if truck is in 7th or 8th gear). Make automatic rain sensing wipers option. Also, ACTIVE CRUISE CONTROL (again I know its a pickup) as an option. Just because its a pickup and can tow doesn't mean people don't want it or are gonna crash towing something. My Toyota Sequoia is a VERY capable tow vehicle and has it. Other SUV can tow and have this option. Tell GM lawyers stop being pussies! I like: LED lights (especially headlights) all around. BMW-like gas pedal with detent kick down. Also haven't gotten this many thumbs up for a vehicle since my 1996 competition yellow LT4 Corvette!
Question: Like Most About Vehicle	Styling. Power(but not roughness) from 6.2 engine.
Question: Reason for Brand Score	For over $60,000 truck,I expected a lot more. Although powerful, 6.2 engine (that I had to special order and took 4 months) is very rough. Ecotech 5.3 is weak engine compared to HEMI that is VERY easy to find/locate and oil consumption problem in previous yukon with 5.3 so no 6.2 = me buying a Hemi RAM. 8 Speed trans quick shifts BUT, is clunky and shifts rough at times. The 8spd ZF trans in Ram is buttery smooth(ALL the time). Loud banging out of HVAC system sounds like rocks hitting windshield. Driver seat squeaks. Passenger air cooled seat not as cooling as drivers. Also, AC doesn't seem powerful (cold but not COLD). It seems wipers have to be on high for all rain events as low is too LOW. LED cargo lights were inoperative.

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	7
Vehicle (Overall)	5
Vehicle quality (overall)	3
Level of technology and innovation	10
Value for the money	5
Cost of maintenance and repair	10
Condition of vehicle upon delivery	10
Overall feeling of safety while driving	10
Overall visibility for driver	10
Security features	10
Vehicle feels solidly built	5
Overall rating of vehicle driving dynamics	9
Braking responsiveness and effort	5
Handling/stability on curves or winding roads	7
Vehicle ground clearance	9
Maneuverability in traffic and tight spaces	7
Rides smooth	7
Transmission smoothness when shifting	1
Overall sound of the engine	1
Overall power and acceleration	10
Overall rating of audio/entertainment system	10

Attribute	1-10 Rating
Front seat roominess	9
Storage spaces for driver and passengers	9
Overall rating of trunk or rear cargo area	9
Rear seat roominess	9
Ease of getting into and out of the vehicle	9
Interior quietness	7
Overall rating of seats	5
Overall rating of heater, ventilation and A/C	3
Overall attractiveness of your vehicle interior	9
Quality of interior materials	5
Overall attractiveness of your vehicle exterior	10
Fuel economy	10
Driving range on full tank / full charge	10

PE18-012

GM

3-27-2019

Q3



Customer

[redacted]
() -
Anytime

Vehicle

Mileage Now: mi
Warranty Start:

Status of vehicle/concern

A GM Dealer has not diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 2 GM Vehicles Purchased Vehicle has been serviced for this concern: 1 time	
Please consider these additional questions: *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?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket 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: 2016 GMC YUKON, 2008 nCHEVROLET CORVETTE

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Joannie Sanchez --> 1-866-790-5700 Ext # 5914559

PE18-012

GM

3-27-2019

Q3



Respondent Report - 1041093569 - CONFIDENTIAL

Demographics

Resp #:	1041093569
Age:	[redacted]
Gender:	Male
Re-contact:	Yes

Survey

Srvy Yr:	2016
Srvy Method:	W
Srvy Coun:	United States
Outgoing:	E
Published:	0

New Vehicle

First New Veh:	No
Add/Rep:	Replaced Prior
Brand Replaced:	Chevrolet

L kely Recommend

Brand :	9
Model :	9

Mobile Phone

Carrier:	Verizon Wireless
Brand:	Samsung
Model:	Samsung Galaxy S6

Majority Drv Cond.

Rural

Vehicle Information

Vehicle

Vin:	3GTU2NEC9GG[redacted]
Model Year:	2016
Build Date:	5/19/2016
Sold Date:	7/14/2016
Miles/KM:	2500/4023
MPG/KPL/LP100KM:	20/8.5/11.8
Model:	GMC150PU
Body:	Crew Cab
Engine:	5.3
Trans:	A
Plant:	Silao
Series:	SLT
Drive:	4X4
Doors:	4
GVW:	7001 - 8000

RPO Vehicle

Brakes	
HVAC	CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
Engine	L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALUM, GM
Trans	MYC-AUTO 6 SPD, HMD, 6L80
Infotainment	
Seat	AN3-FRT, INDIVIDUAL (NON BKT)
Suspension	
Trim Seat	

Troubles Indicated on the Survey

Checkbox	Excessive Brake Pressure Required - Too much effort required/hard
PPH	Brakes Don't Have Enough Stopping Power
SMT	Chassis
QRD	2A-Brake System

Q:When First Noticed - Upon vehicle delivery Q:Distance Driven When Noticed - 100 Q:How Often Trouble Occurs - Always Q:Passengers or Cargo When Trouble Occurs - No passengers/No load Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 3 A moderate frustration Q:Aftermarket Parts Related - No

Other Verbatims on the Survey

This respondent does not have any Other Verbatims.

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	8
Vehicle (Overall)	7
Vehicle quality (overall)	9
Level of technology and innovation	9

Attribute	1-10 Rating
Value for the money	8
Cost of maintenance and repair	8
Condition of vehicle upon delivery	9
Overall feeling of safety while driving	9
Overall vis bility for driver	9
Security features	8
Vehicle feels solidly built	9
Overall rating of vehicle driving dynamics	8
Braking responsiveness and effort	5
Handling/stability on curves or winding roads	7
Vehicle ground clearance	7
Maneuverability in traffic and tight spaces	7
Rides smooth	8
Transmission smoothness when shifting	6
Overall sound of the engine	8
Overall power and acceleration	8
Overall rating of audio/entertainment system	8
Front seat roominess	9
Storage spaces for driver and passengers	9
Overall rating of trunk or rear cargo area	8
Rear seat roominess	9
Ease of getting into and out of the vehicle	7
Interior quietness	7
Overall rating of seats	8
Overall rating of heater, ventilation and A/C	8
Overall attractiveness of your vehicle interior	8
Quality of interior materials	8
Overall attractiveness of your vehicle exterior	9
Fuel economy	8
Driving range on full tank / full charge	9

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GM

3-27-2019

Q3



Ranette Jackson (C)

From: [redacted]
Sent: Wednesday, October 12, 2016 4:29 PM
To: Ranette Jackson (C)
Subject: [EXTERNAL] RE [redacted], PAC Case

5:00 Est

Thank you

From: Ranette Jackson (C) [mailto:ranette.jackson@gm.com]
Sent: Wednesday, October 12, 2016 3:56 PM
To: [redacted]
Subject: [redacted] PAC Case

Hello [redacted]

This is in the General Motors Business Resource Center, Products Assistance Claims Department. I have attempted to reach you regarding your concern and unfortunately, have not been successful. I wanted to let you know that we value your business and would like to make every attempt to remedy your concern.

In order to better assist you, please provide the best time and contact number to reach you.

The Products Assistance Claims Department is open Monday through Friday, 8:30 to 5:30 EST.

Ranette Jackson
BRC PAC Specialist
General Motors Product Assistance Claims
Telephone (866) 446-6963 Extension 5911664
ranette.jackson@gm.com

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PE18-012

GM

3-27-2019

Q3



Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Anytime	Chevrolet Suburban 2015 1GNSCJKC1FR[redacted] Mileage Now: 36400 mi Warranty Start: 12/30/2014	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Vehicle is at the dealership because brakes were not working properly. They took it in while it was in warranty and complained of the brakes not working and was told there was no problem. The dealership told them once you turn off the vehicle and start it back up it resets the issue and the brakes appear to be working properly but once they start driving the issue reoccurs.

Customer Request: Customer complained of this issue while under warranty and feels that it should still be able to get repaired under warranty.

SA Advised: I will work with CEM Ronmar to address his concerns.

Jeanetta/WMI/Tier 2

Supporting Factors	Limiting Factors
Original Owner 5+ GM Vehicles Purchased Vehicle has been serviced for this concern: 1 time	
Please consider these additional questions: *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?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket 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: 2016 Chevy Traverse, 2012 Chevy Tahoe, 2015 Chevy Suburban, 2015 Chevrolet Impala

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Jeanetta Riley --> 1-866-790-5700 Ext # 5914694

PE18-012

GM

3-27-2019

Q3



Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - anytime	Chevrolet Silverado 2014 3GCPCREC6EG[redacted] Mileage Now: 58000 mi Warranty Start:	A GM Dealer has not diagnosed the current concern Repairs are in-progress Vehicle is inoperable for this concern and cannot be driven

Key Points

Customer says vehicle at dealership for brake issue. Vehicle has been there for over a week and still hasn't been looked at. Dealership gave them a small loaner vehicle and customer isn't happy with that.

Customer wants vehicle repaired.

I advised the customer that I will be working in partnership with the dealership's CEM, Cristal Hernandez, to seek all available possible options and I will contact him within 48 to 72 hours with an update on his case.

Emma/WMI/T2

Supporting Factors	Limiting Factors
Vehicle was inop/down due to this concern: 1 or more days	
Please consider these additional questions: *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?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket 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:

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Emma Owens --> 1-866-790-5700 Ext # 5914275

PE18-012

GM

3-27-2019

Q3



Customer

[redacted]

Vehicle

GMC Sierra 1500 2016
3GTU2PEJ7GG[redacted]
Mileage Now: 28755 mi
Warranty Start: 12/10/2015

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
Original Owner 5+ GM Vehicles Purchased High-Dollar or Premium Vehicle	
Please consider these additional questions: *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?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket 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: 2005 GMC Sierra, 2016 GMC Sierra

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Rita McMaster --> 1-866-790-5700 Ext # 5914474

PE18-012

GM

3-27-2019

Q3



Connecting.....A live chat agent is now entering the chat.Caller English**System [4:14:36 PM]:** Welcome to chat.**Rita [4:14:51 PM]:** Hi! Thank you for contacting GMC Customer Assistance, [redacted]. Please remember, your safety is very important to us. Please do not use any hand held devices while driving. My name is Rita. How may I assist you today?[redacted] [redacted] **[4:15:11 PM]:** my 2016 seirra denali truck lost brakes [redacted] **[4:15:35 PM]:**

dealership has not found out why can you help? **Rita [4:16:23 PM]:** I am so sorry to hear about your brakes, [redacted]. I would be happy to look into this matter for you. [redacted] **[4:16:33 PM]:** the brakes failed in level parking lot at low speed. **Rita [4:16:53 PM]:** I will need to gather some information from you first, would that be okay? [redacted] **[4:17:17 PM]:** no lights came on but there were no brakes in going forward or in

reverse [redacted] **[4:17:23 PM]:** yes **Rita [4:17:54 PM]:** Great. Could you please verify your address, email, and phone number for me? [redacted] **[4:18:06 PM]:** [redacted] road [redacted] **[4:18:13 PM]:** [redacted] **[4:18:26 PM]:** [redacted] 910-813-3009 **Rita [4:19:39 PM]:** Thank you, [redacted]. And do you have the VIN and mileage available? [redacted]

[4:20:55 PM]: 28,755[redacted] [redacted] **[4:21:26 PM]:** 2016 GMC Sierra Crew Cab VIN: 3GTU2PEJ7GG[redacted] [redacted] **[4:22:41 PM]:** do you need anything else??**Rita [4:23:19 PM]:** Thank you, [redacted]. I will have a few more questions. Do you mind holding for 3-5 minutes while I look up your vehicle?[redacted] **[4:23:40 PM]:** no...i will wait... **Rita [4:26:30 PM]:** [redacted], before we continue, I do need to let you know that there is a

Product Safety Recall on your vehicle. That recall, Number 16007 Frontal Airbag And Pretensioner Non Deploy, can be performed at any GMC dealer at no cost to you.[redacted] [redacted] **[4:27:19 PM]:** yes, I have asked the dealer to correct that while they have the vechicle.
Rita [4:27:58 PM]: Okay, so your vehicle is currently at the dealership?[redacted]
[4:28:31 PM]: yes...but they have not come up with why the brakes failed?[redacted]

[4:29:07 PM]: has any other owners experienced this same issue? **Rita [4:30:17 PM]:** I understand. I cannot say whether other owners have experienced this concern, [redacted] What I can tell you is there is no recall involving your brakes. [redacted] **[4:31:04 PM]:** Not comfortable in driving the vehicle until they come up with a reason why they failed....! **Rita [4:32:09 PM]:** I can certainly understand that. What I would like to do, [redacted]

is reach out to the dealer's Customer Experience Manager and work with them to see what options we have to find out what is going on with your brakes, and get your vehicle repaired. I will have several questions before I can email the dealer. Is that okay? [redacted]
[4:32:30 PM]: yes **Rita**
[4:33:07 PM]: Perfect. Can you tell me the name of the dealer where your vehicle is being serviced? [redacted] **[4:33:46 PM]:** Wilkinson Cadillac

Chevrolet Buick GMC [redacted] **[4:34:05 PM]:** Address: [redacted], [redacted] **Rita [4:34:54 PM]:** Thanks [redacted] And what is the best time of day to reach you? [redacted] **[4:35:24 PM]:** any time between 8:00am and 9:00pm **Rita [4:35:58 PM]:** And the phone number you gave me earlier is the best number to reach you at? [redacted] **[4:36:17 PM]:** YES 910-813-3009 **Rita [4:37:01 PM]:** HAve

you ever had your vehicle serviced for this before? [redacted] **[4:37:50 PM]:** YES...rear wheel bearing seal went out [redacted] **[4:38:19 PM]:** I have the vehicle serviced every 3,500 miles **Rita [4:38:32 PM]:** I'm sorry, [redacted], I meant have your brakes ever failed before? [redacted] **[4:38:54 PM]:** No not for the brakes **Rita [4:39:25 PM]:** And you bought the vehicle new, correct? [redacted] **[4:39:41 PM]:** Yes... **Rita [4:40:05 PM]:** Did you

purchase an extended warranty? [redacted] **[4:40:22 PM]:** No **[4:41:16 PM]:** I also have a 2005 GMC Denali Truck and its been great...this truck 3rd issue in less than a year...concerned. **Rita [4:41:56 PM]:** How many General Motors have you owned in total? [redacted] **[4:42:44 PM]:** OVER 10 new GMC vechiles **Rita [4:43:23 PM]:** And are the two GMCs the only ones you currently own? [redacted] **[4:43:37 PM]:** YES...

[redacted] **[4:43:50 PM]:** 2005 Corvette [redacted] **[4:43:59 PM]:** 2005 z28 [redacted] **Kent [4:44:07 PM]:** 3 Tahoes [redacted] **[4:44:27 PM]:** 4 Surbanans [redacted] **[4:44:48 PM]:** 1 Cadillac Esclade [redacted] **[4:46:03 PM]:** 1 Chevrolet silverado 1500 **Rita [4:46:09 PM]:** We very much appreciate your loyalty to General Motors, [redacted]. My next step, as I said, is to email the Customer Experience Manager at the dealer and

partner together to see what our options are to get your vehicle diagnosed and repaired. [redacted] [redacted] **[4:46:45 PM]:** so who will get back with me ??**Rita [4:48:16 PM]:** I have started a Service Request for you here with us. that Service Request number, for your reference, is [redacted]. I would also like to provide you with my contact information. My number is 866-790-3600 extension 5914474. I am in the office Monday through

Thursday and Saturday from 9am to 5:30pm EST. **Rita [4:49:35 PM]:** Either the Customer Experience Manager or I will be contacting you. Please keep in mind it may take a day or two before you hear from one of us. Do you have any other questions for me, [redacted] **[4:50:02 PM]:** no thank you **Rita [4:50:23 PM]:** Thank you so much for contacting GMC, [redacted] If you have additional questions, please feel free to

contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Time. Thank you for visiting us. Have a wonderful 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



Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () - [redacted]	Chevrolet Suburban 2015 1GNSKJKC8FR[redacted]8 Mileage Now: 55000 mi Warranty Start: 05/10/2015	A GM Dealer has diagnosed the current concern Repairs are in-progress Vehicle is operable for this concern and is able to be driven

Key Points

Customer stated, "Vehicle's vacuum pump needs to be replaced. Dealer charging me $755 for cost of repairs. Was wondering if GM could assist with the cost of this repair?"

Customer is seeking cost assistance towards cost of vacuum pump repairs.

SA apologized to customer for his inconvenience. Advised customer, that there could be no guarantee of cost assistance being offered. Will reach out to the CEM, Mike Mundy to see if there are any options available for assistance. CEM will contact the customer within 24 hours.

CharleneJ/CAC/WMI/T2

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time	
Please consider these additional questions: *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?*	*Please consider these additional questions:* *Is vehicle way beyond all applicable expiration limits?* *Does veh have an active aftermarket 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:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Charlene James --> 1-866-790-5700 Ext # 5921581

PE18-012

GM

3-27-2019

Q3



Connecting.....A live chat agent is now entering the chat. Caller English **System [12:43:11 PM]:** Welcome to chat. [redacted] **[12:43:22 PM]:** Hi **Rita** **[12:43:44 PM]:** Hi! Thank you for contacting Chevrolet Customer Assistance, [redacted]. Please remember, your safety is very important to us. Please do not use any hand held devices while driving. My name is Rita. How can I help you today? [redacted] **[12:44:27 PM]:** I have suburban 2015 vin

number 1gnskjkc4fr [redacted] **[12:45:11 PM]:** I have problem with vacuum pump need to replace [redacted] **[12:46:04 PM]:** Could you please tell me if I order vacuum pump how much it will cost me to get it front the dealer. [redacted] **[12:46:21 PM]:** From **Rita [12:47:01 PM]:** I am sorry to hear that you need to replace your vacuum pump, [redacted]. Could you tell me the mileage of your vehicle? [redacted] **[12:47:19 PM]:**

68076 **Rita [12:48:22 PM]:** Thank you, [redacted]. I am very sorry, but for pricing information, you will need to contact your dealer directly. [redacted] **[12:48:48 PM]:** Ok what's the helpline in brooklyn. **Rita [12:49:48 PM]:** Is there a specific dealer you usually work with, [redacted]? Or would you like me to locate one for you? 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

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Q3



Respondent Report - 1045675260 - CONFIDENTIAL

Demographics

Resp #: 1045675260
Age: [redacted]
Gender: Male
Re-contact: Yes

Survey

Srvy Yr: 2016
Srvy Method: W
Srvy Coun: United States
Outgoing: E
Published: 0

New Vehicle

First New Veh: No
Add/Rep: Replaced Prior
Brand Replaced: Chevrolet

L kely Recommend

Brand : 4
Model : 4

Mobile Phone

Carrier: T-Mobile
Brand: Apple
Model: Apple iPhone 6

Majority Drv Cond.

City,Highway

Vehicle Information

Vehicle

Vin: 3GCUKSEC3GG[redacted]
Model Year: 2016
Build Date: 5/24/2016
Sold Date: 8/10/2016
Miles/KM: 700/1127
MPG/KPL/LP100KM: 12/5.1/19.6
Model: SILVER15
Body: Crew Cab
Engine: 5.3
Trans: A
Plant: Silao
Series: LTZ
Drive: 4X4
Doors: 4
GVW: 7001 - 8000

RPO Vehicle

Brakes
HVAC CJ2-AIR CONDITIONER FRT, AUTO TEMP CONT, AUX TEMP CONT
Engine L83-GAS, 8 CYL, 5.3L, SIDI VVT, AFM, E85 MAX, ALUM, GM
Trans M5U-AUTO 8 SPD, 8L90
Infotainment
Seat AN3-FRT, INDIVIDUAL (NON BKT)
Suspension
Trim Seat

Troubles Indicated on the Survey

Checkbox Auto Trans Shift While Driving - Shifting is rough/not smooth
PPH Auto Trans-Shifts Roughly-Normal Driving
SMT Propulsion Systems
QRD TB-Controls

Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 200 Q:Trouble Occurs At 70-79F/22-26C Q:Trouble Occurs At 80-89F/27-31C Q:Trouble Occurs At 90F/32C Or Warmer Q:How Often Trouble Occurs - Most of the Time Q:How Long Running Before Problem - Between about 1-15 minutes Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - No Q:Conditions When You Experience Problem - All Driving Conditions Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox Bumpers - Paint imperfection
PPH Bumper Problem
SMT Body
QRD 5C -Bumpers, Fascias, Grilles

Q:When First Noticed - Within the first week after delivery Q:Size of Problem - 1 to 2 inches/2.5cm to 5cm Q:Taken Vehicle for Repair - No Q:Location of the Trouble (F/R/B) - Both Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Trouble Location Is Hood Q:Trouble Location Is Fender/Quarter Panel Q:Paint Stained/Spotted Q:Paint Faded/Dull Q:Side of Vehicle - Both

Checkbox Excessive Brake Pressure Required - Too much effort required/hard
PPH Brakes Don't Have Enough Stopping Power
SMT Chassis
QRD 2A-Brake System

Hard pressure to stop vehicle.

Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 50 Q:How Often Trouble Occurs - Always Q:Passengers or Cargo When Trouble Occurs - Load does not matter Q:Taken Vehicle for Repair - No Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No

Checkbox	A/T Unusual Trans Noise - While driving	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 225 Q:Trouble Occurs At 70-79F/22-26C Q:Trouble Occurs At 80-89F/27-31C Q:Trouble Occurs At 90F/32C Or Warmer Q:How Often Trouble Occurs - Most of the Time Q:How Long Running Before Problem - Between about 1-15 minutes Q:Occur When Accel/Decel - All the time Q:Taken Vehicle for Repair - No Q:Type of Roads When Trouble Occurred - All road types Q:Conditions When You Experience Problem - All Driving Conditions Q:How Loud is the Noise - Medium/I can hear it over the radio Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Noise Is Heard At 1-20 mph/1-29 kph Q:Air Conditioning On - Yes Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking
PPH	Abnormal Transmission Noises	
SMT	Propulsion Systems	
QRD	TP-Transmission Unassigned	
Checkbox	A/T Unusual Trans Noise - While shifting	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 150 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Most of the Time Q:How Long Running Before Problem - Between about 1-15 minutes Q:Taken Vehicle for Repair - No Q:Type of Roads When Trouble Occurred - All road types Q:Conditions When You Experience Problem - All Driving Conditions Q:How Loud is the Noise - Medium/I can hear it over the radio Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Noise Is Heard At 1-20 mph/1-29 kph Q:F404A Q:F404B Q:Shifting Status - Upshifting Q:Air Conditioning On - Yes Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking
PPH	Abnormal Transmission Noises	
SMT	Propulsion Systems	
QRD	TP-Transmission Unassigned	
Checkbox	A/T Unusual Trans Noise - While starting/accel. from a stop	Q:When First Noticed - Within the first week after delivery Q:Distance Driven When Noticed - 300 Q:Trouble Occurs At All Temperatures Q:How Often Trouble Occurs - Most of the Time Q:How Long Running Before Problem - Between about 1-15 minutes Q:Taken Vehicle for Repair - No Q:Type of Roads When Trouble Occurred - All road types Q:How Loud is the Noise - Medium/I can hear it over the radio Q:Bothersome Rating - 5 So bothersome that I might consider a different make/model in the future Q:Aftermarket Parts Related - No Q:Noise Is Heard At 1-20 mph/1-29 kph Q:Air Conditioning On - Yes Q:Describe The Noise (Detail) - Clunk/Knock/Tapping/Ticking
PPH	Abnormal Transmission Noises	
SMT	Propulsion Systems	
QRD	TP-Transmission Unassigned	

Other Verbatims on the Survey

Question: Reason for Brand Score	Vehicle had a recall when sold and warranty repairs for lane departure known issues.

Performance Attributes

Attribute	1-10 Rating
Vehicle Overall (TopMind)	5
Vehicle (Overall)	3
Vehicle quality (overall)	5
Level of technology and innovation	5
Value for the money	4
Cost of maintenance and repair	4
Condition of vehicle upon delivery	6
Overall feeling of safety while driving	6
Overall vis bility for driver	6

Attribute	1-10 Rating
Security features	5
Vehicle feels solidly built	5
Overall rating of vehicle driving dynamics	5
Braking responsiveness and effort	5
Handling/stability on curves or winding roads	4
Vehicle ground clearance	2
Maneuverability in traffic and tight spaces	4
Rides smooth	5
Transmission smoothness when shifting	1
Overall sound of the engine	1
Overall power and acceleration	1
Overall rating of audio/entertainment system	6
Front seat roominess	5
Storage spaces for driver and passengers	4
Overall rating of trunk or rear cargo area	7
Rear seat roominess	5
Ease of getting into and out of the vehicle	5
Interior quietness	7
Overall rating of seats	1
Overall rating of heater, ventilation and A/C	3
Overall attractiveness of your vehicle interior	3
Quality of interior materials	4
Overall attractiveness of your vehicle exterior	5
Fuel economy	4
Driving range on full tank / full charge	4