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

PE18-012

GM

3-27-2019

Q3

[redacted]

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785-0758
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORNIA 91786-3731
PHONE (909) 985-2866 • FAX (909) 985-4370

CHEVROLET

[redacted]

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A
R[redacted]
T[redacted]

BAR # AC215141
EPA # CAD981969892

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	GARY GAVARRETE 1073	[redacted]	11/20/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 25,345		COLOR: TUNGSTEN ME	STOCK NO. [redacted]
	YEAR / MAKE / MODEL: 16/CHEVROLET TRUCK/SILVERADO P/U/PK		DELIVERY DATE: 06/04/16	DELIVERY MILES: 22
	VEHICLE I.D. NO.: 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO: 10	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 11/20/17	
	COMMENTS			MO: 25349

JOB# 1 CHARGES----------

LABOR----------

J# 1 06CVZ BRAKES & SUSPENSION HOURS: TECH(S):855 0.00

CUSTOMER STATES THAT FRONT BRAKE MAKE NOISE LIKE METAL TO
METAL AND ALSO FEEL LIKE VEHICLE DOES NOT STOP WHEN APPLY
BRAKE CHECK AND ADVISED
BRAKE INSPECTION PASSES
FRONT 10MM 10MM
39.11MMN 39.23MM
REAR 8MM 8MM
28.48MM
TEST DROVE VEHICLE WORKING AS DESIGNED
RECOMEND CUSTOMER TEST DRIVE

JOB# 2 CHARGES----------

LABOR----------

J# 2 01CVZCLINIC 27 PT INSPECTION HOURS: TECH(S):855 0.00

PERFORM 27 POINT INSPECTION
PERFORMED ON GROUND, UNDER HOOD AND ON HOIST INSPECTIONS PER
ATTACHED INSPECTION SHEET.

JOB# 3 CHARGES----------

LABOR----------

J# 3 01CVZDROUGHT NO WASH DROUGHT HOURS: TECH(S):855 0.00

DUE TO THE CURRENT DROUGHT CONDITION IN CALIFORNIA WE ARE
UNABLE TO PERFORM COURTESY CAR WASHES. SORRY FOR THE
INCONVENIENCE.

TOTALS----------

CONTROL# [redacted] ACCOUNT NUMBER AMOUNT..

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

APPROVED BY SIGNATURE
****

****

SERVICE FILE COPY-I

[END OF INVOICE] 08:33am

The Reynolds and Reynolds Company ERAINTINVS
SF613805 Q (10/16)

MOUNTAIN VIEW CHEVROLET
UPLAND

P.O. BOX 758 • UPLAND, CALIF. 91785-0758
1079 W. FOOTHILL BLVD. • UPLAND, CALIFORNIA 91786-3731
PHONE (909) 985-2866 • FAX (909) 985-4370

CHEVROLET

BAR # AC215141
EPA # CAD981969892

[redacted]

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER

0401ICTIS245740

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR MARK TERRAZAS 830	TAG NO. [redacted]	INVOICE DATE 06/15/16	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 539	COLOR TUNGSTEN ME	STOCK NO. [redacted]
	YEAR / MAKE / MODEL 16/CHEVROLET TRUCK/SILVERADO P/U/PK		DELIVERY DATE 06/04/16	DELIVERY MILES 22
	VEHICLE I.D. NO 3 G C P C R E C 4 G G [redacted]		SELLING DEALER NO 10	PRODUCTION DATE
	F.T.E. NO	P.O. NO.	R.O. DATE 06/15/16	
	COMMENTS			MO: 540

JOB# 1 CHARGES----------

LABOR----------

J# 1 01CVZGENERAL GENERAL CONCERN HOURS: TECH(S):817 0.00
DUE BILL APPLY ULTIMATE ECKBOND
COMPLETED

SUBLET-----PO#--------VEND INV#-INV.DATE-DESCRIPTION----------

115256	6021	06/15/16	ECK BOND	80.00
			TOTAL - SUBLET	80.00

JOB# 1 TOTALS----------

SUBLET	80.00
JOB# 1 JOURNAL PREFIX CTIS JOB# 1 TOTAL	80.00

COMMENTS----------
A/V

TOTALS----------

CONTROL# [redacted] ACCOUNT NUMBER AMOUNT..

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	80.00
TOTAL G.O.G....	0.00
TOTAL MISC.CHG.	0.00
TOTAL MISC.DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**80.00**

APPROVED BY SIGNATURE
****

****

SERVICE FILE COPY-I

[END OF INVOICE] 08:33am

The Reynolds and Reynolds Company ERAINTINVE
SF613805 Q (10/16)

PE18-012

GM

3-27-2019

Q3

[redacted]

February 19, 2019

[redacted]

RE**:** Repurchase Offer Letter
Service Request [redacted]

Dear [redacted]

The purpose of this correspondence is to advise you that General Motors is offering to replace or repurchase your vehicle 2016 Chevrolet Silverado 1500 with VIN 3GCPCREC4GG[redacted]

REPLACEMENT:
To the extent your vehicle is still in your possession and available to return to General Motors, you may elect to have General Motors replace the subject vehicle with a new motor vehicle that is substantially identical to your vehicle. If you elect a replacement vehicle, General Motors will work with you to place you in a comparable vehicle. General Motors will pay for any sales tax, license fees, registration fees, and other official fees you are obligated to pay in connection with the replacement. If your vehicle is subject to a lien, you will be responsible for working with your lender to substitute the replacement vehicle as collateral into your existing loan, otherwise you will be responsible for securing financing for the replacement vehicle. General Motors will also pay incidental damages actually incurred by you, as permitted by law and subject to verification.

REPURCHASE:
Alternatively, if you elect to have General Motors repurchase your vehicle, General Motors will refund the actual price paid or payable by the buyer, including any charges for transportation and manufacturer-installed options, but excluding nonmanufacturer items installed by a dealer or the buyer, and including any collateral charges such as sales or use tax, license fees, first year's registration fees, and other official fees, less usage, if applicable (see below). The proposed refund may also include recoverable incidental damages actually incurred by you, as permitted by law and subject to verification.

You will be responsible for delivery of a clear title, free of lien, to General Motors. If a lending institution holds the title to your vehicle, you will be required to provide General Motors a notarized and signed Power(s) of Attorney. You will be responsible for any damage charges beyond normal wear & tear upon turn in of the subject vehicle.

Whether you elect a replacement or repurchase, General Motors is entitled to a usage offset for your use of the vehicle. The usage offset is calculated by a formula set by the Song Beverly Act as follows:

$$\text{Use Deduction} = \frac{\text{\# of miles driven by the consumer prior to the first delivery to the manufacturer/dealer for repair of the nonconformity that led to the repurchase}}{\text{120,000 miles}} \times \text{Purchase Price}$$

General Motors will review your repair history and calculate the usage offset on your behalf. The exact amount of the offset will be included in a more detailed offer once General Motors has received the documentation required.

A representative from General Motors will contact you to verify your interest in proceeding with the replacement or repurchase offer. At that time, General Motors will review all details of the replacement or repurchase process, including the financial responsibilities of both parties, and you will receive a settlement letter that will contain the exact financial details of the replacement or repurchase offer. You will have the opportunity to ask the representative any questions that you may have when they contact you.

General Motors looks forward to working with you to finalize the terms of this repurchase or replacement offer.

Sincerely,

General Motors
cc: FILE

PE18-012

GM

3-27-2019

Q3

[redacted]

Cadillac [Private], 23 Jan. 2019, 10:42am

US_CS_CAD_Service

info [Automated], 23 Jan. 2019, 10:43am

You are now chatting with Zaneera.

Zaneera, 23 Jan. 2019, 10:43am

Thank you for contacting Cadillac Customer Care, [redacted] My name is Zaneera. I'll be the one to assist you today. How can I help?

[redacted]3 Jan. 2019, 10:43am

Hi, I am an owner of 2015 Escalade ESV

[redacted], 23 Jan. 2019, 10:44am

VIN number is

Visitor, 23 Jan. 2019, 10:44am

1GYS4SKJ7FR[redacted]

Zaneera, 23 Jan. 2019, 10:44am

The Escalade ESV is our most iconic vehicle of the Cadillac collection. I really hope you are getting many miles from it so far.

Zaneera, 23 Jan. 2019, 10:45am

Thank you for providing your VIN, how may I assist?

[redacted], 23 Jan. 2019, 10:45am

A few days ago, my ESV suddenly lost control due to failure of brake

Zaneera, 23 Jan. 2019, 10:46am

I'm so sorry to hear that.

[redacted] Jan. 2019, 10:46am

and it crashed on the the community gate

[redacted]23 Jan. 2019, 10:46am

now this truck is still with the dealership

[redacted], 23 Jan. 2019, 10:47am

and I was told that the vaccum pump for the brake system was dead and need to be replaced

Zaneera, 23 Jan. 2019, 10:47am

That sounds frightening, I am sorry you experienced this.

[redacted], 23 Jan. 2019, 10:48am

I think Cadillac should do something about this issue, as I was not the only one have this problem and there are many others have also suffered this

[redacted] 23 Jan. 2019, 10:49am

this could cause life lost if it was happened on high way

[redacted], 23 Jan. 2019, 10:50am

For his accident, Cadillac should, at least, pay for all the repairs

Zaneera, 23 Jan. 2019, 10:51am

[redacted] was anyone injured in this situation?

[redacted], 23 Jan. 2019, 10:52am

Lucky enough, nobody was seriously injured. Only my wife's back experienced some pain but nothing major.

Zaneera, 23 Jan. 2019, 10:53am

I am very glad to hear no one was injured and I hope your wife is now in better health. Did anyone seek medical attention?

[redacted], 23 Jan. 2019, 10:53am

it happened at very low speed while my wife was driving out of our gated community

[redacted], 23 Jan. 2019, 10:55am

So far not, but my wife may visit her PCP or some kind of specialist if her back still hurt.

Zaneera, 23 Jan. 2019, 10:56am

Thank you for letting me know that. I hope she feels better soon.

Zaneera, 23 Jan. 2019, 10:57am

Was there any third party property damage?

[redacted] 23 Jan. 2019, 10:57am

I am not sure this is the right place to express my concern or should I contact some one else from Cadillac or GM.

Zaneera, 23 Jan. 2019, 10:58am

Yes, you are speaking with Cadillac Customer Care corporate offices. I am documenting and researching your concerns to determine the next best course of action.

[redacted] 23 Jan. 2019, 10:58am

yes, the community gate was damaged and need to be repaired, but we have reported this accident to Geico and GEICO is currently working on this.

[redacted], 23 Jan. 2019, 10:59am

Thanks, Zaneera

Zaneera, 23 Jan. 2019, 11:00am

I am happy to assist, [redacted] There may be a few more questions I require to determine the next step for you.

[redacted], 23 Jan. 2019, 11:01am

sure

[redacted], 23 Jan. 2019, 11:01am

what are the questions

Zaneera, 23 Jan. 2019, 11:01am

What was the date of the incident?

Zaneera, 23 Jan. 2019, 11:04am

I hope I didn't lose you. I am still available to assist you.

[redacted] 23 Jan. 2019, 11:04am

lets me see my photo

[redacted]23 Jan. 2019, 11:05am

it was last Thursday afternoon, on Jan 17, 2019

Zaneera, 23 Jan. 2019, 11:06am

Okay, thank you for confirming that. Which state did this incident occur in?

[redacted] 23 Jan. 2019, 11:07am

It was happened at Pearland, TX 77584

Zaneera, 23 Jan. 2019, 11:09am

Thank you for your patience while I gathered all the details required.

Zaneera, 23 Jan. 2019, 11:09am

I am in the process of setting up a case for you.

[redacted], 23 Jan. 2019, 11:09am

not at all, thanks for helping

[redacted] 23 Jan. 2019, 11:10am

Thanks

[redacted] 23 Jan. 2019, 11:10am

May I know what will be the next step

Zaneera, 23 Jan. 2019, 11:12am

Would you mind providing me your home address, and the best contact number?

[redacted]23 Jan. 2019, 11:12am

[redacted]

[redacted] 23 Jan. 2019, 11:13am

Sorry there is a typo

[redacted] 23 Jan. 2019, 11:13am

should be

[redacted], 23 Jan. 2019, 11:13am

[redacted]

[redacted] 23 Jan. 2019, 11:15am

My wife, [redacted] who was driving, can be contacted any time on her cell phone at

[redacted], 23 Jan. 2019, 11:15am

[redacted]

Zaneera [Automated], 23 Jan. 2019, 11:15am

Thank you for waiting. I'll be with you in just a moment.

[redacted], 23 Jan. 2019, 11:16am

thanks, please take your time

Zaneera, 23 Jan. 2019, 11:16am

Would you happen to know the approximate mileage on the Escalade?

[redacted] 23 Jan. 2019, 11:17am

I think it is about 65K

Zaneera, 23 Jan. 2019, 11:18am

Great, thank you.

Zaneera, 23 Jan. 2019, 11:19am

Now that I've thoroughly documented your case, I will be escalating your case to the Central Claims department. You will be assigned a Claims Advisor who will review the details you shared with me today and will reach out to you with the next steps. Please know that it may take them up to 3 business days

to review your claim and get back to you. Your case number for our conversation today is [redacted]

[redacted] 23 Jan. 2019, 11:19am

Thanks

[redacted] 23 Jan. 2019, 11:19am

can this chat be emailed to me

Zaneera, 23 Jan. 2019, 11:20am

Sure. If you'd like a copy of this transcript - at anytime before the chat ends - please click on the + next to the box you are typing in. Click on Email and enter your email address.

info [Automated], 23 Jan. 2019, 11:21am

The chat transcript will be sent to: [redacted] at the end of your chat.

[redacted] 23 Jan. 2019, 11:22am

great, I have set up the email

[redacted]23 Jan. 2019, 11:22am

Thanks again for your great help on me

Zaneera, 23 Jan. 2019, 11:23am

I am happy to hear this, and it is my pleasure to assist. You and your wife are valued members of our Cadillac family.

Zaneera, 23 Jan. 2019, 11:23am

Is there anything else I can assist with at this time?

[redacted], 23 Jan. 2019, 11:23am

that is all for today

[redacted] 23 Jan. 2019, 11:24am

bye for now, and wish you a nice day

Zaneera, 23 Jan. 2019, 11:24am

Thank you for your loyalty to Cadillac and for contacting us at Cadillac Customer Care. We appreciate your business. Please feel free to reach out to us if future assistance is needed. We are here Monday through Friday from 8:00 am to 9:00 pm and Saturday 9:00 am to 9:00 pm EST. Have a good day!

Visitor, 23 Jan. 2019, 11:24am

bye

PE18-012

GM

3-27-2019

Q3

[redacted]

General Motors Policy Evaluation Tool

Date: 01/24/2019

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GTU2UEC7FG[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 10/16/2018
Job Card Date: 01/24/2019
Days out of Warranty: 100

Mileage

Component's Warranty End Mileage (Miles): 36,119
Current Mileage: 97,000
Miles out of Warranty: 60,881

Repair

Total Repair Cost At Warranty Rates: $1,200.00
Job Card / Repair Order : CACEC
Repair Group Brake

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $300.00 - $540.00
Cust/Dlr Participation Amount: $660.00 - $900.00
Agreed upon Cu tomer/Dealer Participation Amount

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under con ideration

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

General Motors Policy Evaluation Tool

Date: 01/24/2019

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GTU2UEC7FG[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 10/16/2018
Job Card Date: 01/24/2019
Days out of Warranty: 100

Mileage

Component's Warranty End Mileage (Miles): 36,119
Current Mileage: 97,000
Miles out of Warranty: 60,881

Repair

Total Repair Cost At Warranty Rates: $1,400.00
Repair Group Brake
Job Card / Repair Order : CACEC

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $350.00 - $630.00
Agreed upon Cu tomer/Dealer Participation Amount
Cust/Dlr Participation Amount: $770.00 - $1,050.00

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction.
Utilize IVH to validate warranty coverage end (time and mileage) of the component under con ideration

PE18-012

GM

3-27-2019

Q3

[redacted]

General Motors - Policy Evaluation Tool

Date: 01/29/2019

Customer Information

First Name: [redacted]
Last Name [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 1GKS2HKC8FR[redacted] **Make** GMC
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message Vehicle ownership status cannot be verified at this time, please verify ownership status with the customer.

Time

Component's Warranty End Date: 04/23/2018
Job Card Date: 01/24/2019
Days out of Warranty: 276

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 60,000
Miles out of Warranty: 23,991

Repair

Total Repair Cost At Warranty Rates $950 00
Repair Group: Brakes

Job Card / Repair Order tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount $2 7 50
Agreed upon Customer/Dealer Participation Amount:

Cust/Dlr Participation Amount $712 50 / 75%

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre Approval form

IMPORTANT Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction
Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3

[redacted]

General Motors - Policy Evaluation Tool

Date: 01/31/2019

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone: [redacted]

Dealer Information

BAC: 113[redacted]
Name: Christi Lillie
Dealer: Greenwood Chevrolet, Inc.

Vehicle/Coverage Information

VIN: 1GNSK3KC5FR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 10/23/2014
Job Card Date: 01/31/2019
Days out of Warranty: 1,561

Mileage

Component's Warranty End Mileage (Miles): 36,004
Current Mileage: 26,015
Miles out of Warranty: 0

Repair

Total Repair Cost At Warranty Rates: $510.03
Job Card / Repair Order : [redacted]
Repair Group: Brakes

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Cust/Dlr Participation Amount: $510.03
Agreed upon Customer/Dealer Participation Amount:

*** This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.**

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3

[redacted]

info [Automated], 25 Jan. 2019, 12:54pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 25 Jan. 2019, 12:55pm

You are now chatting with GMC.

GMC, 25 Jan. 2019, 12:55pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 25 Jan. 2019, 12:55pm

Phone [redacted]

GMC, 25 Jan. 2019, 12:56pm

[Rich Content]

GMC, 25 Jan. 2019, 12:56pm

How may we help you? Scroll up to select a topic.

[redacted], 25 Jan. 2019, 12:56pm

Vehicle Recall

GMC, 25 Jan. 2019, 12:56pm

Just a moment...

info [Automated], 25 Jan. 2019, 12:56pm

Please wait while your chat is transferred to the appropriate group.

GMC [Private], 25 Jan. 2019, 12:56pm

US_CS_Recall

info [Automated], 25 Jan. 2019, 12:56pm

You are now chatting with Ashley.

Ashley, 25 Jan. 2019, 12:56pm

Thank you for contacting GMC Customer Assistance Center, [redacted] My name is Ashley.

[redacted], 25 Jan. 2019, 12:57pm

I'm wondering if there is a recall or the 2015 GMC Suburban xl on the braje

[redacted] 25 Jan. 2019, 12:57pm

on the brake booster.

Ashley, 25 Jan. 2019, 12:57pm

I can certainly check into this for you, [redacted] Are you currently experiencing a concern with this component in your vehicle?

[redacted] 25 Jan. 2019, 12:59pm

I want to repor that it is a safety hazard as I almost ran on a small child in a school parking lot due to my brakes failing. Brakes have been inspected and mechanic diagnosed it as a faulty booster.... the vehicle is a 2015. I have seen many cases in this model and this is dangerous

[redacted] 25 Jan. 2019, 1:00pm

Hello?

Ashley, 25 Jan. 2019, 1:00pm

I do apologize for any inconvenience this concern with your vehicle may have caused you. I understand unexpected vehicle concerns may be frustrating. Can you please provide me with the last 8 characters of your VIN and the current mileage on the vehicle to look into this further?

[redacted], 25 Jan. 2019, 1:01pm

It will take a min

[redacted]25 Jan. 2019, 1:02pm

70 000 miles

Ashley, 25 Jan. 2019, 1:02pm

I can hold. Thank you.

[redacted] Jan. 2019, 1:03pm

Where is the vin on the suburban?

Ashley, 25 Jan. 2019, 1:05pm

The VIN is located on any insurance or registration documents. It is also located on the driver's side of the dashboard, visible through the windshield.

[redacted], 25 Jan. 2019, 1:08pm

1GNSCJKC1FR[redacted]

Ashley, 25 Jan. 2019, 1:08pm

Thank you very much, [redacted]. Was your vehicle diagnosed by a certified Chevrolet dealership or a third party mechanic?

[redacted] 25 Jan. 2019, 1:10pm

The dealership is an hour away and with my brake booster acting up I took it to a closer 3rd party. If I take it to the dealership will it be covered? If not it is a waste of time to be told it is the same problem that has been diagnosed.

Ashley, 25 Jan. 2019, 1:11pm

I will need to look into this further, [redacted] I just want to ensure I have all of the correct details. Can you also confirm your home mailing address so I can ensure we have the most up-to-date information on file?

[redacted], 25 Jan. 2019, 1:11pm

This is a safety issue... one I have never had before on any vehicle, especially a 3 yr old vehicle.

[redacted] 25 Jan. 2019, 1:11pm

Hole

[redacted], 25 Jan. 2019, 1:14pm

sorry home address is[redacted]. I already had to replace AC compressor last yr due to a crack in it. This is absolutely horrible quality now safety is involved. I pick my pre k child up every morning and afternoon and my brakes when fully pushed to the floor my vehicle still moves forward...

Ashley [Automated], 25 Jan. 2019, 1:14pm

Thank you for waiting. I'll be with you in just a moment.

Ashley, 25 Jan. 2019, 1:15pm

I do apologize you confirming all of this information and reaching out to us regarding this, [redacted] Please allow me 3-6 minutes to gather some additional information on my end.

Ashley, 25 Jan. 2019, 1:17pm

I appreciate your patience and thank you for holding. I do need to make you aware there is an open recall on the vehicle regarding the Steering Assist. If the electric power steering is lost and suddenly returned, the driver could have difficulty steering the vehicle, especially at low speeds. It is very important this recall is addressed by your nearest dealership at your earliest convenience. If you are interested, we also have a great self-service tool on our website where you can check your vehicle for recalls at: my.gm.com/recalls.

Ashley, 25 Jan. 2019, 1:18pm

As far as the concern with the brakes, there is no recall or additional coverage related to that component. We highly recommend that you have this addressed by your dealership; however, as there is no recall and your vehicle is outside of the Bumper to Bumper Limited Warranty by 34,000 miles, you will be responsible for all service and repair fees.

[redacted] 25 Jan. 2019, 1:19pm

Of course... no worry to go to the dealership! I will never buy a gmc again after all these problems.

[redacted] 25 Jan. 2019, 1:20pm

safety is not a priority

Ashley, 25 Jan. 2019, 1:21pm

I can assure you, safety is GM's number one priority. I will be thoroughly documented your concern to be reviewed by the many departments within GM. However, as there is currently no recall and your vehicle is well outside of the applicable coverage, the vehicle owner is responsible to pay for the needed repairs.

Ashley, 25 Jan. 2019, 1:22pm

The reference number from our chat is [redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

General Motors Policy Evaluation Tool

Date: 01/30/2019

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone: [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 1GNSCJKC9GR[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 08/02/2019
Job Card Date: 01/30/2019
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 53,039
Miles out of Warranty: 17,030

Repair

Total Repair Cost At Warranty Rates: $700.00
Repair Group Brake
Job Card / Repair Order : TIER2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $385.00 - $525.00
Agreed upon Cu tomer/Dealer Participation Amount
Cust/Dlr Participation Amount: $175.00 - $315.00

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Utilize IVH to validate warranty coverage end (time and mileage) of the component under con ideration

PE18-012

GM

3-27-2019

Q3

[redacted]

General Motors Policy Evaluation Tool

Date: 02/04/2019

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GCUKREC3GG[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 12/12/2018
Job Card Date: 02/04/2019
Days out of Warranty: 54

Mileage

Component's Warranty End Mileage (Miles): 36,037
Current Mileage: 51,000
Miles out of Warranty: 14,963

Repair

Total Repair Cost At Warranty Rates: $800.00
Repair Group Driveline / Axle
Job Card / Repair Order : Tier2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Agreed upon Cu tomer/Dealer Participation Amount

Cust/Dlr Participation Amount: $800.00

*** GM Participation in thi repair out ide of warranty i not recommended If there are unu ual circum tance which require factory involvement contact your District Manager Aftersales for pre-approval.**

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amount , contact your DMA u ing the DMA Pre Approval form

IMPORTANT Enter the agreed upon amount in the Cu tomer / Dealer Participation field in the claim tran action Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

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3-27-2019

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[redacted]

info [Automated], 01 Feb. 2019, 3:41pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 01 Feb. 2019, 3:42pm

You are now chatting with GMC.

GMC, 01 Feb. 2019, 3:42pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted], 01 Feb. 2019, 3:42pm

[redacted]

GMC, 01 Feb. 2019, 3:42pm

[Rich Content]

GMC, 01 Feb. 2019, 3:42pm

How may we help you? Scroll up to select a topic.

[redacted], 01 Feb. 2019, 3:42pm

Vehicle Service or Warranty

GMC, 01 Feb. 2019, 3:42pm

Just a moment...

info [Automated], 01 Feb. 2019, 3:42pm

Ok. While I'm connecting you to an advisor, feel free to start typing your question below.

GMC [Private], 01 Feb. 2019, 3:42pm

US_CS_Services

info [Automated], 01 Feb. 2019, 3:42pm

You are now chatting with Tory.

Tory, 01 Feb. 2019, 3:43pm

Thank you for contacting GMC Customer Assistance Center, [redacted] My name is Tory. How may I assist you today?

[redacted], 01 Feb. 2019, 3:43pm

I am looking to find out how to get a hold of the Gm representative that comes to the dealer in Baden, Pa and what is his or her name

[redacted], 01 Feb. 2019, 3:45pm

The dealer is telling me they don’t know when they come in all they do is show up. Being a gm employee I know that isn’t how it works

Tory, 01 Feb. 2019, 3:46pm

I apologize for the confusion, [redacted] but I do not have information for GM field representatives. I am also sorry to hear about that issue with the dealership.

Tory, 01 Feb. 2019, 3:46pm

To clarify, did they say they don't know when they come in to work?

[redacted], 01 Feb. 2019, 3:48pm

They told me they don't know when they come and visit the dealership. I know they know when they come cause my dad has had issues in the past with his cars and when he asked for his GM field representative they told him when he showed up to the dealer so he was able to talk with them in person.

Tory, 01 Feb. 2019, 3:48pm

Okay, I understand. Thank you for explaining that further.

Tory, 01 Feb. 2019, 3:48pm

Have you spoken with the customer experience manager at the dealership?

[redacted], 01 Feb. 2019, 3:49pm

Who would that be because we don't know who that is and they never offered

Tory, 01 Feb. 2019, 3:50pm

I can look into that. Which dealership are you working with?

[redacted] 01 Feb. 2019, 3:50pm

GMC Wright in Baden, Pa

Tory, 01 Feb. 2019, 3:51pm

Thank you. While I am looking into this for you, do you mind confirming your VIN number, email, and home mailing address, please?

[redacted] 01 Feb. 2019, 3:52pm

I don't have the full vin but I have the last six. FG[redacted]

[redacted], 01 Feb. 2019, 3:52pm

[redacted]

[redacted], 01 Feb. 2019, 3:53pm

[redacted]

Tory, 01 Feb. 2019, 3:53pm

Awesome, thank you, [redacted].

[redacted], 01 Feb. 2019, 3:53pm

Your welcome

Tory, 01 Feb. 2019, 3:54pm

The primary customer experience manager's name is [redacted] and the secondary's name is [redacted] if [redacted] isn't available.

[redacted] 01 Feb. 2019, 3:54pm

What is [redacted] last name

Tory, 01 Feb. 2019, 3:54pm

For security purposes, I cannot give that out. I apologize.

[redacted], 01 Feb. 2019, 3:55pm

Ok I will ask you is his last name [redacted]

Tory, 01 Feb. 2019, 3:56pm

If the dealership chooses to provide that information, that is up to them, but I cannot offer that information to you without their permission.

[redacted] 01 Feb. 2019, 3:57pm

But you want to know all my personal information. Does this person work in the service department

Tory, 01 Feb. 2019, 3:58pm

I assure you that was for documentation purposes and nothing else. I'm not sure, [redacted] all I see is that he is listed as CEM.

Tory, 01 Feb. 2019, 3:59pm

I've started documenting this chat for you. The reference number is [redacted].

[redacted] 01 Feb. 2019, 4:00pm

Ok I will try to call back and find out if I can talk with that person

Tory, 01 Feb. 2019, 4:00pm

Sounds good. Do you have any other questions that I may assist you with today?

[redacted] 01 Feb. 2019, 4:00pm

No have a great day.

Tory, 01 Feb. 2019, 4:00pm

Thank you for contacting GMC Customer Assistance Center. We appreciate your business. Please feel free to contact us if assistance is needed in the future. We are available to chat Monday through Friday 8 am to 9 pm and Saturday 9 am to 9 pm EST. Have a good day as well!

info [Automated], 01 Feb. 2019, 4:00pm

Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

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[redacted]

info [Automated], 02 Feb. 2019, 12:14pm

Thank you for choosing to chat with us. An advisor will be with you shortly.

info [Automated], 02 Feb. 2019, 12:14pm

You are now chatting with GMC.

GMC, 02 Feb. 2019, 12:14pm

Would you like to provide us with your phone number or email address? If so, please provide your contact information.

[redacted] 02 Feb. 2019, 12:14pm

[redacted]

GMC, 02 Feb. 2019, 12:14pm

[Rich Content]

GMC, 02 Feb. 2019, 12:14pm

How may we help you? Scroll up to select a topic.

[redacted] 02 Feb. 2019, 12:14pm

Vehicle Service or Warranty

GMC, 02 Feb. 2019, 12:15pm

Just a moment...

info [Automated], 02 Feb. 2019, 12:15pm

Ok. While I'm connecting you to an advisor, feel free to start typing your question below.

GMC [Private], 02 Feb. 2019, 12:15pm

US_CS_Services

info [Automated], 02 Feb. 2019, 12:15pm

You are now chatting with Christopher.

Christopher, 02 Feb. 2019, 12:15pm

Thank you for contacting GMC Customer Assistance Center. My name is Christopher. How may I assist you today?

[redacted], 02 Feb. 2019, 12:15pm

I would like to speak to someone about an issues I am having with my 2015 GMC Sierra

Christopher, 02 Feb. 2019, 12:15pm

Hello, [redacted]

[redacted] 02 Feb. 2019, 12:15pm

It's not under warranty but I believe should be some kind of recall

Christopher, 02 Feb. 2019, 12:16pm

We understand that you have concerns with your vehicle.

Christopher, 02 Feb. 2019, 12:16pm

Let me see what we can find out for you.

Christopher, 02 Feb. 2019, 12:16pm

To better assist you; can I have your VIN, the current mileage, email and physical address?

[redacted] 02 Feb. 2019, 12:16pm

I have seen alone alot of people online having the same issue at different mileage

Christopher, 02 Feb. 2019, 12:17pm

Noted.

Christopher, 02 Feb. 2019, 12:17pm

To better assist you; can I have your VIN, the current mileage, email and physical address?

[redacted] 02 Feb. 2019, 12:17pm

Vin is

[redacted], 02 Feb. 2019, 12:18pm

3gtp1uec7fg[redacted]

[redacted], 02 Feb. 2019, 12:18pm

58,000 miles

[redacted], 02 Feb. 2019, 12:18pm

[redacted]

Christopher, 02 Feb. 2019, 12:19pm

Thank you.

Christopher, 02 Feb. 2019, 12:19pm

What about your email address?

[redacted] 02 Feb. 2019, 12:19pm

[redacted]

Christopher, 02 Feb. 2019, 12:19pm

Copy that.

Christopher, 02 Feb. 2019, 12:20pm

What is happening with your vehicle?

[redacted], 02 Feb. 2019, 12:20pm

Breaks are not working at low speeds like when at the stop light traffic or drive thur

[redacted], 02 Feb. 2019, 12:21pm

Normal driving is fine

[redacted]02 Feb. 2019, 12:21pm

After some research look like maybe be the vacuum pump.

Christopher, 02 Feb. 2019, 12:21pm

We understand.

[redacted], 02 Feb. 2019, 12:21pm

I have kids and scared to drive with them

Christopher, 02 Feb. 2019, 12:22pm

When was your last GM dealer visit with regard to your vehicle's brake issues?

Christopher, 02 Feb. 2019, 12:22pm

What is the name of the GM dealer?

[redacted], 02 Feb. 2019, 12:23pm

I haven't yet just started about 2 weeks ago . I will be dropping off at Texans GMC in Humble

[redacted] 02 Feb. 2019, 12:24pm

When I called them and decribes the issues the guy new exactly what the issues was and said he has seen it alot

Christopher, 02 Feb. 2019, 12:24pm

Thank you for the information.

Christopher, 02 Feb. 2019, 12:24pm

Please allow me 3 to 5 minutes to look into this for you.

[redacted] 02 Feb. 2019, 12:25pm

Thank you

Christopher, 02 Feb. 2019, 12:28pm

Thank you for waiting.

Christopher, 02 Feb. 2019, 12:28pm

Based on the VIN we found no open recalls or bulletins related to your vehicle's concern.

Christopher, 02 Feb. 2019, 12:28pm

We have a great self-service tool on our website where we can check the vehicle for Recalls at my.gm.com/recalls.

[redacted], 02 Feb. 2019, 12:29pm

Yes and I have look at that

Christopher, 02 Feb. 2019, 12:29pm

The cost of diagnosis and repair maybe at your expense.

Christopher, 02 Feb. 2019, 12:30pm

This is because the warranty of the vehicle had already expired.

[redacted], 02 Feb. 2019, 12:30pm

But I believe GMC should really look into this issues because I a faulty product that can really cause some damage

Christopher, 02 Feb. 2019, 12:31pm

Yes, we would like to look at it with the help of our GM dealers.

Christopher, 02 Feb. 2019, 12:31pm

GM Dealers are specially trained and are best equipped to diagnose your vehicle, assess the situation and any policies or coverage that may apply.

[redacted] 02 Feb. 2019, 12:31pm

I have done an alot of online research and see alot of trucks are having the same issue

Christopher, 02 Feb. 2019, 12:31pm

Please take note of your service request number for your reference of our interaction, it is [redacted]

Christopher, 02 Feb. 2019, 12:32pm

We can't take into account information found from third party online websites or forums.

Christopher, 02 Feb. 2019, 12:33pm

We take each vehicle concern on a case to case basis on a proper setting, which is at a GM service facility.

[redacted] 02 Feb. 2019, 12:33pm

I love my truck and I always recommend anyone to buy one but now in good coinsurance I will not

[redacted], 02 Feb. 2019, 12:34pm

Thank you

Christopher, 02 Feb. 2019, 12:34pm

We understand how you feel.

[redacted], 02 Feb. 2019, 12:35pm

Is there a number I call to speak to someone

Christopher, 02 Feb. 2019, 12:35pm

Please coordinate with your local GM dealer for proper diagnosis.

[redacted] 02 Feb. 2019, 12:35pm

Could they possibly offer to help with the expense? Can I please get a number?

Christopher, 02 Feb. 2019, 12:36pm

We are corporate GMC, our phone advisors have the same process.

Christopher, 02 Feb. 2019, 12:37pm

Their hotline number is 1-800-462-8782.

[redacted]02 Feb. 2019, 12:37pm

So you saying no?

Christopher, 02 Feb. 2019, 12:37pm

Their hours are from: 8:00 a.m. - 9:00 p.m., EST, Monday - Saturday .

Christopher, 02 Feb. 2019, 12:38pm

We are not saying no, we are saying that we need to diagnose your vehicle first before saying yes.

[redacted], 02 Feb. 2019, 12:38pm

So once I take it in Monday who do I contact?

Christopher, 02 Feb. 2019, 12:39pm

But, that depends on the findings or results of our dealer's diagnosis.

[redacted], 02 Feb. 2019, 12:39pm

Thank you for your knowledge

Christopher, 02 Feb. 2019, 12:40pm

You are welcome.

Christopher, 02 Feb. 2019, 12:40pm

You can talk to the Customer Experience Manager at Texans GMC.

Christopher, 02 Feb. 2019, 12:41pm

His name is Troy Scanlin, he is our direct contact at your local GM dealership. He is your main point of contact.

[redacted] 02 Feb. 2019, 12:41pm

Thank you

Christopher, 02 Feb. 2019, 12:41pm

Their phone number is [redacted]

Christopher, 02 Feb. 2019, 12:41pm

You are welcome.

Christopher, 02 Feb. 2019, 12:42pm

My name is Christopher and this is GMC Customer Assistance. Thank you for chatting with us. I hope you have a wonderful day.

info [Automated], 02 Feb. 2019, 12:42pm

Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3

[redacted]

General Motors Policy Evaluation Tool

Date: 02/06/2019

Customer Information

First Name: [redacted]
Last Name: [redacted]
Phone [redacted]

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN 3GCUKREC9FG[redacted] **Make** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Owner hip Statu Me age

Time

Component's Warranty End Date: 10/31/2018
Job Card Date: 02/06/2019
Days out of Warranty: 98

Mileage

Component's Warranty End Mileage (Miles): 39,000
Current Mileage: 60,000
Miles out of Warranty: 21,000

Repair

Total Repair Cost At Warranty Rates: $594.00
Repair Group Body Sy tem
Job Card / Repair Order : TIER2

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $326.70 - $445.50
Agreed upon Cu tomer/Dealer Participation Amount

Cust/Dlr Participation Amount: $148.50 - $267.30

Plea e print thi document and the upporting IVH document and attach to the 'Hard Copy'

Plea e note, every cu tomer' ituation mu t be evaluated on a Ca e by Ca e ba i If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction.
Utilize IVH to validate warranty coverage end (time and mileage) of the component under con ideration

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

info [Automated], 06 Feb. 2019, 2:03pm

Hi!

info [Automated], 06 Feb. 2019, 2:03pm

I’m here to help route you to the right place.

Chevrolet, 06 Feb. 2019, 2:03pm

[Rich Content]

[redacted]06 Feb. 2019, 2:03pm

Assistance on a vehicle I own

Chevrolet, 06 Feb. 2019, 2:03pm

[Rich Content]

[redacted] 06 Feb. 2019, 2:04pm

All Other Vehicle Questions

Chevrolet, 06 Feb. 2019, 2:04pm

[Rich Content]

[redacted] 06 Feb. 2019, 2:04pm

I'd prefer to chat with a service advisor

Chevrolet, 06 Feb. 2019, 2:04pm

Just a moment...

info [Automated], 06 Feb. 2019, 2:04pm

Ok. While I'm connecting you to an advisor, feel free to start typing your question below.

Chevrolet [Private], 06 Feb. 2019, 2:04pm

US_CS_Services

info [Automated], 06 Feb. 2019, 2:04pm

You are now chatting with Emma.

Emma, 06 Feb. 2019, 2:04pm

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

Emma, 06 Feb. 2019, 2:05pm

Thank you for chatting. I am still here to assist you.

[redacted]06 Feb. 2019, 2:06pm

Hello. I have a 2015 Tahoe that I purchased two years ago. In the last month I have had issues with my brake pedal getting stiff and my car not stopping. I took it to the Chevrolet place that I purchased it from and they claim it never did it with them and they couldn't find a problem. Since having it back for a week it has messed up on me several times every time I have driven it. The service guy told me that it is just something in a Chevrolet vehicle that does this and it is normal. But Nothing about this issue seems normal.

Emma, 06 Feb. 2019, 2:06pm

I understand the inconvenience this may be causing you.

Emma, 06 Feb. 2019, 2:07pm

May I have the current mileage of the vehicle and at least the last 8 characters of the VI N?

[redacted] 06 Feb. 2019, 2:08pm

Mileage is 81300 to 81350. The last of the VIN is FR[redacted]

Emma, 06 Feb. 2019, 2:09pm

Thank you. When did you take the vehicle to the dealership with regard to this brake issue?

[redacted], 06 Feb. 2019, 2:10pm

We took it January 29th 2019

[redacted], 06 Feb. 2019, 2:10pm

And picked it up February 1st 2019

Emma, 06 Feb. 2019, 2:11pm

Thanks.

Emma, 06 Feb. 2019, 2:11pm

I am just waiting for the VIN information to pull up.

[redacted] 06 Feb. 2019, 2:12pm

Do you need the whole VIN number?

Emma, 06 Feb. 2019, 2:12pm

For the meantime, to make sure that the information we have for you is accurate and updated; can you verify your email address, phone number and physical address, please?

Emma, 06 Feb. 2019, 2:12pm

No worries. The last 8 digits are fine.

[redacted] 06 Feb. 2019, 2:12pm

Email [redacted]

[redacted] 06 Feb. 2019, 2:13pm

phone [redacted]

[redacted]6 Feb. 2019, 2:13pm

Address currently changed to [redacted]

Emma, 06 Feb. 2019, 2:14pm

Thank you.

Emma, 06 Feb. 2019, 2:14pm

After picking up the vehicle, you are still experiencing an issue with the brake getting stiff and not stopping, correct?

[redacted] 06 Feb. 2019, 2:15pm

Yes ma'am. It does it just about 5 times if not more just driving it to town an back. Which is only 15 miles from my home if not less.

Emma, 06 Feb. 2019, 2:16pm

I see.

Emma, 06 Feb. 2019, 2:16pm

How would you like Chevrolet to assist you or what exactly are you looking for as assistance from Chevrolet?

[redacted] Feb. 2019, 2:19pm

I just want someone to look further into this because this could be very serious if something was to happen. The service people at the Chevrolet dealerships are supposed to be certified to find and fix these issues but it seems like the ones who looked at my car were not. I need this fixed due to me having two small children who ride in my vehicle on a daily basis. My concerns are if I need to come to a fast stop and I can't, what will be the outcome due to my brakes not working properly?

Emma, 06 Feb. 2019, 2:19pm

I certainly understand where you are coming from.

[redacted] 06 Feb. 2019, 2:19pm

I need this issue with my car fixed. And from what I see on the internet with the research I've looked up my car isn't the only one with this issue and not getting help with it

Emma, 06 Feb. 2019, 2:20pm

May I know the name of the dealership that you went to?

[redacted] 06 Feb. 2019, 2:20pm

Durrence Layne Chevrolet in Claxton, Ga

Emma, 06 Feb. 2019, 2:21pm

Thank you.

Emma, 06 Feb. 2019, 2:22pm

I have documented your concern on our service request number, [redacted] .

Emma, 06 Feb. 2019, 2:22pm

I will endorse this case to our senior advisor team for further review and assistance.

[redacted] 06 Feb. 2019, 2:22pm

Okay, what does that mean?

Emma, 06 Feb. 2019, 2:23pm

I want to set expectation that at this time, we have no guarantee over the extent of assistance and cost assistance for the fix may not be an option.

Emma, 06 Feb. 2019, 2:23pm

One of our senior advisors will contact you by phone within 2 business days.

Emma, 06 Feb. 2019, 2:23pm

What is the best time that you can be reached?

[redacted], 06 Feb. 2019, 2:23pm

Any time is perfect really.

Emma, 06 Feb. 2019, 2:24pm

I have that noted. Is there anything else I can assist you with?

[redacted] 06 Feb. 2019, 2:25pm

No ma’am that is all at the moment. I appreciate you looking into this for me and passing it on to someone who will review it and get back to me.

Emma, 06 Feb. 2019, 2:25pm

It's a pleasure. Thank you for contacting Chevrolet Customer Assistance Center. Have a nice day!

info [Automated], 06 Feb. 2019, 2:25pm

Thank you for chatting with us. Please chat back in with us if you still need assistance.

PE18-012

GM

3-27-2019

Q3

[redacted]

Elizabeth Harper

From: Elizabeth Harper
Sent: Wednesday, April 23, 2014 8:58 AM
To: Sean P. Garrison
Subject: [redacted] PAC Case Sent to ESIS No Action Required

A product allegation claim has been made in your region. The customer is alleging an issue with the brakes caused a collision. This case is being escalated to ESIS because the customer's insurance company is seeking subrogation.

[redacted]
2014, GMC, Sierra
1GTN1TEC4EZ[redacted]
Morgan Buick GMC Shreveport, Shreveport, LA 116564
Rusty Moore, Customer Experience Manager

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

Thank You,
Elizabeth Harper
Product Assistance Claims
Phone: 866-446-6963 ext 21641
Fax: 866-589-3986

PE18-012

GM

3-27-2019

Q3

[redacted]

Welcome **ESIS Dawn McGuin**

Home | My Info | FAQ | Password | Logout

GM Repurchase Case Entry

Case Number: [redacted]

[Print Cover Page]

System Messages: Case informa ion saved successfully

Vehicle Info

* VIN: 1GKS1BKC1FR[redacted]

Year: 2015 Make: GMC Model: Yukon

*Current Mileage: 2234

Vehicle Owner (s)

Entity Type: Person Change

* Primary Owner: [redacted] (full name)

* Day Phone: [redacted] Evening Phone: Cell Phone: [redacted]

* Customer State: [redacted]

* Is this an Executive initiated repurchase? ○ Yes ◉ No

* What was the Major Product Line involved in the Repurchase? Chassis

Repurchase

* Mechanical Reason for Repurchase: Customer states that the air bags failed to deploy and he brakes failed causing an accident

* Was repurchase primarily due to parts delay? ○ Yes ◉ No

Repurchasing Dealer

* BAC: 118[redacted] X Return Dealer Info Dealer Name: SISBARRO BUICK-GMC, INC. Region: 20 District: 2212

* Phone: (575) 524-7707 Fax: (575) 523-8339

* Contact Name: Darryl Carpenter (full name)

* Disposition: Scrap

* Transaction Type: Straight Repurchase

* Processing Instructions: Please be advised that a release will need to be completed prior to the repurchase being completed. Also GM Legal has requested that the customer not be charged for mileage and also vehicle be stored until the bodily injury portion of the claim has been completed. Vehicle is not to

Replacement Vehicle

VIN: X Validate

Save Transmit Exit

Privacy Contact Support

PE18-012

GM

3-27-2019

Q3

[redacted]

2015 YUKON - 2WD SLT
GBN WHITE DIAMOND TRICOAT /V8G
H2Y COCOA/DUNE
ORDER NO. [redacted] /TRE STOCK NO.
VIN 1GK S1BK C1 F[redacted]

GENERAL MOTORS LLC
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********6009******48*42288S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TC15706 YUKON - 2WD SLT	54735.00	50903.56	INVOICE 03/31/14
ATN SEATS, 2ND ROW BUCKET, POWER	590.00	519.20	SHIPPED 03/31/14
FE9 50-STATE EMISSIONS	N/C	N/C	EXP I/T 04/18/14
GBN WHITE DIAMOND TRICOAT	995.00	875.60	INT COM 04/18/14
L83 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	N/C	N/C	PRC EFF 03/21/14 KEYS XXXXX XXXXX WFP-S QTR OPT-1
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	BANK: GM FINANCIA
PCJ SUN & ENTERTAINMENT PACKAGE: * POWER SUNROOF * ADD'L 9 MONTHS XM RADIO * AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK * REAR SEAT ENTERTAINMENT SYSTEM	3255.00	2864.40	CHG-TO 42-288 SHIP WT: 5372 HP: 45.7 GVWR: 7100 GAWR.FT: 3200 GAWR.RR: 4100 EMPLOY: 56643.04
RD5 WHEELS, 20" POLISHED ALUMINUM	1400.00	1232.00	SUPPLR: 58955.46
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	MRM: 63560.00
UTT THEFT-DETERRENT SYSTEM-BODY SYSTEM CONTENT INCLUDES: * SELF-POWERED HORN * SENSOR, VEHICLE INCLINATION * SENSOR, INTERIOR VEHICLE MOVEMENT * THEFT-DETERRENT SYSTEM-BODY SYSTEM CONTENT INCLUDES:	395.00	347.60	NTR: 1/2 DAN: WH2LT EMPINC: 3629.16 SUPINC: 1316.75
Y66 ADAPTIVE CRUISE CONTROL AUTOMATICALLY ADJUSTS SPEED * ADAPTIVE CRUISE CONTROL * COLLISION AVOIDANCE SENSOR	1695.00	1491.60	
1SZ SUN, ENTERTAINMENT AND DESTINATIONS PACKAGE	500.00-	440.00-	
TOTAL MODEL & OPTIONS	62565.00	57810.46	ACT 237 56928.51
DESTINATION CHARGE	995.00	995.00	H/B 261 1876.95
DEALER IMR CONTRIBUTION		312.83	ADV 261 312.83
LMA GROUP CONTRIBUTION		625.65	EXP 65A 625.65
TOTAL	63560.00	59743.94	PAY 310 59743.94
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		57045.96	

****

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.

****

CRAWFORD BUICK-GMC

[redacted]

UNISET | The Reynolds and Reynolds Company | UNISET

The SISBARRO DEALERSHIPS

SISBARRO Buick-GMC
425 W. Boutz Road
Las Cruces, NM 88005
(575) 524-7707

SISBARRO AUTOWORLD VOLKSWAGEN • AUTOBAHN
1115 S. Valley Drive
Las Cruces, NM 88005
(575) 524-3561

SUPERSTORE SISBARRO
Old Hwy 70-80 East
Deming, NM 88030
(575) 546-6595

Eschaurt LUXURY —MOTORS—
125 W. Boutz Road
Las Cruces, NM 88005
(575) 524-6630

BUYER'S ORDER

Date Sold 07/28/2014

Birthdate [redacted] # NM [redacted] Date Delivered

Purchaser [redacted]

Address [redacted]

SALE INFORMATION

☐ New ☐ Used ☐ Demo XX

Year	Make	Odometer Mileage
2015	GMC	199

Series Name	Model	Body Type
	YUKON	SLT

Stock No.	Serial No.
	1GKS1BKC1FR[redacted]

License No.	Tab or Tax No.	State

Trade In ? ☐ YES ☐ NO XX

Year	Make	Cyl.	Color	Series Name	Body Type
2007	CHEVROLET	8	BLACK	SILVERAD	CREW CAB 4WD

Serial No.	Lic. Year	Lic. State
[redacted]		

Lic. No.	Lic. Tab	Mileage
		100312

Payoff To WELLS FARGO DEALER SERVICES
Address 200 LOMAS BLVD NW 9TH FL ALBUQUERQUE NM Phone # (915)778-9221
Contracted Good To
Payoff Amt. 18325.00 Date

LIEN INFORMATION

Name GECU
Address PO BOX 20998 EL PASO TX 79998
Contacted Lien Date 07/28/2014
By Mat. Date 09/26/2021

INSURANCE INFORMATION

Name Agent
Address Phone #
Contacted Effective
By Policy #

The Dealer makes no warranties. The Dealer hereby disclaims all warranties, either express or implied, of new or used motor vehicles, including any implied warranty of merchantability or fitness for a particular purpose, and the Dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the vehicle.

SALE

Price of Car as Equipped From Factory	59743.00
Additional Delivery and Make Ready	N/A
Dealer Installed Equipment:	N/A
Advantage Plus CUSTOMER ADVANTAGE	89.00
THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISION IN THE CONTRACT OF SALE.	
	N/A

CASH SALE PRICE

Dealer Service Transfer Fees	289.00
Trade-In Allowance	16000.00
Taxable Sale Amount	44121.00
% State Tax 3.00	1314.96
Registration Fee	81.00
State License Fees	5.50
SUB-TOTAL	45522.46
BALANCE OWED ON TRADE-IN	18325.00
TOTAL CASH DELIVERED PRICE	63847.46
CASH DEPOSIT (RECPT. No.)	N/A
CASH ON DELIVERY (RECPT. No.)	25000.00
TOTAL CASH DOWN	25000.00
BALANCE DUE ON DELIVERY	38847.46
INSURANCE	N/A
OTHER FIRST AUTOMOTIVE	2100.00
TOTAL DUE ON DELIVERY	40947.46

The front and back of this Order comprise the entire agreement affecting this purchase and no other agreement or understanding of any nature concerning same has been made or entered into, or will be recognized. I hereby represent that no credit has been extended to me for the purchase of this motor vehicle except as appears in writing on the face of this agreement. I further understand that this order is a worksheet only for a credit transaction and that if a credit transaction is to take place, I will make and execute an appropriate application for credit. I have read the matter printed on the back hereof and agree to it as a part of this order the same as if it were printed above my signature. I represent that I am 18 years of age, or older, and hereby acknowledge

[redacted]

WARRANTY INFORMATION

VEHICLES AND DEMONSTRATORS: THIS VEHICLE IS SOLD WITH A MANUFACTURER'S
NUFACTURER'S LIMITED WARRANTY IS BUYER'S EXCLUSIVE REMEDY FOR ANY DEFECTS
Y PERFORM REPAIRS UNDER THE MANUFACTURER'S LIMITED WARRANTY BUT DEALER

IS NOT RESPONSIBLE FOR THE MANUFACTURER'S LIMITED WARRANTY OR FOR ANY IMPLIED WARRANTIES MADE BY THE MANUFACTURER. DEALER MAKES NO WARRANTY ON THIS VEHICLE AND DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. IF ANY WARRANTY IS DEEMED TO HAVE BEEN MADE BY DEALER, OR IF THIS VEHICLE IS SOLD WITH A SERVICE CONTRACT, THE TERMS OF ANY SUCH WARRANTY OR SERVICE CONTRACT ARE AS PROVIDED THEREIN, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF SUCH WARRANTY OR SERVICE CONTRACT, AND BUYER'S EXCLUSIVE REMEDY IS REPAIR OR REPLACEMENT OF DEFECTIVE PARTS BY DEALER.

_____(Buyer initials) USED VEHICLES: *"NEW MEXICO LAW REQUIRES THAT THIS VEHICLE WILL BE FIT FOR THE ORDINARY PURPOSES FOR WHICH THE VEHICLE IS USED FOR FIFTEEN DAYS OR FIVE HUNDRED MILES AFTER DELIVERY; WHICHEVER IS EARLIER, EXCEPT WITH REGARD TO PARTICULAR DEFECTS DISCLOSED ON THE FIRST PAGE OF THIS AGREEMENT. YOU (THE CONSUMER) WILL HAVE TO PAY UP TO TWENTY-FIVE DOLLARS ($25.00) FOR EACH OF THE FIRST TWO REPAIRS IF THE WARRANTY IS VIOLATED."* THIS VEHICLE IS OTHERWISE SOLD AS IS (AFTER 15 DAYS OR 500 MILES), WITHOUT ANY FURTHER WARRANTY, EXPRESS OR IMPLIED, UNLESS A FURTHER WARRANTY IS GIVEN IN WRITING BY DEALER. IF ANY FURTHER WARRANTY IS GIVEN IN WRITING BY DEALER, OR IF THIS VEHICLE IS SOLD WITH A SERVICE CONTRACT, THEN THE TERMS OF SUCH FURTHER WARRANTY OR SERVICE CONTRACT ARE AS PROVIDED THEREIN, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF SUCH WRITTEN WARRANTY OR SERVICE CONTRACT, AND BUYERS EXCLUSIVE REMEDY IS REPAIR OR REPLACEMENT OF DEFECTIVE PARTS BY DEALER.

USED VEHICLES: ATTENTION CUSTOMER: Sign here only if the dealer has told you that this vehicle has the following problems and you agree to buy the vehicle on those terms:

1_____ 2_____ 3_____

Purchaser Signature X _____

ALL VEHICLES: DEALER IS NOT LIABLE FOR INCIDENTAL, CONSEQUENTIAL OR PUNITIVE DAMAGES ARISING OUT OF THIS SALE OR THE USE OF THIS VEHICLE, INCLUDING BUT NOT LIMITED TO LOSS OF USE, LOSS OF TIME, INCONVENIENCE, TRANSPORTATION, RENTAL, LOSS OF EARNINGS OR PROFITS OR ANY COMMERCIAL LOSS. (This paragraph only applies after expiration of New Mexico's 15-day/500 mile implied warranty in the case of used vehicles.)

USED CAR BUYERS GUIDE. THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THIS CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE. SPANISH TRANSLATION: GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL [redacted]

[redacted]

Salesm

Accepte
Subject

The Reyno

PE18-012

GM

3-27-2019

Q3

[redacted]

GMC
PROFESSIONAL GRADE

Thursday, April 09, 2015

[redacted]

Straight Settlement Letter

Subject: Repurchase of 2015 GMC Yukon
VIN: 1GKS1BKC1FR[redacted]
Ref SR[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2015 GMC Yukon, VIN **1GKS1BKC1FR**[redacted] and that our attempts to resolve your concerns have not met your expectations. GMC will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied GMC customer. GMC will repurchase your vehicle for **$61,433.46.** This offer was calculated by using the following figures:

Total Repurchase Amount	$61,433.46
Base Price	$59,743.00
Registration/License/Title Fees	$86.50
Sales Tax	$1,314.96
Dealer Transfer Fee	$289.00
Less Payoff of Original Vehicle-Good until 05/08/215	$39,149.60
Total Amount to Customer	**$22,283.86**

AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which tim[redacted]plete the [redacted] I can be reached at 866 802 6625 ext1202 if you have [redacted]

[redacted] 4/13/15 [redacted] 4-13-15
d Date

[redacted] 4/13/15 [redacted] 4-13-15
e(s)

* [redacted] *

PE18-012

GM

3-27-2019

Q3

[redacted]

Case Number: [redacted]

Originator Name: Dawn McGuin 313-665-3380 dawn.mcguin@gm.com
Created Date: 03/31/2015

Vehicle Info

***VIN:**	1GKS1BKC1FR[redacted]	**MSRP:**	0.0	***TAC #:**	
Year:	2015	**Make:**	GMC	**Model:**	Yukon

Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:**	01/01/1900	***Repurchase Mileage:**	2234
Original Purchase Date:	01/01/1900	*** Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
*** Names(s) on Title:**	[redacted]	*** Title State:**	NM		
*** Primary Owner:**					
*** Address**					
*** City**	Las Cruces	*** State**	NM	*** ZIP Code:**	[redacted]
*** Day Phone:**	[redacted]	*** Home Phone:**	[redacted]	*** Cell Phone:**	[redacted]
*** E-mail:**		*** Fax Phone:**			

*** Reason Repurchase** Customer states that the air bags failed to deploy and the brakes failed causing an accident

UCC Codes (H0106) Brakes - General - Inoperative

State

Vehicle Lien Holder

Type of Secured Interest:		*** Company:**	**Account #:**
Contact or Attention:			
Address			
City		**State**	**ZIP Code:**
Day Phone:		**Fax:**	**E-mail:**

Original Selling Dealer

*** Dealer #:**		**Dealer Name:**	
Region:		**District:**	
*** Phone:**		**Fax:**	
*** Contact Name:**		*** Contact Title:**	**E-Mail:**

Repurchasing Dealer: -

*** Dealer #:**	118706	**Dealer Name:**	SISBARRO BUICK-GMC, INC.		
Region:	20	**District:**	2212		
*** Phone:**	(575) 524-7707	**Fax:**	(575) 523-8339		
*** Contact Name:**	Darryl Carpenter	*** Contact Title**		**E-Mail:**	

Repair

*** Contact Name:**		*** Contact Title:**	

Vehicle Location: -

*** Company Name:**			
Phone:		**Fax:**	
*** Contact Name:**		*** Contact Title**	**E-Mail:**
Address:			
City			**ZIP Code:**

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Dawn McGuin 313-665-3380 dawn.mcguin@gm.com
Created Date: 03/31/2015

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Scrap
State:	NM	*** Type:**	Straight Repurchase
Source:	ESIS		
Replacement VIN:			-
Compliance Date:		**Compliance Type:**	N/A
MSRP:	0.0	**Order #:**	

Repurchase:

*** Processing Instructions:** Please be advised that a release will need to be completed prior to the repurchase being completed. Also GM Legal has requested that the customer not be charged for mileage and also vehicle be stored until the bodily injury portion of the claim has been completed. Vehicle is not to be disposed of until after the bodily injury portion of the claim has been completed.

Disposition:

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

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Q3

[redacted]

RELEASE OF PROPERTY DAMAGE CLAIM

File No: [redacted] **Claims Administrator: Paul Olle**

KNOW ALL MEN BY THESE PRESENTS:

That the Undersigned, [redacted] being of lawful age, for the sole consideration of sixty one thousand four hundred thirty three dollars and forty six cents ($61,433.46)** to the undersigned in hand paid, receipt whereof is hereby acknowledged, do/does hereby and for my/our/its heirs, executors, administrators, successors and assigns release, acquit and forever discharge **General Motors LLC (GM), ESIS Inc., Sisbarro Buick GMC and all GM dealerships,** and his, her, their, or its agents, servants, successors, heirs, executors, administrators and all other persons, firms, corporations, associations or partnerships of and from any and all claims, causes of action, demands, rights, damages, costs, loss of service, expenses and compensation whatsoever, excluding claims for bodily injury and related medical expenses, which the undersigned now has/have or which may hereafter accrue on account of or in any way growing out of any and all known and unknown, foreseen and unforeseen property damage and the consequences thereof resulting or to result from the accident, or event which occurred on or about September 1, 2014 at or near Las Cruces, NM.

It is understood and agreed that this settlement is the compromise of a doubtful and disputed claim, and that the payment made is not to be construed as an admission of liability on the part of the party or parties hereby released, and that said releasees deny liability therefore and intend merely to avoid litigation and buy their peace.

The parties intend for this Agreement to be interpreted and effectuated so as to give GM the maximum protection allowed by law from claims, including contribution and indemnification claims, which relate to the subject matter. In accordance with the applicable law, this Agreement shall discharge GM (and its employee) and the Released Parties from all liability for contribution to any other tortfeasor. In addition, claimant(s) agrees to indemnify and hold the Released Parties harmless against any future or further exposure or payment with reference to the matters set forth in this Agreement, including, but not limited to, any litigation or claim, however presented, which may hereafter be instituted, presented or effected by or on behalf of claimant(s); or any relation, former spouse, friend, heir and/or beneficiary of claimant(s); or by any person seeking contribution, subrogation or indemnification in connection with the payment being made. It is understood that the intent of this Agreement is that claimant(s) will protect and hold the Released Parties harmless from any future or further payments or exposure with regard to the matters addressed in this Agreement.

The undersigned further declare(s) and represent(s) that no promise, inducement or agreement not herein expressed has been made to the undersigned, and that this Release contains the entire agreement between the parties hereto, and that the terms of this Release are contractual and not mere recital.

It is further understood that this settlement is a confidential settlement, the terms of which will not be disclosed to any third person except as required by law. RELEASOR and his attorneys and representatives shall make no written or oral disclosure of any nature relating to this Agreement to any person or entity not a party to this litigation, except for disclosure to accountants and for tax matters, disclosure of safety related information (excluding the terms, and conditions, and amount of this settlement) to government and/or regulatory entities, or as otherwise required by law. Nothing in this Agreement shall be construed as preventing the parties from cooperating with any government investigation.

**** THIS SETTLEMENT IS BASED ON THE REQUIREMENTS OUTLINED IN THE ATTACHED STRAIGHT SETTLEMENT LETTER. LIEN PAYOFF OF $39,149.60 WITH THE DIFFERENCE OWED TO THE UNDERSIDNED. IF SIGNED NOTARIZED DOCUMENTS ARE RECEIVED AFTER APRIL 14, 2015, THE AMOUNTS ARE SUBJECT TO CHANGE AS OUTLINED IN THE STRAIGHT SETTLEMENT LETTER.**

ANY PERSON WHO, WITH INTENT TO DEFRAUD OR KNOWING THAT HE IS FACILITATING A FRAUD AGAINST AN INSURER, SUBMITS AN APPLICATION OR FILES A CLAIM CONTAINING A FALSE OR DECEPTIVE STATEMENT IS GUILTY OF INSURANCE FRAUD.

THE UNDERSIGNED HAS READ THE FOREGOING RELEASE AND FULLY UNDERSTANDS IT.

[redacted] 14th day of April, 20 15.

[redacted] TION: [redacted]

Juan

Witness M

STATE OF New Mexico }
-SS
COUNTY OF Dona Ana }

On the 14th day of April, 20 15, before me personally appeared Juan Avalos and Maria Payan to me known to be the person(s) named herein and who executed the foregoing Release and they acknowle[redacted]

My term expires 11-10, 20 17

CINDY LOYA NOTARY PUBLIC STATE OF NEW MEXICO

PE18-012

GM

3-27-2019

Q3

[redacted]

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Amanda

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 1GKS1BKC1FR[redacted]

Date:

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$59,743.00	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$86.50	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$1,314.96	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	Dealer Transfer Fees	$289.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$61,433.46**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$0.00**	12	*** Usage/Depreciation**	**$0.00**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	0	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.000	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$0.00**	17	Incentives	$0.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$61,433.46**	22	**Total Deductions**	**$0.00**	22	**Total Deductions**	**$0.00**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$61,433.46**	24	**Total Refund to Customer**	**$0.00**
25	**OR**		25	Loan Payoff good thru 05/08/2015	$39,149.60	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$22,283.86**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$61,433.46**	28	**Total Repurchase**	**$0.00**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$61,433.46**	31	**Projected Loss**	**$0.00**

	PURCHASE PRICE (before t/t/t)	$ 59,743.00		TRADE ALLOWANCE	$ 16,000.00		PURCHASE PRICE	$ 59,743.00
	MSRP (FROM BARS INVOICE)	$ 63,560.00		PAYOFF OF TRADE	$ 18,325.00		INCENTIVE* (from BARS)	$ -
	DIFFERENCE	$ (3,817.00)		DIFFERENCE	$ (2,325.00)		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 59,743.00
				TRADE ALLOWANCE	$ 16,000.00			
				ACV OF TRADE	$ 16,000.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

PE18-012

GM

3-27-2019

Q3

[redacted]

October 23, 2019

[redacted]

Dear Jason,

At GMC, we take pride in the vehicles we produce and appreciate your recent purchase.

Because customer satisfaction is a top priority for us, we offer you up to $250 towards the purchase and installation of GM Accessories or GM Licensed Products for your 2014 GMC Sierra, VIN 3GTU2VEJ3EG[redacted].

In the event the total cost of the accessories and labor selected by the customer exceeds $250, you will be responsible for paying the difference. Since this GM Accessories Letter is only valid for a one-time use, if the total cost is less than $250, a credit or refund will not be issued for the difference. This letter is valid for 90 days from the date of issuance and may be transferred within the household.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to your GMC dealer for redemption. If you have future questions, please don't hesitate to email us using the Contact Us link at GMC.com or call us at 1-800-462-8782.

Sincerely,

GMC Customer Assistance Center
Service Request[redacted]

Dealership Claim Instructions: Accessory Offer

When submitting the claim, please use labor op 0600161 and select transaction type of ZSSP, then insert the total amount requested for parts and labor, up to the approved amount, in the net item column under miscellaneous. In addition, attach a copy of the invoice for the sale and/or installation of the accessories, to the warranty claim. **This letter must be retained by the dealer for audit purposes.**

The approval letter will be reimbursed through the Global Warranty System, as approved by your District Aftersales Manager. Non GM Accessories and any labor associated with installing Non GM Accessories are not eligible for reimbursement under this offer. Accessories installed under this offer will be reimbursed at GM published labor times and your dealership's current approved labor rate and parts allowance (see Article 1.5 of the Service Policy & Procedures manual for further details).

To apply the GM Accessories Warranty to the vehicle, follow procedures outlined in TSB 11-00-89-002.

PE18-012

GM

3-27-2019

Q3

[redacted]

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: William Hepburn 915-208-2500 william.t.hepburnjr@gm.com
Created Date: 01/12/2015

Vehicle Info

***VIN:**	1GKS1CKJ9FR[redacted]	**MSRP:**	68915.0	***TAC #:**	
Year:	2015	**Make:**	GMC	**Model:**	Yukon

Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:**	01/01/1900	***Repurchase Mileage:**	0
Original Purchase Date:	01/01/1900	*** Original Purchase Condition:**	New
Stipend Amount:	$5,000.00		

Vehicle Owner(s)

Entity Type Person
*** Names(s) on Title** [redacted]
*** Title State:** TX
*** Primary Owner:** [redacted]
*** Address**
*** City** *** State** *** ZIP Code:**
*** Day Phone:** [redacted] *** Home Phone** [redacted] *** Cell Phone:** [redacted]
*** E-mail:** *** Fax Phone:**
*** Reason Repurchase** Engine oil found in brake booster.

UCC Codes

State

Vehicle Lien Holder

Type of Secured Interest: *** Company:** **Account #:**
Contact or Attention:
Address
City **State** **ZIP Code:**
Day Phone: **Fax:** **E-mail:**

Original Selling Dealer

*** Dealer #:** **Dealer Name:**
Region: **District:**
*** Phone:** **Fax:**
*** Contact Name:** *** Contact Title:** **E-Mail:**

Repurchasing Dealer: -

*** Dealer #:**	213449	**Dealer Name:**	HERITAGE BUICK GMC		
Region:	20	**District:**	2212		
*** Phone:**	(972) 524-7827	**Fax:**	(972) 284-7641		
*** Contact Name:**	Robert Bobo	*** Contact Title**		**E-Mail:**	

Repair

*** Contact Name:** *** Contact Title:**

Vehicle Location: -

*** Company Name:**
Phone: **Fax:**
*** Contact Name:** *** Contact Title** **E-Mail:**
Address:
City **ZIP Code:**

Case Number: [redacted]

Originator Name: William Hepburn 915-208-2500 william.t.hepburnjr@gm.com
Created Date: 01/12/2015

Transaction Details

Siebel Request #:		*** Disposition:**	
State:		*** Type:**	
Source:			
Replacement VIN:	1GKS1CKJ6FR[redacted]	Year: 2015 Make: GMC Model: Yukon	
Compliance Date:		**Compliance Type:**	
MSRP:	0.0	**Order #:**	

Repurchase:

*** Processing Instructions:**

Disposition:

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]

Vehicle
2014 Chevrolet Silverado
1GCRCREC9EZ[redacted]
Mileage now: 40000 mi

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

Key Points

Customer reports brake booster failure on highway that resulted in total brake failure during drive. Customer feels that at 14 months, failure of a safety item is a product defect and should be covered by GM (Customer at 40k miles, OOW). Quoted $200 parts, $400 labor, and $100 diagnosis fee.
Customer seeks: Cost assistance on repair of brake booster.
CRS advised: Will document concern and contact dealer CEM to review concern. Cannot promise assistance prior to review and dealer feedback. After review, will ask dealer to contact you to review resolution.

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle was inop/down due to this concern: 3 day(s)	
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 (verified): 1GCRCREC9EZ[redacted] - '14 Silverado (BNSR)-Amanda Sanchez
3GKEC16T21G[redacted] - '01 GMC Yukon XL (BND)

Reference

CAC SR# [redacted]
CAC advisor: Ryan W.--> (866) 790-5700, Ext # 21775

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

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]
Call Anytime

Vehicle
2014 Chevrolet Silverado
3GCUKSECXEG[redacted]
Mileage now: 7000 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is currently operable & can be driven

Key Points

Cust Sts: I have to push extra hard on the brakes for the vehicle to stop. The dealer said they were operating as designed during my first visit. I waited and went back 2 weeks ago because the 4 wheel drive went out, so I got the brakes checked again while I was at there. They kept it for a week and they said there is nothing they can do. I found a bulletin on it and informed the dealer. They were supposed to call me Monday but no one called back. PIT5361 is or BIT5361 is the bulletin number. The person I'd talked to at the dealership name is Vince.

Cust Sks: Brake Maintenance free of charge.

Crs Adv: I understand your frustration and concern sir. I'll tend to this right away. Please allow me a couple of business days to follow up with updates.

Customer Satisfied

Supporting Factors	Limiting Factors
Original owner (verified) Loyal GM customer: 2 GM vehicles purchased (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 3 time(s)	
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 (verified): 2014 CHEVY SILVERADO

Reference

CAC SR#: [redacted]
CAC advisor: David Keith--> (866) 790-5600 , Ext # 41600

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

PE18-012

GM

3-27-2019

Q3

[redacted]

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Tracy Ehrlinger

☐ **Draft**-Add question marks beside category (not in dollar fields) to indicate incomplete information

Vehicle VIN: 3GCPCREC0EG[redacted]

Date: April 14, 2015

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**To calculate usage:**		1	Base Price	$39,297.96	1	Down Pmt / Cap Cost Reduction	$0.00
2	Use ONLY one of the 4 methods in this column or		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$0.00
3	follow applicable lemon law formula for your state		3	Reg./Lic./Title Fees	$28.25	3	Reg/Lic/Title Fees (leases only)	$0.00
4			4	Doc fee	$499.00	4	Tax (leases only)	$0.00
5	**A. USAGE USING L.L. FORMULA**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6	Base Price/Total Repurch Price	$0.00	6	Sales Tax	$1,336.17	6	Other-Explain	$0.00
7	Mileage	0	7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Denominator	100,000	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	**Usage**	**$0.00**	9	vtr	$199.00	9	Other-Explain	$0.00
10			10	**Total Purchase Price**	**$41,360.38**	10	**Total Additions**	**$0.00**
11	**B. USAGE - NEGOTIATED**	$0.00	11			11		
12			12	*** Usage/Depreciation**	**$3,150.00**	12	*** Usage/Depreciation**	**$3,150.00**
13			13	Damage	$0.00	13	Damage	$0.00
14	**C. USAGE USING CENTS/MILE**		14	Late charges	$0.00	14	Late charges	$0.00
15	Mileage	21,000	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	Cents per mile	$0.150	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17	**Usage**	**$3,150.00**	17	Incentives	$750.00	17	Incentives	$0.00
18			18	Other-Explain	$0.00	18	Sec. Dep. (leases) if reimbursing above	$0.00
19			19	Other-Explain	$0.00	19	Extended Service Contract	$0.00
20	**D. USAGE-CALIFORNIA ONLY**		20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21	Base price section-Used when **NOT** financed.		21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**"Actual Price Paid" (Base)**	**$40,610.38**	22	**Total Deductions**	**$3,900.00**	22	**Total Deductions**	**$3,150.00**
23	Mileage	0	23			23		
24	**Usage**	**$0.00**	24	**Repurchase Subtotal**	**$37,460.38**	24	**Total Refund to Customer**	**-$3,150.00**
25	**OR**		25	Loan Payoff good thru05/14/15	$28,819.75	25	Dlr Buyout (lease) or Loan Payoff	$0.00
26	Payment/Lease-Used **when** financed.		26	**Total Refund to Customer**	**$8,640.63**	26	(GMAC=DL quote) good thru xx/xx/xx	
27	**"Actual Price Paid" (Pmt/Lease)**	**$0.00**	27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	Mileage	0	28	**Total Repurchase**	**$37,460.38**	28	**Total Repurchase**	**-$3,150.00**
29	Any ext service contract (CA only)	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	**Usage**	**$0.00**	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31			31	**Projected Loss**	**$37,460.38**	31	**Projected Loss**	**-$3,150.00**

	PURCHASE PRICE (before t/t/t)	$ 39,297.96		TRADE ALLOWANCE	$ 23,500.00		PURCHASE PRICE	$ 39,297.96
	MSRP (FROM BARS INVOICE)	$ 39,925.00		PAYOFF OF TRADE	$ 17,550.66		INCENTIVE* (from BARS)	$ 750.00
	DIFFERENCE	$ (627.04)		DIFFERENCE	$ 5,949.34		OVERALLOWANCE	$ -
	if positive look for over allowance			if negative=negative equity			ACTUAL PRICE	$ 38,547.96
				TRADE ALLOWANCE	$ 23,500.00			
				ACV OF TRADE	$ 23,500.00		Do not include fuel fill credit	
	Authorized Signature	Date		DIFFERENCE	$ -		Include GM card points	
				ACV=actual cash value			Form Rev. 04/28/2006	

PE18-012

GM

3-27-2019

Q3

[redacted]

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Jon Joyce jon.joyce@gm.com
Created Date: 04/03/2015

Vehicle Info

***VIN:**	3GCPCREC0EG[redacted]	**MSRP:**	0.0	***TAC #:**	
Year:	2014	**Make:**	Chevrolet	**Model:**	Silverado

Vehicle Comments & TAC Explanation:
Brake Master and Brake Booster Failure 2 times --- Product Allegation Group was envolved CAC Case number [redacted] GM Legal Stephenie Nietzke staff provided rental during their investigation

***Date Reviewed with Customer:**	01/01/1900	***Repurchase Mileage:**	33087
Original Purchase Date:	01/01/1900	***Original Purchase Condition:**	New

Vehicle Owner(s)

Entity Type	Person				
***Names(s) on Title**	[redacted]	***Title State:**	[redacted]		
***Primary Owner:**	[redacted]				
***Address**	[redacted]				
***City**	[redacted]	***State**	[redacted]	***ZIP Code:**	[redacted]
***Day Phone:**	[redacted]	***Home Phone:**		***Cell Phone:**	
***E-mail:**	[redacted]o..	***Fax Phone:**			
***Reason Repurchase**	Brake master cylinder inoperative.				

UCC Codes (H4002) Brakes - Master Cylinder - Inoperative
State

Vehicle Lien Holder

Type of Secured Interest:		***Company:**	**Account #:**
Contact or Attention:			
Address			
City		**State**	**ZIP Code:**
Day Phone:		**Fax:**	**E-mail:**

Original Selling Dealer

***Dealer #:**		**Dealer Name:**	
Region:		**District:**	
***Phone:**		**Fax:**	
***Contact Name:**		***Contact Title:**	**E-Mail:**

Repurchasing Dealer: -

***Dealer #:**	226483	**Dealer Name:**	FINDLAY CHEVROLET		
Region:	10	**District:**	1115		
***Phone:**	(702) 982-4000	**Fax:**			
***Contact Name:**	Tony Smith	***Contact Title**		**E-Mail:**	

Repair

***Contact Name:**		***Contact Title:**	

Vehicle Location: -

***Company Name:**			
Phone:		**Fax:**	
***Contact Name:**		***Contact Title**	**E-Mail:**
Address:			
City			**ZIP Code:**

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Jon Joyce jon.joyce@gm.com
Created Date: 04/03/2015

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	NV	*** Type:**	Straight Repurchase
Source:	Executive CAC		
Replacement VIN:			-
Compliance Date:		**Compliance Type:**	N/A
MSRP:	0.0	**Order #:**	

Repurchase:

*** Processing Instructions:** Purchase price plus taxes and documentation Useage 21,000 miles x 15 cents Dealer will be providing tire and rim takeoffs $400.00 GM to cover aftermarket rim and tires being returned to customer

Disposition:

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value
Usage	Use Lemon Law	NA	Usage per Lemon Law	0
Sales Tax	Customer	NA	Sales Tax	0
State/Gov Fees	Customer	NA	Fees	0
After Market Item(s)	Does Not Apply	NA	No Aftermarket Items	0
Negative Equity	Customer	NA	Negative Equity	0
Over Allowance Amount	Customer	NA	Over Allowance	0

PE18-012

GM

3-27-2019

Q3

[redacted]

Customer
[redacted]
Call Anytime

Vehicle
2014 Chevrolet Silverado
3GCPCREC0EG[redacted]
Mileage now: 33087 mi

Status of vehicle/concern
A GM Dealer has diagnosed the current concern
Repairs have not been scheduled
Vehicle is currently operable & can be driven

Key Points

The customer owns a 2014 Chevrolet Silverado. Customer states the current status is he and the dealer are settling on the rates per mileage. They have settled on $.15 per mile and the charges beginning at the first incident, which happened at 21,000 miles. This was all 2 months ago, and since then, there has been no communication between himself and the dealer. The main point of contact was Tony Smith. The customer has been in a rental vehicle ever since. The customer seeks for the deal to be finalized.

Supporting Factors	Limiting Factors
Original owner (verified) First time GM buyer (verified) High-dollar or premium vehicle Vehicle has been serviced for this concern: 3 time(s) Vehicle was inop/down due to this concern: > 14 day(s)	
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 (verified): 2014 CHEVROLET SILVERADO

Reference

CAC SR#: [redacted]
CAC advisor: Joe Nichols--> (866) 790-5600 , Ext # 11722

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PE18-012

GM

3-27-2019

Q3

[redacted]

Please assign to liaison with feedback to me.

Customer info found in [redacted]. Need to work with DMA to see if there is any more we can do in terms of waiving usage.

Aaron Charbonneau
Business Process Leader, Executive Customer Assistance and Electric Vehicle Team
GMNA Customer Experience
Customer and Relationship Services (CARS)
aaron.charbonneau@gm.com<mailto:aaron.charbonneau@gm.com>
C [redacted]

From: Joshua Preister (C)
Sent: Wednesday, March 18, 2015 4:33 PM
To: Stephanie Nietzke; Chris Roffey (C)
Cc: tsmith@findlayauto.com; Aaron Charbonneau
Subject: RE: [redacted] Repurchase Case [redacted]

Hi all -

I spoke with GM Legal and since the customer is not interested in pursuing any type of compensation for the alleged injury, we have asked Executive Customer Assistance to step in and see if they are able to assist with the additional funds that the customer is seeking in this re-purchase request.

Tim: if you need to send me a copy of the rental invoice, we can assist with getting that taken care of.

-JP

Joshua Preister
Claims Team Leader
ESIS/General Motors Claims Unit
Office: 313.665.3429
Fax: 313.665.0911
Email: joshua.preister@gm.com<mailto:joshua.preister@gm.com>

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Wednesday, March 18, 2015 4:06 PM
To: Joshua Preister (C); Chris Roffey (C)
Subject: RE: [redacted] Repurchase Case[redacted]

I know it's not the end of the day yet, but Tony at Findlay knows we're on Eastern time and it's 4 pm here, so he just shot me a note that there's been no contact. I don't want to be the phone police but . . .

Chris, he indicated he left you a message

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com<mailto:stephanie.nietzke@gmrvdchq.com>

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed.

From: Joshua Preister (C) [mailto:joshua.preister@gm.com]
Sent: Wednesday, March 18, 2015 10:29 AM
To: Chris Roffey (C)
Cc: Stephanie Nietzke
Subject: RE: [redacted] Repurchase Case [redacted]

I will make sure that it happens today.

-JP

Joshua Preister
Claims Team Leader
ESIS/General Motors Claims Unit
Office: 313.665.3429
Fax: 313.665.0911
Email: joshua.preister@gm.com<mailto:joshua.preister@gm.com>

From: Chris Roffey (C)
Sent: Wednesday, March 18, 2015 6:25 AM
To: Joshua Preister (C)
Cc: Stephanie Nietzke (Stephanie.Nietzke@morleynet.com<mailto:Stephanie.Nietzke@morleynet.com>)
Subject: FW: [redacted] Repurchase Case #[redacted]

Josh,

Please see the note from Stephanie. I spoke with Stephanie yesterday afternoon and she advised that the dealer had not been called and, as the result, the dealer called her again. Could you or Nikki please

call the dealer today to advise on status and then follow with Stephanie?

Thank you

Chris C. Roffey
ESIS/GM Central Claims Unit
Renaissance Center
Mail Code 482 C19 B61
P O Box 300
Detroit, MI 48265
313.665.3376
Fax: 248.778.1817

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Tuesday, March 17, 2015 4:59 PM
To: Chris Roffey (C)
Subject: FW: [redacted] Repurchase Case [redacted]

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com<mailto:stephanie.nietzke@gmrvdchq.com>

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed.

From: Chris Roffey (C) [mailto:chris.roffey@gm.com]
Sent: Thursday, March 12, 2015 5:21 PM
To: Stephanie Nietzke; Lyle Stiefel
Subject: RE: [redacted] Repurchase Case[redacted]

Stephanie,

Thank you for the note.

The dealer will be called on Friday.

Chris C. Roffey
ESIS/GM Central Claims Unit
Renaissance Center
Mail Code 482 C19 B61
P O Box 300
Detroit, MI 48265
313.665.3376
Fax: 248.778.1817

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Thursday, March 12, 2015 3:25 PM
To: Chris Roffey (C); Lyle Stiefel
Subject: FW: [redacted] Repurchase Case [redacted]

Hello,
Chris I'm not sure if you're in place to assist on this matter any longer? I just received a call from the dealer below on this case that appears to reside with ESIS. He hasn't heard from anyone on anything, still has the customer's 2014 Silverado and the customer is still driving one of their rentals since November.

Can someone circle back to Tony Smith at Findlay and let him know what's going on?

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com<mailto:stephanie.nietzke@gmrvdchq.com>

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed.

From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Thursday, March 12, 2015 3:19 PM
To: Stephanie Nietzke
Subject: FW: [redacted] Repurchase Case[redacted]

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.
Las Vegas, NV 89118
702-982-4050(ph)
702-567-2270(e-fax)

Tsmith@findlayauto.com<mailto:Tsmith@findlayauto.com>

WWW.findlaychevy.com<http://www.findlaychevy.com/>

As you walk down the fairway of life you must smell the roses, for you only get to play one round.
[redacted]

[redacted]

[redacted]

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Friday, February 06, 2015 9:35 AM
To: Tony Smith
Cc: Jon Joyce
Subject: RE: [redacted] Repurchase Case[redacted]

There was a note in the case that the family sought medical attention for possible whiplash? I don't know that they actually suffered injury per se, that comment was likely what moved the case to ESIS.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
[redacted]

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed.

From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Friday, February 06, 2015 12:25 PM

To: Stephanie Nietzke
Cc: Jon Joyce
Subject: Re: [redacted] Repurchase Case [redacted]

I was not aware of any personal injury.

Sent from my iPhone

On Feb 6, 2015, at 8:45 AM, Stephanie Nietzke
<Stephanie.Nietzke@morleynet.com<mailto:Stephanie.Nietzke@morleynet.com>> wrote:
Jon,
This case is not in RVDC-you probably know that.

It appears to me it has been escalated to ESIS due to a personal injury claim. They are going to be in the driver's seat for this particular situation.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com<mailto:stephanie.nietzke@gmrvdchq.com>

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed.

From: Jon Joyce [mailto:jon.joyce@chevrolet.com]
Sent: Friday, February 06, 2015 11:33 AM
To: Stephanie Nietzke
Cc: Tony Smith
Subject: [redacted] Repurchase Case [redacted]
Importance: High

Sales Price /120,000 miles x 21000 miles (round down the cents per mileage) add back in VOT , sales tax and doc fee

Talked to the customer yesterday

Jon

From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Thursday, February 05, 2015 11:24 AM
To: josh.preister@gm.com<mailto:josh.preister@gm.com>
Cc: Jon Joyce

Subject: FW: [redacted] Repurchase Case #[redacted]
Importance: High

From: Tony Smith
Sent: Saturday, January 24, 2015 2:22 PM
To: JON JOYCE - GENERAL MOTORS
Cc: Scott Nordberg
Subject: [redacted] Repurchase

Josh

This gentleman has been in a rental car since November 18, 2014. He says he has been trying to reach you to get this resolved. If you would please give me an update on this case I would greatly appreciate it.

Thanks

[redacted] [redacted]
3GCPCREC0EG[redacted]
Miles : 33087

[redacted] spoke with:
Josh Prister at General Motors
313-665-3429
Case [redacted]

Customer was told that Josh is on vacation till end of January.

I offered him the usage using the lower miles and he has not made a decision as of yet.

Thanks

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.
Las Vegas, NV 89118
702-982-4050(ph)
702-567-2270(e-fax)

Tsmith@findlayauto.com<mailto:Tsmith@findlayauto.com>

WWW.findlaychevy.com<http://www.findlaychevy.com/>

As you walk down the fairway of life you must smell the roses, for you only get to play one round.
[redacted] <[redacted]

[redacted]

_____

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

[redacted]

From: Stephanie Nietzke <Stephanie.Nietzke@morleynet.com>
Sent: Friday, April 03, 2015 8:40 AM
To: Jon Joyce; Joe Nichols (C)
Cc: Tracy Ehrlinger
Subject: RE: [redacted] Repurchase Case [redacted]

Good morning Jon,
We never had a case on this. You had originally copied me in on an email to Tony back early February and it was at that point I saw the open ESIS case. I've been a bystander for the most part of what has gone on since.

If everything is good to go, then we'll just need a case submitted outlining the terms.

Let me know if there are any other questions.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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addressed.

From: Jon Joyce [mailto:jon.joyce@chevrolet.com]
Sent: Thursday, April 02, 2015 5:42 PM
To: Joe Nichols (C)
Cc: Stephanie Nietzke
Subject: RE: [redacted] Repurchase Case [redacted]

Talked to the customer we now have a deal. The customer called me after the dealer told him the rental ends Friday.
Not sure how that happened?
But I am extending the rental if the customer is willing to sign the buyback promptly once received.

Need Morley to tell me if the still have the repurchase case.

Jon

From: Joe Nichols (C)
Sent: Thursday, April 02, 2015 12:09 PM
To: Jon Joyce
Subject: RE: [redacted] Repurchase Case [redacted]

Hi Jon,

Just as a heads up, I called the customer and he said he had not spoken with you yet. I told him you have been trying to reach out to him, but as a safety measure, I gave him your number [redacted]

Thank you for everything,
Joe

From: Jon Joyce
Sent: Tuesday, March 31, 2015 12:41 AM
To: Joe Nichols (C)
Subject: RE: [redacted] Repurchase Case [redacted]

He hasn't called me back yet. Left a message on his voice mail. The rental needs to end if he decides to continue to push the case forward.

Jon

From: Joe Nichols (C)
Sent: Monday, March 30, 2015 1:51 PM
To: Jon Joyce
Subject: RE: [redacted] Repurchase Case [redacted]

Hi Jon,

Customer [redacted] can be reached via phone at [redacted] and via email at [redacted]

Thank you,

Joe

From: Joe Nichols (C)
Sent: Monday, March 30, 2015 1:06 PM
To: Jon Joyce; Joshua Preister (C); Stephanie Nietzke
Cc: 'snordberg@findlayauto.com'
Subject: RE: [redacted] Repurchase Case [redacted]

Hi Team,

I have contacted the customer to advise him that the original agreement that has been made is the resolution being supported by Exec CAC. I advised him there is no additional assistance towards the usage fees other than what has already been agreed upon. I asked him rather he accepts the deal, so that we may move forward with processing.

He did not remember the original deal and asked for me to reiterate it to him. Not wanting to provide misinformation, I've elected for the customer to be contacted by a team member who better understands the agreement and can better elaborate with details to the customer.

Jon- would you be able to provide detail on the final agreement, and/or advise a contact who may be able to best explain the final agreement?

Thank you,
Joe

From: Jon Joyce
Sent: Saturday, March 28, 2015 3:04 AM
To: Joshua Preister (C); Joe Nichols (C)
Cc: Stephanie Nietzke; Brian C. Doherty; Robert M. Kropp
Subject: [redacted] Repurchase Case [redacted]

Reading the messages below it looks like their maybe some miscommunications. Joshua, our customer is still in a rental that someone told Tony Smith, Findlay Service Director, from your office the additional rental would be covered. Tony Smith will need a labor operation when the case is resolved.

Also from the e-mails below:
" I spoke with GM Legal and since the customer is not interested in pursuing any type of compensation for the alleged injury, we have asked Executive Customer Assistance to step in and see if they are able to assist with the additional funds that the customer is seeking in this re-purchase request."

Who at Executive CAC is doing this?

I had an agreement with the owner, who had told me there was no injury. Stephanie's department has my paperwork. If you or Executive CAC is going to change the offer, someone needs to get with the customer. Everyday this is delayed it costs GM more money, and leaves Mr. [redacted] In the dark.

Let me know the outcome.

Thanks
Jon Joyce DMA Phoenix/ Vegas

From: Joe Nichols (C)
Sent: Thursday, March 19, 2015 2:34 PM
To: 'snordberg@findlayauto.com'
Cc: 'mmills@findlayauto.com'
Subject: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted], [redacted] Repurchase Settlement

Scott & Melisa,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort. In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

* Acknowledgement that you received this customer's concern
* Verification that you successfully contacted the customer
* Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

* Vehicle Info: 2014 Chevrolet Silverado
* Mileage: 33,087
* VIN: 3GCPCREC0EG[redacted]
* SR Number: [redacted]
* Customer Last Name: [redacted]
* Customer Preferred Contact Method: Cell Phone
* Customer Daytime Phone: [redacted]
* Customer Evening Phone: [redacted]
* Customer Cell Phone: [redacted]
* Customer Email: N/A

Summary of Concern: The customer owns a 2014 Chevrolet Silverado. Customer states the

current status is he and the dealer are settling on the rates per mileage. They have settled on $.15 per mile and the charges beginning at the first incident, which happened at 21,000 miles. This was all 2 months ago, and since then, there has been no communication between himself and the dealer. The main point of contact was Tony Smith. The customer has been in a rental vehicle ever since. The customer seeks for the deal to be finalized.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1400, extension 11722 or by fax at 866-660-2731.
Sincerely,

Joe Nichols
General Motors
Executive Liaison
855-880-1400 ext. 11722
Joe.nichols@gm.com

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From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Wednesday, March 18, 2015 2:40 PM
To: Jon Joyce
Subject: FW: [redacted] Repurchase Case[redacted]

See below

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.
Las Vegas, NV 89118
702-982-4050(ph)
702-567-2270(e-fax)

Tsmith@findlayauto.com

WWW.findlaychevy.com

As you walk down the fairway of life you must smell the roses, for you only get to play one round.
Ben Hogan

From: Joshua Preister (C) [mailto:joshua.preister@gm.com]
Sent: Wednesday, March 18, 2015 1:33 PM
To: Stephanie Nietzke; Chris Roffey (C)
Cc: Tony Smith; Aaron Charbonneau
Subject: RE: [redacted] Repurchase Case [redacted]

Hi all –

I spoke with GM Legal and since the customer is not interested in pursuing any type of compensation for the alleged injury, we have asked Executive Customer Assistance to step in and see if they are able to assist with the additional funds that the customer is seeking in this re-purchase request.

Tim: if you need to send me a copy of the rental invoice, we can assist with getting that taken care of.

-JP

Joshua Preister
Claims Team Leader
ESIS/General Motors Claims Unit
Office: 313.665.3429
Fax: 313.665.0911
Email: joshua.preister@gm.com

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Wednesday, March 18, 2015 4:06 PM
To: Joshua Preister (C); Chris Roffey (C)
Subject: RE: [redacted] Repurchase Case [redacted]

I know it's not the end of the day yet, but Tony at Findlay knows we're on Eastern time and it's 4 pm here, so he just shot me a note that there's been no contact. I don't want to be the phone police but . . .

Chris, he indicated he left you a message

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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addressed.

From: Joshua Preister (C) [mailto:joshua.preister@gm.com]
Sent: Wednesday, March 18, 2015 10:29 AM

To: Chris Roffey (C)
Cc: Stephanie Nietzke
Subject: RE: [redacted] Repurchase Case[redacted]

I will make sure that it happens today.

-JP

Joshua Preister
Claims Team Leader
ESIS/General Motors Claims Unit
Office: 313.665.3429
Fax: 313.665.0911
Email: joshua.preister@gm.com

From: Chris Roffey (C)
Sent: Wednesday, March 18, 2015 6:25 AM
To: Joshua Preister (C)
Cc: Stephanie Nietzke (Stephanie.Nietzke@morleynet.com)
Subject: FW: [redacted] Repurchase Case [redacted]

Josh,

Please see the note from Stephanie. I spoke with Stephanie yesterday afternoon and she advised that the dealer had not been called and, as the result, the dealer called her again. Could you or Nikki please call the dealer today to advise on status and then follow with Stephanie?

Thank you

Chris C. Roffey
ESIS/GM Central Claims Unit
Renaissance Center
Mail Code 482 C19 B61
P O Box 300
Detroit, MI 48265
313.665.3376
Fax: 248.778.1817

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Tuesday, March 17, 2015 4:59 PM
To: Chris Roffey (C)
Subject: FW: [redacted] Repurchase Case[redacted]

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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addressed.

From: Chris Roffey (C) [mailto:chris.roffey@gm.com]
Sent: Thursday, March 12, 2015 5:21 PM
To: Stephanie Nietzke; Lyle Stiefel
Subject: RE: [redacted] Repurchase Case[redacted]

Stephanie,

Thank you for the note.

The dealer will be called on Friday.

Chris C. Roffey
ESIS/GM Central Claims Unit
Renaissance Center
Mail Code 482 C19 B61
P O Box 300
Detroit, MI 48265
313.665.3376
Fax: 248.778.1817

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Thursday, March 12, 2015 3:25 PM
To: Chris Roffey (C); Lyle Stiefel
Subject: FW: [redacted] Repurchase Case[redacted]

Hello,
Chris I'm not sure if you're in place to assist on this matter any longer? I just received a call from the dealer below on this case that appears to reside with ESIS. He hasn't heard from anyone on anything, still has the customer's 2014 Silverado and the customer is still driving one of their rentals since November.

Can someone circle back to Tony Smith at Findlay and let him know what's going on?

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are
addressed.

From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Thursday, March 12, 2015 3:19 PM
To: Stephanie Nietzke
Subject: FW: [redacted] Repurchase Case [redacted]

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.
Las Vegas, NV 89118
702-982-4050(ph)
702-567-2270(e-fax)

Tsmith@findlayauto.com

WWW.findlaychevy.com

As you walk down the fairway of life you must smell the roses, for you only get to play one round.
Ben Hogan

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Friday, February 06, 2015 9:35 AM
To: Tony Smith
Cc: Jon Joyce
Subject: RE: [redacted] Repurchase Case[redacted]

There was a note in the case that the family sought medical attention for possible whiplash? I don't know that they actually suffered injury per se, that comment was likely what moved the case to ESIS.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Friday, February 06, 2015 12:25 PM
To: Stephanie Nietzke
Cc: Jon Joyce
Subject: Re: [redacted] Repurchase Case[redacted]

I was not aware of any personal injury.

Sent from my iPhone

On Feb 6, 2015, at 8:45 AM, Stephanie Nietzke <Stephanie.Nietzke@morleynet.com> wrote:
Jon,
This case is not in RVDC—you probably know that.

It appears to me it has been escalated to ESIS due to a personal injury claim. They are going to be in the driver's seat for this particular situation.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed.

From: Jon Joyce [mailto:jon.joyce@chevrolet.com]
Sent: Friday, February 06, 2015 11:33 AM
To: Stephanie Nietzke
Cc: Tony Smith
Subject: [redacted] Repurchase Case [redacted]
Importance: High

Sales Price /120,000 miles x 21000 miles (round down the cents per mileage) add back in VOT , sales tax and doc fee

Talked to the customer yesterday

Jon

From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Thursday, February 05, 2015 11:24 AM
To: josh.preister@gm.com
Cc: Jon Joyce
Subject: FW: [redacted] Repurchase Case [redacted]
Importance: High

From: Tony Smith
Sent: Saturday, January 24, 2015 2:22 PM
To: JON JOYCE - GENERAL MOTORS
Cc: Scott Nordberg
Subject: [redacted] Repurchase

Josh

This gentleman has been in a rental car since November 18, 2014. He says he has been trying to reach you to get this resolved. If you would please give me an update on this case I would greatly appreciate it.

Thanks

[redacted] [redacted]
3GCPCREC0EG[redacted]
Miles : 33087

[redacted] spoke with:
Josh Prister at General Motors
313-665-3429
Case [redacted]

Customer was told that Josh is on vacation till end of January.

I offered him the usage using the lower miles and he has not made a decision as of yet.

Thanks

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.
Las Vegas, NV 89118
702-982-4050(ph)
702-567-2270(e-fax)

Tsmith@findlayauto.com

WWW.findlaychevy.com

As you walk down the fairway of life you must smell the roses, for you only get to play one round.
Ben Hogan

[redacted]

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PE18-012

GM

3-27-2019

Q3

[redacted]

From: Jon Joyce
Sent: Thursday, April 02, 2015 5:42 PM
To: Joe Nichols (C)
Cc: stephanie.Nietzke@morleynet.com
Subject: RE: [redacted] Repurchase Case [redacted]

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Not sure how that happened?
But I am extending the rental if the customer is willing to sign the buyback promptly once received.

Need Morley to tell me if the still have the repurchase case.

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To: Jon Joyce
Subject: [redacted] Repurchase Case [redacted]

Hi Jon,

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Thank you for everything,
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Hi Jon,

Customer [redacted] can be reached via phone at [redacted] and via email at [redacted]

Thank you,

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From: Joe Nichols (C)
Sent: Monday, March 30, 2015 1:06 PM
To: Jon Joyce; Joshua Preister (C); Stephanie Nietzke
Cc: 'snordberg@findlayauto.com'
Subject: RE: [redacted] Repurchase Case [redacted]

Hi Team,

I have contacted the customer to advise him that the original agreement that has been made is the resolution being supported by Exec CAC. I advised him there is no additional assistance towards the usage fees other than what has already been agreed upon. I asked him rather he accepts the deal, so that we may move forward with processing.

He did not remember the original deal and asked for me to reiterate it to him. Not wanting to provide misinformation, I've elected for the customer to be contacted by a team member who better understands the agreement and can better elaborate with details to the customer.

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Sent: Saturday, March 28, 2015 3:04 AM
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Cc: Stephanie Nietzke; Brian C. Doherty; Robert M. Kropp
Subject: [redacted] Repurchase Case [redacted]

Reading the messages below it looks like their maybe some miscommunications. Joshua, our customer is still in a rental that someone told Tony Smith, Findlay Service Director, from your office the additional rental would be covered. Tony Smith will need a labor operation when the case is resolved.

Also from the e-mails below:
" I spoke with GM Legal and since the customer is not interested in pursuing any type of compensation for the alleged injury, we have asked Executive Customer Assistance to step in and see if they are able to assist with the additional funds that the customer is seeking in this re-purchase request."

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Let me know the outcome.

Thanks
Jon Joyce DMA Phoenix/ Vegas

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Cc: 'mmills@findlayauto.com'
Subject: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted], [redacted]
Repurchase Settlement

Scott & Melisa,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort. In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

* Acknowledgement that you received this customer's concern
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* Vehicle Info: 2014 Chevrolet Silverado
* Mileage: 33,087
* VIN: 3GCPCREC0EG[redacted]
* SR Number[redacted]
* Customer Last Name: [redacted]
* Customer Preferred Contact Method: Cell Phone
* Customer Daytime Phone:[redacted]
* Customer Evening Phone: [redacted]
* Customer Cell Phone:[redacted]
* Customer Email: N/A

Summary of Concern: The customer owns a 2014 Chevrolet Silverado. Customer states the current status is he and the dealer are settling on the rates per mileage. They have settled on $.15 per mile and the charges beginning at the first incident, which happened at 21,000 miles. This was all 2 months ago, and since then, there has been no communication between himself and the dealer. The main point of contact was Tony Smith. The customer has been in a rental vehicle ever since. The customer seeks for the deal to be finalized.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
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Sincerely,

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To: Jon Joyce
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See below

Tony Smith
Fixed Operations Director
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Tim: if you need to send me a copy of the rental invoice, we can assist with getting that taken care of.

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Joshua Preister
Claims Team Leader
ESIS/General Motors Claims Unit
Office: 313.665.3429
Fax: 313.665.0911
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Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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To: Chris Roffey (C)
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Subject: RE: [redacted] Repurchase Case [redacted]

I will make sure that it happens today.

-JP

Joshua Preister
Claims Team Leader
ESIS/General Motors Claims Unit
Office: 313.665.3429
Fax: 313.665.0911
Email: joshua.preister@gm.com

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the dealer had not been called and, as the result, the dealer called her again. Could you or Nikki please call the dealer today to advise on status and then follow with Stephanie?

Thank you

Chris C. Roffey
ESIS/GM Central Claims Unit
Renaissance Center
Mail Code 482 C19 B61
P O Box 300
Detroit, MI 48265
313.665.3376
Fax: 248.778.1817

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Sent: Tuesday, March 17, 2015 4:59 PM
To: Chris Roffey (C)
Subject: FW: [redacted] Repurchase Case [redacted]

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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The dealer will be called on Friday.

Chris C. Roffey
ESIS/GM Central Claims Unit
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Sent: Thursday, March 12, 2015 3:25 PM
To: Chris Roffey (C); Lyle Stiefel
Subject: FW: [redacted] Repurchase Case [redacted]

Hello,
Chris I'm not sure if you're in place to assist on this matter any longer? I just received a call from the dealer below on this case that appears to reside with ESIS. He hasn't heard from anyone on anything, still has the customer's 2014 Silverado and the customer is still driving one of their rentals since November.

Can someone circle back to Tony Smith at Findlay and let him know what's going on?

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are
addressed.

From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Thursday, March 12, 2015 3:19 PM
To: Stephanie Nietzke
Subject: FW: [redacted]Repurchase Case [redacted]

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.
Las Vegas, NV 89118
702-982-4050(ph)
702-567-2270(e-fax)

Tsmith@findlayauto.com

WWW.findlaychevy.com

As you walk down the fairway of life you must smell the roses, for you only get to play one round.
Ben Hogan

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Friday, February 06, 2015 9:35 AM
To: Tony Smith
Cc: Jon Joyce
Subject: RE: [redacted] Repurchase Case [redacted]

There was a note in the case that the family sought medical attention for possible whiplash? I don't know that they actually suffered injury per se, that comment was likely what moved the case to ESIS.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Friday, February 06, 2015 12:25 PM
To: Stephanie Nietzke
Cc: Jon Joyce
Subject: Re: [redacted] Repurchase Case[redacted]

I was not aware of any personal injury.

Sent from my iPhone

On Feb 6, 2015, at 8:45 AM, Stephanie Nietzke <Stephanie.Nietzke@morleynet.com> wrote:
Jon,
This case is not in RVDC—you probably know that.

It appears to me it has been escalated to ESIS due to a personal injury claim. They are going to be in the driver's seat for this particular situation.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed.

From: Jon Joyce [mailto:jon.joyce@chevrolet.com]
Sent: Friday, February 06, 2015 11:33 AM
To: Stephanie Nietzke
Cc: Tony Smith
Subject: [redacted] Repurchase Case[redacted]
Importance: High

Sales Price /120,000 miles x 21000 miles (round down the cents per mileage) add back

in VOT , sales tax and doc fee

Talked to the customer yesterday

Jon

From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Thursday, February 05, 2015 11:24 AM
To: josh.preister@gm.com
Cc: Jon Joyce
Subject: FW: [redacted] Repurchase Case [redacted]
Importance: High

From: Tony Smith
Sent: Saturday, January 24, 2015 2:22 PM
To: JON JOYCE - GENERAL MOTORS
Cc: Scott Nordberg
Subject: [redacted] Repurchase

Josh

This gentleman has been in a rental car since November 18, 2014. He says he has been trying to reach you to get this resolved. If you would please give me an update on this case I would greatly appreciate it.

Thanks

[redacted]
3GCPCREC0EG[redacted]
Miles : 33087

[redacted] spoke with:
Josh Prister at General Motors
[redacted]
Case[redacted]

Customer was told that Josh is on vacation till end of January.

I offered him the usage using the lower miles and he has not made a decision as of yet.

Thanks

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.
Las Vegas, NV 89118
702-982-4050(ph)
702-567-2270(e-fax)

Tsmith@findlayauto.com

WWW.findlaychevy.com

As you walk down the fairway of life you must smell the roses, for you only get to play one round.
Ben Hogan

[redacted]

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PE18-012

GM

3-27-2019

Q3

[redacted]

From: Melisa Mills <MMills@findlayauto.com>
Sent: Tuesday, March 24, 2015 11:35 AM
To: Joe Nichols (C); Scott Nordberg (Findlay Chevrolet)
Cc: Jon Joyce
Subject: RE: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted], [redacted], Repurchase Settlement

I, unfortunately, am not awareof this case.

Melisa Eichbauer
Sales Director
Findlay Chevrolet
702.982.4053 direct
702.568.3049 fax
www.findlaychevy.com

From: Joe Nichols (C) [mailto:joe.nichols@gm.com]
Sent: Monday, March 23, 2015 9:58 AM
To: Scott Nordberg; Melisa Mills
Cc: Jon Joyce
Subject: RE: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted] Repurchase Settlement

Hi Scott and Melisa,

Are either of you aware of the current status of this deal?

Thank you in advance,

Joe

From: Joe Nichols (C)
Sent: Thursday, March 19, 2015 2:34 PM
To: 'snordberg@findlayauto.com'
Cc: 'mmills@findlayauto.com'
Subject: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted]
Repurchase Settlement

Scott & Melisa,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort. In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

* Acknowledgement that you received this customer's concern
* Verification that you successfully contacted the customer
* Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever

works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

* Vehicle Info: 2014 Chevrolet Silverado
* Mileage: 33,087
* VIN: 3GCPCREC0EG[redacted]
* SR Number: [redacted]
* Customer Last Name: [redacted]
* Customer Preferred Contact Method: Cell Phone
* Customer Daytime Phone: [redacted]
* Customer Evening Phone: [redacted]
* Customer Cell Phone: [redacted]
* Customer Email: N/A

Summary of Concern: The customer owns a 2014 Chevrolet Silverado. Customer states the current status is he and the dealer are settling on the rates per mileage. They have settled on $.15 per mile and the charges beginning at the first incident, which happened at 21,000 miles. This was all 2 months ago, and since then, there has been no communication between himself and the dealer. The main point of contact was Tony Smith. The customer has been in a rental vehicle ever since. The customer seeks for the deal to be finalized.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1400, extension 11722 or by fax at 866-660-2731.
Sincerely,

Joe Nichols
General Motors
Executive Liaison
855-880-1400 ext. 11722
Joe.nichols@gm.com

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PE18-012

GM

3-27-2019

Q3

[redacted]

From: Jon Joyce
Sent: Monday, March 23, 2015 11:49 PM
To: Joe Nichols (C)
Cc: Scott Nordberg (Findlay Chevrolet)
Subject: RE: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted], [redacted] Repurchase Settlement

I thought someone told me not to get involved since there was a legal issue. Then there was some agreement regarding injuries. I have been keep out of the loop. Now you are asking me what is going on. Good Question!

From: Joe Nichols (C)
Sent: Monday, March 23, 2015 10:15 AM
To: Jon Joyce
Subject: RE: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted] Repurchase Settlement

Hi Jon,

Are you in the position to advise what is going on with this case?

Any assistance would be greatly appreciated. Thank you,

Joe

From: Scott Nordberg [mailto:SNordberg@findlayauto.com]
Sent: Monday, March 23, 2015 1:11 PM
To: Joe Nichols (C)
Subject: RE: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted] [redacted], Repurchase Settlement

The issue that is to be worked out is on GMs side as for as how much per mile he will be compenstated.

From: Joe Nichols (C) [mailto:joe.nichols@gm.com]
Sent: Monday, March 23, 2015 9:58 AM
To: Scott Nordberg; Melisa Mills
Cc: Jon Joyce
Subject: RE: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted] [redacted] Repurchase Settlement

Hi Scott and Melisa,

Are either of you aware of the current status of this deal?

Thank you in advance,

Joe

From: Joe Nichols (C)
Sent: Thursday, March 19, 2015 2:34 PM
To: 'snordberg@findlayauto.com'
Cc: 'mmills@findlayauto.com'

Subject: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG[redacted], [redacted]
Repurchase Settlement

Scott & Melisa,

The above-referenced customer has indicated to us that they have previously contacted your dealership for an issue. As the Customer Experience Manager, you are in the best position to implement an appropriate and timely action plan, and I will be working with you in this effort. In order to complete this task, please contact me within 24 hours regarding your plan for resolution. I request the following information:

* Acknowledgement that you received this customer's concern
* Verification that you successfully contacted the customer
* Planned next steps

You may provide this update by responding to this email or by calling me directly, whichever works better for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.

* Vehicle Info: 2014 Chevrolet Silverado
* Mileage: 33,087
* VIN: 3GCPCREC0EG[redacted]
* SR Number: [redacted]
* Customer Last Name: [redacted]
* Customer Preferred Contact Method: Cell Phone
* Customer Daytime Phone: [redacted]
* Customer Evening Phone: [redacted]
* Customer Cell Phone: [redacted]
* Customer Email: N/A

Summary of Concern: The customer owns a 2014 Chevrolet Silverado. Customer states the current status is he and the dealer are settling on the rates per mileage. They have settled on $.15 per mile and the charges beginning at the first incident, which happened at 21,000 miles. This was all 2 months ago, and since then, there has been no communication between himself and the dealer. The main point of contact was Tony Smith. The customer has been in a rental vehicle ever since. The customer seeks for the deal to be finalized.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1400, extension 11722 or by fax at 866-660-2731.
Sincerely,

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Joe.nichols@gm.com

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PE18-012

GM

3-27-2019

Q3

From: Stephanie Nietzke <Stephanie.Nietzke@morleynet.com>
Sent: Friday, April 03, 2015 8:40 AM
To: Jon Joyce; Joe Nichols (C)
Cc: Tracy Ehrlinger
Subject: RE: [redacted] Repurchase Case [redacted]

Good morning Jon,
We never had a case on this. You had originally copied me in on an email to Tony back early February
and it was at that point I saw the open ESIS case. I've been a bystander for the most part of what has
gone on since.

If everything is good to go, then we'll just need a case submitted outlining the terms.

Let me know if there are any other questions.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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addressed.

From: Jon Joyce [mailto:jon.joyce@chevrolet.com]
Sent: Thursday, April 02, 2015 5:42 PM
To: Joe Nichols (C)
Cc: Stephanie Nietzke
Subject: RE: [redacted] Repurchase Case #[redacted]

Talked to the customer we now have a deal. The customer called me after the dealer told him the rental
ends Friday.
Not sure how that happened?
But I am extending the rental if the customer is willing to sign the buyback promptly once received.

Need Morley to tell me if the still have the repurchase case.

Jon

From: Joe Nichols (C)
Sent: Thursday, April 02, 2015 12:09 PM
To: Jon Joyce
Subject: RE: [redacted]Repurchase Case [redacted]

Hi Jon,

Just as a heads up, I called the customer and he said he had not spoken with you yet. I told him you have
been trying to reach out to him, but as a safety measure, I gave him your number [redacted]

Thank you for everything,
Joe

From: Jon Joyce
Sent: Tuesday, March 31, 2015 12:41 AM

[redacted]

To: Joe Nichols (C)
Subject: RE: [redacted] Repurchase Case [redacted]

He hasn't called me back yet. Left a message on his voice mail. The rental needs to end if he decides to
continue to push the case forward.

Jon

From: Joe Nichols (C)
Sent: Monday, March 30, 2015 1:51 PM
To: Jon Joyce
Subject: RE: [redacted] Repurchase Case [redacted]

Hi Jon,

Customer [redacted] can be reached via phone at [redacted] and via email at

[redacted]

Thank you,

Joe

From: Joe Nichols (C)
Sent: Monday, March 30, 2015 1:06 PM
To: Jon Joyce; Joshua Preister (C); Stephanie Nietzke
Cc: 'snordberg@findlayauto.com'
Subject: RE: [redacted] Repurchase Case [redacted]

Hi Team,

I have contacted the customer to advise him that the original agreement that has been made is the
resolution being supported by Exec CAC. I advised him there is no additional assistance towards the
usage fees other than what has already been agreed upon. I asked him rather he accepts the deal, so
that we may move forward with processing.

He did not remember the original deal and asked for me to reiterate it to him. Not wanting to provide
misinformation, I've elected for the customer to be contacted by a team member who better
understands the agreement and can better elaborate with details to the customer.

Jon- would you be able to provide detail on the final agreement, and/or advise a contact who may be
able to best explain the final agreement?

Thank you,
Joe

From: Jon Joyce
Sent: Saturday, March 28, 2015 3:04 AM
To: Joshua Preister (C); Joe Nichols (C)
Cc: Stephanie Nietzke; Brian C. Doherty; Robert M. Kropp
Subject: [redacted] Repurchase Case [redacted]

Reading the messages below it looks like their maybe some miscommunications. Joshua, our customer is
still in a rental that someone told Tony Smith, Findlay Service Director, from your office the additional

rental would be covered. Tony Smith will need a labor operation when the case is resolved.

Also from the e-mails below:
“ I spoke with GM Legal and since the customer is not interested in pursuing any type of compensation
for the alleged injury, we have asked Executive Customer Assistance to step in and see if they are able to
assist with the additional funds that the customer is seeking in this re-purchase request.”

Who at Executive CAC is doing this?

I had an agreement with the owner, who had told me there was no injury. Stephanie’s department has
my paperwork. If you or Executive CAC is going to change the offer, someone needs to get with the
customer. Everyday this is delayed it costs GM more money, and leaves Mr.
In the dark.

Let me know the outcome.

Thanks
Jon Joyce DMA Phoenix/ Vegas

From: Joe Nichols (C)
Sent: Thursday, March 19, 2015 2:34 PM
To: 'snordberg@findlayauto.com'
Cc: 'mmills@findlayauto.com'
Subject: ACTION REQUIRED / Exec CAC Case, FINDLAY CHEVROLET, 3GCPCREC0EG
,
Repurchase Settlement

Scott & Melisa,

The above-referenced customer has indicated to us that they have previously contacted your
dealership for an issue. As the Customer Experience Manager, you are in the best position to
implement an appropriate and timely action plan, and I will be working with you in this effort.
In order to complete this task, please contact me within 24 hours regarding your plan for
resolution. I request the following information:
* Acknowledgement that you received this customer’s concern
* Verification that you successfully contacted the customer
* Planned next steps
You may provide this update by responding to this email or by calling me directly, whichever
works better for you. I will reach back out if I do not hear from you within 24 business hours to
confirm that you have received the information you need.

Here is the critical case information; complete details are in the attached file.
* Vehicle Info: 2014 Chevrolet Silverado
* Mileage: 33,087
* VIN: 3GCPCREC0EG
* SR Number:
* Customer Last Name:
* Customer Preferred Contact Method: Cell Phone
* Customer Daytime Phone:
* Customer Evening Phone:

* Customer Cell Phone: [redacted]
* Customer Email: N/A

Summary of Concern: The customer owns a 2014 Chevrolet Silverado. Customer states the current status is he and the dealer are settling on the rates per mileage. They have settled on $.15 per mile and the charges beginning at the first incident, which happened at 21,000 miles. This was all 2 months ago, and since then, there has been no communication between himself and the dealer. The main point of contact was Tony Smith. The customer has been in a rental vehicle ever since. The customer seeks for the deal to be finalized.

Thank you for your crucial role in resolving this customer's issue and creating long-term satisfaction and loyalty.
I may be reached by calling 855-880-1400, extension 11722 or by fax at 866-660-2731.
Sincerely,

Joe Nichols
General Motors
Executive Liaison
855-880-1400 ext. 11722
Joe.nichols@gm.com

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From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Wednesday, March 18, 2015 2:40 PM
To: Jon Joyce
Subject: FW: [redacted] Repurchase Case #[redacted]

See below

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.
Las Vegas, NV 89118
702-982-4050(ph)

[redacted].09

702-567-2270(e-fax)

Tsmith@findlayauto.com

WWW.findlaychevy.com

As you walk down the fairway of life you must smell the roses, for you only get to play one
round.
Ben Hogan

From: Joshua Preister (C) [mailto:joshua.preister@gm.com]
Sent: Wednesday, March 18, 2015 1:33 PM
To: Stephanie Nietzke; Chris Roffey (C)
Cc: Tony Smith; Aaron Charbonneau
Subject: RE: [redacted] Repurchase Case[redacted]

Hi all –

I spoke with GM Legal and since the customer is not interested in pursuing any type of compensation for
the alleged injury, we have asked Executive Customer Assistance to step in and see if they are able to
assist with the additional funds that the customer is seeking in this re-purchase request.

Tim: if you need to send me a copy of the rental invoice, we can assist with getting that taken care of.

-JP

Joshua Preister
Claims Team Leader
ESIS/General Motors Claims Unit
Office: 313.665.3429
Fax: 313.665.0911
Email: joshua.preister@gm.com

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Wednesday, March 18, 2015 4:06 PM
To: Joshua Preister (C); Chris Roffey (C)
Subject: RE:[redacted] Repurchase Case [redacted]

I know it's not the end of the day yet, but Tony at Findlay knows we're on Eastern time and it's 4 pm here,
so he just shot me a note that there's been no contact. I don't want to be the phone police but . . .

Chris, he indicated he left you a message

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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addressed.

[redacted]

From: Joshua Preister (C) [mailto:joshua.preister@gm.com]
Sent: Wednesday, March 18, 2015 10:29 AM
To: Chris Roffey (C)
Cc: Stephanie Nietzke
Subject: RE: [redacted] Repurchase Case [redacted]

I will make sure that it happens today.

-JP

Joshua Preister
Claims Team Leader
ESIS/General Motors Claims Unit
Office: 313.665.3429
Fax: 313.665.0911
Email: joshua.preister@gm.com

From: Chris Roffey (C)
Sent: Wednesday, March 18, 2015 6:25 AM
To: Joshua Preister (C)
Cc: Stephanie Nietzke (Stephanie.Nietzke@morleynet.com)
Subject: FW: [redacted] Repurchase Case [redacted]

Josh,

Please see the note from Stephanie. I spoke with Stephanie yesterday afternoon and she advised that
the dealer had not been called and, as the result, the dealer called her again. Could you or Nikki please
call the dealer today to advise on status and then follow with Stephanie?

Thank you

Chris C. Roffey
ESIS/GM Central Claims Unit
Renaissance Center
Mail Code 482 C19 B61
P O Box 300
Detroit, MI 48265
313.665.3376
Fax: 248.778.1817

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Tuesday, March 17, 2015 4:59 PM
To: Chris Roffey (C)
Subject: FW: [redacted] Repurchase Case [redacted]

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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From: Chris Roffey (C) [mailto:chris.roffey@gm.com]
Sent: Thursday, March 12, 2015 5:21 PM
To: Stephanie Nietzke; Lyle Stiefel

Subject: RE: [redacted] Repurchase Case [redacted]

Stephanie,

Thank you for the note.

The dealer will be called on Friday.

Chris C. Roffey
ESIS/GM Central Claims Unit
Renaissance Center
Mail Code 482 C19 B61
P O Box 300
Detroit, MI 48265
313.665.3376
Fax: 248.778.1817

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Thursday, March 12, 2015 3:25 PM
To: Chris Roffey (C); Lyle Stiefel
Subject: FW: [redacted] Repurchase Case [redacted]

Hello,
Chris I'm not sure if you're in place to assist on this matter any longer? I just received a call from the
dealer below on this case that appears to reside with ESIS. He hasn't heard from anyone on anything,
still has the customer's 2014 Silverado and the customer is still driving one of their rentals since
November.

Can someone circle back to Tony Smith at Findlay and let him know what's going on?

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Thursday, March 12, 2015 3:19 PM
To: Stephanie Nietzke
Subject: FW: [redacted] Repurchase Case [redacted]

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.

[redacted]
Las Vegas, NV 89118
702-982-4050(ph)
702-567-2270(e-fax)

Tsmith@findlayauto.com

WWW.findlaychevy.com

As you walk down the fairway of life you must smell the roses, for you only get to play one
round.
Ben Hogan

From: Stephanie Nietzke [mailto:Stephanie.Nietzke@morleynet.com]
Sent: Friday, February 06, 2015 9:35 AM
To: Tony Smith
Cc: Jon Joyce
Subject: RE: [redacted] Repurchase Case [redacted]

There was a note in the case that the family sought medical attention for possible whiplash? I don't know
that they actually suffered injury per se, that comment was likely what moved the case to ESIS.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

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addressed.

From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Friday, February 06, 2015 12:25 PM
To: Stephanie Nietzke
Cc: Jon Joyce
Subject: Re: [redacted]Repurchase Case [redacted]

I was not aware of any personal injury.

Sent from my iPhone

On Feb 6, 2015, at 8:45 AM, Stephanie Nietzke <Stephanie.Nietzke@morleynet.com> wrote:
Jon,
This case is not in RVDC—you probably know that.

It appears to me it has been escalated to ESIS due to a personal injury claim. They are
going to be in the driver's seat for this particular situation.

Stephanie Nietzke | Operations Supervisor
Vehicle Services
T 989.497.1852 | F 866.802.6668
stephanie.nietzke@morleynet.com

This email and any files transmitted with it are confidential and intended solely

[redacted]
for the use of the individual or
entity to which they are addressed.

From: Jon Joyce [mailto:jon.joyce@chevrolet.com]
Sent: Friday, February 06, 2015 11:33 AM
To: Stephanie Nietzke
Cc: Tony Smith
Subject: [redacted] Repurchase Case [redacted]
Importance: High

Sales Price /120,000 miles x 21000 miles (round down the cents per mileage) add back
in VOT , sales tax and doc fee

Talked to the customer yesterday

Jon

From: Tony Smith [mailto:tsmith@findlayauto.com]
Sent: Thursday, February 05, 2015 11:24 AM
To: josh.preister@gm.com
Cc: Jon Joyce
Subject: FW:[redacted] Repurchase Case [redacted]
Importance: High

From: Tony Smith
Sent: Saturday, January 24, 2015 2:22 PM
To: JON JOYCE - GENERAL MOTORS
Cc: Scott Nordberg
Subject: [redacted] Repurchase

Josh

This gentleman has been in a rental car since November 18, 2014. He says he has been

trying to reach you to get this resolved. If you would please give me an update on this
case I would greatly appreciate it.

Thanks

[redacted]
3GCPCREC0EG[redacted]
Miles : 33087

[redacted] spoke with:
Josh Prister at General Motors
313-665-3429
Case [redacted]

Customer was told that Josh is on vacation till end of January.

I offered him the usage using the lower miles and he has not made a decision as of yet.

Thanks

Tony Smith
Fixed Operations Director
Findlay Chevrolet
6800 S Torrey Pines Dr.
Las Vegas, NV 89118

[redacted]

702-982-4050(ph)
702-567-2270(e-fax)

Tsmith@findlayauto.com

WWW.findlaychevy.com

As you walk down the fairway of life you must smell the roses, for you only get to play one round.
Ben Hogan

[redacted]

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

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

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PE18-012

GM

3-27-2019

Q3

[redacted]

October 23, 2019

[redacted]
Wrentham, MA [redacted]

Dear [redacted]

Because customer satisfaction is a top priority for us at Chevrolet, Daniel J. Quirk, Inc. has requested we offer you this letter worth up to $100 towards your next maintenance service or repair on your 2015 Chevrolet Suburban.

This offer is valid towards one service visit on VIN 1GNSKJKC4FR[redacted]. In the event the cost of your service exceeds the $100 maximum value, you will be responsible for paying the difference. If the total cost of your services is less than $100, a credit or refund will not be issued. This letter is not transferable and is valid for 12 months from the date of issue.

We hope this gesture demonstrates our appreciation of you as a valued customer. Simply present this letter to any Chevrolet dealership for redemption. If you have future questions, please don't hesitate to contact your dealer Daniel J. Quirk, Inc.. If you prefer to contact Chevrolet, you can email us using the Contact Us link at Chevrolet.com or call us at 1-800-222-1020.

Sincerely,

Chevrolet Customer Assistance Center
Service Request [redacted]

For more information regarding the maintenance and care of your vehicle, please visit www.mygmlink.com. This free online service offers vehicle and ownership-related information and tools tailored to your specific vehicle.

ATTENTION: DEALERSHIP SERVICE MANAGER
When submitting the claim, please use labor op 0600046, insert the amount in the net item column, and insert the CAC Service Request number in your comments. This original letter must be surrendered by the customer and retained by the dealer for audit purposes.

PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 180	**Issue Type:** (Aftersales) Product Report	**Issue Status:** Closed				
		Current Step: Solution Feedback	**Current Step Status:** Complete	**Current Step Target:** 10-SEP-2014			

Project: US-United States
Program: Suburban / GMNA Truck
Subject: SEVERITY Belt , Vacuum Pump - Loss of Brake Assist
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

Associated Issues: 1 **Tasks:** **Attachments:** 3 **Memos:** 2

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	11-JUL-2014	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
11-JUL-2014		11-JUL-2014		11-JUL-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	11-JUL-2014	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Originated	11-JUL-2014	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Submitted	11-JUL-2014	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Suburban / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

Issue Title

Part Name: SEVERITY Belt

Part Location: Vacuum Pump
Complaint: Loss of Brake Assist
Severity: 1-Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory
Restricted Issue: No

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GNSCJKC6FR[redacted]	03-APR-2014		273	Mi es	

Problem Description

Symptoms/Complaints:

Condition:
While customer was exiting the freeway they had no power assisted brakes trying to stop on off ramp.

Cause:
The vacuum pump be t broke and wrapped around the crank pu ey. Vacuum pump does turn free y.

Probable Cause:

Corrective Action:

Correction:
Replace vacuum pump, belt and crankshaft seal.
4062760 Vacuum Pump Belt Replacement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria /Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4062760

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

External Systems

System References

Externa System Name	Externa System Issue ID

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	14-JUL-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 16-JUL-2014	Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	14-JUL-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
11-JUL-2014	16-JUL-2014	14-JUL-2014		14-JUL-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	14-JUL-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

Supporting Processes

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

Issue Status

Issue Status:

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	14-JUL-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 28-JUL-2014
Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	14-JUL-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
14-JUL-2014	28-JUL-2014	14-JUL-2014		14-JUL-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	14-JUL-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

24 Hour Information

24 Hour:
Source of Information: FPR

24 Hour CDP Group Information

Natural owner of problem: Asm.-Asm.
Name of Natural owner of problem: Arlington

Affected Vehicles

Model Year(s):	Other Potentially Affected Vehicle Lines:
Steering Type:	Engine(s):
Body Style(s):	Transmission(s):
Axles:	Transfer Case:
Relavent Options:	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GNSCJKC6FR[redacted]	03-APR-2014	273	Mi es		

Problem Description

Symptoms/Complaints:

Condition:
While customer was exiting the freeway they had no power assisted brakes trying to stop on off ramp.

Cause:
The vacuum pump be t broke and wrapped around the crank pu ey. Vacuum pump does turn free y.

Probable Cause:

Corrective Action:

Correction:
Replace vacuum pump, belt and crankshaft seal.
4062760 Vacuum Pump Belt Replacement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

CQR DCI 2014-043 Vac pump pulley misam - broke/loss of brake assist issued to production.

Quality alert posted to operation 25-28L. Issue communicated to team member, team leader, group leader.

JES quality information updated on back of JES.

See attachments.

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4062760

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	4062760

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	14-JUL-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 02-OCT-2014 Next Step Target Approve/Close Date: 09-AUG-2014

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	14-JUL-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
14-JUL-2014	02-OCT-2014	04-AUG-2014	09-AUG-2014	11-AUG-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	11-AUG-2014	Eddie Simcox	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Dea er Service & Warranty Operations	+1 586-492-3186	
Submitted	04-AUG-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

24 Hour Information

24 Hour:
Source of Information: FPR

24 Hour CDP Group Information

Natural owner of problem: Asm.-Asm.
Name of Natural owner of problem: Arlington

Affected Vehicles

Model Year(s):		Other Potentially Affected Vehicle Lines:	
Steering Type:		Engine(s):	
Body Style(s):		Transmission(s):	
Axles:		Transfer Case:	
Relavent Options:		Local Component PR:	

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GNSCJKC6FR[redacted]	03-APR-2014		273	Mi es	

Problem Description

Symptoms/Complaints:

Condition:
While customer was exiting the freeway they had no power assisted brakes trying to stop on off ramp.

Cause:
The vacuum pump be t broke and wrapped around the crank pu ey. Vacuum pump does turn free y.

Probable Cause:

Corrective Action:

Correction:
Replace vacuum pump, belt and crankshaft seal.
4062760 Vacuum Pump Belt Replacement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

CQR DCI 2014-043 Vac pump pulley misam - broke/loss of brake assist issued to production.

Quality alert posted to operation 25-28L. Issue communicated to team member, team leader, group leader.

JES quality information updated on back of JES.

See attachments.

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4062760

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Supporting Process

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

PRTS Dynamics - Complete Report

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	4062760

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	02-AUG-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 10-SEP-2014 Next Step Target Approve/Close Date:

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	02-AUG-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
11-AUG-2014	10-SEP-2014	07-JAN-2015		07-JAN-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	07-JAN-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

CQR DCI 2014-043 Vac pump pulley misam - broke/loss of brake assist issued to production.

Quality alert posted to operation 25-28L. Issue communicated to team member, team leader, group leader.

JES quality information updated on back of JES.

See attachments.

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

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

Issue Status

Issue Status

[X] Fast Response

[ ] Internal

QUALITY ALERT

Issued by : Kyle Frondorf

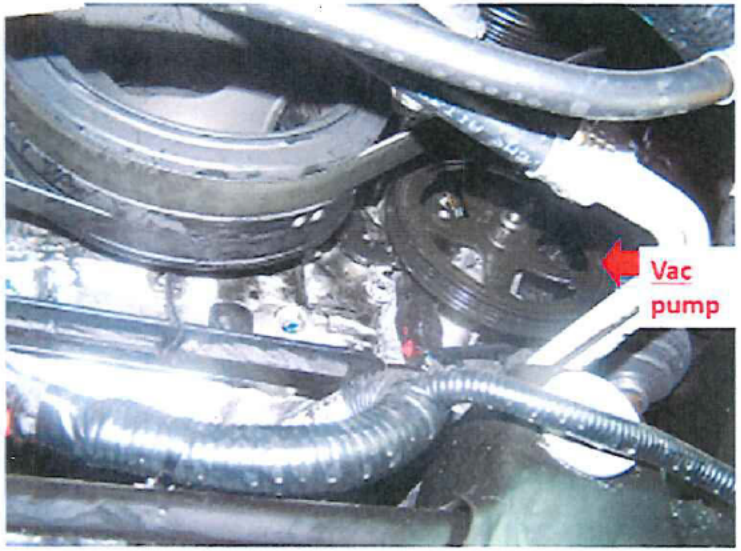
Operation Address: 25 – 28L

Date Issued: 7-14-2014 **Removal Date:** 8-14-2014

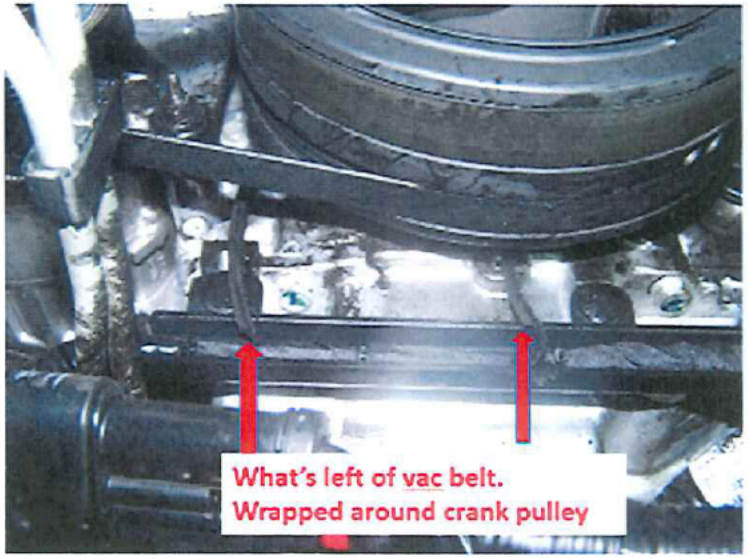
Defect: Vacuum belt broke and customer had no power brake assist.

Action Taken: **Covered JES with TM, TL and GL to ensure belt is on properly and not damaged after installation.**

1GNSCJKC6FR[redacted]



1GNSCJKC6FR[redacted]



Belt broke on customer vehicle when exiting from freeway. Vehicle had no power brake assist.

Reviewed By:	1st Shift	2nd Shift	3rd Shift
Team Leader			
Group Leader			

It is the responsibility of TL to communicate the Quality Alert to all Team Members & ARs. Also, "Quality Focus Checks" must be performed for the duration of FAST RESPONSE Quality Alerts.

Arlington Asm Plant
DCI Customer Quick Response

Date: 7/14/14

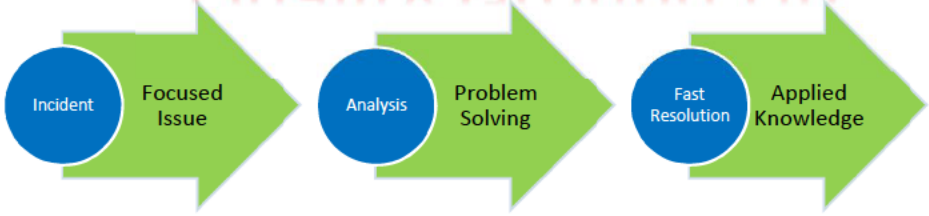
DCI Number: 2014-043

Problem Description: Vacuum pump pulley belt misasm - broke – loss of brake assist

CQR Requirements:

- ☐ Quality Alert
- ☐ PPS and Diagnostic Sheet (Diamonds 1 – 3)
- ☐ 25 vehicle check
- ☐ Return to Scott Lymburner or Steve Ramirez within 48 hours

Quality Ground Up



Warranty Incident Review

FPR
1GNSCJKC6FR[redacted]

- New Suburban with 273 miles on it. Customer owned and driving on freeway, when coming off freeway and coming to a stop they had no power brake assist.
- The vacuum pump belt is broke and wrapped around crank pulley.

Quality Ground Up

History and Links to Documents

IndVehicleHistory - FR[redacted].xls

Double click
Excel file to open

QA Diagnostics Sheets D 1-3

Double click
Excel file to open

Link to Quality Alert Template

Right click, then select “open hyperlink”

25 Vehicle Check Sheet

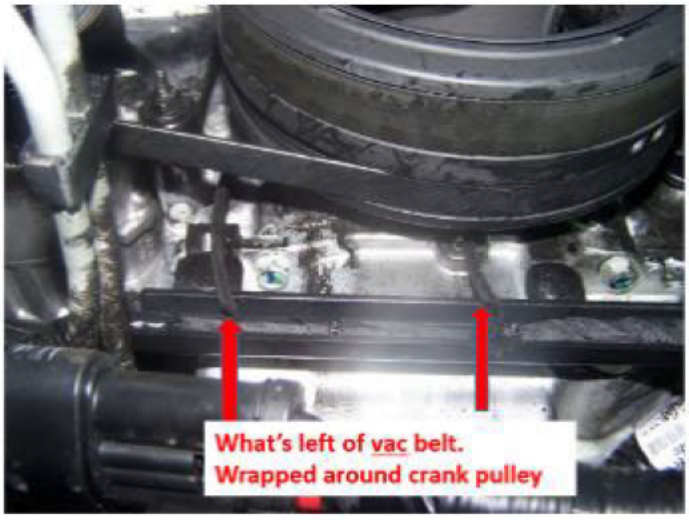
Double click
Excel file to open

Pictures

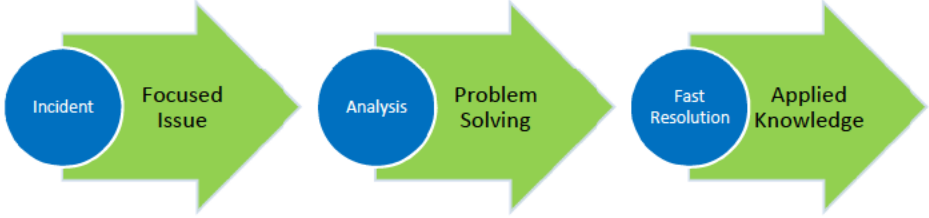
Pictures from vehicle:

1GNSCJKC6FR[redacted]

1GNSCJKC6FR[redacted]



Quality Ground Up



Issue History

Previous PRTS/FR/QA/PPS

Any previous **PRTS's**: ___Yes __x_No

Number: _____ Break Point: _____ Past Break Point: ___Yes ___No

Any previous **Fast Response**: ____Yes __x__No

Number: _____ Break Point: ___ Past Break Point: ___Yes ___No

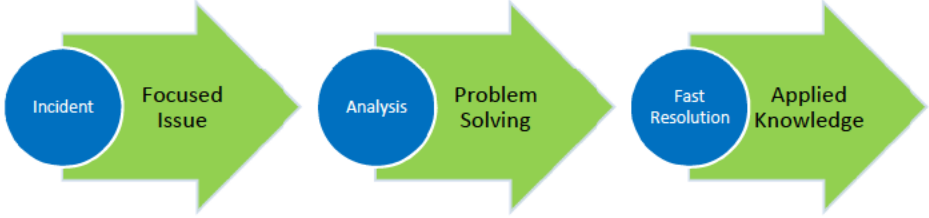
Any previous **Quality Alerts**: _____Yes ___x___No

Name/#: _____ Date Range: _____ Past Break Point: ___Yes ___No

Any previous **PPS**: ____Yes ___x___No

Number: _____ Date Range : _____ Past Break Point: ___Yes ___No

Quality Ground Up



Arlington Asm Plant
DCI Customer Quick Response

Date: 7/14/14

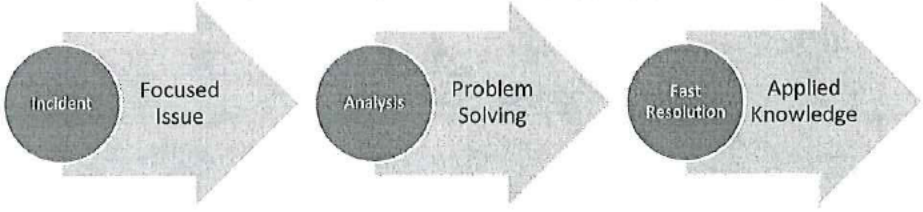
DCI Number: 2014-043

Problem Description: Vacuum pump pulley belt misasm - broke – loss of brake assist

CQR Requirements:

- [x] Quality Alert
- [x] PPS and Diagnostic Sheet (Diamonds 1 – 3)
- [x] 25 vehicle check
- [x] Return to Scott Lymburner or Steve Ramirez within 48 hours

Quality Ground Up



[X] Fast Response

[ ] Internal

QUALITY ALERT

Issued by : Kyle Frondorf

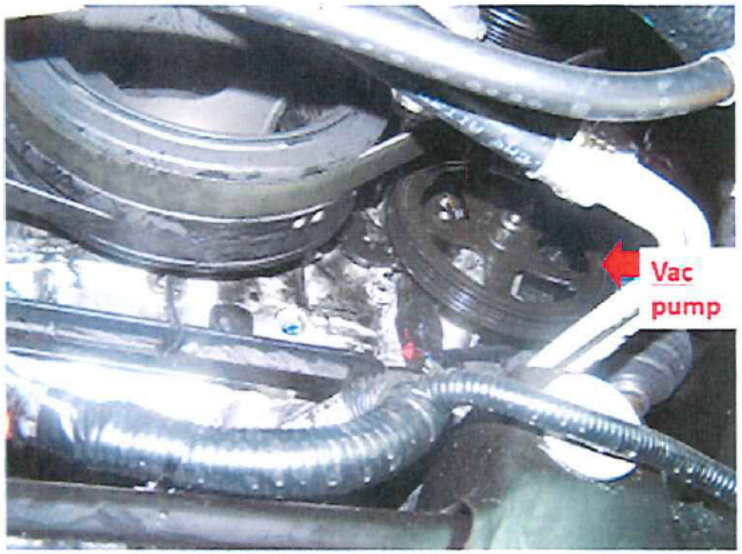
Operation Address: 25 – 28L

Date Issued: 7-14-2014 **Removal Date:** 8-14-2014

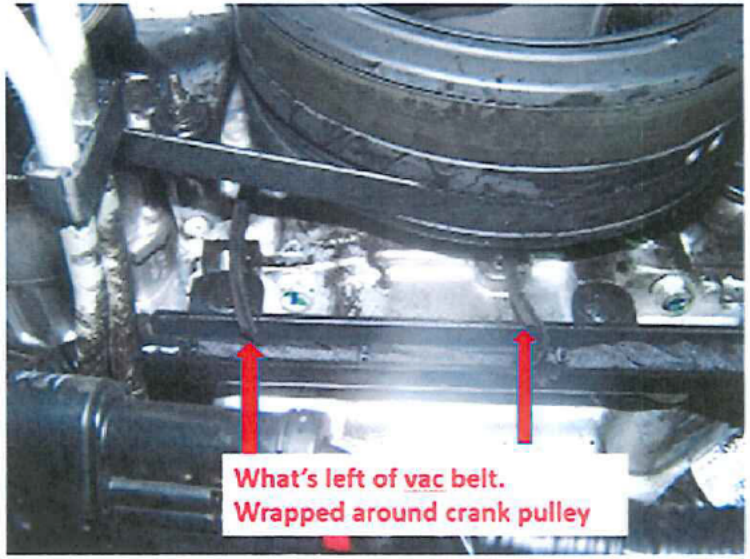
Defect: Vacuum belt broke and customer had no power brake assist.

Action Taken: **Covered JES with TM, TL and GL to ensure belt is on properly and not damaged after installation.**

1GNSCJKC6FR[redacted]



1GNSCJKC6FR[redacted]



Belt broke on customer vehicle when exiting from freeway. Vehicle had no power brake assist.

Reviewed By:	1st Shift	2nd Shift	3rd Shift
Team Leader			
Group Leader			

It is the responsibility of TL to communicate the Quality Alert to all Team Members & ARs. Also, "Quality Focus Checks" must be performed for the duration of FAST RESPONSE Quality Alerts.

[X] Fast Response

[ ] Internal

QUALITY ALERT

Issued by : Kyle Frondorf

Operation Address: 25 – 28L

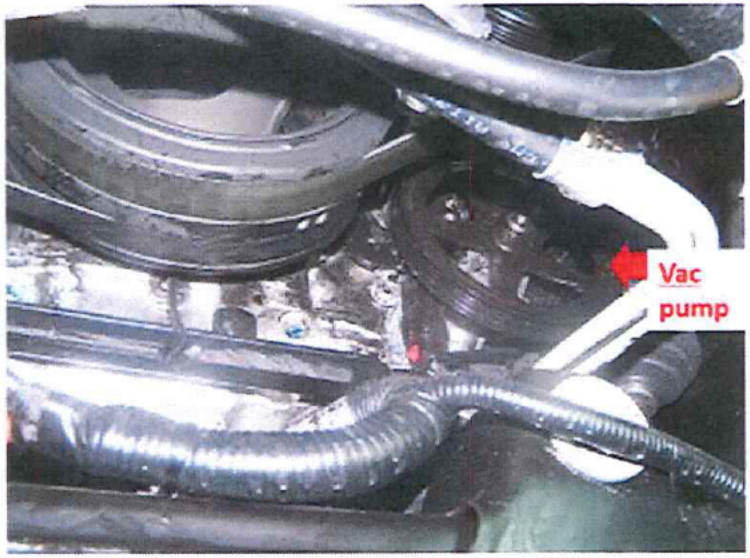
Date Issued: 7-14-2014 **Removal Date:** 8-14-2014

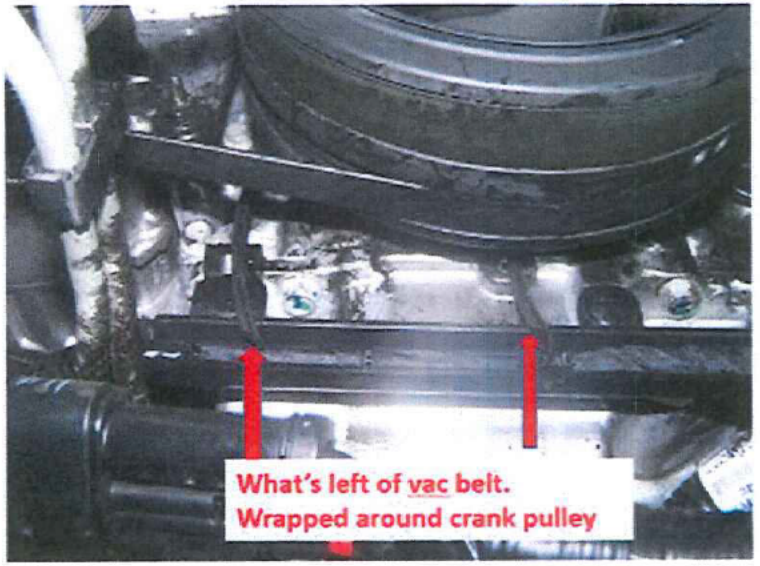
Defect: Vacuum belt broke and customer had no power brake assist.

Action Taken: **Covered JES with TM, TL and GL to ensure belt is on properly and not damaged after installation.**

1GNSCJKC6FR[redacted]

1GNSCJKC6FR[redacted]





Belt broke on customer vehicle when exiting from freeway. Vehicle had no power brake assist.

Reviewed By:	1st Shift	2nd Shift	3rd Shift
Team Leader			
Group Leader			

It is the responsibility of TL to communicate the Quality Alert to all Team Members & ARs. Also, "Quality Focus Checks" must be performed for the duration of FAST RESPONSE Quality Alerts.

Team Leader Quality Focus Checks

Group-Team: 25-13-C

Week of: 7-20-2014

Shift: 1 2 3

Permanent Quality or Process Checks

O - Meets Standard X-Discrepancy Found

Permanent Checks MUST be done DAILY by Team Leader. If Team Leader is not available, checks are to be done by Group Leader or Designate. Your Team may not have any permanent checks. Leave blank if your Team has no permanent checks. For all X findings write description of discrepancy in box below and write a countermeasure on the Level 5 BPD Board.

Address	Description of Check Check 2 vehicles per shift and record job #	Monday		Tuesday		Wednesday		Thursday		Friday	
		Job #	X/O	Job #	X/O	Job #	X/O	Job #	X/O	Job #	X/O

Description of any "X" findings:

Temporary Quality or Process Checks

O - Meets Standard X-Discrepancy Found

Write in Temporary Checks below. Each team should have at least one (1) temporary check even if a team has permanent checks. For all X findings write description of discrepancy in box below. Team members are to be coached or retrained for all X findings on Temporary Checks. If a Team Leader is not available on a shift, Group Leader will determine if or who will perform checks.

Address	Description of Check Check 2 vehicles per shift and record job #	Monday		Tuesday		Wednesday		Thursday		Friday	
		Job #	X/O	Job #	X/O	Job #	X/O	Job #	X/O	Job #	X/O
[redacted]	VERIFY THAT THE VACUUM BELT IS NOT DAMAGED, HAS NO DEFECTS AND IS CORRECTLY INSTALLED										

Description of any "X" findings:

Practical Problem Solving (PPS)

Safety		People		Quality	X	Responsiveness		Cost		Environmental	
Owner:	2513 Group Leaders	Date:	7/14/2014	Problem found by:	Customer	CSN:	[redacted]				

1. Problem Description (High level vague statement)

Customer Had No Power Brake Assist

2. Problem Definition (Detailed specific statement)

	Occurrence
	Once
	Sporadic
	100%

Vacumm Belt Broke

3. Point of Cause (Where problem is occurring)

Teams:	C	Area:	Chassis Engine Line	Shift:	1 2 3	ULOC:	25EL 28L	Other: (specify)	

Immediate Containment Activity: Short-Term Fix	Person Resp.	Target Date	Comp. Date	Breakpoint
Review JES and SOS with Operator @28L on all 3 Shifts	Frazier, Redd, Smith	7/15/2014	15-Jul	
Team Leader will add: Check for Properly Seated Vacuum Belt on Temporary QFC	Frazier, Redd, Smith	7/16/2014		
Had SAC inspect Vacuum Belts for damage.	Frazier, Redd, Smith	7/15/2014	15-Jul	

4. Root Cause Investigation: (At the point of cause - may use diagnostic check sheets if available)

	Yes	No	N/A		Yes	No	N/A
①Std. work followed & employee trained?	X			③Correct parts used?	X		
②Correct tools/equipment used?	X			④Are the parts in specification?	X		

Direct Cause	Vacuum Belt broke causing customer not to have power brake assist.	
Why →	did the Vacuum Belt brake? The belt may have been defective ,damaged or not properly installed	Team Input (ie. Team Member, Team Leader)
Why →	was the Vacuum Belt defective, damaged or not properly installed? Material opens the box containing the belts with a box knife which could have cut the belt.	Team Member stated that she has not had a problem with the vacuum belt. Team Member stated that she was aware of the belt being installed inside out in the past which may have caused this problem.
Why →		
Why →		
Why →		
Real Root Cause	The Vacuum Belt may have been defective of damaged.	

5. Countermeasures/Long-Term Problem Correction: (Fundamental Process, Engineering, Tooling Changes)

Activity :	Person Resp.	Target Date	Comp. Date	Breakpoint
Update the quality information on the back of the JES and review with the operator.	Frazier, Redd , Smith	15-Jul-14		
Post a quality alert on the job and review with the TL, TM & AR's	Frazier, Redd , Smith	15-Jul-14		
Hav SAC inspect Vacuum Belt for damaged or defects	Frazier, Redd , Smith	15-Jul-14		

6. Follow-Up Verification (How did you verify the countermeasure effectively resolved the problem?)

	Yes	No	N/A
Has an Alert been posted (i.e., Quality, Maintenance, etc.)?	x		
Have PFMEAs been completed/updated ? *(Failure mode comprehended)*			x
Old RPN# _____ New RPN#_____			
Was the Control Plan or SOP adequate & followed?			x
Has Error Proofing been reviewed and verification completed?			x
Have job instructions, SOS/JES/PQS, STS/TIS or Maximo been updated ?		x	
Has JIT been completed? All applicable Team Members on all shifts?			
Have check sheets and other forms been updated?	x		
Was debriefing done & response time reviewed?			

Countermeasure Tracking

Working Days to Target

Initial each meets target

1	2	3	4	5
6	7	8	9	10
11	12	13	14	15
16	17	18	19	20

7. Closure

Problem has been effectively resolved and can be closed? Yes ☐ No ☐ If "No" Problem has been escalated to : _____

Problem closed by: **Date:**

PPS Reviewed by Area Manager/Shift Leader: **Date:**

Lessons Learned:

Could the communication of this problem and its solution possibly prevent other departments from incurring the same problem? Yes ☐ No ☐

If YES - check relevant boxes and send a copy of this form to those Depts.

Stamping ☐ Body ☐ Paint ☐ Trim ☐ Chassis ☐

Quality ☐ Material ☐ Maint ☐ Eng ☐ Supplier ☐

[redacted]

QA Diagnostic Sheets

Process/ Part Check

Evaluator: _____

1st Shift GL.: Calvin Smith

2nd Shift GL.: Will Redd

3rd Shift GL.: Freddie Frazier

ITEM:	Broken Vacuum Belt	OPERATION:	28L	25-13

			Yes	No	NA	COMMENTS:
Correct Process?	1	1. Is the SOS & JES posted and signed?	✓			
		2. Does the JES clearly communicate quality requiremetns?	✓			
		3. Is the JES being followed and in the correct order?	✓	✓		
		4. Is there a mandatory sequence identified?		✓		
		5. Is the TM certified and listed on the flex chart?	✓			
		6. Are the PQS/CVIS available and does the TM understand them?	✓			
		7. Can the TM detect the issue/problem?		✓		
		8. Does the TM know how to communicate issues?	✓			
Correct Tool?	2	9. Are correct tools/fixtures being used & in working order?	✓			
		10. Is the PMP being followed by the responsible party?	✓			
		11. Are torque guns set to correct torque (check static torque)?			✓	
		12. Are there tool stops / tethering in place?	✓			
		13. Is there error proofing & is it working?			✓	
		14. Are bits and sockets in good condition?			✓	
Correct Part?	3	14. Does the part number on the rack match the package?	✓			
		15. Does the part number on the package match the part?	✓			
		16. Has an EWO / TWO been issued for this part (ask Material)?		✓		If yes, investigate further
		17. Is there a rework in place?		✓		If yes, investigate further
		18. Can the correct part be selected on a consistent basis?	✓			
Confirmed?		19. Is there a secondary check?		✓		
		18. Does the local Q Station confirm the vehicle for this issue?		✓		
		19. Could this defect be caused out of the footprint or during repair?	✓			If yes, investigate further

Guidelines for NO answers:

- **Corresponding box on PPS should be marked NO to match diagnostic sheet**
- **Should have corresponding Countermeasure**

[redacted]

Arlington Assembly - MY 2015

Job Element Sheet

JOB	Operation #	Time
ALL Engine	25-EL-029R	6.8

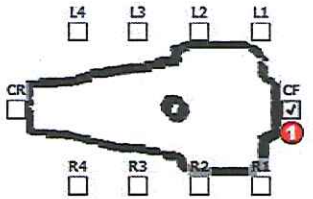
Element Name: 6 - Stage Mechanical Vacuum Pump Stretchy Belt

Safety for Operator | Critical Process | Quality Checks | Mandatory Sequence

BASE

Sym.	Ref#	Major Step (What)	Key Point (How)	Reason (Why)
	1	Get MVP belt		
	2	Stage belt	Stage belt behind crank pulley and behind MVP pulley	To be able to install belt after tool is attatched
	3			
	4			
	5			
	6			
	7			
	8			
	9			
	10			

Author:	Bunnie Rutledge
Date:	7-Jun-14
MPD Elements:	



☐ AWAY FROM ALL Engine

Date:	Operation	Time	Name	Change Description
18-Oct-12	26-EL-044R	8.3	M. Light	Updated Standard Time Data (STDS)
7-May-13	26-EL-044R	6.8	Matt Pearson	Standard Time Changed
5-Jun-13	26-EL-044R	6.8	Bunnie Rutledge	Major Step # 2 - Inserted Mandatory Symbol
26-Jul-13	26-EL-044R	6.8	Bunnie Rutledge	Major Step # 2 - Inserted Image
13-Sep-13	26-EL-044R	6.8	Bunnie Rutledge	Major Step # 2 - Removed Symbol

Arlington Assembly - MY 2015

Job Element Sheet (Back)

Job: ALL Engine

Job Element Name: 6 - Stage Mechanical Vacuum Pump Stretchy Belt

Operation #: 25-EL-029R

Last Saved Date: 7-Jun-14 **Time(sec):** 6.8

Safety / Accident History

Date:	Issue Description

Quality Problem History

Date:	Issue Description
14-Jul-14	The vacuum belt broke on a vehicle in the field. The operator must verify that the belt has not damage or defects and is properly installed (Not inside out)

Ergonomic Analysis

20-45 Bend	>45 Bend	Lateral/T wist	Neck Bend	Wrist Bend	Holding a Tool	Elbows Up	Finger Press	Hand Press	Turns	Hammer Strikes

Ref. Height	No Ergo	Required Assists / Tools / Lubes / Heat...
32	X	

Reference Height Record(inches)

Comments:

-24	-23	-22	-21	-20	-19	-18	-17	-16	-15	-14	-13
-12	-11	-10	-9	-8	-7	-6	-5	-4	-3	-2	-1
0	1	2	3	4	5	6	7	8	9	10	11
12	13	14	15	16	17	18	19	20	21	22	23
24	25	26	27	28	29	30	31	32	33	34	35
36	37	38	39	40	41	42	43	44	45	46	47
48	49	50	51	52	53	54	55	56	57	58	59
60	61	62	63	64	65	66	67	68	69	70	71
72	73	74	75	76	77	78	79	80	81	82	83

Mark Height: OK Not OK

Quality Check Sheet

DEFECT TO BE CHECKED: Vacuum Pump Belt DATE 7/14/14

METHOD USED TO CHECK: Visual

BUILD DATES TO CHECK: Red [redacted] Blue [redacted] Black [redacted] Green [redacted] Orange [redacted] Purple [redacted]

IDENTIFIER: [redacted] IDENTIFIER LOCATION: [redacted]

	LAST 6 #'s of VIN	OK	NOT OK	BUY OFF		LAST 6 #'s of VIN	OK	NOT OK	BUY OFF
1	[redacted]	X			26				
2		X			27				
3		X			28				
4		X			29				
5		X			30				
6		X			31				
7		X			32				
8		X			33				
9		X			34				
10		X			35				
11		X			36				
12		X			37				
13		X			38				
14		X			39				
15		X			40				
16		X			41				
17		X			42				
18		X			43				
19		X			44				
20		X			45				
21		X			46				
22		X			47				
23		X			48				
24		X			49				
25		X			50				

Checked b[redacted]

Approved [redacted] (Superintendent)

* Return Signed Copy to CARE Office*

CAR # _____

Revised: 03-01-2013

APP36-F06

PRTS Dynamics 13 FEB 2019

Issue Number: [redacted] Issue Age: 180 days Issue Type: (Aftersales) Product Report Issue Status: Closed Actions: Available Issue Actions

Issue Events: 07-Jan-2015 - Closed [Solution Feedback] ... Current Step: Solution Feedback Current Step Status: Complete Current Step Target:

Project: US-United States Program: Suburban / GMNA Truck

Subject: SEVERITY Belt , Vacuum Pump - Loss of Brake Assist

Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck

Severity: 1-Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory

Associated Issues: 1 Tasks: 0 Attachments: 3 Memos: 2

Issue Memos -> View User Memo Close

From : Charles Rouleau

Sent To:

To bernard.lackey@gm.com,chuck.rouleau@gm.com,lewis.barclay@gm.com,saundra.m.massingille@gm.com,timothy.pierce@gm.com,brian.d.combs@gm.com,wendy.olivier@gm.com,dave.pustover@gm.com,peter.joslyn@gm
cc ...

Memo:

Subject : PRTS Dynamics - [redacted] SEVERITY Belt , Vacuum Pump - Loss of Brake Assist - Suburban - 7/14

Text:

I just assigned this case.

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: Charles Rouleau Last Updated Date: 14-Jul-2014

Close

*indicates required field for this screen

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PRTS Dynamics 13 FEB 2019

Issue Number: [redacted] Issue Age: 180 days Issue Type: (Aftersales) Product Report Issue Status: Closed Actions: Available Issue Actions

Issue Events: 07-Jan-2015 - Closed [Solution Feedback] ... Current Step: Solution Feedback Current Step Status: Complete Current Step Target:

Project: US-United States Program: Suburban / GMNA Truck

Subject: SEVERITY Belt , Vacuum Pump - Loss of Brake Assist

Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck

Severity: 1-Potential Walk Home/No-build (Potential or Actual), Non Safety Compliance, Non Safety Regulatory

Associated Issues: 1 Tasks: 0 Attachments: 3 Memos: 2

Issue Memos -> View User Memo

Close

From : Steven Ramirez

Sent To:

To chuck.rouleau@gm.com,timothy.pierce@gm.com,tammy.keith@gm.com,steven.a.ramirez@gm.com,kevin.kelly@gm.com,scott.lymburner@gm.com
cc ...

Memo:

Subject : PRTS Dynamics [redacted]

Text:

Plant actions have been entered. Please review for closure.

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: Steven Ramirez Last Updated Date: 02-Aug-2014

Close

* indicates required field for this screen

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PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue [redacted]	**Issue Age:** [redacted]	**Issue Type:** (Aftersales) Product Report	**Issue Status:** Closed		
		Current Step: Solution Feedback	**Current Step Status:** Complete	**Current Step Target:** 18-JAN-2015	

Project: US-United States
Program: Escalade ESV / GMNA Truck
Subject: Vacuum Pump , Brakes - Brake Pedal Is Hard - 2015 Escalade ESV
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

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

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	12-DEC-2014	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236
Issue Approver	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
12-DEC-2014		12-DEC-2014		15-DEC-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Originated	12-DEC-2014	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Approved	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Submitted	12-DEC-2014	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Escalade ESV / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Brake Pedal Is Hard - 2015 Escalade ESV
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue: No

Affected Vehicles

Model Year(s): 2015
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GYS3JKJ2F[redacted]	18-JUL-2014		7,240	Mi es	

Problem Description

Symptoms/Complaints:

Condition:
Customer states brake pedal is very hard and can not stop vehicle

Cause:
Vacuum pump is filling brake booster with engine oil. There was approx. .50-.75 quarts of oil in the brake booster

Probable Cause:

Corrective Action:

Correction:
Replace vacuum pump and seal to the engine and replace the brake booster that was filled with oil
4023850 Vacuum Pump Assembly Replacement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply

4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria /Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

External Systems

System References

Externa System Name	Externa System Issue ID

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 20-DEC-2014 Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
15-DEC-2014	20-DEC-2014	15-DEC-2014		15-DEC-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

Supporting Processes

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

Issue Status

Issue Status:

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 29-DEC-2014
Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
15-DEC-2014	29-DEC-2014	15-DEC-2014		15-DEC-2014

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

24 Hour Information

24 Hour:
Source of Information: FPR

24 Hour CDP Group Information

Natural owner of problem: SQ-SQ
Name of Natural owner of problem: Arlington

Affected Vehicles

Model Year(s): 2015
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Odometer Reading	Odometer Units	Transmission No	Engine No
Y	1GYS3JKJ2FR[redacted]	18-JUL-2014	7,240	Mi es		

Problem Description

Symptoms/Complaints:

Condition:
Customer states brake pedal is very hard and can not stop vehicle

Cause:
Vacuum pump is filling brake booster with engine oil. There was approx. .50-.75 quarts of oil in the brake booster

Probable Cause:

Corrective Action:

Correction:
Replace vacuum pump and seal to the engine and replace the brake booster that was filled with oil
4023850 Vacuum Pump Assembly Replacement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

See SWA # 1715979

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

PRTS Dynamics - Complete Report

Primary	Labor Code
	4023850

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 05-MAR-2015 Next Step Target Approve/Close Date: 20-DEC-2014

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	15-DEC-2014	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
15-DEC-2014	05-MAR-2015	15-DEC-2014	20-DEC-2014	07-JAN-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	15-DEC-2014	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Approved	07-JAN-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

24 Hour Information

24 Hour:
Source of Information: FPR

24 Hour CDP Group Information

Natural owner of problem: SQ-SQ
Name of Natural owner of problem: Arlington

Affected Vehicles

Model Year(s): 2015
Steering Type:
Body Style(s):
Axles:
Relavent Options:

Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GYS3JKJ2F[redacted]	18-JUL-2014		7,240	Mi es	

Problem Description

Symptoms/Complaints:

Condition:
Customer states brake pedal is very hard and can not stop vehicle

Cause:
Vacuum pump is filling brake booster with engine oil. There was approx. .50-.75 quarts of oil in the brake booster

Probable Cause:

Corrective Action:

Correction:
Replace vacuum pump and seal to the engine and replace the brake booster that was filled with oil
4023850 Vacuum Pump Assembly Replacement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

See SWA # 1715979

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Process

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	4023850

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	07-JAN-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 17-JAN-2015 Next Step Target Approve/Close Date: 18-JAN-2015

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	07-JAN-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
07-JAN-2015	17-JAN-2015	07-JAN-2015	18-JAN-2015	07-JAN-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	07-JAN-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

See SWA # 1715979

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status
Issue Status

PRTS Dynamics 12 FEB 2019

Issue Number: [redacted] Issue Age: 26 days Issue Type: (Aftersales) Product Report Issue Status: Closed Actions: Available Issue Actions

Issue Events: 07-Jan-2015 - Closed [Solution Feedback] ... Current Step: Solution Feedback Current Step Status: Complete Current Step Target:

Project: US-United States Program: Escalade ESV / GMNA Truck

Subject: Vacuum Pump , Brakes - Brake Pedal Is Hard - 2015 Escalade ESV

Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck

Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Associated Issues: 1 Tasks: 0 Attachments: 0 Memos: 1

Issue Memos -> View User Memo

Close

From : Charles Rouleau

Sent To:

To Calvin.H.Williams@gm.com,bernard.lackey@gm.com,chuck.rouleau@gm.com,timothy.pierce@gm.com,brian.d.combs@gm.com,peter.joslyn@gm.com
cc ... lewis.barclay@gm.com,david.macgillis@gm.com,saundra.m.massingille@gm.com,wendy.olivier@gm.com,dave.pustover@gm.com

Memo:

Subject : PRTS Dynamics - 1715704 - "S" Vacuum Pump , Brakes - Brake Pedal Is Hard - 2015 Escalade ESV - 12/22

Text:

Product Report Case # [redacted]
"S" SEVERITY Supplier Analysis Will Be Created Today
Scheduled Supplier Analysis Target Date Is Monday, 12/22
PN [redacted]
Supplier - Wabco
SWA - Nico Liu
SQE - Minhua Tang
DE - John Belanger

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: Charles Rouleau Last Updated Date: 15-Dec-2014

Close

*indicates required field for this screen

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PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue [redacted] **Issue Age:** 271 **Issue Type:** (Aftersales) Product Report **Issue Status:** Closed
Current Step: Solution Feedback **Current Step Status:** Complete **Current Step Target:** 11-FEB-2016

Project: US-United States
Program: Yukon / GMNA Truck
Subject: Vacuum Pump , Brakes - Service Brake Assist Message - Hard Brake Pedal - Loss of assist
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

Associated Issues: 1 **Tasks:** **Attachments:** 2 **Memos:** 1

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	16-APR-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236
Issue Approver	16-APR-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
16-APR-2015		16-APR-2015		17-APR-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	17-APR-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Originated	16-APR-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Submitted	16-APR-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Yukon / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Service Brake Assist Message - Hard Brake Pedal - Loss of assist
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue: No

Affected Vehicles

Model Year(s): 2015
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GKS2BKC0FR[redacted]	08-JAN-2015		3,662	Mi es	

Problem Description

Symptoms/Complaints:

Service brake assist message, high/hard brake pedal

Vacuum pump binding, be t broken

Probable Cause:

Corrective Action:

4023850 Vacuum Pump Assemb y Rep acement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria /Casting Number

Suspect Parts Available?

Shipping Details:

RO [redacted]

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	[redacted]

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

External Systems

System References

Externa System Name	Externa System Issue ID
Repair Order	[redacted]

Issue Status

Issue Status

Powertrain item - engine mounted vacuum pump. Moving issue to c osure referencing pump investigation covered in Supp ier Warranty Ana ysis PRTS 1739662 and Supp ier Action PRTS 1774241.

Reviewed/approved.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	17-APR-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 22-APR-2015 Next Step Target Approve/Close Date:

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	17-APR-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-APR-2015	22-APR-2015	17-APR-2015		17-APR-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	17-APR-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

Supporting Processes

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

Issue Status

Issue Status:

Powertrain item - engine mounted vacuum pump. Moving issue to c osure referencing pump investigation covered in Supp ier Warranty Ana ysis PRTS 1739662 and Supp ier Action PRTS 1774241.

Reviewed/approved.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	17-APR-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 01-MAY-2015
Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	17-APR-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-APR-2015	01-MAY-2015	20-APR-2015		20-APR-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	20-APR-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

24 Hour Information

24 Hour:
Source of Information: GMSO

24 Hour CDP Group Information

Natural owner of problem: Powertrain-SQ-Powertrain-SQ
Name of Natural owner of problem: Arlington

Affected Vehicles

Model Year(s): 2015
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Odometer Reading	Odometer Units	Transmission No	Engine No
Y	1GKS2BKC0FR[redacted]	08-JAN-2015	3,662	Mi es		

Problem Description

Symptoms/Complaints:

Service brake assist message, high/hard brake pedal

Vacuum pump binding, be t broken

Probable Cause:

Corrective Action:

4023850 Vacuum Pump Assemb y Rep acement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

RO [redacted]

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	[redacted]

PRTS Dynamics - Complete Report

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	[redacted]

Warranty Measure Information

PRTS Dynamics - Complete Report

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Powertrain item - engine mounted vacuum pump. Moving issue to c osure referencing pump investigation covered in Supp ier Warranty Ana ysis PRTS 1739662 and Supp ier Action PRTS 1774241.

Reviewed/approved.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	20-APR-2015	Timothy Pierce	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Readiness and Information Engineering *** NA Vehic e Programs	586 947 8805 use ce

Next Step Target Dates

Next Step Target Submit Date: 09-JUL-2015 Next Step Target Approve/Close Date: 17-JAN-2016

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	20-APR-2015	Timothy Pierce	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Readiness and Information Engineering *** NA Vehic e Programs	586 947 8805 use ce

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
20-APR-2015	09-JUL-2015	12-JAN-2016	17-JAN-2016	12-JAN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	12-JAN-2016	Timothy Pierce	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Readiness and Information Engineering *** NA Vehic e Programs	586 947 8805 use ce	
Approved	12-JAN-2016	Brian Combs	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity	+1 586-947-8766	

24 Hour Information

24 Hour:
Source of Information: GMSO

24 Hour CDP Group Information

Natural owner of problem: Powertrain-SQ-Powertrain-SQ
Name of Natural owner of problem: Arlington

Affected Vehicles

Model Year(s): 2015
Steering Type:
Body Style(s):
Axles:
Relavent Options:

Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GKS2BKC0FR[redacted]	08-JAN-2015		3,662	Mi es	

Problem Description

Symptoms/Complaints:

Service brake assist message, high/hard brake pedal

Vacuum pump binding, be t broken

Probable Cause:

Corrective Action:

4023850 Vacuum Pump Assemb y Rep acement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

RO [redacted]

Location of Parts:

Remarks:

PRTS Dynamics - Complete Report

Labor Information

Labor Codes Information

Primary	Labor Code
	[redacted]

Dealer and Field Contact Information

Dealer

Dealer Number:
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Process

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	4023850

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Powertrain item - engine mounted vacuum pump. Moving issue to c osure referencing pump investigation covered in Supp ier Warranty Ana ysis PRTS 1739662 and Supp ier Action PRTS 1774241.

Reviewed/approved.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	12-NOV-2015	Timothy Pierce	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Readiness and Information Engineering *** NA Vehic e Programs	586 947 8805 use ce

Next Step Target Dates

Next Step Target Submit Date: 22-JAN-2016 Next Step Target Approve/Close Date: 11-FEB-2016

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	12-NOV-2015	Timothy Pierce	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Readiness and Information Engineering *** NA Vehic e Programs	586 947 8805 use ce

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
12-JAN-2016	22-JAN-2016	12-JAN-2016	11-FEB-2016	12-JAN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	12-JAN-2016	Brian Combs	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity	+1 586-947-8766	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status
Powertrain item - engine mounted vacuum pump. Moving issue to c osure referencing pump investigation covered in Supp ier Warranty Ana ysis PRTS 1739662 and Supp ier Action PRTS 1774241.
Reviewed/approved.

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status: WORKING

Custom [redacted]
Phone(s): Contact: [redacted] Main: [redacted] Click to View Cust Copy
Vehicle: 1GKS2BKC0FR[redacted] 2015 YUKON Cell: [redacted]

Mileage: 3,662 Payment type: CHG Waiter: Yes
Service advisor: 9 Promised time: 03:00 PM Estimate: 0.00
Tag number: [redacted] Promised date: 04/14/2015 Customer Comments: No

~~~~~~

A [1][R-N] SERVICE BRAKE ASSIST MESSAGE, HIGH/HARD BRAKE PEDAL.
BROKEN VACUUM PUMP BELT VERIFIED IN AISLE. DTC'S [hist]
C025E:06/C025E:1F BRAKE BOOSTER VACUUM SENSOR CIRCUIT, C0299:00
BRAKE BOOSTER LARGE LEAK DETECTED

6	W	FRONT END / SUSPENSION / BRAKES	0.00	0.00

Tech(s):

12639010	0	(S)GASKET	0.00
11588327	0	F-(S)RETAINER	0.00
12658178	1	(S)BELT KIT	50.47
12658179	1	(S)BELT	50.93
12662552	1	(S)PUMP	166.17

Pts: 267.57 Lbr: 0.00 Other: 0.00 Total Line A: 267.57

Story: 3679 VACUUM PUMP BINDING 4023850 140 REPLACE VACUUM PUMP AND BELTS. VACUUM PUMP BELT SHREDDED. VACUUM PUMP BINDING. CODES C025E:06 C025E:1F C0299:00 SET HISTORY PASSED LAST TEST AFTER VACUUM PUMP WAS REPLACED. NEW PUMP S/N A709815019 DAMAGED PUMP S/N 241 0350865347 9140300220 30J14 E 12659655

~~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

[redacted]
[redacted]
[redacted]
Made In China
E

PRTS Dynamics 12 FEB 2019

Issue Number: [redacted] Issue Age: 271 days Issue Type: (Aftersales) Product Report Issue Status: Closed Actions: Available Issue Actions

Issue Events: 12-Jan-2016 - Closed [Solution Feedback] ... Current Step: Solution Feedback Current Step Status: Complete Current Step Target:

Project: US-United States Program: Yukon / GMNA Truck

Subject: Vacuum Pump , Brakes - Service Brake Assist Message - Hard Brake Pedal - Loss of assist

Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck

Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Associated Issues: 1 Tasks: 0 Attachments: 2 Memos: 1

Issue Memos -> View User Memo

Close

From : Charles Rouleau

Sent To:

To tracy.lucas@gm.com,Calvin.H.Williams@gm.com,david.ritenburgh@gm.com,chuck.rouleau@gm.com,timothy.pierce@gm.com,brian.d.combs@gm.com,peter.joslyn@gm.com
cc ... jean.hart@gm.com,lewis.barclay@gm.com,robert.c.wittmann@gm.com,wendy.olivier@gm.com,dave.pustover@gm.com

Memo:

Subject : PRTS Dynamics - [redacted] "S" Vacuum Pump , Brakes - Service Brake Assist Message - Hard Brake Pedal - Loss of assist - Yukon - 4/27

Text:

Product Report Case # [redacted]
"S" SEVERITY Supplier Analysis Will Be Created Today
Scheduled Supplier Analysis Target Date Is Monday, 4/27
PN [redacted]
Supplier - Wabco
SWA - Nico Dong or Nico Liu
SQE - Minhua Tang
DE - John Belanger

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: Charles Rouleau Last Updated Date: 20-Apr-2015

Close

*indicates required field for this screen

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PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 6	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed		
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**	

Project: US-United States
Program: Sierra K2 Next Gen / GMNA Truck
Subject: Vacuum Brake System , Brakes - Brake Pedal Hard When Pulling On Incline
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

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

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	18-AUG-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564
Originator	18-AUG-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
18-AUG-2015		18-AUG-2015		24-AUG-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	18-AUG-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
C osed	24-AUG-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Originated	18-AUG-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Sierra K2 Next Gen / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Brake System
Part Location: Brakes
Complaint: Brake Pedal Hard When Pulling On Incline

Affected Vehicles

Model Year(s):	2014	Axles:	
Make:	GMC	Transmission(s):	
Vehicle Line:	Sierra K2 Next Gen	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: Dealer
Dealer Number: [redacted]
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GTV2UEC8EZ[redacted]	29-JAN-2014		16,333	Mi es	

Problem Description

Symptoms/Complaints:

Condition: Brake peda was getting hard whi e aunching boat or or s ow y going down an inc ine(forward or reverse) causing the vehic e to ro back, potentially falling in the water.
Cause: Determined brake system running out of vacuum while performing the maneuver this loosing vacuum assist.
Correction: No repairs at this time for vehic e as per engineering. Compared to 2 ike truck and both did the same

C osing without action. Per Engineering, this is a norma condition. Truck sti has manua brakes and trai er brakes continue to work.

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Part Name	Part Number
Suspect Parts Available?	

Location of Parts:

TAC Case #[redacted]

PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 4	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed		
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**	

Project: US-United States
Program: Silverado K2 Next Gen / GMNA Truck
Subject: Vacuum Pump , Brake System - Brakes Pedal Is Hard - 2014
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

Associated Issues: 1 **Tasks:** **Attachments:** 5 **Memos:**

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	10-DEC-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564
Originator	10-DEC-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
10-DEC-2015		10-DEC-2015		14-DEC-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Originated	10-DEC-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
C osed	14-DEC-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Submitted	10-DEC-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Silverado K2 Next Gen / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brake System
Complaint: Brakes Pedal Is Hard - 2014

Affected Vehicles

Model Year(s):	2014	Axles:	
Make:	Chevro et	Transmission(s):	
Vehicle Line:	Si verado K2 Next Gen	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: Dealer
Dealer Number: [redacted]
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	3GCPCREH3EG[redacted]	04-SEP-2013		73,612	Mi es	
	3GCUKREC6EG[redacted]	18-JUN-2014		79,284	Mi es	
	3GCUKREC2EG[redacted]	19-JUN-2014		95,203	Mi es	

Problem Description

Symptoms/Complaints:

Condition: Customer states brake pedal is hard to push.

Cause: Troub eshoot and found vacuum pump for brake system came apart interna y causing root cause fai ure of power brakes. Note-- this is the third vacuum pump we've installed on the same vehicle in the last 3000 miles, technical assistance is and has been involved.

Correction: Replace vacuum pump assembly and stretch belt Pet TAC.

VIN: 3GCUKREC2EG[redacted] 2014 SILVERADO 1500 4WD CREW CAB
Vehicle: 2014 SILVERADO 1500 4WD CREW CAB
Odometer: 95203
Condition: Brakes weak
Cause: Power brake pump assembly bad
Correction: Renew power brake pump assembly

VIN: 3GCUKREC6EG[redacted] 2014 SILVERADO 1500 CREW 4WD
Vehicle: 2014 SILVERADO 1500 CREW 4WD
Odometer: 79284
Condition: Brake pedal hard
Cause: Power brake pump assembly bad
Correction: Renew power brake pump assembly

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Part Name	Part Number

Suspect Parts Available?

Location of Parts:

Job Card #: [redacted]
TAC Case #: [redacted]

PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 33	**Issue Type:** (Aftersales) Product Report	**Issue Status:** Closed		
		Current Step: Solution Feedback	**Current Step Status:** Complete	**Current Step Target:** 11-FEB-2016	

Project: US-United States
Program: Silverado K2 Next Gen / GMNA Truck
Subject: Vacuum Pump , Brake System - Brakes Pedal Is Hard
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

Associated Issues:	**Tasks:**	**Attachments:**	**Memos:**
2			

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	10-DEC-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564
Originator	10-DEC-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
10-DEC-2015		10-DEC-2015		11-DEC-2015

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	11-DEC-2015	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Originated	10-DEC-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Submitted	10-DEC-2015	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source:	Silverado K2 Next Gen / GMNA Truck
Product Line:	CKtruck-Global Full Size Truck Pickup / Utility
Project Number:	Current K2CKtruck
Country:	US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brake System
Complaint: Brakes Pedal Is Hard
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s): 2013
Steering Type:
Body Style(s):
Axles:
Relavent Options:

Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	3GCPCREH3EG[redacted]	04-SEP-2013			Mi es	
	3GCUKSECXEG[redacted]	19-DEC-2013		57,351	Mi es	
	3GCUKREC2EG[redacted]	19-JUN-2014		95,203	Mi es	
	3GCUKREC6EG[redacted]	18-JUN-2014		79,284	Mi es	

Problem Description

Symptoms/Complaints:

Condition: Customer states brake pedal is hard to push.

Cause: Troub eshoot and found vacuum pump for brake system came apart interna y causing root cause fai ure of power brakes. Note-- this is the third vacuum pump we've installed on the same vehicle in the last 3000 miles, technical assistance is and has been involved.

Correction: Replace vacuum pump assembly and stretch belt Pet TAC.

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Condtions:
Action Requested:

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply

4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria /Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card # [redacted]
TAC Case [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

External Systems

System References

Externa System Name	Externa System Issue ID

Issue Status

Issue Status

C osing to PRTS 1783886. EWO 2399981

Reviewed/approved.

Next Step

Next Step Role Assignments

PRTS Dynamics - Complete Report

Ro e Name	Assignment Date	Name	Department	Phone
Champion	11-DEC-2015	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 16-DEC-2015 Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	11-DEC-2015	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
11-DEC-2015	16-DEC-2015	12-JAN-2016		12-JAN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	12-JAN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	

Supporting Processes

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status:

C osing to PRTS 1783886. EWO 2399981

Reviewed/approved.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	12-JAN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 26-JAN-2016
Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	12-JAN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
12-JAN-2016	26-JAN-2016	12-JAN-2016		12-JAN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	12-JAN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s): 2013
Steering Type:
Body Style(s):
Axles:
Relavent Options:

Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	3GCPCREH3EG[redacted]	04-SEP-2013		Mi es		
	3GCUKSECXEG[redacted]	19-DEC-2013	57,351	Mi es		
	3GCUKREC2EG[redacted]	19-JUN-2014	95,203	Mi es		
	3GCUKREC6EG[redacted]	18-JUN-2014	79,284	Mi es		

Problem Description

Symptoms/Complaints:

Condition: Customer states brake pedal is hard to push.

Cause: Troub eshoot and found vacuum pump for brake system came apart interna y causing root cause fai ure of power brakes. Note-- this is the third vacuum pump we've installed on the same vehicle in the last 3000 miles, technical assistance is and has been involved.

Correction: Replace vacuum pump assembly and stretch belt Pet TAC.

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card #[redacted]
TAC Case #:[redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

PRTS Dynamics - Complete Report

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

C osing to PRTS 1783886. EWO 2399981

Reviewed/approved.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	12-JAN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 01-APR-2016 Next Step Target Approve/Close Date: 17-JAN-2016

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	12-JAN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
12-JAN-2016	01-APR-2016	12-JAN-2016	17-JAN-2016	12-JAN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	12-JAN-2016	Brian Combs	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity	+1 586-947-8766	
Submitted	12-JAN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s): 2013
Steering Type:
Body Style(s):
Axles:
Relavent Options:

Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	3GCPCREH3EG[redacted]	04-SEP-2013			Mi es	
	3GCUKSECXEG[redacted]	19-DEC-2013		57,351	Mi es	
	3GCUKREC2EG[redacted]	19-JUN-2014		95,203	Mi es	
	3GCUKREC6EG[redacted]	18-JUN-2014		79,284	Mi es	

PRTS Dynamics - Complete Report

Problem Description

Symptoms/Complaints:

Condition: Customer states brake pedal is hard to push.

Cause: Troub eshoot and found vacuum pump for brake system came apart interna y causing root cause fai ure of power brakes. Note-- this is the third vacuum pump we've installed on the same vehicle in the last 3000 miles, technical assistance is and has been involved.

Correction: Replace vacuum pump assembly and stretch belt Pet TAC.

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Job Card # [redacted]
TAC Case # [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer
Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:
Field Representative
Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Process

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

PRTS Dynamics - Complete Report

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

C osing to PRTS 1783886. EWO 2399981

Reviewed/approved.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	12-JAN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 22-JAN-2016 Next Step Target Approve/Close Date: 11-FEB-2016

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	12-JAN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
12-JAN-2016	22-JAN-2016	12-JAN-2016	11-FEB-2016	12-JAN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	12-JAN-2016	Brian Combs	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity	+1 586-947-8766	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status
C osing to PRTS 1783886. EWO 2399981
Reviewed/approved.

PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 45	**Issue Type:** (Aftersales) Product Report		**Issue Status:** Closed			
		Current Step: Solution Feedback		**Current Step Status:** Complete		**Current Step Target:** 06-APR-2016	

Project: US-United States
Program: Tahoe / GMNA Truck
Subject: Brake Booster Pump , Brakes - Loss of Brakes
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

Associated Issues: 2 **Tasks:** **Attachments:** 1 **Memos:** 1

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	22-JAN-2016	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236
Issue Approver	22-JAN-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
22-JAN-2016		22-JAN-2016		25-JAN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	22-JAN-2016	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Approved	25-JAN-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Originated	22-JAN-2016	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Tahoe / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Brake Booster Pump
Part Location: Brakes
Complaint: Loss of Brakes
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s):
Other Potentially Affected Vehicle Lines:
Steering Type:
Engine(s):
Body Style(s):
Transmission(s):
Axles:
Transfer Case:
Relavent Options:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GNSCBKC3GR[redacted]	20-OCT-2015		1,465	Mi es	

Problem Description

Symptoms/Complaints:

Condition: Brake booster failed while driving. She was barely able to avoid an accident when she needed to stop quickly.
Cause: Brake booster pump
Correction: Needs new brake booster

Probable Cause:

Corrective Action:

4023850 Vacuum Pump Assemb y Rep acement

Driving Conditions:
Environmental Condtions:
Road Surface:
Action Requested:
Success of Corrective Action:
Trouble Codes Affected:

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria /Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

External Systems

System References

Externa System Name	Externa System Issue ID

Issue Status

Issue Status

Per DRE John Belanger:

Magna has analyzed this returned pump and cannot find anything wrong with it. See attached report.

It was checked prior to eaving their faci ity and met a the functiona requirements, upon return they re-tested it and it sti meets our performance specs.

They also verified that the check valve for the vacuum port was clear of debris and functioning properly.

Hi John,

So sorry for the late reply.

We don't see any obvious b ockage in the in et va ve (ie. Suction Nozz e). A so, the test resu ts wou d have indicated b ockage or open check va ve (ie. Vacuum not reached, oil in air line). We do not see any indication of this.

Please let me know if this answers your question, and let me know if you need anymore information.

Regards,

Monica Khokhar, B.Eng.
Launch Manager

See attachment from Magna engineer Monica Khokhar for detailed analysis.

C osing upon further review and ana ysis.

Issue is associated to SWA and actionab e PRTS 1803567.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	25-JAN-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 30-JAN-2016 Next Step Target Approve/Close Date:

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	25-JAN-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
25-JAN-2016	30-JAN-2016	25-JAN-2016		25-JAN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	25-JAN-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

Supporting Processes

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

Issue Status

Issue Status:

Per DRE John Belanger:

Magna has analyzed this returned pump and cannot find anything wrong with it. See attached report.

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Regards,

Monica Khokhar, B.Eng.
Launch Manager

See attachment from Magna engineer Monica Khokhar for detailed analysis.

C osing upon further review and ana ysis.

Issue is associated to SWA and actionab e PRTS 1803567.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	25-JAN-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Next Step Target Dates

Next Step Target Submit Date: 08-FEB-2016 Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	25-JAN-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
25-JAN-2016	08-FEB-2016	12-FEB-2016		12-FEB-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	12-FEB-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

24 Hour Information

24 Hour:
Source of Information: FPR

24 Hour CDP Group Information

Natural owner of problem: Powertrain-SQ-Powertrain-SQ
Name of Natural owner of problem: Arlington

Affected Vehicles

Model Year(s):	Other Potentially Affected Vehicle Lines:
Steering Type:	Engine(s):
Body Style(s):	Transmission(s):
Axles:	Transfer Case:
Relavent Options:	Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GNSCBKC3GR[redacted]	20-OCT-2015	1,465	Mi es		

Problem Description

Symptoms/Complaints:

Condition: Brake booster failed while driving. She was barely able to avoid an accident when she needed to stop quickly.
Cause: Brake booster pump
Correction: Needs new brake booster

Probable Cause:

Corrective Action:

4023850 Vacuum Pump Assemb y Rep acement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

PRTS Dynamics - Complete Report

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	4023850

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Per DRE John Belanger:

Magna has analyzed this returned pump and cannot find anything wrong with it. See attached report.

It was checked prior to eaving their faci ity and met a the functiona requirements, upon return they re-tested it and it sti meets our performance specs.

They also verified that the check valve for the vacuum port was clear of debris and functioning properly.

Hi John,

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Please let me know if this answers your question, and let me know if you need anymore information.

Regards,

Monica Khokhar, B.Eng.
Launch Manager

See attachment from Magna engineer Monica Khokhar for detailed analysis.

C osing upon further review and ana ysis.

Issue is associated to SWA and actionab e PRTS 1803567.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	15-FEB-2016	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Next Step Target Dates

Next Step Target Submit Date: 02-MAY-2016 Next Step Target Approve/Close Date: 01-MAR-2016

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	15-FEB-2016	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
12-FEB-2016	02-MAY-2016	25-FEB-2016	01-MAR-2016	07-MAR-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	07-MAR-2016	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937	
Submitted	25-FEB-2016	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937	

24 Hour Information

24 Hour:
Source of Information: FPR

24 Hour CDP Group Information

Natural owner of problem: Powertrain-SQ-Powertrain-SQ
Name of Natural owner of problem: Arlington

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GNSCBKC3GR[redacted]	20-OCT-2015		1,465	Mi es	

Problem Description

Symptoms/Complaints:

Condition: Brake booster failed while driving. She was barely able to avoid an accident when she needed to stop quickly.
Cause: Brake booster pump
Correction: Needs new brake booster

Probable Cause:

Corrective Action:

4023850 Vacuum Pump Assemb y Rep acement

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:

Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:
Field Representative
Field Rep Contact Name:
Field Rep Number:
Field Rep Phone:
Field Rep Email Address:

Supporting Process

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	4023850

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

PRTS Dynamics - Complete Report

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Per DRE John Belanger:

Magna has analyzed this returned pump and cannot find anything wrong with it. See attached report.

It was checked prior to eaving their faci ity and met a the functiona requirements, upon return they re-tested it and it sti meets our performance specs.

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Please let me know if this answers your question, and let me know if you need anymore information.

Regards,

Monica Khokhar, B.Eng.
Launch Manager

See attachment from Magna engineer Monica Khokhar for detailed analysis.

C osing upon further review and ana ysis.

Issue is associated to SWA and actionab e PRTS 1803567.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	18-FEB-2016	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Next Step Target Dates

Next Step Target Submit Date: 17-MAR-2016 Next Step Target Approve/Close Date: 06-APR-2016

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	18-FEB-2016	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
07-MAR-2016	17-MAR-2016	07-MAR-2016	06-APR-2016	07-MAR-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	07-MAR-2016	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

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

Issue Status

Issue Status

Per DRE John Belanger:

Magna has analyzed this returned pump and cannot find anything wrong with it. See attached report.

It was checked prior to eaving their faci ity and met a the functiona requirements, upon return they re-tested it and it sti meets our performance specs.

They also verified that the check valve for the vacuum port was clear of debris and functioning properly.

Hi John,

So sorry for the late reply.

We don't see any obvious b ockage in the in et va ve (ie. Suction Nozz e). A so, the test resu ts wou d have indicated b ockage or open check va ve (ie. Vacuum not reached, oil in air line). We do not see any indication of this.

Please let me know if this answers your question, and let me know if you need anymore information.

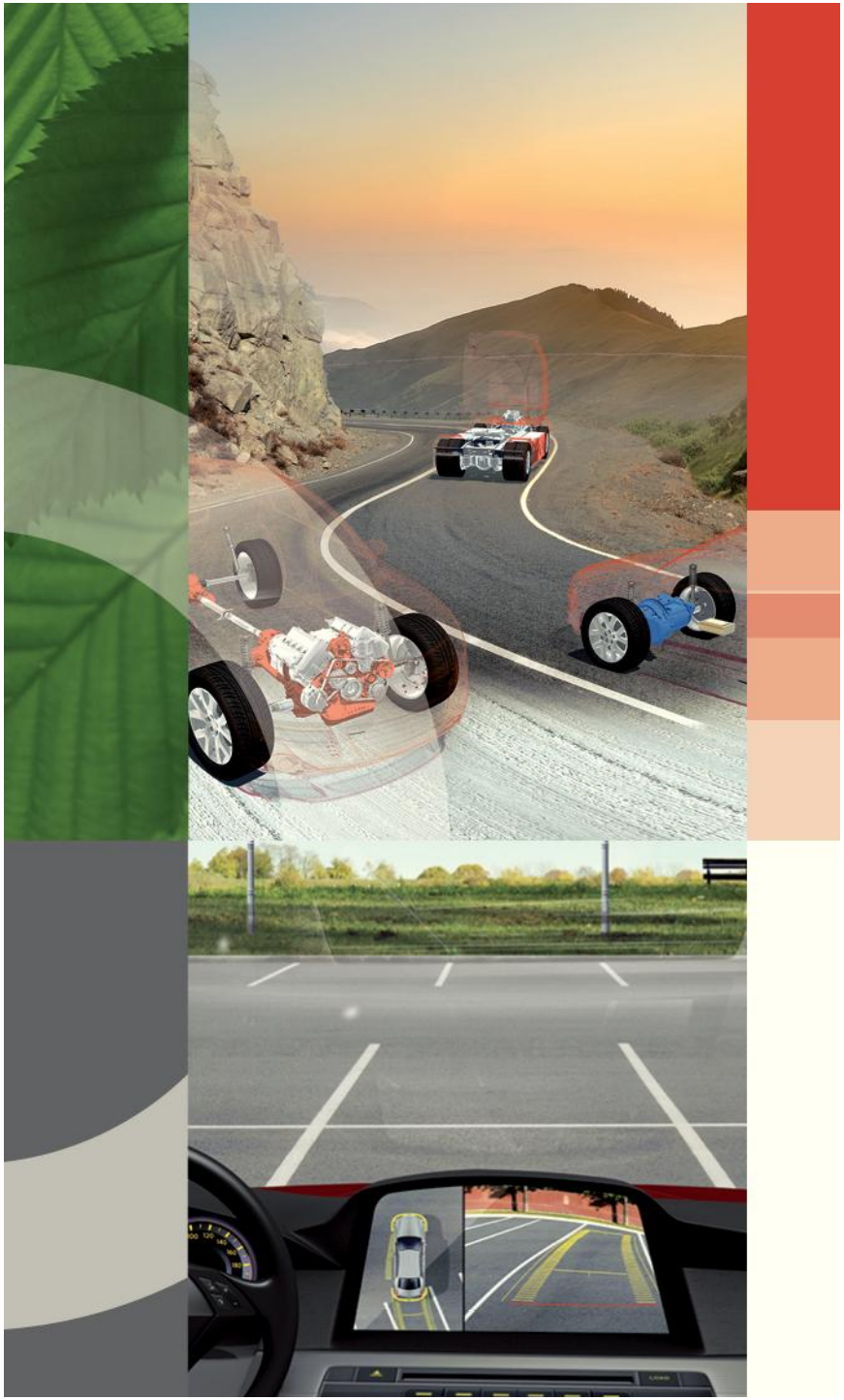
Regards,

Monica Khokhar, B.Eng.
Launch Manager

See attachment from Magna engineer Monica Khokhar for detailed analysis.

C osing upon further review and ana ysis.

Issue is associated to SWA and actionab e PRTS 1803567.



UPDATED 19Feb16

GM Gen V Vacuum Pump

PRTS Return - “Loss of Brake”

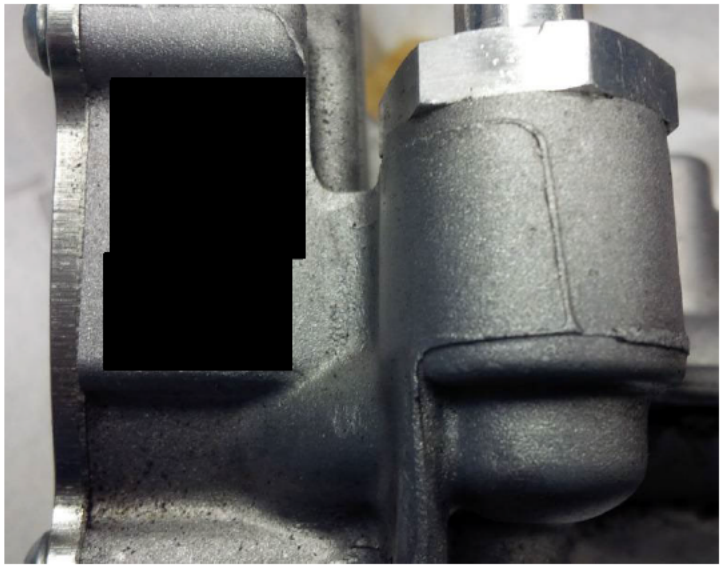
Issue# [redacted]

17Feb16

Monica Khokhar

GM Gen V VP – PRTS Return for Loss of Brake
Serial #[redacted]

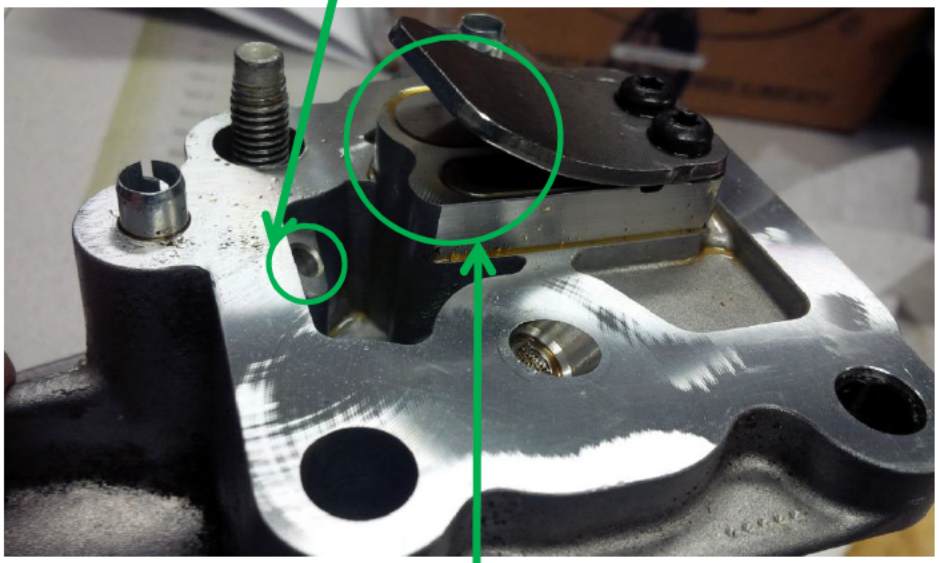
Part Number: 12662552
Serial #: [redacted]
Build Date: 264th day of 2015
VIN#: 1GNSCBKC3GR[redacted]
Miles: 1,465
Passed production checks at time of build.



Disclosure or duplication without consent is prohibited

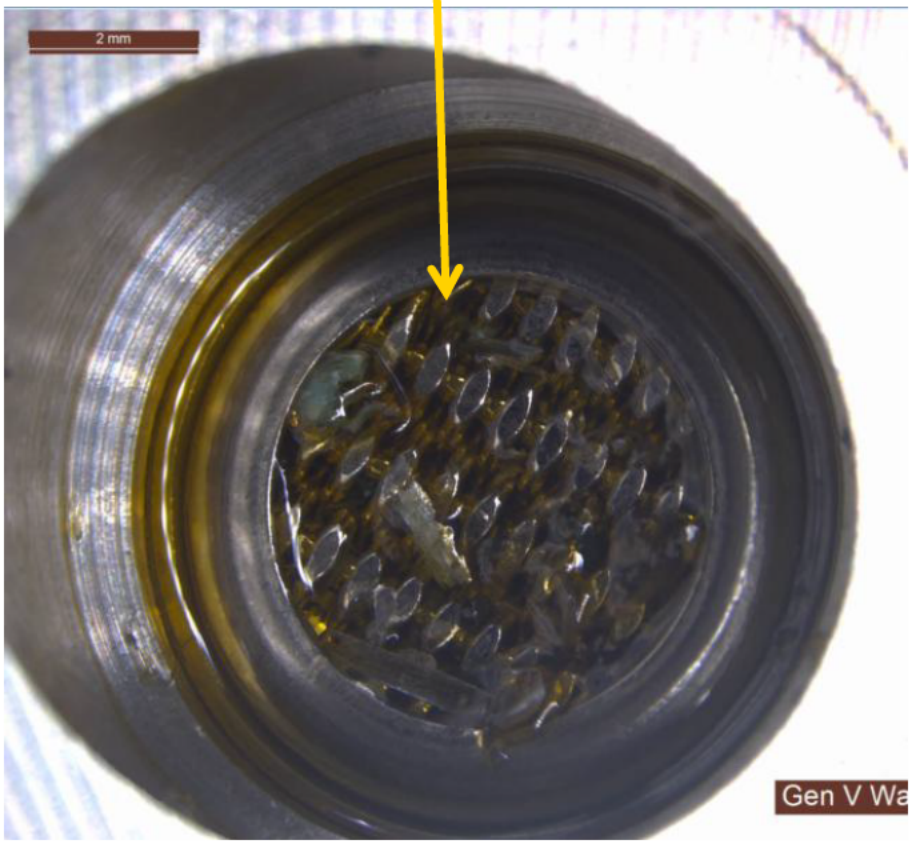
GM Gen V VP – PRTS Return for Loss of Brake
Serial # [redacted]

No blockage visible in oil relief hole.



No obvious gap visible between check valve and casting.

Small amount of debris visible in oil inlet filter



Additional Observations:

Vane seems to be intact and generating vacuum when pump is turned manually.

Disclosure or duplication without consent is prohibited

GM Gen V VP – PRTS Return for Loss of Brake Serial #[redacted]

- Assembly Line Results <u>at time of build</u>:

Check Valve Crack Pressure Spec = 18.86 ± 2.82 PSI (16.04 PSI – 21.68 PSI)

Low Crack Pressure test at 15 PSI
High Crack Pressure test at 24 PSI
Steady State during vacuum test, Oil Pressure at 32 PSI
Oil Flow during vacuum test = 0.4 to 0.6 LPM

  - Crack Pressure Test
    - Low Crack Pressure à **PASS**
    - High Crack Pressure à **PASS**
  - Oil Flow à 0.42 LPM **PASS**
  - Vacuum Test:
    - -500mBar ≤ 5s à 4.2s **PASS**
    - -700mBar ≤ 10s à 8.9s **PASS**
    - -900mBar ≤ 30s à 22.3s **PASS**

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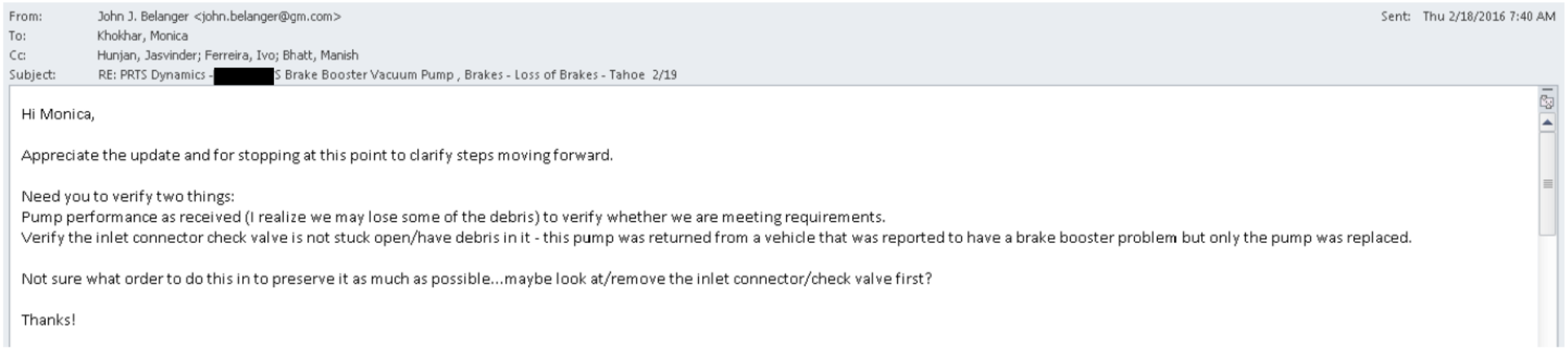
GM Gen V VP – PRTS Return for Loss of Brake Serial #[redacted]

- Next suggested Steps:

  – Run part through Performance Test on line for results on Crack Pressure, Oil Flow and Vacuum. NOTE – conducting this test may result in losing the debris in the filter.

Direction from GM on next steps requested by APT.



From: John J. Belanger <john.belanger@gm.com> Sent: Thu 2/18/2016 7:40 AM
To: Khokhar, Monica
Cc: Hunjan, Jasvinder; Ferreira, Ivo; Bhatt, Manish
Subject: RE: PRTS Dynamics - [redacted]S Brake Booster Vacuum Pump , Brakes - Loss of Brakes - Tahoe 2/19

Hi Monica,

Appreciate the update and for stopping at this point to clarify steps moving forward.

Need you to verify two things:
Pump performance as received (I realize we may lose some of the debris) to verify whether we are meeting requirements.
Verify the inlet connector check valve is not stuck open/have debris in it - this pump was returned from a vehicle that was reported to have a brake booster problem but only the pump was replaced.

Not sure what order to do this in to preserve it as much as possible...maybe look at/remove the inlet connector/check valve first?

Thanks!

Disclosure or duplication without consent is prohibited

GM Gen V VP – PRTS Return for Loss of Brake Serial # [redacted]

- Assembly Line Results on returned part:

Check Valve Crack Pressure Spec = 18.86 ± 2.82 PSI (16.04 PSI – 21.68 PSI)

Low Crack Pressure test at 15 PSI
High Crack Pressure test at 24 PSI
Steady State during vacuum test, Oil Pressure at 32 PSI
Oil Flow during vacuum test = 0.4 to 0.6 LPM

- Crack Pressure Test
  - Low Crack Pressure → **PASS**
  - High Crack Pressure → **PASS**
- Oil Flow →0.32 LPM **Lower than Original**
- Vacuum Test:
  - -500mBar ≤ 5s → 4.2s **PASS**
  - -700mBar ≤ 10s → 8.7s **PASS**
  - -900mBar ≤ 30s → 20.5s **PASS**

Summary:

The returned part was re-run on the assembly line performance test, and passed all checks, although it was noted that the oil flow into the pump had dropped from the original test at time of build.

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PRTS Dynamics 12 FEB 2019

Issue Number: [redacted] Issue Age: 45 days Issue Type: (Aftersales) Product Report Issue Status: Closed Actions: Available Issue Actions

Issue Events: 07 Mar-2016 - Closed [Solution Feedback] ... Current Step: Solution Feedback Current Step Status: Complete Current Step Target:

Project: US-United States Program: Tahoe / GMNA Truck

Subject: Brake Booster Pump , Brakes - Loss of Brakes

Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck

Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Associated Issues: 2 Tasks: 0 Attachments: 1 Memos: 1

Issue Memos -> View User Memo

Close

From : Charles Rouleau

Sent To:

To tracy.lucas@gm.com,chuck.rouleau@gm.com,bob.briedis@gm.com,david.macgillis@gm.com,timothy.pierce@gm.com,brian.d.combs@gm.com,peter.joslyn@gm.com
cc ... jean.hart@gm.com,lewis.barclay@gm.com,robert.c.wittmann@gm.com,wendy.olivier@gm.com,dave.pustover@gm.com

Memo:

Subject : PRTS Dynamics - 1799187 *S Brake Booster Vacuum Pump , Brakes - Loss of Brakes - Tahoe 2/19

Text:

Product Report Cas[redacted]
"S" SEVERITY Supplier Analysis Will Be Created Today
Scheduled Supplier Analysis Target Date Is Friday, 2/19
[redacted]

Supplier: Magna Powertrain (APT- Advanced Product Technologies)
SWA contact: Manish.Bhatt@magnapowertrain.com

SQE: Michael Davitt
Phone: 586-899-5317
Email: Michael.davitt@gm.com

DE: John Belanger
Phone: 248-431-9590
Email: john.belanger@gm.com

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: Charles Rouleau Last Updated Date: 12-Feb-2016

Close

* indicates required field for this screen

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PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 34	**Issue Type:** (Aftersales) Product Report		**Issue Status:** Closed			
		Current Step: Solution Feedback		**Current Step Status:** Complete		**Current Step Target:** 29-JUL-2016	

Project: US-United States
Program: Silverado K2 Next Gen / GMNA Truck
Subject: A/C Belt , Near Vacuum Pump - Reduced Brake Assist
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

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

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	26-MAY-2016	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236
Issue Approver	26-MAY-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
26-MAY-2016		26-MAY-2016		27-MAY-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	27-MAY-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Originated	26-MAY-2016	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Submitted	26-MAY-2016	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source:	Silverado K2 Next Gen / GMNA Truck
Product Line:	CKtruck-Global Full Size Truck Pickup / Utility
Project Number:	Current K2CKtruck
Country:	US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: A/C Belt
Part Location: Near Vacuum Pump
Complaint: Reduced Brake Assist
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GCVKREH5GZ[redacted]					

Problem Description

Symptoms/Complaints:

Condition:
Owner returned to dealer with a complaint of brake assist message and reduced power assist on brakes

Cause:
It appears that the A/C be t broke/shredded and forced the vacuum pump be t off of its pu ey. The vacuum pump be t became odged under the crankshaft front oil seal causing a massive oil leak. Without a vacuum pump there was no power brake assist.

Correction:
The technician will replace the crankshaft front oil seal and both the A/C belt and the vacuum pump belt.

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Affected Parts

VPPS

1st Level (VPPS): 30-HVAC & Powertrain Cooling
2nd Level (VPPS): 30.01-HVAC & Powertrain Cooling Engine Compartment
3rd Level (VPPS): 30.01.03-Coolant Plumbing & Hardware
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria /Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

External Systems

System References

Externa System Name	Externa System Issue ID

Issue Status

Issue Status

Contact Service Manager - Dave Popp. Truck has a 4.3L. Tech was gone for the day. Wanted to ask if wiring harness was anywhere near the vacuum pump be t. Wi C/B tomorrow and ta k with Joe Sybrant (Dave is on vacation.
Harness was not hear pu ey. Dea er is not sure what happened to be t.
Review K2xx PRTS's for ike prob em. I found no cases of the HVAC be t coming off. A so, dea er did not rep ace the HVAC compressor or the Vacuum pump. On y the be ts were rep aced. I submitted a SUF on the issue. Since I cou d not find any other PRTS's, product reports or warranty, I am c osing and wi monitor of other fai ures. It is possib e that road debris made have caused the be t to come off.
SUFS submitted - SUFS0628165D417S3 C ose and Monitor for other cases.
C ose and monitor for future fai ures.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	27-MAY-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 01-JUN-2016 Next Step Target Approve/Close Date:

PRTS Dynamics - Complete Report

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	27-MAY-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
27-MAY-2016	01-JUN-2016	29-JUN-2016		29-JUN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	

Supporting Processes

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

Issue Status

Issue Status:

Contact Service Manager - Dave Popp. Truck has a 4.3L. Tech was gone for the day. Wanted to ask if wiring harness was anywhere near the vacuum pump be t. Wi C/B tomorrow and ta k with Joe Sybrant (Dave is on vacation.

Harness was not hear pu ey. Dea er is not sure what happened to be t.

Review K2xx PRTS's for ike prob em. I found no cases of the HVAC be t coming off. A so, dea er did not rep ace the HVAC compressor or the Vacuum pump. On y the be ts were rep aced. I submitted a SUF on the issue. Since I cou d not find any other PRTS's, product reports or warranty, I am c osing and wi monitor of other fai ures. It is possib e that road debris made have caused the be t to come off.

SUFS submitted [redacted]
C ose and Monitor for other cases.

C ose and monitor for future fai ures.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 13-JUL-2016
Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
29-JUN-2016	13-JUL-2016	29-JUN-2016		29-JUN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	1GCVKREH5GZ[redacted]					

Problem Description

Symptoms/Complaints:

Condition:
Owner returned to dealer with a complaint of brake assist message and reduced power assist on brakes

Cause:
It appears that the A/C be t broke/shredded and forced the vacuum pump be t off of its pu ey. The vacuum pump be t became odged under the crankshaft front oil seal causing a massive oil leak. Without a vacuum pump there was no power brake assist.

Correction:
The technician will replace the crankshaft front oil seal and both the A/C belt and the vacuum pump belt.

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

SUFS submitted - [redacted]
C ose and Monitor for other cases.

Reviewed/approved. No other cases identified in the 4 years of production.

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 30-HVAC & Powertrain Cooling
2nd Level (VPPS): 30.01-HVAC & Powertrain Cooling Engine Compartment
3rd Level (VPPS): 30.01.03-Coolant Plumbing & Hardware
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

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C ose and monitor for future fai ures.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 17-SEP-2016 Next Step Target Approve/Close Date: 04-JUL-2016

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
29-JUN-2016	17-SEP-2016	29-JUN-2016	04-JUL-2016	29-JUN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	29-JUN-2016	Brian Combs	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity	+1 586-947-8766	
Submitted	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501	

24 Hour Information

24 Hour:
Source of Information:

24 Hour CDP Group Information

Natural owner of problem:
Name of Natural owner of problem:

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	1GCVKREH5GZ[redacted]					

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Symptoms/Complaints:

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Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

SUFS submitted - [redacted]
C ose and Monitor or other cases.

Reviewed/approved. No other cases identified in the 4 years of production.

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 30-HVAC & Powertrain Cooling
2nd Level (VPPS): 30.01-HVAC & Powertrain Cooling Engine Compartment
3rd Level (VPPS): 30.01.03-Coolant Plumbing & Hardware
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

RO#: [redacted]

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Supporting Process

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Contact Service Manager - Dave Popp. Truck has a 4.3L. Tech was gone for the day. Wanted to ask if wiring harness was anywhere near the vacuum pump be t. Wi C/B tomorrow and ta k with Joe Sybrant (Dave is on vacation.

Harness was not hear pu ey. Dea er is not sure what happened to be t.

Review K2xx PRTS's for ike prob em. I found no cases of the HVAC be t coming off. A so, dea er did not rep ace the HVAC compressor or the Vacuum pump. On y the be ts were rep aced. I submitted a SUF on the issue. Since I cou d not find any other PRTS's, product reports or warranty, I am c osing and wi monitor of other fai ures. It is possib e that road debris made have caused the be t to come off.

SUFS submitted - [redacted]
C ose and Monitor for other cases.

C ose and monitor for future fai ures.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Next Step Target Dates

Next Step Target Submit Date: 09-JUL-2016 Next Step Target Approve/Close Date: 29-JUL-2016

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	29-JUN-2016	Peter Jos yn	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** G oba Aftersa es Diagnostics & E ectrica Engineering *** Power & Signa Distribution and Schematics	+1 586-212-8501

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
29-JUN-2016	09-JUL-2016	29-JUN-2016	29-JUL-2016	29-JUN-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	29-JUN-2016	Brian Combs	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity	+1 586-947-8766	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

SUFS submitted - [redacted]
C ose and Monitor or other cases.

Reviewed/approved. No other cases identified in the 4 years of production.

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status
Contact Service Manager - Dave Popp. Truck has a 4.3L. Tech was gone for the day. Wanted to ask if wiring harness was anywhere near the vacuum pump be t. Wi C/B tomorrow and ta k with Joe Sybrant (Dave is on vacation.
Harness was not hear pu ey. Dea er is not sure what happened to be t.
Review K2xx PRTS's for ike prob em. I found no cases of the HVAC be t coming off. A so, dea er did not rep ace the HVAC compressor or the Vacuum pump. On y the be ts were rep aced. I submitted a SUF on the issue. Since I cou d not find any other PRTS's, product reports or warranty, I am c osing and wi monitor of other fai ures. It is possib e that road debris made have caused the be t to come off.
SUFS submitted - [redacted] C ose and Monitor for other cases.
C ose and monitor for future fai ures.

PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issu [redacted]	**Issue Age:** 1	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed	
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**

Project: US-United States
Program: Suburban / GMNA Truck
Subject: Vacuum Brake Pump , Brakes - Brakes Pulse At Slow Speeds
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

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

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	30-AUG-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564
Originator	30-AUG-2016	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
30-AUG-2016		30-AUG-2016		31-AUG-2016

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	31-AUG-2016	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Originated	30-AUG-2016	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Submitted	30-AUG-2016	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Suburban / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Brake Pump
Part Location: Brakes
Complaint: Brakes Pulse At Slow Speeds

Affected Vehicles

Model Year(s):	2015	Axles:	
Make:	Chevro et	Transmission(s):	
Vehicle Line:	Suburban	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: GM Internal
Dealer Number: [redacted]
Field Rep Number [redacted]

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GNSKKKC5FR[redacted]	14-MAR-2014		81,738	Mi es	

Problem Description

Symptoms/Complaints:

Condition:
Brakes pulse (ABS Motor Active) at slow speeds below 5MPH while doing parking lot maneuvers.

Cause:
Vacuum in brake booster be ow -3 psi due to bad vacuum pump. It is norma for the ABS pump to activate during this condition however this FPR is to a ert engineers that no code sets when a ow vacuum condition exists. This eads technicians to rep ace parts and spend time chasing many possibi ities in the ABS system (speed sensors, hubs, wires, EBCM, etc.). If a code set when the vacuum pump becomes weak and drops be ow a set va ue for a specific amount of time, this wou d make the system easy to diagnose and a ert customers that the vacuum pump needs to be replaced. Optimized Hydraulic Braking System

Corr[redacted]
Rep ace brake booster Vacuum pump mounted to engine.

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Part Name	Part Number
Suspect Parts Available?	

Location of Parts:

RO# [redacted]

TAC Case [redacted]

PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue [redacted]	**Issue Age:** 3	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed	
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**

Project: US-United States
Program: Silverado K2 Next Gen / GMNA Truck
Subject: Vacuum Pump , Brakes - Excessive Brake Pedal Effort at Slow Speeds - 2015
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

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

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	17-FEB-2017	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236
Issue Approver	17-FEB-2017	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-FEB-2017		17-FEB-2017		20-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Originated	17-FEB-2017	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
C osed	20-FEB-2017	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Submitted	17-FEB-2017	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Silverado K2 Next Gen / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Excessive Brake Pedal Effort at Slow Speeds - 2015

Affected Vehicles

Model Year(s):	2015	Axles:	
Make:	Chevro et	Transmission(s):	
Vehicle Line:	Si verado K2 Next Gen	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: GM Internal
Dealer Number: [redacted]
Field Rep Number: [redacted]

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	3GCUKREC2FG[redacted]	14-FEB-2015		16,018	Mi es	
	3GCUKREC8FG[redacted]	19-SEP-2015		84,479	Mi es	

Problem Description

Symptoms/Complaints:

Condition:
Excessive brake pedal effort during parking lot maneuvers

Cause:
During parking ot maneuvers whi e app ying brake mu tip e times the peda effort becomes excessive, oss of power brake vacuum assist, Vacuum very slow to recover at idle causing excessive brake pedal effort

Corr[redacted]
Inst [redacted] uum pump

VIN: [redacted] lidated
Odometer: 84479
Condition: Started while backing down boat ramp brake pedal down hard and almost went into the water
Cause: Vacuum pump weak
Correction: Replace vacuum pump

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis

2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Part Name	Part Number

Suspect Parts Available?

Location of Parts:

2015
12662562

PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue [redacted]	**Issue Age:** 28	**Issue Type:** (Aftersales) Product Report	**Issue Status:** Closed				
		Current Step: Solution Feedback	**Current Step Status:** Complete	**Current Step Target:** 16-APR-2017			

Project: US-United States
Program: Silverado K2 Next Gen / GMNA Truck
Subject: Vacuum Pump , Brakes - Excessive Brake Pedal Effort at Slow Speeds
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

Associated Issues: 2 **Tasks:** **Attachments:** **Memos:** 1

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	17-FEB-2017	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236
Issue Approver	17-FEB-2017	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-FEB-2017		17-FEB-2017		17-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Originated	17-FEB-2017	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Approved	17-FEB-2017	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Submitted	17-FEB-2017	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Silverado K2 Next Gen / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Excessive Brake Pedal Effort at Slow Speeds
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s):		Other Potentially Affected Vehicle Lines:	
Steering Type:		Engine(s):	
Body Style(s):		Transmission(s):	
Axles:		Transfer Case:	
Relavent Options:		Local Component PR:	

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	3GCUKREC2FG[redacted]	14-FEB-2015		16,018	Mi es	
	3GCUKREC8FG[redacted]	19-SEP-2015		84,479	Mi es	

Problem Description

Symptoms/Complaints:

Condition:
Excessive brake pedal effort during parking lot maneuvers

Cause:
During parking ot maneuvers whi e app ying brake mu tip e times the peda effort becomes excessive, oss of power brake vacuum assist, Vacuum very slow to recover at idle causing excessive brake pedal effort

Correction:
Installed a new engine driven Vacuum pump
4023850-Vacuum Pump Assembly Replacement
Causal Part Number 00000000012669488-PUMP ASM-VAC

VIN: 3GCUKREC8FG[redacted]ot validated
Odometer: 84479
Condition: Started while backing down boat ramp brake pedal down hard and almost went into the water
Cause: Vacuum pump weak
Correction: Replace vacuum pump

Probable Cause:

Corrective Action:

Driving Conditions:		Environmental Condtions:	
Road Surface:		Action Requested:	
Success of Corrective Action:			
Trouble Codes Affected:			

Remarks:

PRTS Dynamics - Complete Report

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria /Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

External Systems

System References

Externa System Name	Externa System Issue ID

Issue Status

Issue Status

Spoke with FSE that advised Vacuum Pump rep acement, and advised pup was needed for ana ysis. Specia request has been submitted.

Part received, provided to DRE John Be anger who wi inspect. May need to be sent to supp ier.

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 28	**Issue Type:** (Aftersales) Product Report		**Issue Status:** Closed			
		Current Step: Solution Feedback		**Current Step Status:** Complete		**Current Step Target:** 16-APR-2017	

Project: US-United States
Program: Silverado K2 Next Gen / GMNA Truck
Subject: Vacuum Pump , Brakes - Excessive Brake Pedal Effort at Slow Speeds
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

Associated Issues: 2	**Tasks:**	**Attachments:**	**Memos:** 1

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Originator	17-FEB-2017	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236
Issue Approver	17-FEB-2017	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-FEB-2017		17-FEB-2017		17-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Originated	17-FEB-2017	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Approved	17-FEB-2017	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Submitted	17-FEB-2017	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source:	Silverado K2 Next Gen / GMNA Truck
Product Line:	CKtruck-Global Full Size Truck Pickup / Utility
Project Number:	Current K2CKtruck
Country:	US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Excessive Brake Pedal Effort at Slow Speeds
Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria
Restricted Issue:

Affected Vehicles

Model Year(s):		Other Potentially Affected Vehicle Lines:	
Steering Type:		Engine(s):	
Body Style(s):		Transmission(s):	
Axles:		Transfer Case:	
Relavent Options:		Local Component PR:	

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	3GCUKREC2FG[redacted]	14-FEB-2015		16,018	Mi es	
	3GCUKREC8FG5[redacted]	19-SEP-2015		84,479	Mi es	

Problem Description

Symptoms/Complaints:

Condition:
Excessive brake pedal effort during parking lot maneuvers

Cause:
During parking ot maneuvers whi e app ying brake mu tip e times the peda effort becomes excessive, oss of power brake vacuum assist, Vacuum very slow to recover at idle causing excessive brake pedal effort

Correction:
Installed a new engine driven Vacuum pump
4023850-Vacuum Pump Assembly Replacement
Causal Part Number 000000000012669488-PUMP ASM-VAC

VIN: 3GCUKREC8FG[redacted]ot validated
Odometer: 84479
Condition: Started while backing down boat ramp brake pedal down hard and almost went into the water
Cause: Vacuum pump weak
Correction: Replace vacuum pump

Probable Cause:

Corrective Action:

Driving Conditions:		Environmental Condtions:	
Road Surface:		Action Requested:	
Success of Corrective Action:			
Trouble Codes Affected:			

Remarks:

PRTS Dynamics - Complete Report

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Primary Part	Part Name	Part Number	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria /Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

External Systems

System References

Externa System Name	Externa System Issue ID

Issue Status

Issue Status

Issue associated to PRTS 1888512, supp ier has comp eted ana ysis/testing and conc uded pump performance affected by s udge. C osing issue upon further ana ysis.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	21-FEB-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Next Step Target Dates

Next Step Target Submit Date: 22-FEB-2017 Next Step Target Approve/Close Date:

SENT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	21-FEB-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-FEB-2017	22-FEB-2017	24-FEB-2017		24-FEB-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	24-FEB-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937	

Supporting Processes

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status:

Spoke with FSE that advised Vacuum Pump rep acement, and advised pup was needed for ana ysis. Specia request has been submitted.

Part received, provided to DRE John Be anger who wi inspect. May need to be sent to supp ier.

Issue associated to PRTS 1888512, supp ier has comp eted ana ysis/testing and conc uded pump performance affected by s udge. C osing issue upon further ana ysis.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	24-FEB-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Next Step Target Dates

Next Step Target Submit Date: 10-MAR-2017

Next Step Target Approve/Close Date:

ADD. INFO NEEDED

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	24-FEB-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
24-FEB-2017	10-MAR-2017	06-MAR-2017		06-MAR-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Approved	06-MAR-2017	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	

24 Hour Information

24 Hour:
Source of Information: FPR

24 Hour CDP Group Information

Natural owner of problem: Powertrain-SQ-Powertrain-SQ
Name of Natural owner of problem: Tonawanda NY

Affected Vehicles

Model Year(s):		Other Potentially Affected Vehicle Lines:	
Steering Type:		Engine(s):	
Body Style(s):		Transmission(s):	
Axles:		Transfer Case:	
Relavent Options:		Local Component PR:	

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Odometer Reading	Odometer Units	Transmission No	Engine No
	3GCUKREC2FG[redacted]	14-FEB-2015	16,018	Mi es		
	3GCUKREC8FG[redacted]	19-SEP-2015	84,479	Mi es		

Problem Description

Symptoms/Complaints:

Condition:
Excessive brake pedal effort during parking lot maneuvers

Cause:
During parking ot maneuvers whi e app ying brake mu tip e times the peda effort becomes excessive, oss of power brake vacuum assist, Vacuum very slow to recover at idle causing excessive brake pedal effort

Correction:
Installed a new engine driven Vacuum pump
4023850-Vacuum Pump Assembly Replacement
Causal Part Number 000000000012669488-PUMP ASM-VAC

VIN: 3GCUKREC8FG[redacted]ot validated
Odometer: 84479
Condition: Started while backing down boat ramp brake pedal down hard and almost went into the water
Cause: Vacuum pump weak
Correction: Replace vacuum pump

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Conditions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Supporting Processes

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	4023850

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Spoke with FSE that advised Vacuum Pump rep acement, and advised pup was needed for ana ysis. Specia request has been submitted.

Part received, provided to DRE John Be anger who wi inspect. May need to be sent to supp ier.

Issue associated to PRTS 1888512, supp ier has comp eted ana ysis/testing and conc uded pump performance affected by s udge. C osing issue upon further ana ysis.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	06-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Next Step Target Dates

Next Step Target Submit Date: 25-MAY-2017 Next Step Target Approve/Close Date: 22-MAR-2017

PRTS Dynamics - Complete Report

OPEN

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	06-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
06-MAR-2017	25-MAY-2017	17-MAR-2017	22-MAR-2017	17-MAR-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
Submitted	17-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937	
Approved	17-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937	

24 Hour Information

24 Hour:
Source of Information: FPR

24 Hour CDP Group Information

Natural owner of problem: Powertrain-SQ-Powertrain-SQ
Name of Natural owner of problem: Tonawanda NY

Affected Vehicles

Model Year(s):
Steering Type:
Body Style(s):
Axles:
Relavent Options:
Other Potentially Affected Vehicle Lines:
Engine(s):
Transmission(s):
Transfer Case:
Local Component PR:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
	3GCUKREC2FG[redacted]	14-FEB-2015		16,018	Mi es	
	3GCUKREC8FG[redacted]	19-SEP-2015		84,479	Mi es	

Problem Description

Symptoms/Complaints:

Condition:
Excessive brake pedal effort during parking lot maneuvers

Cause:
During parking ot maneuvers whi e app ying brake mu tip e times the peda effort becomes excessive, oss of power brake vacuum assist, Vacuum very slow to recover at idle causing excessive brake pedal effort

Correction:
Installed a new engine driven Vacuum pump
4023850-Vacuum Pump Assembly Replacement
Causal Part Number 000000000012669488-PUMP ASM-VAC

VIN: 3GCUKREC8FG[redacted]ot validated
Odometer: 84479
Condition: Started while backing down boat ramp brake pedal down hard and almost went into the water
Cause: Vacuum pump weak
Correction: Replace vacuum pump

Probable Cause:

Corrective Action:

Driving Conditions:
Road Surface:
Success of Corrective Action:
Trouble Codes Affected:
Environmental Condtions:
Action Requested:

Remarks:

Develop Solution

Last Break Point

Date	VIN/Part Number	Comment

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Part

Primary Part	Part Number	Part Name	Supp ier Name	Part Year	DUNS Code	Cata og Number	Deck Code	Seria Casting Number

Suspect Parts Available?

Shipping Details:

Location of Parts:

Remarks:

Labor Information

Labor Codes Information

Primary	Labor Code
	4023850

Dealer and Field Contact Information

Dealer

Dealer Number: [redacted]
Dealer Name:
Dealer Phone:
Dealer Contact:
Dealer Email Address:

Field Representative

Field Rep Contact Name:
Field Rep Number: [redacted]
Field Rep Phone:
Field Rep Email Address:

Supporting Process

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

Impact Info -> Impacted Product Lines

Impacted Product Lines

Product Line	Project Number	Bypass Prioritization	Prioritization Ranking By	Priority Va ue
CKtruck	Current K2CKtruck	N		

Impact Info -> Aftersales

Aftersales Comments:

Aftersales Impact Metrics Information

Metric	Number of Cases

Customer Satisfaction

Customer Satisfaction Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Customer Survey Information

Product Line	Project Number	Impact Category	Survey	Survey Category	Wave	Tota PPH	Option PPH	Reference PPH	Satisfaction	Satisfaction Reference	PPH	Mode Year

Report Date:

Customer Survey Comments

Warranty

Warranty Question

Product Line	Project Number	Avai ab e Data
CKtruck	Current K2CKtruck	

Labor Codes Information

Primary	Labor Code
	4023850

Warranty Measure Information

Product Line	Project Number	Impact Category	Warranty Measure	Sa es Region	0 MIS	2 MIS	6MIS	12 MIS	24 MIS	36 MIS	Mode Year	Ca endar Year	Currency Type	Report Date

Solution Effectiveness (%) Information

Product Line	Project Number	So ution Effectiveness (%)

Report Date:

Warranty Comment

Issue Status

Issue Status

Spoke with FSE that advised Vacuum Pump rep acement, and advised pup was needed for ana ysis. Specia request has been submitted.

Part received, provided to DRE John Be anger who wi inspect. May need to be sent to supp ier.

Issue associated to PRTS 1888512, supp ier has comp eted ana ysis/testing and conc uded pump performance affected by s udge. C osing issue upon further ana ysis.

Next Step

Next Step Role Assignments

Ro e Name	Assignment Date	Name	Department	Phone
Champion	17-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Next Step Target Dates

Next Step Target Submit Date: 27-MAR-2017 Next Step Target Approve/Close Date: 16-APR-2017

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	17-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-MAR-2017	27-MAR-2017	17-MAR-2017	16-APR-2017	17-MAR-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	17-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

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

Issue Status

Issue Status

Spoke with FSE that advised Vacuum Pump rep acement, and advised pup was needed for ana ysis. Specia request has been submitted.

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	17-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-MAR-2017	27-MAR-2017	17-MAR-2017	16-APR-2017	17-MAR-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	17-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

Trigger Question:
Step when issue is flagged:
Flagged by:

Trigger Answer:
Date when issue was flagged:

Issue Status

Issue Status

Part received, provided to DRE John Be anger who wi inspect. May need to be sent to supp ier.

SOLUTION FEEDBACK

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Champion	17-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
17-MAR-2017	27-MAR-2017	17-MAR-2017	16-APR-2017	17-MAR-2017

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	17-MAR-2017	Tracy Lucas	UNKNOWN ORG	+1 248-563-0937	

Solution Analysis

Last Break Point

Date	VIN/Part Number	Comment

Develop Solution

General Answer/Comment:

Short Description:

Field Service Information

PI Number:
Bulletin Number:
GM Messenger Date:

Field Remedy:

Production Remedy:

Solution Result:

Summary

Summary

Supporting Process

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

Issue Status

Issue Status

Issue associated to PRTS 1888512, supp ier has comp eted ana ysis/testing and conc uded pump performance affected by s udge. C osing issue upon further ana ysis.

PRTS Dynamics 12 FEB 2019

Issue Number: [redacted] Issue Age: 28 days Issue Type: (Aftersales) Product Report Issue Status: Closed Actions: Available Issue Actions

Issue Events: 17 Mar-2017 - Closed [Solution Feedback] ... Current Step: Solution Feedback Current Step Status: Complete Current Step Target:

Project: US-United States Program: Silverado K2 Next Gen / GMNA Truck

Subject: Vacuum Pump , Brakes - Excessive Brake Pedal Effort at Slow Speeds

Product Line: CKtruck-Global Full Size Truck Pickup / Utility Project Number: Current K2CKtruck

Severity: *S-Potential Safety, Safety Compliance and/or Safety Regulatory Criteria

Associated Issues: 2 Tasks: 0 Attachments: 0 Memos: 1

Issue Memos -> View User Memo

Close

From : Charles Rouleau

Sent To:

To tracy.lucas@gm.com,chuck.rouleau@gm.com,bob.briedis@gm.com,david.macgillis@gm.com,timothy.pierce@gm.com,brian.d.combs@gm.com,peter.joslyn@gm.com
cc ... jean.hart@gm.com,lewis.barclay@gm.com,robert.c.wittmann@gm.com,wendy.olivier@gm.com,dave.pustover@gm.com

Memo:

Subject : PRTS Dynamics - 1884194 *S Vacuum Pump , Brakes - Excessive Brake Pedal Effort at Slow Speeds Silverado 3/13

Text:

Product Report Case # [redacted]
[redacted]s Will Be Created Today
Scheduled Supplier Analysis Target Date Is Monday, 3/13

For part number 12662552 PUMP ASM-VAC

DRE:
John Belanger
john.belanger@gm.com
248-431-9590

SQE:
None yet

Supplier:
240797746 - MAGNA POWERTRAIN INC Ultimate Duns: 201516002
800 TESMA WAY
CONCORD ONTARIO CANADA

Phone Number: 9053031689

SWA supplier contact in PRTS
Manish Bhatt
manish.bhatt@magnapowertrain.com
905-303-1689 Ext. 224

Attachment(s):

Action	View/Download Attachment	Attachment Title	File Size(MB)	Associated Step	Attach Date	Attached By
There are no items to display.						

Last Updated By: Charles Rouleau Last Updated Date: 06-Mar-2017

Close

*indicates required field for this screen

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PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 1	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed	
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**

Project: US-United States
Program: Sierra K2 Next Gen / GMNA Truck
Subject: Vacuum Pump , Brakes - Loss of Brakes - 2015
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

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

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	25-OCT-2018	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564
Originator	25-OCT-2018	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
25-OCT-2018		25-OCT-2018		26-OCT-2018

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	26-OCT-2018	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Originated	25-OCT-2018	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Submitted	25-OCT-2018	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source:	Sierra K2 Next Gen / GMNA Truck
Product Line:	CKtruck-Global Full Size Truck Pickup / Utility
Project Number:	Current K2CKtruck
Country:	US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Loss of Brakes - 2015

Affected Vehicles

Model Year(s):	2015	Axles:	
Make:	GMC	Transmission(s):	
Vehicle Line:	Sierra K2 Next Gen	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: Dealer
Dealer Number: [redacted]
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	3GTU2VECXFG[redacted]	05-SEP-2015		45,126	Mi es	
	3GTP1UEC6FG[redacted]	13-JUN-2015		61,032	Mi es	

Problem Description

Symptoms/Complaints:

Condition: Brakes went out all at once going down steep hill in bumper to bumper traffic
Cause: Power brake pump assembly went bad.
Correction: Renew power brake pump assembly.
Part #: 12669488
Comments: Brakes went out without warning and no codes or lights set.

VIN: 3GTP1UEC6FG[redacted]015 SIERRA CREW CAB 2WD
Vehicle: 2015 SIERRA CREW CAB 2WD
Odometer: 61032
Condition: Brake pedal hard
Cause: Brake pump assembly bad
Correction: Renew pump assembly

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Part Name	Part Number
Suspect Parts Available?	

Location of Parts:

Job Card [redacted]

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GM

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Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**ue Age:** 1	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed	
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**

Project: US-United States
Program: Yukon / GMNA Truck
Subject: Vacuum Pump , Brakes - Brake Pedal Is Hard to Push
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

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

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	25-OCT-2018	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564
Originator	25-OCT-2018	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
25-OCT-2018		25-OCT-2018		26-OCT-2018

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	26-OCT-2018	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Originated	25-OCT-2018	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Submitted	25-OCT-2018	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source:	Yukon / GMNA Truck
Product Line:	CKtruck-Global Full Size Truck Pickup / Utility
Project Number:	Current K2CKtruck
Country:	US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Brake Pedal Is Hard to Push

Affected Vehicles

Model Year(s):	2016	Axles:	
Make:	GMC	Transmission(s):	
Vehicle Line:	Yukon	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: Dealer
Dealer Number: [redacted]
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GKS2BKC3G[redacted]	12-OCT-2015		43,708	Mi es	

Problem Description

Symptoms/Complaints:

Condition: Brake pedal hard to push down
Cause: Power brake pump assembly bad
Correction: Renew power brake pump assembly

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Part Name	Part Number

Suspect Parts Available?

Location of Parts:

Job Card#: [redacted] art #: 12669488

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GM

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Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 3	**Issue Type:** (Aftersales) Field Performance Report	**Issue Status:** Closed	
		Current Step: Field Performance Report	**Current Step Status:** Complete	**Current Step Target:**

Project: US-United States
Program: Tahoe / GMNA Truck
Subject: Vacuum Pump , Brakes - Brake Pedal Is Hard
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

Associated Issues: 1 **Tasks:** **Attachments:** 2 **Memos:**

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	26-OCT-2018	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564
Originator	26-OCT-2018	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
26-OCT-2018		26-OCT-2018		29-OCT-2018

Step Actions

Action	Date	Name	Department	Phone	Comment
C osed	29-OCT-2018	Char es Rou eau	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center	+1 586-510-9564	
Submitted	26-OCT-2018	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	
Originated	26-OCT-2018	Wendy O ivier	Genera Motors *** GM North America *** Customer Care and Aftersa es *** G oba Aftersa es Engineering and Service Operations *** Brand Qua ity *** Service Learning Center *** Fie d Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Tahoe / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brakes
Complaint: Brake Pedal Is Hard

Affected Vehicles

Model Year(s):	2016	Axles:	
Make:	Chevro et	Transmission(s):	
Vehicle Line:	Tahoe-Fu Size Truck 4 door SUV	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: Dealer
Dealer Number: [redacted]
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Bui d Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	1GNLCDEC0GR[redacted]	29-MAR-2016		53,826	Mi es	
	1GNSKCKC3GR[redacted]	16-MAY-2016		38,397	Mi es	

Problem Description

Symptoms/Complaints:

Condition: Brake pedal is hard when applied
Cause: Vacuum pump not pumping vacuum
Correction: Replace vacuum pump

VIN: 1GNSKCKC3GR[redacted]16 TAHOE 4WD
Vehicle: 2016 TAHOE 4WD
Odometer: 38397
Condition: Brake pedal hard, vehicle will not stop
Cause: Vacuum pump weak
Correction: Replace vacuum pump

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 20-Chassis
2nd Level (VPPS): 20.04-Brakes
3rd Level (VPPS): 20.04.04-Brake Apply
4th Level (VPPS):

Parts

Part Name	Part Number
Suspect Parts Available?	

Location of Parts:

Job Card# [redacted]

12662552

2018

PE18-012

GM

3-27-2019

Q3

PRTS Dynamics - Complete Report

Issue Number: [redacted]	**Issue Age:** 10	**Issue Type:** (Aftersales) Field Performance Report		**Issue Status:** Closed			
		Current Step: Field Performance Report		**Current Step Status:** Complete		**Current Step Target:**	

Project: US-United States
Program: Sierra K2 Next Gen / GMNA Truck
Subject: Vacuum Pump , Brake Booster - Loss of Braking Assist
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck

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

REPORT

Main

User Role Assignments

Role	Assignment Date	Name	Department	Phone
Issue Approver	16-NOV-2018	Charles Rouleau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564
Originator	16-NOV-2018	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236

Step Dates

Step Start Date	Target Submit Date	Actual Submit Date	Target Close Date	Actual Close Date
16-NOV-2018		16-NOV-2018		26-NOV-2018

Step Actions

Action	Date	Name	Department	Phone	Comment
Closed	26-NOV-2018	Charles Rouleau	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center	+1 586-510-9564	
Submitted	16-NOV-2018	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	
Originated	16-NOV-2018	Wendy Olivier	General Motors *** GM North America *** Customer Care and Aftersales *** Global Aftersales Engineering and Service Operations *** Brand Quality *** Service Learning Center *** Field Product Reporting Support	+1 586-947-7236	

Issue Definition

Vehicle Line/Engineering Source: Sierra K2 Next Gen / GMNA Truck
Product Line: CKtruck-Global Full Size Truck Pickup / Utility
Project Number: Current K2CKtruck
Country: US-United States

PRTS Dynamics - Complete Report

Issue Title

Part Name: Vacuum Pump
Part Location: Brake Booster
Complaint: Loss of Braking Assist

Affected Vehicles

Model Year(s):	2016	Axles:	
Make:	GMC	Transmission(s):	
Vehicle Line:	Sierra K2 Next Gen	Transfer Case:	
Engine(s):		Hardware Stage:	

Origination Point

Origination Point: Dealer
Dealer Number: [redacted]
Field Rep Number:

VIN Information

Cases

No of Cases	Recorded by/Originator	Recorded Date
1	Originator	

VIN Information

Primary (VIN)	VIN	Build Date	Engine No	Odometer Reading	Odometer Units	Transmission No
Y	3GTU2NEJXGG[redacted]	31-OCT-2015		23,380	Miles	

Problem Description

Symptoms/Complaints:

VIN: 3GTU2NEJXGG[redacted] 2016 SIERRA 1500 CREW CAB 4WD
Vehicle: 2016 SIERRA 1500 CREW CAB 4WD
Odometer: 23380
Condition: After stopping or near stopping brakes fail
Cause: Brake booster vacuum pump failed
Correction: Renew brake booster pump assembly

Probable Cause:

Corrective Action:

Affected Parts

VPPS

1st Level (VPPS): 10-Powertrain
2nd Level (VPPS): 10.01-Power Generation
3rd Level (VPPS): 10.01.01-Engine
4th Level (VPPS):

Parts

Part Name	Part Number

Suspect Parts Available?

Location of Parts:

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Job Card# [redacted] Part #: [redacted]9488